

Minutes of the community hubs stakeholder engagement session, held at 5pm on Tuesday 1<sup>st</sup> December 2020 via Zoom

**Present:**

Lesly Clifford (LC)	Associate Director of Communications and Engagement, Buckinghamshire Healthcare NHS Trust and chair of this meeting
Victoria Perkins (VP)	Interim Deputy Divisional Director, Integrated Elderly and Community Care Division, Buckinghamshire Healthcare NHS Trust
Alison Ayles (AA)	CATS and Community Hubs Manager, Buckinghamshire Healthcare NHS Trust
Helene Anderson (HA)	Deputy Chief Nurse, Buckinghamshire Healthcare Trust
Michael Tyler (MT)	Divisional Chair, Division of surgery and critical care & Consultant Plastic Surgery, Buckinghamshire Healthcare NHS Trust
Jennifer Ricketts (JR)	Divisional Director – Division of surgery and critical care, Buckinghamshire Healthcare NHS Trust
Aimee Porter Smith (APS)	General Manager, Property Services, Buckinghamshire Healthcare NHS Trust
KB	Thame League of Friends
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
YH	Representative Unity patient participation group
MW	Representative, Unity patient participation group
ST	Chair Thame League of Friends
Dee Irvin (DI)	Equality, Diversity, Inclusion and Communications Manager, Buckinghamshire Healthcare NHS Trust

**Apologies:**

Karen Bonner	Chief Nurse, Buckinghamshire Healthcare NHS Trust
Alison Pirfo	Divisional Director, Elderly Care Medicine
JT	Marlow Town Council
PB	Patient Representative
AJ	Chair of Rycote patient participation group
HM	Marlow Town Council

**1. Minutes and update on actions**

LC welcomed everyone to the meeting. Round table introductions took place. LC explained that neither KBcn or AP would be able to attend this evening's meeting which is why LC was chairing. Both KBcn and AP extend their apologies for not being able to attend.

The minutes from the previous meeting held on Wednesday 7<sup>th</sup> October 2020 were agreed no amends.

**Action 37** – AP advised that the Trust is holding regular Space committee meetings internally to discuss the suitability of each of our sites and whether it is safe to reopen services. AP invited Marlow LoF to attend one of these meetings to discuss the support MLoF has offered Marlow Community Hospital and what the next steps should be. DI to send AG a list of dates for the Space Committee meetings so MLoF can decide which date is best for them to attend. **DONE**

**Action 39** – CLOSED

**Action 40** - CLOSED

**Action 41** - CLOSED

**Action 42** - CLOSED

## **2. Surgery Healthwatch Presentation**

## **3. COVID-19 Update**

KBcn advised that the Trust was preparing for a potential second wave of COVID-19 but that at present the Trust was only treating 1 COVID-19 patient. KBcn explained that winter was on its way and seasonal flu and winter bugs would come with the season changing. With the addition of a potential second wave, the Trust was preparing for a very busy winter period.

2000 staff had already had their flu jabs and the Trust is supporting inpatients to have their flu jab whilst in its care.

KBcn said that the Trust and our staff had learnt many lessons from the initial COVID-19 pandemic and felt more prepared for the potential second wave. Staff at the Trust have been encouraged to take annual leave in August and September to ensure they felt recuperated and ready for the pressures that winter will bring. Our Director of Workforce Bridget O'Kelly has announced a winter package of support for all employees at the Trust which includes a concierge service for staff, emotional and physical support, support for working from home, free staff parking and signposting to information which may help staff during these challenging times.

The Paediatric Emergency Department has been awarded some money to expand and develop this area. Work will start on this shortly.

Community hub sites at Marlow, Thame and Amersham have all reopened and now have increased services at all three sites whilst the Trust helps support patients to stay at home and avoid admission into one of the acute hospital sites.

KB advised that he was aware that the podiatry service/clinics were moving into the Health centre annex with some financial help from the Thame league of friends but asked if this meant losing space in the outpatient clinics. KBcn explained that due to social distancing, the service had to close due to its current location. AP confirmed this will not affect outpatient clinics.

AP advised that more and more outpatient clinics are being encouraged to use the space within the Community hubs to decrease footfall within the main acute hospital sites. Obviously some clinics can do this easier than others due to equipment needed and resources but this is being looked into and reviewed on a regular basis.

#### **4. Operational Update**

Due to COVID-19, 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 radiology ultrasound service, which could safely continue.

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 Healthcare NHS 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. 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 increased followed by the reopening of outpatient clinics at Buckingham for urgent patients due to the site only requiring minor changes. Subsequently Marlow and Thame Community Hubs reopened in September 2020.

#### **Community Assessment and Treatment Service (CATS)**

CATS in Amersham, Marlow and Thame closed towards the end of March 2020. The number of 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.

Marlow CATS recommenced on 7th September 2020 and Thame CATS on 22 September 2020.

