

**Volunteer Meeting (Zoom platform)  
Thursday 19 Jan 2021 from 17:00 to 19:00  
Notes and Actions**

**1. Present**

**Volunteers:** Roy Dobson (RD), Seaford, Chris Marks (CM) - Polegate, Geoff Smith (GS) - Bexhill, Alan Keys (AK) - Uckfield, Phil Hale (PH) - Polegate, Tim Sayers (TS) - Peacehaven, Dr Isaac Suleman (IS) MBE - Eastbourne, Janet Springate (JS) - Eastbourne, Rosie Way (RW), Newick, Gwladys Mabb (GM) - Eastbourne, John Curry (JC) - Bexhill, Tony Moore (TM) - Winchelsea, Pam Keen (PK) - Pevensey Bay, Paula Cohen (PC) - Lewes, Jane Gorringer (JG) - Pevensey, Marilyn Eveleigh (ME) - Crowborough, Cecile Stheeman (CS) - Eastbourne and Linda Pugsley (LP) - Buxted.

**Healthwatch East Sussex Staff-** Elizabeth Mackie (EM), Volunteer and Community Liaison Manager, Kate Richmond (KR), Community Engagement Officer, John Routledge (JR), Director, Simon Kiley (SK) Evidence and Insight Manager and Sue Wells (SW), Administrator

**Board:** Roger Sweetman (RS), Edward Peasgood (EP), Vanessa Taylor (VT) and Liz Lash (LL)

**Guest:** Gill Reynolds - Patient Experience ESHT

**2. Apologies:** Harriet Vogt (HG) - Herstmonceux and Keith Stevens

**3. Volunteer Opportunities** - update on the Vaccination Volunteer Call out to support the Eastbourne site and shared volunteer opportunities with East Sussex Hospital NHS Trust (Gillian Reynolds)

Sussex Community Trust are responsible for the vaccine roll out across Sussex and have asked for volunteer to become co-ordinator/marshals/meet and greet. NO volunteers will be responsible for giving the vaccine. 4 volunteers and 4 HW Staff have put themselves forward and more positions are available for anyone interested. You have to commit to a min of 1 x 4 hours for a month and fill in a number of forms. You are supplied with PPE and will receive the COVID vaccine. **Please let EM know if interested.**

ESHT Volunteers - there are two vacancies that ESHT would like to fill, one on a Wed and the other on a Thursday, both from 10:00 to 15:00 based in the Avenue in Eastbourne, and involves phoning patients within 24/48 hours of discharge to ensure all OK. There will be a number of forms to fill in, but HW Volunteers can be fast tracked as most of the necessary paperwork such as DBS etc, and have a good understanding of code of conduct, confidently etc. **Please let EM know if interested.**

ESHT are hoping to have Volunteers back in the discharge lounge in the near future, but this is subject to a risk assessment. **Please let EM know if interested**

ALL ESHT Volunteers have to sign health declaration, sign to say that the role is not risk free (due to COVID-19), are issued (if needed) with PPE, subject to the hospital infection rules and if not had are offered the COVID-19 vaccine. All out of pocket expenses are covered, and if volunteer for more than 4 hours, then a meals allowance is provided.

#### 4. Notes and actions from previous meeting

Actions	Timeframe	Status
AB to check on those without the mental capacity to make an informed decision around COVID-19 vaccine		EM has sent out guidance received from the HNS and it was stated at the meeting that COVID vaccines are given the same status as flu vaccines
EM to find out about meeting with other Sussex Healthwatch Volunteers - Volunteers asked if it would be possible to have a Sussex wide Volunteer session to enable them to meet other volunteers and exchange ideas		
EM/KR to see if we can mystery shop letters from Hospitals but especially Ophthalmology, as not always clear in regard to what is being asked for, but are in font that is very hard to read		
ANY volunteer that would like to be involved in the Dent-Aid - enter and View let EM know.		
EM/KR working on timetable for actions from the Volunteer Day		
EM drafting timetable for 1:1 Annual Discussion Meetings		
EM drafting timetable for Training Dates		
EM working on getting skills audit out		
KR/EM working on pilot virtual Enter & View to care home residents in Bexhill area	March/April	
Pan (HWIS) Sussex Hospital Discharge Proof of Concept Pilot	March/April	
HWES Hospital Discharge well-being checks - Phase 2	March/April	
Supporting Care Home relatives/family carers webinar	25 Jan 24 Feb 23 March	See below
Short term priorities		See below

#### 5. Update on short term priorities for Jan - March 2021

We will be supporting the COVID vaccine roll out, and this is the main subject that people are contacting us about.

