

Meeting: Health Ambassadors meeting

Date: Monday 27 November 2017

Time: 2.00pm – 4.00pm

Location: Doncaster Trades Club, Frenchgate.

Members present:

Peter Nicholson (PN), Julia Burnes (JB), Cath Fox (CF), Curtis Henry (CH)

In attendance:

Karen Leavers – Lead Commissioner for Cancer Services – NHS Doncaster CCG
Matt Hurst – NHS Doncaster CCG

Apologies: Mary Jones (MJ), Andy Martin (AM), Dennis Atkin (DA)

1. Notes/ actions from the Health Ambassadors meeting 30 October 2017.

- a) PN shared letter explaining his role. CH drafted a letter on behalf of the Health Ambassadors explaining PN role and that the contract comes to an end in December. Letter to be sent to the Commissioners at Doncaster Council outlining the concerns of the Health Ambassadors.
- b) JB attended the conversation club, less than 10 attended.
- c) EG to send out missed appointments survey to all members.
- d) A Health Ambassador was approached at Doncaster Pride by a trans-support group based in West Yorkshire – Bradford and Leeds. People from Doncaster currently travel to Leeds for this support group as there isn't one available in Doncaster. AG has offered funding for up to £500 to help set up a trans support group in Doncaster. Health ambassadors suggested that this Peer Support group could identify a Trans rep as a Health Ambassador.

2. Missed appointments

- a) Health Ambassadors highlighted that they have not received the email to complete survey. EG will send out the link to the survey.
- b) A discussion about Missed Appointments took place and the Health Ambassadors raised there should be a consistent system throughout all health services to remind patients of their appointment, either a text/phone call. PN raised this may be an issue for the deaf community because it would be a struggle for them to reply.

3. Cancer Services

Karen Leivers – Commissioning Lead for Cancer at NHS Doncaster CCG – was present at the meeting along with Matt Hurst

There was a discussion about the background of commissioning cancer services

KL updated on the National Cancer Implementation Plan:

The National Cancer Transformation Board are committed to improving the care, treatment and support for everyone diagnosed with cancer as a priority.

The National Cancer Transformation Board have published a wide range of specific steps designed to increase prevention, speed up diagnosis, improve the experience of patients and help people living with and beyond the disease in [Achieving World Class Cancer Outcomes: Taking the strategy forward](#).

As the programme enters its second year of the 2015-2020 cancer strategy, a [Progress Report \(2016-17\)](#) has been released, outlining the significant progress made to deliver world-class cancer services in England. Highlights include:

- priority investment in earlier and faster diagnosis
- instalment of 36 Linear Accelerators (LINACS) and 12 upgrades to radiotherapy equipment at 23 hospitals
- roll-out of a Recovery Package and development of a quality of life metric to support survivors.

Survival rates for cancer in this country have never been higher but there is more that can be done ensure patients are diagnosed early and to tackle variation in access to care and workforce.

The National Plan focuses on six key priority areas:

1. [Prevention and public health](#)
2. [Earlier diagnosis](#)
3. [Patient experience](#)
4. [Living with and beyond cancer](#)
5. [Investment in a high-quality, modern service](#)
6. [Commissioning, accountability and provision](#).

As always the patient is at the heart of this plan and people affected by cancer are the driving force for change.

There was a discussion about awareness raising at local level – Macmillan is involved with some work around this area

Work around Cancer prevention Group includes links to Public Health England screening, Living Well, Local GP Champions and screening programmes.

Work is taking place with DBTH about the issues that patients face, the diagnosis phase and where treatment occurs.

The 2 week referral process from GPs to specialist consultants was discussed. A question was raised as to whether different types of cancers have a different time range as to how long you should wait following a referral – all cancer referrals should be 2 week waits.

Article from Doncaster Free Press in June 2017 re: cancer 2 week wait targets

Read more at: <https://www.doncasterfreepress.co.uk/news/no-show-patients-hit-doncaster-cancer-treatment-targets-1-8608719>

Under Government targets 93% of patients should have their first outpatient appointment within two weeks of being referred urgently with suspected cancer by a GP. The most recently published figure for people living in the Doncaster area, the figure is 92%. The figure for the Doncaster and Bassetlaw Teaching Hospitals Trust is 88.96. The figure is different because the people living in Doncaster may be receiving treatment for hospitals outside the borough, and patients from outside Doncaster may be receiving treatment in the town's hospital.

The Health Ambassadors thought it would be useful for patients to receive a leaflet, reassuring/explain why they are being referred.

There was also a discussion about the central information centre for cancer patients to get support. There is a Living Well Service provided by RDaSH Community Service and MacMillan - <https://www.rdash.nhs.uk/services/our-services/adult-doncaster-community-integrated-services/living-well-service/>

Health Ambassadors asked if any BSL interpreters are available for the deaf community to access this service and whether there were any language translators available to enable asylum seekers and refugees to access the service.

4. Volunteer training opportunity

CH made the Health Ambassadors aware that all Healthwatch Doncaster volunteers now have access to Healthwatch Doncaster training which covers Safeguarding and Diversity. If anybody is interested in being a part of this training then they can contact Sandie Hodson on: Sandra.hodson@healthwatchdoncaster.org.uk or ask Emily Green to register their interest.