



your community,
your care
developing community hubs

Report of public engagement

IVER

29th March 2018



1. Executive summary

Introduction

Buckinghamshire Healthcare NHS Trust launched its community hubs programme in April 2017, at two pilot sites in Marlow and Thame. This followed an extensive public and patient engagement exercise in 2016 to find out what people wanted from a community hub. The findings informed the development of the pilot hubs.

Between September 2017 and March 2018 the Trust conducted further public and stakeholder engagement. The involvement and engagement team gathered the views of 352 stakeholders, using a mixed methodology tailored to different groups:

- Focus groups with 28 hub patients
- Appreciative enquiry workshops with 7 hub staff
- 3 telephone interviews with staff from Healthy Minds, Alzheimer's Society and Age UK
- Public engagement workshops in Buckingham, Chalfont, Marlow, Wycombe, Thame, Aylesbury, and Iver, attended by 191 members of the public
- Sessions with 123 members of voluntary sector service user groups, and a patient participation group

The objectives were:

- To engage with and involve the local community to ensure their views and experience inform future decision making around the pilots both in Marlow and Thame and more widely across the county
- To review the criteria for community hubs that the public had developed in 2016 to see what progress had been made and to test their continued relevance
- To get feedback from staff and patients, and partner organisations involved in the pilots to inform on going service development

Aim of this report:

To provide a record of the feedback from the Iver public event.

Participant profile:

- 23 attended
- 3 of those booked represented key partners GPs, CCG or County Council.

18 out of 23 attendees filled out an equality monitoring form. 11 Females and 5 males attended this event

- 5 considered themselves to have a disability or long term health condition
- 14 identified themselves as White British

Key findings:

- Participants were supportive of the community hub model and would like to see a similar model of care closer to home in their area
- Participants wanted a fixed hub based in a building rather than a mobile unit, with a range of outpatient clinics and diagnostic services
- Lack of public transport was an issue in accessing services in surrounding areas such as Chalfont
- Due to geography Iver residents feel isolated from the rest of Buckinghamshire and felt they had lost services, which they wished to see restored
- Cross border issues needed to be considered

Discussion results:

Exercise one – Following the presentation given at the beginning of each session, attendees were split into groups and asked the following questions:

1. What do you like about what you have heard?
2. What concerns do you have?

Group	Content liked	Concerns
A	<ul style="list-style-type: none"> • Only like the idea if it is local • Joined up healthcare would be good • Good that the community is involved in planning • More local services • If you prove the concept works, why not duplicate • Community hubs are good for local communities • It is good to bring back what has been taken away • Health professionals will talk to each other • Are there any plans to open in Iver? • Great to have local diagnostics • Share information • Hubs are a good idea in the right place 	<ul style="list-style-type: none"> • How do we get to Chalfont's from Iver? • What happens to patients who have registered to practices out of Bucks? • Access to healthcare • I have found all the terminology confusing and not explained very well • If too far away Public transport is the biggest problem • Self-management is about confidence • How will hubs impact on existing areas without hubs? • Tory cuts! • Failed commissioning • South Bucks always loses out to the detriment of other areas • Over managed • The erosion of the NHS • Why no hub in Iver • Iver is ignored • Iver residents having to travel too far for care • Is this a consultation or a briefing? • Iver will be bottom of the list • No local diagnostics • Iver to Marlow is a long and difficult journey by hospital or public transport

<p>B</p>	<ul style="list-style-type: none"> • Like idea but not sure how it will get here • Model works – extension of GP services • Having a link to paramedics and the ambulance service is a great idea – especially for triage • How can we get a hub here? 	<ul style="list-style-type: none"> • Local GP’s do not have the rooms to accommodate more services • Section 106/CIL – GP’s Infrastructure – additional 7000 homes being built in the area having a huge impact on our local surgeries. Who is going to give more money locally to fund a community hub? • How will long term or rare conditions be looked after in the community hub? • Transport – public and hospital is a major issue locally. We have a volunteer service but it’s very small • Communication between GP/BHT horrendous • Nobody takes notice of the residents in Iver because we are on the border • Always overlooked in Iver • Hubs should focus on Prevention not cure • Air quality locally getting worse due to structural changes locally (Heathrow expansion) which is going to make people more unhealthy • Hubs and collaborative working needs to be far more proactive rather than reactive
<p>C</p>	<ul style="list-style-type: none"> • One stop shop • Local services for local people • Avoiding unnecessary hospital admissions • Bringing back clinics to the area • Keeping people mobile and independent i.e. physio, OT etc. • On site diagnostics • Increased speed of referrals and access • Appears to be a truly integrated service • Joined up working and communication 	<ul style="list-style-type: none"> • Failure to access on going funding • Future hubs locations? • That it won’t be accessible to the Ivers • It will be overly successful and consequently over subscribed • Virtual healthcare? How accessible and user friendly? • Where are the suitable staff going to come from?

Exercise 2 – Participants were asked:

- Taking into account what you have heard about the pilot hubs, and looking at your vision for a community hub in Marlow from 2016:
- What is your vision for a community hub in Marlow in 2018?

Group A

- Home care staff would have less far to travel as well
- Local service at Evreham pretty please
- Community hub accessible by public transport
- Local access to community health workers including: mental health, Occupational health and district nurses
- Easy transport
- Diagnostics, treatment and community nurses local to Iver
- Local Community hospital
- Give us a hub!
- Proper online appointment service
- Well-funded
- Community mental health support
- The return of what we had
- Local diagnostics
- Physiotherapy in the area
- Cross county links – London, Bucks, Berkshire – all services available to all not just budget decisions
- Abolish borders
- Create contract with Hillingdon
- Run and serviced by the NHS not private sector

Group B

- Diabetes clinic
- More GP's and GP appointments
- Physiotherapy
- Hearing tests and hearing aid batteries
- Community nursing
- Health and well-being clinics – obesity
- Mental health
- CAHMS
- Sexual health clinics
- Antenatal
- Sure start clinic – maybe closing in Iver – but need it
- Adult social care
- Sign posting – telephone, website, posters, person – where do I go for??
- Social café – care coordinator – sign poster
- Asthma clinics

Group C

- Diagnostics i.e. blood tests, physiotherapy, Voluntary services
- Professional support services – SALT, Audiology, Ophthalmology, Chiropody. OT etc.
- Clinics
- CAMHS and adult mental health services
- Fixed premises rather than mobile
- Possible locations – Ridgeway, Pinewood, Police Station, Evresham