

COMMUNITY PARTNERSHIP FORUM

Legoland Hotel

Thursday, 20 March 2014

Attendance

Name	Organisation/role
Peter Haley (Chair)	PPI GB member, Windsor Ascot & Maidenhead CCG
Karen Maskell	PPI GB member Bracknell and Ascot CCG
Ally Green	Head of Strategic Communications and Engagement, East Berkshire CCGs
Janet Dean	Bracknell Forest Voluntary Action
Cllr Lynda Yong	Royal Borough of Windsor and Maidenhead
Mike Connolly	PPI GB member, Slough CCG
Dr Adrian Hayter	Clinical Chair WAM CCG
Peter Squires	Health Advisory Group
Dr William Tong	Clinical Chair B&A CCG
Cllr Tony Virgo	Bracknell Forest Borough Council
Carrol Crowe	Interim Director of Strategy and Development, East Berkshire CCGs
Brian Huggett	Healthwatch WAM
Pat Rodgers	Governor Berkshire Healthcare Foundation Trust
Andrea McCombie	Healthwatch Bracknell Forest
Mark Sanders	Healthwatch Bracknell Forest
Sonya Lippold	Health Advisory Group
Catherine Sutherland	Early Supported Discharge Service, Berkshire Healthcare
Katie Bebb	Early Supported Discharge Service, Berkshire Healthcare
In attendance	
Joan Abson	Public
Andy Dickenson	Public
Apologies	
Roger Battye	Healthwatch WAM
David Williams	Director of Strategy and Development, East Berkshire CCGs
Colin Pill	Healthwatch Slough
Jacqui Brown	
Cllr David Coppinger	Royal Borough of Windsor and Maidenhead
Madeline Diver	Bracknell Forest Voluntary Action
Carol Brooker	Health Advisory Group
Val Pearce	Governor Heatherwood and Wexham Park Foundation Trust

Notes of meeting on 20 February 2014

One correction was noted to spelling of Mark Sanders last name and apologies were received from Sonya Lippold which had not been noted.

Matters arising

Thanks were expressed for the support the CPF has had from David Williams who is leaving the CCGs for a new role in Buckinghamshire.

Conflict of interests

There was no declaration of a conflict of interest.

Early supported discharge service

Catherine Sutherland and Katie Bebb gave a presentation providing an update on this new service, the level of activity, the outcomes achieved and the feedback from patients. The slides will be circulated with the notes and will be available on the CCG websites along with the papers of this meeting.

The service is provided to patients registered with a local GP from one of the three east Berkshire CCGs. Referrals are made from hospital for patients who have suffered a stroke. These patients will have had a length of stay in hospital up to 25 days and will be suitable for a range of rehabilitation services agreed with the patient.

The service is provided to the patient wherever is most appropriate - at home, work, college or elsewhere in the community.

It was noted that Slough and Windsor, Ascot and Maidenhead CCGs have higher numbers of referrals than Bracknell and Ascot CCG and this is because there are lower numbers of referrals coming from Frimley than from the other acute trusts.

The Canadian Occupational Performance Measure is used to assess patients for their level of achievement of a range of activities based on the patient's scores. This is completed at the start and end of rehabilitation and any improvements noted. In addition, every patient is asked for feedback.

A case study presented about a 57 year old man who had a stroke. The example illustrated the impact of a stroke on a man of working age and his potential to benefit from intensive rehabilitation. The range of tests and interventions were focused on the individual and his circumstances.

Discussion following the presentation sought further details about the case study presented and the impact the service has had on the patient and the wider family. It was noted that the benefits reach wider than for the immediate family.

Concern was expressed about the readiness of patients to participate and benefit from the service so soon after a stroke. This was clarified and assurance given about the growing evidence of effective stroke care and the benefits of delivering this in a community setting where patients can recover the skills and confidence to participate again in their community and family life.

The advantages of having a multi-disciplinary team were noted, in particular, the inclusion of psychologists in the team.

It was agreed that a further update would come back to the group in 6-12 months to report progress.

