

Minutes of the community hubs stakeholder engagement session, held at 5pm on Thursday 13th August 2020 via Zoom

**Present:**

Karen Bonner (KBcn)	Chief Nurse, Buckinghamshire Healthcare Trust and Chair of this meeting.
Alison Pirfo (AP) Lesly Clifford (LC)	Divisional Director, Elderly Care Medicine Associate Director of Communications and Engagement, Buckinghamshire Healthcare NHS Trust
KB NCW Stephanie Tanner (STcl)	Thame League of Friends Thame Town Council Clinical Lead for CATS, Buckinghamshire Healthcare NHS Trust
ST	Chair of Thame League of Friends
AB	Member of the public, representative of BOPAG Marlow and Marlow Bottom
AG	Marlow League of Friends
MW	Representative, Unity patient participation group
YH	Representative Unity patient participation group
Dee Irvin (DI)	Equality, Diversity, Inclusion and Communications Manager, Buckinghamshire Healthcare NHS Trust

**Apologies:**

JT	Marlow Town Council
PB	Patient Representative
Jo Birrell	Nurse Consultant, Medicine for Older People, Buckinghamshire Healthcare Trust
AJ	Chair of Rycote patient participation group
Alison Aylen	CATS and Community Hubs Manager, Buckinghamshire Healthcare NHS Trust
Victoria Perkins	Interim Deputy Divisional Director, Integrated Elderly and Community Care Division, Buckinghamshire Healthcare NHS Trust
BH	Rycote PPG Representative

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

KBcn welcomed everyone to the meeting and introduced herself as the new Chief Nurse for Buckinghamshire Healthcare Trust and new chair of this meeting following BC's secondment to a new role. Round table introductions took place. AP introduced herself as the Divisional Director for Elderly Care Medicine and advised the group that VP has taken on BC's role and would be attending these meetings moving forward during BC's secondment. VP has experience of working within the community with children's services. VP will be at the October meeting to meet everyone.

The minutes from the previous meeting held on Thursday 17th June 2020 were agreed with no amends.

**Action 37** - MLoF architect, Jonathan made contact in July advising Marlow LOF interested in 3 pronged approach.

- Prong 1 – building works/changes to hospital structure
- Prong 2 – adding something to hospital – e.g. a scanner
- Prong 3 – helping Marlow GPs relocate

MLOF are happy to provide expertise support and Jonathan has already drawn up plans on how to renovate the space. Jonathan is trying to get BHT some quotes based on changes he's suggested. Trust guidelines/standards have been sent to MLoF so they can come back with plans.

**Action 39** – AP advised she has looked at both leaflets and is happy for both to be distributed within both communities. The leaflets were written prior to the COVID-19 pandemic and therefore may need an insert produced about COVID-19 guidelines within the community hubs and reminders to patients about the importance of adhering to these guidelines within this environment.

**AP to write the insert. AP to discuss distribution of the leaflets with the local community hub teams.**

The group agreed that the leaflet is now ready for distribution. **DI to send electronic versions of both leaflets out with the minutes of this meeting.**

## **2. Operational Update**

Due to Covid19 Thame Community Hub and Marlow Community Hub closed for the majority of services at the end of March 2020.

The only service that continued at Thame Community Hub was the ultrasound service which could safely continue to provide a service. The following levels of patients were seen by this service, by appointment only, during lockdown:

- April – 146 patients
- May – 168 patients
- June – 228 patients

In May, in accordance with second phase guidelines from the government and Public Health England, a review was carried out of all of the community sites within Buckinghamshire Community Healthcare Trust. A senior team led by the Integrated Community and Elderly Care Divisional Director, comprising representatives from Infection Prevention and Control, Estates, Children's Services, Integrated Elderly and Community Care and Therapies used the guidelines to produce a report for the Executive Management Committee (EMC).

The outcome of EMC was to adopt a stepped approach to reopening sites or increasing the footfall as relevant guidelines would need to be followed and on some sites considerable changes would need to be made and implemented prior to them being utilised again for clinical care.

Therefore as a first step the footfall of Amersham and Brookside was to be increased followed by the reopening of Buckingham for urgent patients due to the site only requiring minor changes.

It is then proposed that Thame and Marlow Community Hub will be reopened in September following changes being implemented. Marlow Community Hub will reopen on 7<sup>th</sup> September 2020 and Thame Community Hub will reopen on 21<sup>st</sup> September.

The number of CATS patients seen in March was lower than usual with a number of patients choosing not to attend even before the clinics themselves closed.

