

Notes from the Community Partnership Forum meeting 29th November 2017

1. Peter Haley introduced the meeting and mentioned that the Comms Team are looking at getting more equipment to record audio, as it was understood that the sound is not good when watching live or on playback.
2. **There were no declarations of interest.**
3. **There was a question from the audience about whether there a charge for blue badge parking at Wexham?**
The response was that charges will be brought in later this month. Members of the audience responded that parking at Wexham has improved over the last year and that there is good access to blue badge spaces.
4. **The notes of the last meeting were agreed.**
5. **Developments in services for people with Diabetes**
Sangeeta Saran and Dr Nithy Nanda presented the new and improved services for people with diabetes in East Berkshire. Diabetes has always been a priority in the area, particularly due to the prevalence in Slough. The CCGs have invested a lot to improve services and during the planning phase of the diabetes programme, transformation funds became available. The CCGs were successful in gaining funding for four important areas:
 - **Structured Education** – if you are newly diagnosed with diabetes this provides training about understanding diabetes and what you need to look out for when living with diabetes.
 - **Treatment Targets** – treatment targets are a combination of managing sugar control, blood pressure control and cholesterol. Only 44% of patients attain these targets. The remaining 56% will have one factor that is not adequately controlled. This is better than nationally but not good enough as it has an impact of the persons overall health. £189k was received from transformation funds to train people in general practice to support the achievement of targets and give as sense of control back to patients by providing them with more information on their measures
 - **Foot Complications** – these can be so severe that amputations result and many of these are avoidable. Footcare for people with diabetes has always been underinvested in and for a while the CCGs had been looking to develop a gold standard service with a multidisciplinary team to look after foot ulcers and prevent complications. The transformation funding allowed this service to be funded and there are some really positive stories from patients about it. .
 - Increasing the number of diabetes specialist nurses into the wards in the hospital.

Structured Education

There is now a central hub which people can call and discuss their options for taking up education and choose the right option for them. GPs can use it too. This has particularly benefitted working patients who can also access online support. In the past structured education had been difficult for those who don't speak English as a first language or for those not on a Caucasian diet, so the new services have been tailored to address these issues.

There is a digital version of the programme but there will also be access to a motivational counsellor in different languages for a full 12 months. A bespoke south Asian programme will be offered shortly. 85% of type 2 diabetes patients have been offered this education but the uptake is less. The CCGs are currently trying to find out why people don't take up the education. The purpose of the motivational interviewing is to encourage people to take part and use what they have learned in the structured education. Peer to peer support is also available.

–There was a question about whether there is support for family members and employers to support people with diabetes?

Nithya Nanda responded that group consultations where patients with similar conditions come together to discuss the condition and support each other can help with this. It was recognised that employers could play an important role in this.

Two things that can control diabetes are diet and insulin. The lifestyle programme including dietary education is available and includes family as well.

Specialist nurses are community nurses but also visit hospitals, in exceptional circumstances they do home visits in conjunction with district nurses.

The CCGs have adopted the care and support model which is about patients choosing their goals and nurses & doctors having a discussion about how these goals can be met. Bracknell has done the most training on this in practices but it is also happening in the other two CCGs. Nithya Nanda encouraged those who have diabetes and do not have a care and support plan to please go back to your practice and ask them for one as it helps people take more control of their condition.

Diabetes Community Champions – Diabetes UK is going to train Community Champions to raise awareness of diabetes. This will be initially offered in Slough and if successful made available elsewhere. Please refer people to this if you think they might be interested in being a Champion.

Multidisciplinary foot care – within 24 hours of GP referral, a patient will be seen if they are needed. There is a 'hot foot' phone line which is a number for professionals to get advice.

Diabetes inpatient nursing – this will cover 7 days a week and should be starting shortly. Previously patients who had been admitted to hospital lost the ability to manage their own condition. Diabetic patients should be seen within 24 hours to assess their needs. Hopefully this will result in patients not staying in hospital as long.

There is also a diabetes prevention programme. Prevention and early identification of diabetes is really important. GPs now keep a list of pre-diabetes patients and they will be invited once a year to have checks. Now these patients will be offered to take part in the National Diabetes programme.

All diabetic patients are offered an annual eye screening with 70% of patients across East Berkshire being screened annually. Eye checks are also part of the nine care processes and are important for good diabetic health. A question was raised about the number of homeless people in Slough and their access to services to support their diabetes care.

There was a suggestion that SHOC (Slough Homeless Our Concern) could support addressing this group. There are some wider developments coming in providing services for homeless people and this group will be kept updated on these.

Talking therapies are now linked into the structured education to support those people who are not accessing the education.

HealthMakers self-management courses offer peer support groups where people can come together and talk about the issues they face with their long term health condition. New courses are starting in January.

6. Hot topics

Sarah Bellars gave some key messages:

- Keep your home at least 18 degrees - and have your flu jabs. Sarah said that people have a professional responsibility to have their jabs.
- Children are flu superspreaders so please if they are entitled to the free flu vaccination please consent for them to have it. Carers are also entitled to a free flu jab.
- Keep hydrated by having at least 8 cups a day as it prevents infections and prevents falls.
- If you are becoming ill please 'talk before you walk' and call NHS 111. There had been some positive experience in the room of the use of NHS 111.
- In the recent Budget East Berkshire was announced as gaining additional money. Two significant sectors affected are the development of care homes and integrated care. There will be more news on this soon.
- There are also extended hours appointments available in general practice and people are encouraged to use them.

7. Future Topics

Peter Haley said that the CPF is a good opportunity to understand what is happening. It was felt that the Forum should not be just about what it going well but also what we could do better. Therefore it could be more challenging to public sector including the social care sector and Local Authorities.

The following were suggested as possible topics:

- One public estate
- Over the counter medications
- Continuing healthcare
- Housing developments and the impact on health provision

A request was made that if a meeting is discussing a more challenging topic; that a briefing paper is issued in advance.