

Minutes of the community hubs stakeholder engagement session, held at 5pm on Wednesday 14th July via Zoom

Present:

Karen Bonner (KBcn)	Chief Nurse, Buckinghamshire Healthcare NHS Trust
Jenny Ricketts (JR)	Director of Community Transformation, Buckinghamshire Healthcare NHS Trust (Chair)
Victoria Perkins (VP)	Interim Deputy Divisional Director, Integrated Elderly and Community Care Division, Buckinghamshire Healthcare NHS Trust
Laura Isard (LI)	Head of Intermediate Care, Deputy AHP Lead for Community Integrated Therapies, Buckinghamshire Healthcare NHS Trust
Lesly Clifford (LC)	Associate Director of Communications and Engagement, Buckinghamshire Healthcare NHS Trust
Alison Aylen (AA)	CATS and Community Hubs Manager, Buckinghamshire Healthcare NHS Trust
Alison Pirfo (AP)	Interim Divisional Director, Elderly Care Medicine, Buckinghamshire Healthcare NHS Trust
AM	Representative, Rycote patient participation group
NCW	Thame Town Council
BH	Representative, Rycote patient participation group
AB	Member of the public, representative of BOPAG Marlow and Marlow Bottom
AG	Marlow League of Friends
Dee Irvin (DI)	Equality, Diversity, Inclusion and Communications Manager, Buckinghamshire Healthcare NHS Trust

Apologies:

ST	Thame League of Friends and Representative, Rycote patient participation group
JT	Marlow Town Council
Stephanie Tanner	Clinical Lead for CATS, Buckinghamshire Healthcare NHS Trust
KB	Thame League of Friends
YH	Representative, Unity patient participation group

2. Minutes and update on actions

KB welcomed everyone to the meeting. The minutes from the previous meeting held on Tuesday 23rd March 2021 were agreed no amends.

KBcn advised that at our last meeting we discussed the possibility of changing the structure of this meeting and discussing how this group and BHT would like this meeting to continue moving forward. KBcn confirmed that JR would be taking over the chairing of this meeting, which has been already been advised in a previous email communication from DI. KBcn thanked the group for welcoming her to the Trust nearly 18 months ago and for supporting the Trust throughout what has been a difficult year for us all.

JR introduced herself to the group as the new Director of Community Transformation, Division of Integrated Elderly & Community Care Buckinghamshire Healthcare NHS Trust. JR commented she is looking forward to working with the group ensuring the groups voice is heard and working together to develop BHT's community sites.

COVID Trust Update

KBcn advised that numbers of COVID-19 positive cases are rising within Buckinghamshire but that BHT only have 2 patients in our Intensive Care Unit who are COVID-19 positive but are on the mend.

KBcn advised that BHT currently have immense pressure on our Emergency Department for various different reasons and not all COVID-19 related but patients who are testing COVID-19 positive are generally not as ill as those who presented in the 1st and 2nd wave.

KBcn advised that BHT currently have just over 90% of our workforce double jabbed against COVID-19. Having a COVID-19 jab is not mandatory but generally our workforce have stepped up and taken the opportunity to have both jabs where they can. Some of our workforce are not in the position to have the jab for medical reasons.

LC commented that all new staff are being offered the COVID-19 jabs within the first few days of joining the Trust and that risk assessments are still being done regularly throughout the organisation.

LC advised that on "freedom day" when there will be changes to government guidelines and restrictions will not be mandated, BHT's social distancing rules and face wearing guidelines will not be changed. The patients being looked after within BHT are extremely vulnerable and therefore it will still be a requirement to wear a face mask when visiting and attending appointments within a healthcare setting.

KBcn commented that the increase of COVID-19 positive cases within Buckinghamshire will have an impact on our workforce and our patients so we will continue to be responsible and responsive to the needs of our local communities.

AM commented that he felt it was totally reasonable to ask people to wear a face mask in our facilities. Not only to protect BHT's staff but also to protect those around us.

NCW commented that an older age group would not have a problem continuing to wear a face mask but younger visitors might.

MW advised that many people are still very worried about face masks not being mandatory but knowing that you still must wear one in a hospital will help patients feel confident about coming in for appointments.

AG commented that she is totally in favour of asking patients and visitors to continue to wear a face mask whilst in the hospital/s. AG also thanked KBcn for chairing these meetings for the past 18 months and welcomed JR into her new role as chair.

BH commented that a few of the local restaurants in Thame were still asking customers to continue to wear face masks when using their premises and again supports the Trust in this action.

AB commented that he felt it was good sense to keep visitors and patients wearing face masks. AB asked what percentage of patients coming into hospital COVID-19 positive needed treatment or were becoming very ill.

KBcn advised she could give exact figures but knew that patients are still presenting at BHT that are COVID-19 positive but most did not need hospitalisation.

JR also commented that in Feb/March our Intensive Care Unit had 30 COVID-19 patients all needing intensive medical treatment. Today we have 2 patients, and both are currently waiting for beds on general wards so therefore we are hoping this is a good barometer in terms how sick people are.