All patients who were waiting to be seen in CATS were reviewed by telephone and in line with government guidance only offered a face to face appointment where essential. These face to face appointments were offered in our sister service Mudas (Multidisciplinary Day Assessment Service) at Wycombe Hospital.

We reopened Amersham CATS in July 2020, temporarily in a different location within Amersham Hospital due to a cycle of refurbishment works taking place.

When CATS reopen in Thame and Marlow we will be introducing changes which include:

- Telephone assessments for some patients to ensure they are only brought into a hospital site if this is necessary
- Replacement of hospital beds with wipe able outpatient style couches
- Reduction in services that run at the same time as CATS due to the need to ensure social distancing for staff and patients

### 3. Car Parking Update

LC advised that car parking charges due to restart on 1<sup>st</sup> August 2020 have been delayed due to unforeseen issues installing the new ANPR system. Parking charges will commence on approximately the 7<sup>th</sup> September 2020. **DI will confirm this date when we have confirmation from the operators.**

### 4. COVID-19 Update

KBcn advised that the impact of COVID-19 nationally, as we have seen in the news, has been unprecedented however, BHT have less patients coming in with COVID-19 and less patients in intensive care. BHT have put new guidelines in place to keep staff and patients safe whilst within our care. This includes screening every patient coming into hospital and the wearing of masks throughout the organisation. Reminders of social distancing guidelines are being communicated to both staff, patients and carers/family members on a regular basis.

Services are starting back up with less footfall therefore less risk of infection and again, ensuring government guidelines and social distancing measures are adhered to.

BHT is now allowing visitors back into our sites. One designated visitor, for one hour, once a day can visit a patient. Virtual visits continue for patients to keep in touch with other family and friends.

Additional outpatients appointments are starting up again both virtually and face to face.

The Trust is operating staff and patient entrances and exits to try to avoid any unnecessary contact. Please check our website for further details of these changes and advice on where to park.

KB asked if carers were allowed to attend appointments with patients. KBcn advised patients to call the service prior to coming into the appointment to request that a carer attend the appointment with them. The service will then be able to advise if this is possible and give any additional instructions for the appointment. Some of the spaces used for appointments are very small and therefore difficult for staff and patients to adhere to social distancing requirements which is why we are asking patients to come in alone. The measures currently in place are being reviewed constantly. Under exceptional circumstances, carers will be allowed to attend an appointment if the environment allows it.

KB asked if the Trust was currently preparing for the pressures of winter, schools going back, seasonal illnesses which could all have an effect on services already under strain and trying to catch up from the pandemic.

KBcn advised that the Trust is currently planning for winter pressures, the national flu campaign and seasonal illnesses. Our school nurses have continued with their immunisation programme throughout the pandemic when mostly nationally stopped.

BHT our encouraging staff to take well-earned breaks over Summer to ensure they feel fresh heading into winter and the generous donations from the local communities have kept staff going throughout this extremely busy period. The health and wellbeing team have ensured that various services have been available to staff from fitness through to mental health awareness sessions. BHT have installed “Calm” zones throughout our facilities and reopened outside spaces so staff can relax.

KB advised that Thame LoF are worried about the impact this has had on staff and are happy to make a donation to the Trust for specific resources should staff need any additional support. AG advised that Marlow LoF would also be happy to make a contribution.

KBcn thanked both LoF for their constant support.

## **5. AOB**

KBcn mentioned that A&E has been unseasonably busy over the past couple of weeks seeing many patients suffering from dehydration. LC advised that the Trust has been sending messages out on social media and the website advising local communities on the dangers of dehydration. AB asked if the Trust could provide something that he could send out to the members of BOPAG? **DI to circulate material.**

NCW advised that the Thame Friendship Centre is trying to open in October. NCW asked when Bowel Cancer screening was starting back. **DI to advise.** NCW also advised that Thame Fair had been cancelled this year.

AB asked if KBcn would like to attend a BOPAG meeting. **KBcn to arrange with AB.**

DI thanked the CHSG for their support and well wishes that they have sent staff over the past few months. Their words and generosity at such a stressful time has motivated staff on many occasions. Gifts and parcels sent into BHT over this period has been overwhelming and very humbling for staff. Thank you from the bottom of our hearts to you all.

**Next meeting – Wednesday 7<sup>th</sup> October 2020 – This will be held as a Zoom meeting. Details below:**

**<https://us02web.zoom.us/j/87009660729?pwd=cXJFaVdvakpieVvxSzJERXk2W>**