

Minutes of the community hubs stakeholder engagement session, held at 5pm on Tuesday 10<sup>th</sup> December 2019 In Marlow Community Hospital

**Present:**

Ben Collins (BC) Deputy Divisional Director, Integrated Elderly and Community Care Division, Buckinghamshire Healthcare NHS Trust and Chair of this meeting.

Lesly Clifford (LC) Associate Director of Communications and Engagement, Buckinghamshire Healthcare NHS Trust

KB Thame League of Friends

PB

DC

NCW

PB

AB

AG

Alison Aylen

Dee Irvin (DI)

Thame Town Council  
Rycote patient participation group  
Member of the public, representative of BOPAG Marlow and Marlow Bottom  
Marlow League of Friends  
CATS and Community Hubs Manager, Buckinghamshire Healthcare NHS Trust  
Engagement and Events Officer (Minutes), Buckinghamshire Healthcare NHS Trust

**Apologies:**

ST

Chair of Thame League of Friends

MW

JE

BH

YH

KG

Representative, Unity patient participation group  
Representative, Rycote patient participation group  
Representative Unity patient participation group  
Thame League of Friends

Stephanie Tanner

Clinical Lead for CATS, Buckinghamshire Healthcare NHS Trust

AJ

Chair of Rycote patient participation group

AM

HM

Rycote patient participation group  
Marlow Town Council

JT

Marlow Town Council

PL

Marlow League of Friends

Jennifer Ricketts  
Ana Phelps

Interim Chief Nurse  
Consultant Orthogeriatrician, SDU Lead for  
Integrated Elderly and Community Care  
Associate Chief Nurse – patient experience and  
professional standards

Jo Atkins

## **1. Minutes and update on actions**

The minutes from the previous meeting held on Thursday 10<sup>th</sup> October 2019 were agreed as accurate with two additions. AB was missing from the present list and NCW pointed out that Thame is a town council not a parish council. DI has amended both.

BC advised that JR (BHT's Interim Chief Nurse) sent her apologies for this meeting and sent JA as her representative but JA is unable to attend this meeting due to illness in her family.

## **2. Action Plan Update**

**Action 37** - BC advised that discussions between Marlow LoF, Neil Macdonald, Penny Macdonald and BHT have changed the scope of works therefore a project manager has been assigned to create a scope of works document outlining the project which will need to be agreed by all parties. This project has changed due to recent changes within the NHS long term plan and the introduction of primary care networks (PCN's) which will change how healthcare services are delivered locally. It was felt that this opportunity, along with the kind donation from Marlow LoF, could help facilitate and more joined up approach to this workstream.

Primary care networks (PCNs) form a key building block of the NHS long-term plan. Bringing general practices together to work at scale has been a policy priority for some years for a range of reasons, including improving the ability of practices to recruit and retain staff; to manage financial and estates pressures; to provide a wider range of services to patients and to more easily integrate with the wider health and care system.

While GP practices have been finding different ways of working together over many years, the NHS long-term plan and the new five-year framework for the GP contract, published in January 2019, put a more formal structure around this way of working, but without creating new statutory bodies.

Since 1 July 2019, all except a handful of GP practices in England have come together in around 1,300 geographical networks covering populations of approximately 30–50,000 patients. This size is consistent with the size of primary

care homes, which exist in many places in the country, but much smaller than most GP federations. Around 50 networks, usually in very rural areas, will cover a population of less than 30,000, but most are bigger than 50,000.

Primary care networks (PCNs) will eventually be required to deliver a set of seven national service specifications. Five will start by April 2020: structured medication reviews, enhanced health in care homes, anticipatory care (with community services), personalised care and supporting early cancer diagnosis. The remaining two will start by 2021: cardiovascular disease case-finding and locally agreed action to tackle inequalities.

To do this they will be expected to provide a wider range of primary care services to patients, involving a wider set of staff roles than might be feasible in individual practices, for example, first contact physiotherapy, extended access and social prescribing. Networks will receive specific funding for clinical pharmacists and social prescribing link workers in 2019/20, with funding for physiotherapists, physician associates and paramedics in subsequent years.

They will also be the footprint around which integrated community-based teams will develop, and community and mental health services will be expected to configure their services around PCN boundaries. These teams will provide services to people with more complex needs, providing proactive and anticipatory care.

Therefore, working together BHT and the local Primary Care Network in Marlow need to work out details of how the building needs to work for BHT and the local PCN in order for better use of the facilities.

**Action 39** – BC advised that the leaflets are with the printers for costing. Dependant on cost, an amount will be printed and distributed to this group in January 2020.

**Action 40** - BC advised that he has been booked onto protected learning time at Rycote Practice for both July and September agendas and then taken off the agendas last minute. DI to email KS to request BC gets onto the January agenda.