Information is changing on a daily basis, EM is attending the Sussex wide COVID-19 Immunisation Advisory Group

##### **Mystery shop of GP/Dental/Pharmacy out of hours/websites**

We will not be phoning GP/Dental surgeries during opening hours, so we don't add pressure to the system. Pharmacies will be done later in the year - April/May

##### **Forthcoming Webinars for relatives and carers with loved ones in Care Homes**

These are being done in partnership with HW Brighton and Hove and Care for the Carers and are as follows:

Monday 25th January from 3 - 4 pm and will focus on the 'Vaccination Roll out in Care Homes'  
Wednesday 24th February from 3 - 4 pm, we will explore the 'Impact of long-term restricted visiting/separation from loved ones' is having on families; and  
Tuesday 23rd March from 3 - 4 pm, there will an opportunity to join representatives from the Health and Care System in a Q & A session and discuss 'What could and should the system be doing to support relatives and carers.'

## 6. Round Robin updates from Volunteers

Engagement on Understanding Experiences of Cardiology and Ophthalmology Services in East Sussex, is taking place now, links are [Acute Cardiology - Engagement Questionnaire](#) and [Ophthalmology Services - Engagement Questionnaire](#). SW to send full details to Volunteers for them to send to any contacts they have

Cancer Treatment - it was reported that patients are attending Hospitals for treatment, but what used to be a 2 weekly is now monthly

ALL to get that the message out that Hospitals are open IF you need them.

PPG Forum - meeting on the 2<sup>nd</sup> Feb from 3:30 to 5:0

## Part 2 HWES COVID-19 Vaccination Advisory Drop In's - from 18:00

One of HW main priorities during Jan - March will be supporting the COVID1-9 vaccination roll out to support this we will be hosting weekly Drop in's which will be open for all staff and Board members to join.

### 'Drop in's will take place on the following dates:

- Monday 25<sup>th</sup> January from 4.30 to 5.30
- Monday 1<sup>st</sup> February from 4.30 to 5.30
- Monday 8<sup>th</sup> February from 4.30 to 5.30
- Monday 15<sup>th</sup> February from 4.30 to 5.30
- Monday 22<sup>nd</sup> February from 4.30 to 5.30
- Monday 1<sup>st</sup> March from 4.30 to 5.30

### Main focus of the Drop in's include :

- to gather individual experiences of the vaccination process
- to capture feedback from your local area on what you are hearing about the process - this can be through your PPG or other groups and networks you access; plus
- we can share information with you to pass on to friends and family etc; and have a platform
- to act as a sounding board, that will inform our work in this area as the Vaccination Roll out gathers pace

**There is an update to date page on the HW website with information -**  
<https://healthwatcheastsussex.co.uk/covid-19-faqs/>

## Vaccination process in East Sussex (as of 20/01/2021)

The NHS is working to ensure that all East Sussex residents who are eligible for a vaccination will be offered one as quickly as possible.

This is following the same priority list for vaccinations as in other parts of the country, which is focusing on these groups before the middle of February:

1. residents in a care home for older adults and their carers
2. all those 80 years of age and over and frontline health and social care workers
3. all those 75 years of age and over
4. all those 70 years of age and over and Clinically extremely vulnerable individuals.

However, people in these groups with similar characteristics or living in the same area may still get vaccinated at different times. For these reasons it is important to be patient and wait to be contacted by the NHS for your invitation.

Variations may exist because:

- Vaccination delivery sites are still being set-up. Some sites have started vaccinations, and others will do so shortly. In East Sussex, all Hospital and GP-led sites should be up and running by the week commencing 25th January.

The latest list of East Sussex vaccination sites is available [here](#).

- Different groups are being prioritised for vaccination at different sites.

For example, people aged over-80 are the focus for all GP-led vaccination sites, but anyone aged over 80 who attends a hospital may receive it as part of their appointment.

