

Minutes of the community hubs stakeholder engagement session, held at 5pm on Tuesday 23rd March 2021 via Zoom

Present:

Karen Bonner (KBcn)	Chief Nurse, Buckinghamshire Healthcare NHS Trust (Chair)
Victoria Perkins (VP)	Interim Deputy Divisional Director, Integrated Elderly and Community Care Division, 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
PL	Marlow League of Friends
AM	Representative, Rycote patient participation group
Dee Irvin (DI)	Equality, Diversity, Inclusion and Communications Manager, Buckinghamshire Healthcare NHS Trust

Apologies:

Alison Ayles	CATS and Community Hubs Manager, Buckinghamshire Healthcare NHS Trust
Sarah Taylor	Thame League of Friends and Representative, Rycote patient participation group
Lesly Clifford	Associate Director of Communications and Engagement, Buckinghamshire Healthcare NHS Trust
Alison Pirfo	Interim Divisional Director, Elderly Care Medicine, Buckinghamshire Healthcare NHS Trust
JT	Marlow Town Council
Stephanie Tanner	Clinical Lead for CATS, Buckinghamshire Healthcare NHS Trust
HM	Marlow Town Council
PB	Patient Representative

2. Minutes and update on actions

KB welcomed everyone to the meeting. The minutes from the previous meeting held on Wednesday 27th January were agreed no amends.

Action 37 – Please see section 4 of these minutes for update.

COVID Trust Update

KBcn advised that the Trust and our workforce at BHT had just gone through a very tough year and wanted to thank this group for acknowledging BHT's hard work and supporting our workforce in many ways.

KBcn commented that the new variants lead to multiple people coming into the Trust and the county had a significant increase of patients in the second wave compared to the first wave. The Trust infection prevention control team have been remarkable in ensuring our patients and workforce had the knowledge and PPE to stay safe during both waves.

Our emergency dept is now equipped with new machines which give COVID-19 test results within a few hours. Many of our services have continued to work through the pandemic including our cancer services. Our Intensive Care Unit (ITU) has fully ventilated beds.

KBcn advised that as of today, we have no positive COVID patients in ITU which is the first time in months.

KBcn commented that she is very proud of how our workforce has worked together to support each other. Some of our workforce have been redeployed into different services and depts to support their colleagues and many have volunteered to do additional work patterns and shifts to support those in areas that need some extra support.

The Trust is now in the process of planning for a 3rd wave this year.

80% of our workforce have had the COVID-19 vaccine and this includes our colleagues in social care and South-Central Ambulance Service (SCAS).

KBcn advised that it has been a year of peaks and troughs.

The Trust has recently gathered our staff survey results. 50% of our workforce responded. Of our workforce that responded a high percentage were extremely grateful for the additional health and wellbeing services that the Trust has implemented during the pandemic.

KNcn advised that there were a couple of areas that the Trust needs to address. Patient violence both verbal and physical and ensuring patients adhere to PPE guidance whilst visiting our sites.

AM acknowledged that GP and hospital care during COVID has been faultless. Generally speaking, the way in which the NHS has responded to the pandemic has been amazing and he wanted to Thank all involved.

AB echoed what AM said and added that volunteers and staff at the vaccination centres have been brilliant.

NCW echoed all of the above from AM and AB and commented that having been a patient at Wycombe Hospital recently, he said the service from booking in through to his appointment etc was brilliant.

AB added that receiving the BHT Voices newsletter was very helpful to keep the outside world informed.

MW echoed the above and commented the BHT Voices communication has been great.

KBcn advised she has been reflecting on the immense support of volunteers this year and how our Trust could not have gone through this pandemic without them.

KBcn advised that at this time of year we would usually review the ToR for this group however, she would like feedback and input from the group about how they would like this group to continue?

AM commented that he felt this group is a great pipeline for patients to give their feedback to the Trust but also a great channel for the Trust to communicate with the community and listen to the community voice.

BH commented that it is very useful to have information from the Trust which this group can feed directly into the community. BH added that patients really want and appreciate the hub despite the lack of enthusiasm from Rycote practice to refer patients.

NCW commented that communication is key. So many different channels sending information into the community that maybe some of it needs tweaking and rethinking.

AG commented that we need to keep the communication going and that the Marlow League of Friends are benefiting from being able to engage with the Trust easier through this group.

AB commented that this is an important forum and would like to see representation from both Marlow and Thame GP practices to enhance the engagement and communication about the hubs and the services they offer.

YH commented that she felt the community would miss a lot of information if these meetings did not take place. The information coming out of these meetings are extremely important.

MW commented that this group is invaluable. Unity practice are proactively engaging with the Trust and the PPG about the community hub in Thame. This group acts as a go between. MW advised that it would be a great loss if we didn't have these meetings.

PL agreed with MW. PL commented that it would be great to go through the ToR together for this group. The dynamic of this group may need to change but there has

been lots of progress on sites and ongoing projects and this group has a role to take the information from these meetings and pass it back to the GP's, League of Friends groups and the community.

KBcn thanked everyone for their comments and commented that it is important to pause and reflect sometimes.

KBcn asked that AP and VP look at the ToR for the group and scope out, using the feedback from today's meeting and the Trusts future plans for community hubs, a new way forward for this group. KBcn asked that this be put on the agenda for our May meeting.

AA commented that being able to engage with representatives from both Marlow and Thame communities has been valuable learning for the Trust but that we also need to include representatives from Amersham community hub.

PL asked if there are any other community hubs being developed within the community?

KBcn advised that as the Trust evolves it is very important to engage with our communities and the residents within them, especially on our future plans.

3. Operational Update

VP advised that due to many of the services being moved from within the Community Hubs and staff being redeployed within the Trust to help with the COVID-19 pandemic, an operational report has not been written for this meeting.

VP advised that the CATS service moved to Wycombe Hospital and is being supported by primary care. Many staff have been redeployed into the community to support patients being cared for at home.

AA advised that most patients have been happy to be seen at Wycombe via CATS/MUDAS service. AA advised that referrals for CATS are getting back to what they were in November 2020.

Thame Day hospital will open on 1st April 2021.

4. Marlow Community Hub Building Plans Presentation

VP went through a presentation that AP gave to the Marlow Bottom Valley Plus group to show the building plans that have been put together by the Marlow League of Friends working with BHT. These plans have been discussed at the BHT SPACE Committee along with the architect that Marlow League of Friends have sourced.

VP advised that work has not started yet. AA advised that staff appreciate being part of the planning and discussions around areas that will be developed on the site.

None of the areas being worked on are patient areas and therefore there will be no disruption to services.

AB commented that if contractors are working on site, can they please not take up patient parking areas as there isn't many patient parking spaces at Marlow Community hospital site.

PL advised he would speak to the architect (JH) about this.

PL commented that the architect gave very positive feedback about working with the Marlow site team and solving some issues that staff were facing with the site layout as it currently is.



Marlow Bottom
Valley Plus Presenta

**Next meeting – Thursday 20th May 2021 – This will be held as a Zoom meeting.
Details below:**

<https://us02web.zoom.us/j/88317600022?pwd=Q25VYVM4cFB3TGdlOHplamVCdW84QT09>