

## What have other patients said about the service?

We ask all of our patients what they thought about the service. These are some of the comments:

"It was very friendly"

"It felt like a personal service"

"It was far less tiring attending this than other appointments"

"It was very informative as there was plenty of time"



## How do I access these services?

If you feel you would benefit from any of the services listed please talk to your GP and ask them to refer you. Please note: The Big Conversation Café is a drop in service so there is no need to book an appointment or be referred.

## Contact

For more information, please contact your GP.

If you require this leaflet in another language or format, please contact the Patient Advice and Liaison Service on 01296 316042 or [bht.pals@nhs.net](mailto:bht.pals@nhs.net).



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# Marlow Community Hub

Marlow Community Hub is a facility designed to provide rapid, local care to the people of Marlow and surrounding areas. This leaflet explains what services are available, and how to access them.



Safe & compassionate care,

every time

# What is a community hub?

A community hub is a place where health and social services work together for the local population.

People want to live independently for as long as possible. The best way to do that is to have accessible care close to home. This is the role of the community hub.

Your GP is your first point of contact for most of your healthcare needs. If you visit your GP, you may decide together that you need a little more than they are able to provide. In that case you may be referred to the community hub.



**There are many reasons why you may benefit from the community hubs. These include:**

- You may require a service that the GP doesn't offer, such as a scan;
- You may benefit from seeing more than one type of clinician at once, for example an occupational therapist and a doctor;
- You may need more time with a doctor than a standard GP appointment;
- You or a carer may need support or advice;

Hubs can also help to prevent a crisis, for example if you are at risk of falling we can help you stay safe and independent and living in your own home.

If you are admitted to hospital, we can also provide support to ensure you come home as quickly and safely as possible.

## Does this mean I can't access hospital care?

No it doesn't. If you need more specialist care, or more urgent care such as A&E, larger hospitals like Stoke Mandeville Hospital are still there for you.

## What services are available in my community hub?

We are continually reviewing which services are best for Marlow Community Hub. The following services are currently available:

**Community Assessment and Treatment Service (CATS).** If you are referred to CATS, you will be seen by appropriate members of a team which includes nurses, physiotherapists, occupational therapists, GPs, and elderly care specialist doctors. They will spend time assessing your health and your needs, and work with you to agree a care plan.

Other functions of **CATS** include **Blood pressure checks and blood tests, Electrocardiograms (ECG's)** – a method of checking the health of your heart, and **Intravenous Antibiotics and Infusions** – specialist medicines that require a qualified clinician.

**Falls Specialists** - experts in helping people who are at risk of falling, or who have fallen.

**Wound dressing clinics.**

**You can have drips, injections and infusions.**

**Catheter care.**

**Diagnostics** – equipment such x-ray, to help doctors understand more about your health.

**Outpatients** – clinics where specialist doctors see patients locally, which means that you don't need to travel to a hospital. These include neurology, urology, rheumatology, cardiology, and a range of surgical specialties to provide advice and care.

**Cancer Care** – Services such as chemotherapy that allow cancer patients to be cared for closer to their home.

**Healthy Minds** – a service which can provide therapy and support for people suffering mental health conditions such as depression and anxiety.

**The Big Conversation Café** – a drop-in service for people who have questions or concerns about subjects such as memory loss, dementia, end of life care or bereavement. Patients, carers or friends and family can come and meet some of our nurses for their opinion and advice. Contact the Hub for details of when these are available.

**Information** – not just about your health, but about what other services are available to support you or the people you care for. These may include social groups, support groups, or charity providers.