

## COMMUNITY PARTNERSHIP FORUM

Thursday 20 August 2014

### Attendance

Name	Organisation/role
Peter Haley (Chair)	Chief Executive, People to Places
Ramesh Kukar	Slough CVS
Ally Green	Associate Director of Communications and Engagement, East Berkshire CCGs
Mike Connolly	PPI Governing Body member, Slough CCG
Pip Collings	Public Health, Slough Borough Council
Karen Maskell	PPI Governing Body member Bracknell and Ascot CCG
Dr Jim O'Donnell	Clinical Chair Slough CCG
Madeline Diver	Bracknell Forest Voluntary Action
Chaitra Dinesh	Healthwatch Slough – Young Person Member
Cllr Martin Carter	Slough Borough Council
Pat Rodgers	Governor Berkshire Healthcare Foundation Trust
Mary Purnell	Bracknell and Ascot CCG
Dr William Tong	Clinical Chair Bracknell and Ascot CCG
Cllr David Coppinger	Royal Borough of Windsor and Maidenhead
Caroline Day	One Medicare
Dr Ryan Mehta	One Medicare
<b>Apologies</b>	
Carol Brooker	Health Advisory Group
Mark Sanders	Healthwatch Bracknell Forest
David Mihell	Governor Royal Berkshire Hospital Foundation Trust
Dr Adrian Hayter	Clinical Chair, WAM CCG
Carrol Crowe	Interim Director of Strategy and Development, East Berkshire CCGs
Val Pearce	Governor Heatherwood and Wexham Park Foundation Trust
Robert Cooper	PPI Governing Body member Windsor, Ascot and Maidenhead CCG
Janet Dean	Bracknell Forest Involve

### Conflict of interests

There was no declaration of a conflict of interest.

### Notes of meeting on 3 July 2014

The notes of the meeting were agreed with the following minor corrections:

- Correct the titles for Peter Hayley and Ally Green
- Omission of the suggestion about the importance of getting the messaging right and the need for professional advice from external agencies on how to say it.

## Matters Arising

- Mark Sanders, Healthwatch Bracknell Forest is coordinating questions about the acquisition discussion at the June meeting. He will share these with members in due course and these will be posted on the websites with CPF papers.

**ACTION: MS**

- Data about referrals to Slimming World should be available from Public Health.

**ACTION: Rutuja Kulkarni**

## Urgent Care Centre Update

Caroline Day and Dr Ryan Mehta from One Medicare gave a presentation to the meeting addressing the issues previously raised and providing an update since the UCC opened in April this year. The slides will be available on the CCG websites.

Since the UCC opened, 11,824 patients have been seen, an average of 622 people per week.

Each visit is logged and details recorded about where the patient comes from, their GP practice and the treatment needed. Since opening, the split between injuries and illness has been 65% of people attending with a minor injury and 35% attending with a minor illness.

Patients attending are mostly local residents but a small number have attended who are visiting the area and live elsewhere in the country.

The virtual fracture clinic has received 605 referrals. These can be made by any clinician who suspects a fracture. Of those referred, 300 have been managed with no need for onward referral.

The numbers of people attending the UCC varies during the day and between days. Friday is generally quieter but peaks in activity are seen on Saturday morning.

There have been some complaints from patients and others about the temperature in the waiting area. Mobile air conditioning units and water coolers were installed during the summer and water monitors were appointed to check on people waiting to be seen, ensuring they had access to cool water. The temperature is being closely monitored with readings recorded three times per day. Concerns have been escalated to landlords and to the commissioners.

Despite some early concerns about whether the car park would have sufficient space, there have been no problems reported. The same is true for accessibility of the building.

There have been many positive comments about the building, the space, light and cleanliness.

Improved signage is now in place, both on the roads, the boundary and in the building.

A patient user group has been set up. The first meeting was planned for the 21 August.

Patient experience is monitored and feedback is encouraged. There has been a mix of positive and negative feedback so far with the following issues having been raised as needing attention:

- Temperature in the waiting area
- X-ray is closed at lunch time
- Nowhere to get lunch at weekend.
- Want something on the walls to look at

Positive comments have also been recorded:

- Pleasant environment
- Friendly staff

The Patient Education Centre is an important element of the UCC. It is staffed by volunteers and currently six volunteers have been recruited to run the centre. Since opening, 160 patients have been supported with information and national campaigns have been promoted.

There is still more to do and for the immediate future the focus is on expanding the children's clinic and developing a training centre for clinicians working in the UCC.

Following the presentation, a discussion included the following questions and answers:

**Q: Patients who attend who are registered, do we know where they are registered?**

A: Yes, this is gathered at time of booking and data is shared back with the CCG.

**Q: Can messages be put on the screens?**

A: Currently exploring a new product that would install touchscreen pads that stick to any surface which could be used for sharing important messages and seeking feedback.

**Q: Is there a significant number of people attending the UCC from the Royal Borough area?**

A: Only recently started to get usable data. The biggest group of patients come from Bracknell and Ascot area and the second biggest group come from Wokingham. We will share this data with neighbouring CCGs.

**Q: Of the 160 people who have visited the Patient Education Centre, how many are unregistered patients?**

A: So far there have been 35. We help fill in the forms but the patients need to take the initiative to register. We record their address but we don't know where they might go on to register.

**Q: You mentioned some people have attended the UCC on several occasions. Is this a problem?**

A: We have looked at those people who have attended 3 times or more in 6 months. Some of these repeat attendances may be appropriate others, however, are not. For example, we have had patients who have got an appointment to see their GP the following day but choose not to wait. We think there are less than 10 inappropriate frequent attenders. In these situations we contact the patient's GP practice to alert them.

It is important to note that chronic conditions are not usually most appropriately treated at UCC. We treat this sensitively and provide support through the Patient Education Centre.

**Q: Do patients believe they are being treated by the NHS?**

A: Yes, all our materials for patients are branded with NHS.

**Q: Are we comfortable that the service is delivering what we had expected?**

A: The UCC is doing what we expected. It is different to the minor injuries unit. Data shows attendances for three of the five categories for A&E attendances have dropped from April this year. It's early days but looks encouraging.

**Q: What does the Patient Education Centre do?**

A: It provides information to patients on health promotion and appropriate use of services. It is empowering patients to manage their own care better.

## Open forum

Suggestions for future meetings:

- Invite Andrew Morris to come back to talk about the acquisition once agreed.
- Friends and family test
- Better care fund - the three approaches in a joint presentation between the H&WB, LA and CCGs. Good to see a combined team from each CCG and be able to see the different approaches being taken.
- Hear more from voluntary sector about how they work with health. Recognising that 60% of voluntary organisations are health related. Ramesh, Janet and Peter to discuss how to take forward.
- Data sharing in relation to Summary Care Records and care.data.
- Volunteering as a topic for discussion given the difficulty in recruiting volunteers and potential for this to be further affected by later retirement age.
- Care Act and implications for primary care as a whole.

It was agreed that the next meeting of the CPF would focus on voluntary sector.

It was also agreed to cancel the planned meeting on 17 September in recognition of the AGMs taking place during the month.

**Any other business**

There were no items of other business.

**Date and time of next meeting:**

6.30pm – 8.30pm on Wednesday 19 November 2014