

Minutes of the community hubs stakeholder engagement session, held at 5pm on Wednesday 26th February 2020 at
Thame Community Hospital

Present:

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| Ben Collins (BC) | Deputy Divisional Director, Integrated Elderly and Community Care Division, Buckinghamshire Healthcare NHS Trust and Chair of this meeting. |
| Alison Aylen (AA) | CATS and Community Hubs Manager, Buckinghamshire Healthcare NHS Trust |
| KB | Thame League of Friends |
| NCW | Thame Town Council |
| AB | Member of the public, representative of BOPAG Marlow and Marlow Bottom |
| PB | Member of the public |
| MW | Representative, Unity patient participation group |
| AM | Rycote patient participation group |
| BH | Representative, Rycote patient participation group |
| YH | Representative Unity patient participation group |
| Dee Irvin (DI) | Equality, Diversity, Inclusion and Communications Manager Buckinghamshire Healthcare NHS Trust |

Apologies:

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|------------------------|---|
| Lesly Clifford | Associate Director of Communications and Engagement, Buckinghamshire Healthcare NHS Trust |
| Sarah Taylor | Chair of Thame League of Friends |
| JE | Member of the public |
| AG | Marlow League of Friends |
| KG | Thame League of Friends |
| Stephanie Tanner | Clinical Lead for CATS, Buckinghamshire Healthcare NHS Trust |
| AJ | Chair of Rycote patient participation group |
| PL | Marlow League of Friends |
| Jennifer Ricketts (JR) | Interim Chief Nurse |

1. Minutes and update on actions

The minutes from the previous meeting held on Tuesday 10th December 2019 were agreed with no amends.

BC advised that JR (BHT's Interim Chief Nurse) sent her apologies for this meeting.

1. Action Plan Update

Action 37 - BC advised that discussions between Marlow LoF, Jonathan Highway (local architect), BC and AA took place a couple of weeks ago. JH submitted some drawings about their plans for the Marlow Community hospital site which need some budget from BHT. A business case is now being written to highlight the plans and decide how what course this development will take.

Action 39 – BC advised that final artwork has now been signed off and the leaflets should be delivered within the next 3 weeks. BC asked the group to please let DI know if you would like any leaflets sent out to you when they arrive and how many?

Action 40 - BC advised that he and AA went to Rycote Practice to talk about Thame Community hub and the services available within the hub. BC advised that the meeting went well however some of the GP's did bring up some concerns they have asked BC and AA to go away and look into. These included:

- The current services being offered at Thame Community hospital is less than what is offered through Oxford
- The current service offered by BHT is only a 2 day service whereby Oxford runs a 5 day service
- Ordering large equipment for patients has to be done through NRS Oxford though smaller items can be ordered through NRS Bucks
- Referral process is quite long – BC and AA working on shortening this process
- The sharing of patient records and CATS being able to see historical information was also mentioned at this meeting

Overall the meeting went well and it started a conversation between Rycote and the community hub at Thame. A couple of GPs had sent patients to the hub and remarked on what a great service it was.

2. Operational Update

AA advised at the beginning of February the CATS service introduced a new way for GPs to refer into both MuDAS and CATS. Where appointments are not urgent GPs no longer need to ring the silver phone holder. Instead referrals made through EMIS are triaged by the doctor in CATS.

After reaching our highest ever level of attendances in October 2019 activity dipped slightly in December in line with the trend over the past 2 years. However December 2020 attendances were almost double those of December 2019.

The CATS service continues to receive positive feedback from its patients with 100% of patients rating the service as good or excellent and 98% 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 in October 2019 reached its highest level since the opening of the Hubs.

The ultrasound service which launched in Thame is running successfully.

The Cancer Service is back up and running in Marlow after a temporary closure due to the loss of hot water.

BH asked if 2 days will be increased to 3-4 days for the CATS services in the future. BC advised that this will be down to demand and capacity. If the demand is there then he was sure the Trust would look into increasing the service.

KB asked if the consultant led services were at full capacity? BC advised that they are not and that no more services were jumping for space at Marlow or Thame however, there have been changes to the Amersham Hospital site with a new CATS service running at Amersham. There are currently changes taking place at within primary care and the development of primary care networks and the government is launching the Aging well programme (part of the long term plan) which will have an impact on where services are offered.

The NHS has a key role to play in helping older people manage long-term conditions, making sure they receive the right kind of support to help them live as well as possible. The NHS Long Term Plan will give patients greater control over the care they receive, with more care and support being offered in or close to people's homes, rather than in hospital. The NHS will also make better use of technology such as wearable devices and monitors to support people with long term health problems in new ways, helping them to stay well and live independently for longer.

- The NHS will:
- Promote a multidisciplinary team approach where doctors, nurses and other allied health professionals work together in an integrated way to provide tailored support that helps people live well and independently at home for longer
- Give people more say about the care and support they receive, particularly towards the end of their lives
- Offer more support for people who look after family members, partners or friends because of their illness, frailty or disability

- Develop more rapid community response teams, to support older people with health issues before they need hospital treatment and help those leaving hospital to return and recover at home
- Offer more NHS support in care homes including making sure there are strong links between care homes, local general practices and community services.

New targets are being introduced by NHS England which will see patients being seen within 2 hours within the community and a 2 day target if leaving hospital and needing equipment. The Trust is currently looking at how, with Primary Care Networks and pathways already in existence, how these targets can be reached and what additional pathways need creating.

NCW asked who would be responsible for these services in Thame. BC advised that this would be the responsibility of BHT.

BC advised that there is a little bit of funding available to create these services but not very much.

KB asked what the research was surrounding the 2 hours and 2 day targets. Targets need to be clearer and very SMART so they can be measured.

KB also asked what the capacity of the scanner service was. BC to find out and report back at the next meeting.

3. Car Parking Update

BC advised we had received various pieces of feedback with regards to the new car parking charges at both Thame and Marlow. All of the issues raised are currently being dealt with by our Facilities dept.

BC advised that a new parking contract is starting in April which should see some improvements to the current machines in place.

KB commented that the car park in Thame is much better for patients however it has an impact on where staff are now parking in and around local roads which is upsetting some local residents. This could become more of an issue if not monitored and communicated to with staff.

Marlow residents have various outstanding queries which DI is liaising with Facilities about. BC commented that should you like to raise any issues around parking, please email DI on dee.irvin@nhs.net.

4. AOB

DI wanted to mention the following two groups and ask if this group could share the details of these groups with their local communities, friends, family or other local groups. We currently have opportunities for patients, carers, family members and the general public to become part of both or either of these groups.

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 a

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

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 – Tuesday 21st April 2020 – Meeting room, Marlow Community Hospital