Urgent Care Centre update

The service start date was confirmed as the 7th April 2014. Key points to update are summarised below:

- Building works are currently on track for completion by the 28th March 2014, in time for planned public walk around/orientation tours, deep cleaning, snagging, system testing and training..
- Seven nurses and three receptionists are to transfer across from the Heatherwood MIU under TUPE regulations.
- Posters and leaflets being distributed to local GP practices, pharmacies, community and children's centres.
- Invitations to the 'meet and greet' event have gone to all elected members, pharmacies and community contacts, GP practices, schools, nurseries and colleges
- Text messages are being sent directly to patients in Bracknell and Ascot CCG practices.
- Information has been sent to parish council for display on their notice boards
- Presentation has been given to the Practice Managers Forum
- Recent tours taking place for GPs, Patient Reference Groups, Arthritis Care, Deaf Positive and Carers UK.
- Invites being sent to stakeholders for the community launch on 9 April.
- Press release to local media this week to launch the Art Challenge competition.
- All local media invited to the meet and greet event
- Displays, including leaflets, posters and banners to go up at the Heatherwood MIU

Winter update

East Berkshire CCGs bid for additional funding to be made available to support the local health system over the winter period. An additional £6.6m was awarded to deliver plans for:

- Improving alternatives to hospital care which included public information campaign, more community-based care and more GP appointments being made available
- Improving out of hospital care including increasing the number of nursing home placements and a central discharge team to better support patients leaving hospital.
- Improving A&E at Wexham including more doctors and nurses, better access to diagnostics and refurbishing the unit.

A significant amount of work went on over winter to implement these developments and monitor the impact they had. Although the winter has been relatively mild with no snow or icy conditions, flooding has affected large parts of the local area which has put a strain on some services. The refurbishments and a deep clean of the department hampered efforts to improve performance and despite best efforts, the 4 hour maximum waiting target in A&E was not met. Walk in attendances were reduced as were the delays in ambulance handover times. A 5% increase in GP appointments in Slough improved access to primary care.

Communications and engagement strategies

The CCGs have been up and running for almost a year. The lay members of the Governing Bodies are dedicated to patient and public involvement and want a clear strategy to move this forward.

Members of the Community Partnership Forum have been sent draft strategies for Windsor, Ascot and Maidenhead CCG and for Bracknell and Ascot CCG and are encouraged to complete the short survey to share their views. Slough CCG is discussing their strategy at the meeting of their Governing Body on 1 April and is available for the public to read and comment via the CCG website.

Terms of reference

Draft terms of reference have been circulated in advance of the meeting and a couple of comments were received in advance. Two related to corrections that have been made to the document and the other comment reflected concern about changing the membership. It was clarified that the proposed membership was intended to bring a balance across the three CCG areas and that any groups or individuals can attend meetings and their continued engagement with the Forum will be welcome and valued.

It was agreed that the Forum was a good group to continue and allowed for discussion and questions to be answered that might not happen elsewhere. It was also noted that it would be possible to escalate issues through the various members as appropriate.

It was agreed that greater efforts would be made to engage members from the Slough area.

The Terms of Reference were agreed.

Any other business

- It was reported that Healthwatch Bracknell are reviewing A&E and will bring their findings to the next meeting.
- It was reported that a Full Business Case for the Frimley Park acquisition of Heatherwood and Wexham Park Trust is being considered by CCGs across the patch. It is anticipated that the change will happen over the next few months with completion by end of the summer.
- It was reported that the Royal Borough of Windsor and Maidenhead has been awarded £250k for tackling obesity.

Forward Plan

Future topics for discussion at the CPF:

17 April 2014 6.30pm - 8.30pm Venue to be confirmed in Slough	<ul style="list-style-type: none">• Developing the 5 year strategy• Obesity as a public health issue• Healthwatch Bracknell A&E review• Update on UCC
15 May 2014 Venue to be confirmed	<ul style="list-style-type: none">• Frimley Park acquisition of Heatherwood and Wexham Park• Alcohol• Update on UCC
19 June 2014 Venue to be confirmed	<ul style="list-style-type: none">• Update on UCC

Date and time of next meeting

17 April 2014, 6.30pm – 8.30pm