



**your community,**  
**your care**  
developing community hubs

## Report of public engagement

WYCOMBE

6<sup>th</sup> February 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 Wycombe public event.

### Participant profile:

- 8 attended

### Equality monitoring data:

7 out of 8 attendees filled out an equality monitoring form. Some highlights are shown below:

- 6 Females and 1 males attended this event
- 2 considered themselves to have a disability or long term health condition
- 6 identified themselves as White British
- 3 indicated that they were Christians
- 5 describe their sexual orientation as heterosexual , 1 did not wish to declare

## **Methodology:**

The Trust's Chief Nurse Carolyn Morrice delivered a presentation on progress made with the two pilot hubs. Participants then worked in small groups to consider what they liked about what they had heard and what concerns they had. They were then asked to update the vision for a community hub developed by Wycombe residents in 2016

## **Key findings**

- Wycombe representatives would like to see a multi-purpose separate from the hospital site
- The hub would contain all the services that Marlow and Thame benefit from but must be mindful of the diverse community that Wycombe has
- The hub should include voluntary sector organisations as well as local councils, CCG's, social care and organisations such as CAB and prevention matters. The focus should be on health and well being
- Signposting is important especially for communities slightly outside the town centre
- Participants suggested BHT possibly look at using a mobile unit to get to remote villages surrounding Wycombe
- Strong links with the community need to be developed – churches, mosques, spiritual centres

**2. 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"> <li>• Like the idea of having blood tests, ECGs and other tests in one place at the same time</li> <li>• Very informative as I have Parkinson’s and is an insight in to my future</li> <li>• Appreciate these local services being re-introduced</li> <li>• Positive neighbours experience</li> <li>• Marlow Hub – Prevention Matters, Carers Bucks, healthy minds, Marlow GP practice all referring to each other</li> <li>• Info about hubs should be in GP practices</li> <li>• Would be good to hear more good news stories</li> <li>• NHS working more closely with voluntary sector</li> </ul>	<ul style="list-style-type: none"> <li>• Continuity of tests in each hub</li> <li>• Waiting time for doctors</li> <li>• Information from doctors to hub</li> <li>• In Flackwell Heath we can go to Wycombe or Marlow. I am concerned about being taken to Stoke Mandeville if not necessary</li> <li>• Parking!</li> <li>• Will people from community hub coordinate care and help at home?</li> <li>• Concerned that Marlow hub and Thame hub do not have the same equipment to carry out tests. If patient needed one particular test that the nearest hub does not have, would they be taken to the other hub? Could cause major transport issues</li> <li>• Transport problems is a worry</li> <li>• Access for people in outlying areas</li> <li>• Marlow hub barrier to GPs in the far south of the county</li> </ul>
B	<ul style="list-style-type: none"> <li>• Enthusiasm of team involved</li> <li>• Time given</li> <li>• Rapid access to the hub</li> <li>• Skilled practitioners in one place - teamwork</li> </ul>	<ul style="list-style-type: none"> <li>• Have to go through silver phone</li> <li>• We would like self-referral</li> <li>• Looking at other models/previous models</li> <li>• Are we going around in circles?</li> </ul>

## **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 Wycombe from 2016:
- What is your vision for a community hub in Wycombe in 2018?

### **Group A**

- A permanent base away from the hospital – The Rye?
- If away from the shops, do want a café
- Mobile unit/clinic for hub for whole county
- Availability of all tests and dementia café or leg ulcer club etc. and talking therapies
- Multi-purpose facilities including Carers Bucks, Prevention Matters, Cardiac rehab, Breath Easy

### **Group B**

- Mindful of cultural diversity
- A building dedicated to health and wellbeing with clinical areas
- Is there parts of Wycombe hospital for voluntary and support groups, council offices?
- Can a hub link in with existing groups that already run in Wycombe? EG. DOSTI ladies
- Trusted sign posting via technology
- Mobile hub for more remote villages
- Link with community – church, mosque, spiritual centres
- CAB – Prevention Matters crucial