KBcn advised that patient visiting has changed slightly. There is still the visiting rule of 1 (1 visitor, per patient, per day for an hour) however, different visitors can now come each day. This has huge benefits for patient's wellbeing.

Action 37 – AP advised that the architect is currently awaiting costs back from the contractors. BHT and contractors had a meeting in Marlow today. JR to update at September meeting.

ACTION – JR to update on progress with works at September meeting.

Action 45 – VP advised that no additional services have been confirmed yet however, the team are currently reviewing the clinical space in all community sites with a view to going out to services requesting if they would like any additional space.

BH commented that it would be great to have an audiology clinic at Thame. There is a audiology unit in Oxford but this is a long way for some patients to go so having one in Thame would be ideal.

NCW advised that a Retinopathy service could easily be run out of Thame and ideal as many patients must have eye drops administered as part of the treatment and then cannot drive for quite a while after.

ACTION – JR to speak to these services.

3. Review of ToR

JR advised that new ToR had been circulated prior to today's meeting.

AM asked if the community hubs were still being run as pilots?

JR advised that at the end of September, a new organisational strategy is going to the BHT Board. JR advised that she would ask DL to attend our September meeting to go through this strategy. The strategy extends further than just Thame and Marlow and would include our other community sites including Amersham, Chalfont, Buckingham and Aylesbury.

ACTION – JR to invite DL to September meeting.

JR asked if the group would be happy to extend an invite to the additional community sites to attend this meeting?

NCW asked if it would make the meeting too big and therefore unmanageable?

JR advised she was not sure but would explore to see what appetite there was from the other community sites to join this group.

AB commented that it made good sense to pass the groups experience and knowledge onto the other community sites.

AG commented that it would be nice to hear from other community sites within the county. AG felt it had helped both Thame and Marlow community sites to be in this meeting together working alongside each other.

JR advised she would speak to LC and DI to find representation for the additional community sites.

ACTION – DI to reach out to local groups to find local representation from additional community sites.

AB asked if local elderly groups could be more involved?

NCW advised that the current ToR needed a slight amend. Thame and District Day centre needed to be changed to Thame Senior Friendship Centre.

ACTION - DI to make this amend.

JR asked if the group were happy to continue with meetings take place every two months but if the time of the meetings could be moved into business hours?

NCW commented that it was not a problem for him but if we widen the membership, some members might work and therefore this could be a problem. NCW also

commented that if we get back to face to face meetings, our meetings would need to be held somewhere more central.

JR advised that for now, all meetings would be kept to being on Zoom.

AB, BH, AM, AG all commented that meetings being held in business hours would not be a problem for them.

JR commented that for the next meeting, we will change the time to be within business hours but will review this as the membership grows.

JR advised that DI would no longer administer this group. JR to advise the group who will take this responsibility on.



Stakeholder
engagement group te

4. Urgent community response – Ageing Well presentation.

LI thanked JR for inviting her to this meeting. LI explained that “Ageing Well” is the delivery of the NHS Long Term Plan vision for integrated out of hospital care. The crisis response standard should improve patient outcomes by meeting their urgent care needs at home or usual place of residence in a timely way. The ambition is to provide crisis care within the community to prevent avoidable hospital admissions and accelerate the treatment of people’s urgent care needs. Successful delivery of crisis response care within two-hours requires close partnership working with a variety of health and social care partners/ teams.

LI presented BHT’s response to this initiative. Please see attached presentation.



Urgent Community
Response July 2021.p

AG asked if referrals could come from the CATS service? AG also commented how impressive LI and her team have been to deliver this within the pandemic.

LI advised that referrals are currently coming in via CAMHS, MUDAS, Palliative care to name but a few however all services would be able to refer into this service.

AB commented that this sounds like a wonderful idea if referrals can go both ways from different services especially from CATS and vice a versa.

LI commented that all community teams are working on this together as well as referring into the appropriate service for the patient.

AB asked if this is a 24 hour service?

LI advised that it currently isn't but this is being developed and proposed for 2023 depending on demand for the service to be 24/7.

AP commented that the Trust is currently looking at admission avoidance and perhaps the use of night sitters and now this could fit into the aging well initiative.

5. Operational Update

AA went through the operational update report. AA advised that after a period of service suspension or consolidation to other sites during the second wave of the pandemic, most services resumed in the Community Hubs in March 2021 or shortly thereafter. CATS resumed on all 3 sites during March. Both CATS and Outpatient activity has increased from March onwards.

AA advised that clinics are again starting to busier and back to usual numbers prior to the pandemic. The volume of referrals still remains variable week on week.

AB commented that it is very encouraging to see everything slowly going back to normal.



Community Hubs
Stakeholder Group Up

6. Community Feedback and update members

AB advised that BOPAG are organising a Golden Years event in September (please see attached flyer)



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7. AOB

AB asked if the Trust can ensure that when work starts at Marlow Community hospital that contractors do not use public parking services to park their vehicles. JR to speak to property services about this.

ACTION – JR to speak to property services about contractors parking in public car parking spaces.

JR thanked AP and DI for their involvement in this group and continued support.

Next meeting – Tuesday 26th October, 10am-11.30am

Meeting details to be sent nearer the time