Changes which have been implemented 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 wipeable 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

### **Outpatients, Voluntary Organisations and other services**

Thame Day Hospital resumed on 21 September 2020. The service now operates on a model where patients continue to be provided with assessment and rehabilitation without remaining in the department once their treatment has concluded (no longer staying several hours or being provided with a meal). Patients have reported that they feel safe in the department. They have also said how much they have felt isolated for so long and therefore good to see other patients and staff. The patients have commented that they prefer to complete the exercises with someone but find an hour is not quite enough. Some are concerned about car parking as have heard that charges are coming back in.

The Falls Specialists continue to work with patients in the patient homes in order to avoid increased footfall through the Community Hubs.

The Cancer Care and Haematology Outreach Service resumed in Marlow Community Hub on 24th September. Reports are that it went well and they are looking forward to resuming in Thame in October.

The X-Ray department in Marlow Community Hub is unable to meet COVID-19 infection prevention and control guidelines. Patients can access X-ray at Wycombe Hospital. Marlow CATS patients can access same day x-rays at Wycombe Hospital or if the need for x-ray is clear at triage, an x-ray can be arranged in advance of the CATS appointment . AG asked if there was anything that Marlow LoF could do to

help the x-ray facility reopen at Marlow. AA advised that the space is more of the problem at Marlow but she will double check and let AG know if Marlow LoF could support a reopening in any way.

KB commented that it was not surprising to hear that patients wanted to stay closer to home for their treatments and rehabilitation especially as COVID-19 is still within the community. KB also advised that Thame LoF received a thank you letter from the sonographer at Thame to thank them for buying the scanner and how much benefit the new equipment is for our patients.

BH commented that currently we have waiting area restrictions due to social distancing and asked the question as to whether we then asking patients to stay outside in the car park until their appointment time. BH also asked if the Trust is looking at providing indoor waiting areas as the weather is changing and patients will struggle to wait outside as temperatures drop and winter starts.

VP advised that BHT is working within national guidelines to ensure staff and patients are kept safe and the risk of infection is minimalised. This will be constantly reviewed. Currently there are approx. 2 waiting spaces per Community Hub. KBcn also commented that the Trust is continuing to review this issue but at the moment, the risk is too high.

AB asked if there is any information that the Trust would like the group to get out into the community. LC advised she would work with anyone within the group to get external communications from within the Trust out to the local communities. NCW has ties with Thame Parish Council and has offered to do the same. **ACTION LC**

## **5. Car Parking**

LC confirmed that car parking charges have now been reinstated as of 1<sup>st</sup> October 2020. A new ANPR system is in place at all sites apart from Marlow. Marlow Community site is still under review due to the way the car park is designed.

YH asked for clarification as to how patients with a blue badge should register for the ANPR system and once you are registered at one site, are you automatically registered at all sites. **ACTION DI** to circulate concession information to the group. LC to investigate the issues raised by YH and come back to the group,

## **6. New 111 project**

LC advised that a new 111 pilot scheme is starting on Monday 12th October. Unless it is an emergency, people are being advised to contact NHS 111 first so that patients can be directed to the most clinically-appropriate service and to help reduce pressure on emergency departments. This may mean that NHS 111 books them an appointment at A&E.

Under the new changes, patients will still be able to seek help at A&E without an appointment, but it may mean you have to wait longer than patients who have been given a booked appointment through 111. This new process is part of a campaign called Help Us Help You which officially launches later in this year.

However, 999 is still the number to call if experiencing a life threatening situation.

NCW asked what happens in Thame if 111 is called because Thame is on the border of Bucks and Oxford. LC advised that Oxford will also be launching the scheme in October. KB commented that 111 has not got a great reputation for their triaging services and often follow an algorithm. LC advised that SCAS (South central Ambulance Service) run 111 and they have been working closely with the Trust and the CCG to ensure patients are directed to the right place for their needs. This is a soft launch and further communications will be sent out publically when NHS 111 is rolled out nationally later this year.

## **7. AOB**

NCW advised that the Thame Day centre will be opening soon. NCW also advised that he had recently visited Wycombe hospital for an appointment and was impressed with the service from the Bowel Screening dept. NCW commented that the appointment went well and all staff were very professional and caring. He also mentioned how safe the environment felt.

KB commented that for local communications, BHT should ensure that the Love Thame Facebook group was included in any local communications and Thame.net. YH commented that many communications were being put on the web and some people do not have access to the web. KB commented that this group needs to ensure these communications are given to those we know are not on the web locally.

BH advised that there are two very active U3A groups locally who could also be contacted when key communications from the Trust need to be disseminated locally.

LC commented that BHT is in the process of creating a stakeholder newsletter that this group would receive in the future. The newsletter will contain key information that the Trust needs to communicate locally.

**Next meeting – Wednesday 27<sup>th</sup> January 2021 – This will be held as a Zoom meeting. Details below:**

**<https://us02web.zoom.us/j/85649218097?pwd=ajRPcU5hc zd kc0Vld1RmdXoybVNrQT09>**