GP-led sites will focus on vaccinating those patients registered with them. Until all vaccination sites are up-and-running, some patients may experience a slight delay.

If you have not yet been approached about having the Covid-19 vaccination, please read the information: [why you are being asked to wait](#).

Please remember - The NHS will let you know when it's your turn to have the vaccine, so please do not contact your GP or visit a delivery location to seek a vaccination before the NHS contacts you.

If you miss your invitation or appointment to be vaccinated, the vaccine teams will attempt to rebook you, contacting you either by telephone, by letter, or both methods if necessary.

Q&A from Volunteers - please note information correct as of 19/01/2021

Q. What is happening with vaccination of front-line NHS/Police/Fire Service?

A. Have heard that majority of Ambulance staff have had the vaccine.

Q. A number of GP surgeries are being swamped with calls about when am I/someone I care for being called, what can be done to help?

A. ALL to help get the message out that the NHS will let you know when it's your turn to have the vaccine. You may get a text, phone call or a letter - usually up to 72 hours before your vaccination.

Once it is your turn, you will be contacted by the first NHS service able to offer you a vaccination. This may be your GP, a hospital hub, or another NHS service. If you work in health and social care, you may hear directly from your employer.

Q. What about those with Dementia, they might get a phone call and then forget?

A. If this is the case, they will be contacted by letter, and no-one who is eligible and wants to the vaccine will miss out

Q. If you have call barring we are hearing that the calls are not getting through, as the NHS services are not allowed to leave voicemails unless they have specific prior consent to do so recorded on patients notes?

A. **Not sure - EM to check out**

Q. There have been reports of a number of scams going around, how can we help?

A. Tell people that the NHS will only seek your name and date-of-birth and never seek any payments. Any contact seeking NHS or National Insurance numbers or other details should be reported to Action Fraud on 0300 123 2040.

Q. What happens if I miss my appointment?

A. If you miss your invitation or appointment to be vaccinated, the vaccine team will attempt to rebook you, contacting you either by telephone, by letter, or both methods if necessary.

Q. There is concern that rural areas are missing out, and transport to the existing sites

A. More local sites are being looked

Q. There is confusion about the time scale for the 2<sup>nd</sup> Vaccine

A. Those that were in the 1<sup>st</sup> phase of the vaccine roll out, will be getting their 2<sup>nd</sup> vaccine within the 12 week timescale, the reminder will be called as and when.

Q. What is being done for those who are housebound?

A. **Not sure, EM to ask at the comms meeting**

Q. What information are you given after the vaccine?

A. This seems to be a bit hit and miss, some patients are given a card that gives information, the information is available via the NHS app where you book your appointment, but in some cases, you are getting nothing

## Delivery of the Vaccine

To help with delivery of the vaccine on the day, make sure that you have your NHS Number with you

Some sites that have surplus vaccine, due to patients not turning up, are calling known vulnerable people .... my mum got the vaccine yesterday as she's been shielding since March 2020, despite only being 51. She got a call saying that there were some spare vaccines from a special needs home visit, and that she could get it if she could get to the surgery in ten mins!

## Volunteer Zoom meeting dates -

**Tuesday 2<sup>nd</sup> February from 2.00 to 3.30 pm**  
**Thursday 18<sup>th</sup> February from 5.00 to 6.30 pm**  
**Tuesday 2<sup>nd</sup> March from 10.30 to 12.00**  
**Wednesday 17<sup>th</sup> March from 5.30 to 7.00 pm**  
**Thursday 8<sup>th</sup> April from 10.00 to 11.30 am**

Elizabeth Mackie will send out invites closer to the time



We are pleased to say that on Thursday 18<sup>th</sup> February Louise Ansari is joining us.

Louise is on the governing body of the CCQ, and has had a career in communications and engagement including roles in local and national government, and in health bodies and charities including Diabetes UK. Louise is an experienced board member, having served on the board of the Medical Research Foundation amongst other governance roles. Louise is currently the Director of Communications at the Centre for Ageing Better and is a published author.

**As always remember if you use any Primary Care or Hospital service please leave a review on our feedback service -**  
**[healthwatcheastsussex.co.uk/services](https://healthwatcheastsussex.co.uk/services)**