**Action 41** – LC advised that parking charges came into force on 25<sup>th</sup> November 2019. They were some questions raised at the October meeting which we now have the answers to:

1. Will the ticket machines be emptied of cash every day? - No the tickets machines are not being emptied on a daily basis
2. Are the parking charges 24/7? – Yes they are
3. Will patients be able to use a card to make payments at the machines? Or by phone? Card payments are available at both locations but you will be charged an additional 10p per payment
4. What are the rules for Blue Badge holders? Blue Badge holder clocks are for a maximum of 3 hours. – Blue badge holders will be allowed to park in a space for as long as they need to.

5. How do patients appeal if they get a ticket? - the back of the penalty charge will clearly advise you how to pay and appeal a parking ticket should you need to. You will need to apply online or in writing

KB asked if the Community Car parking space would give each driver a parking permit so their car could be left in the space without being ticketed, when they were out driving patients around? LC to advise.

AB asked what the staff to patient parking ratio is on both sites? LC to advise.

The Thame ticket machine is not currently giving out parking tickets for the free hour. LC to advise.

KB asked how many cars have been ticketed in Thame and Marlow to date? LC advised probably not many because a “grace” period has been given to both sites but will check the answer and report back. LC to advise.

**Action 43** – BC advised that the ICP steering group was no longer taking place however LC advised there are two different meetings which may be of interest to any attendees of the community hub stakeholder group to attend.

### **Getting Buckinghamshire Involved Steering Group**

This group will look at plans to involve local people in changes to health and care services in Buckinghamshire. The group will help us make sure we are talking to the right people at the right time and in the right way, so these people can give us their views on the possible changes.

In particular, the group will look how to involve people in the main areas of work of the Buckinghamshire integrated care system (this is a group of local organisations who are joining up to improve health and care services). This work includes:

- More work to help people stay healthier for longer
- Getting the best care possible
- Improvements to mental health care
- Buying the best services for the best price
- Getting all our staff to work together
- Getting all our systems to link

The Terms of reference are attached below:



Terms Of Reference  
- Getting Bucks Invol

## Communications Advisory Panel – BHT

Buckinghamshire Healthcare NHS Trust has a vision where the needs of the patient always come first. Our mission is to deliver safe compassionate care every time. We recognise the value of listening to patients and involving those from within our local communities and beyond. We want our Trust to be the hospital of choice for patients by providing the best clinical care available, reflecting our values and behaviours in a patient centred approach. Developments should take account of a range of views and preferences; as well as those of the professionals involved in their care. This Trust is committed to learning from such views. The Communications Advisory Panel aims to work with Buckinghamshire Healthcare NHS Trust to support improvements in patient and carer communication published or approved via the Communications team.

The terms of reference for this group are attached below:



CAP terms of  
reference-amended 2

If anyone would be interested in joining either of these groups, please let DI know via email. [Dee.irvin@nhs.net](mailto:Dee.irvin@nhs.net).

**Action 45** – BC has spoken to Martin Thornton. The advice was that holding the meetings in GP surgeries is more likely to get GPs to attend, although still not likely to ensure the robust attendance that would be ideal.

### 3. Operational Update

AA advised CATS activity has reached its highest level of attendances (199) in October 2019. This is in part due to the addition of a further 2 days of CATS at the Amersham site. The gradual upward trend in average number of patients attending per day continues.

BHT have promoted CATS in the November GP bulletin and information cards to be sent to GP practices are due to be printed.

BHT have presented to the Southern Locality Buckinghamshire Integrated Team and the Aylesbury South Provider Primary Care Networks Meeting to raise awareness of both CATS and the Falls Pathway in Buckinghamshire

The CATS service continues to receive positive feedback from their patients with 100% of patients rating the service as good or excellent and 96% saying they were likely or extremely likely to recommend the service to family or friends.

Outpatient activity has increased by 700% since the Community Hubs started and reached its highest level since the opening of the Hubs.

The ultrasound service which launched in Thame is running successfully.

The Cancer Service continues to run well at both sites.

Patients attending Better Balance classes running in Marlow Community Hub as well as other community locations are showing a 73% improvement in balance with 88% achieving their individual goals.

#### **4. Car Parking Charges**

Please refer to action 41 in the Action updates section of these minutes.

#### **5. AOB**

##### **Amersham Hospital Temporary Changes**

An invitation has been sent out today by DI inviting all community hub stakeholder attendees to the 2nd Community Hospital workshop. Please respond to DI if you are able to attend this workshop on 8th January 2020.

##### **Dates of 2020 meetings**

Please find attached the dates for all community hub stakeholder meetings due to take place in 2020.



Community Hub  
Stakeholder Meetings

**Next meeting – Wednesday 26<sup>th</sup> February 2020 – Day Hospital, Thame  
Community Hospital**