

WAM AGM September 2017 – Questions from the public in relation to the presentations

Q. A lot of people will still be mystified about what the STP and accountable care system means and where the journey will end. Where do you hope to arrive at and what are you not going to provide.

John Lisle responded that we are now part of an STP (From April 2018 was re-named ICS -Integrated Care System) to deliver better health outcomes in East Berkshire, North East Hants and Farnham and Surrey Heath. It is a way of working collaboratively in a planned way to deliver benefits to the population. It takes out the competition in the healthcare system by having one pot of money to work to, considering what the best possible global outcome is rather than an outcome for individual organisations.

My personal view only about where will it end is the degree of discussion and collaboration will increase and we will increasingly think about outcomes not structures. We are already showing we can get more out of the limited resources when working at scale. We have got to reconfigure to accommodate the demand. If we work together we are stronger.

Cllr Coppinger responded that the Chairs of the Health and Wellbeing Board will be part of a new panel which will sit monthly to ensure the messages from and about the ICS are correct and suitable for the population.

Q. What improvements have been made this year for children and young people?

A. Fiona Slevin-Brown said that there had been a lot of improvements this year. Waiting times have dropped. We have invested in a crisis response service for young people in their homes and in A&E. There has recently been a review with colleagues at the Royal Borough on children with disabilities and special needs. Child and Adolescent Mental Health Services were picked up by the CQC as greatly improved which is a positive story.

Q There will be a projected 20,000 vacancies by 2020. Is the CCG finding a lack of personnel a problem in how services are delivered?

Adrian Hayter – There are workforce pressures across the board. GPs are difficult to recruit and we need to think about different ways of working just to keep going. The nursing workforce is an acute problem along with funding for nurse training. It applies to social care as well. We understand what the issues are. The STP has a Workforce Action Board which is discussing these issues.

Sarah Bellars – We are working across the system with colleagues in Acute Trust and Social Care and Berkshire Healthcare Trust. We are now looking at different routes into nursing by growing our own and both BHFT and Frimley are looking at the university provision and where we source our students. We also need to consider different ways of bringing people into nursing ie apprenticeships, post-graduate scheme, nurse associates.

Q Are you concerned about Brexit with the shortage of nurses and GPs?

John Lisle – There are four main groups where we are worried about significant pressures - nurses, doctors, care workers and paramedics where there is a 25% vacancy rate covered by bank or agency staff and these bank/ agency staff are drying up. The STP group is working hard on what the supply is going to be and what will be the demand. Before STP no-one had looked at this. The cost of

imported medical equipment and drugs if sterling falls is another issue. On the other side impact on Brexit is the economy is strong which will mean more money hopefully coming into the NHS. The situation is more optimistic in the longer term.

Are you planning for a flu epidemic?

We have an established Flu Group which has significant plans for this winter. We have been talking about it for the past six months so are well prepared. It is important to get the message out there – get vaccinated. Each surgery has their own campaign.