

Forest of Dean Health Forum
West Dean Centre, Bream
Tuesday 7th July 2015 – 7.00-9.00pm
Minutes

Present:

Albert Weager – Chair	Linda Vaughan – Secretary
Di Martin – Committee	Doug Battersby
Hilary Bowen	Peggy Jordan
Barbara Jenkins	Dr Peter Jackson – Gov. GRHNHST
Don Pugh- Lydney Town Council	Mary Matthews – Bream Ladies Group
Pam Plummer – Action4OurCare	Michael Lenthall – Action4OurCare
Roger Sterry – Cinderford Town Council.	Lynn Sterry – Cinderford Town Council
Clive Elsmore – FODDC	Eileen Elsmore – Coleford Town Council
Lynn Teague – FoD CAB	Terry Hale – FODDC/Newland PC
Chrissie Johnson – Public Gov. FoD Hospitals Trust	Jim Rollinson – Glos Older Persons Assoc
Caroline Smith – Senior Manager Engagement GCCG	Caroline Hewlett – Glos Care Services
Karen Bridge – Newand/Redbrook/Clearwell PC	Kim Spencer – Walking for Health/ Locality Exec

Speakers:

Stephanie Bonser – Operations Manager – South Western Ambulance Service Foundation Trust (SWAST)
Stuart Lane – SWAST Out of Hours (OOH) Operations Manager
Tony Pugsley – Clinical Supervisor & Paramedic Care UK – 111 service

1. Welcome and Introductions

Albert Weager welcomed everyone and thanked the speakers for coming to the meeting.

2. Apologies

Jenny Green, Margy Fowler, Anna Rarity, Tim Fretter and Pat Nixon, Gillian Warden-Heggie, Jenny Young,

3. Speakers

Stephanie Bonser – Locality Manager SWAST, gave information about emergency services including Triage, Hear and Treat and See and Treat. She explained that a lot of the work does not necessarily involve taking patients to hospital but that there are clinically trained paramedics who will give advice and/or refer to the appropriate service. This could mean giving advice on treatment over the phone, visiting a patient at home or referral to hospital. There was a question over educating the public over when a 999 call is appropriate and Stephanie reassured the meeting that the triage system would direct people to the appropriate service. There are 2-man teams on duty 24 hrs at Cinderford and there are 2 ambulances based at Lydney. In rural areas the 8 minute target response time is very challenging.

Tony Pugsley – Clinical Supervisor & Paramedic Care UK – 111 service

Tony explained that when you dial 111 you will speak to non-clinical staff who have been trained to triage but not diagnose. If a patient needs to be seen or to speak to a doctor the 111 team will send the patient's information electronically to the OOH team. The protocols are national and have been developed by clinicians. If a patient should be seen by their GP they will contact the surgery and the patient should be seen within an appropriate time. A question was asked about feedback on the appropriateness of calls to 111 and OOH. Public education is a work in progress with development of a mobile app and the website. It was agreed that local papers and organisations such as the WI would be good.

Care UK and Southwest Ambulance Service.

Stuart explained that the OOH service operates from 6.30pm to 8.00am Monday to Friday and from 6.30pm on Friday to 8.00am on Mondays, covering the whole weekend. It is for urgent but non-emergency calls i.e. matters that cannot wait until the following day. There is a central hub and mobile GPs with 6 Primary Care Centres, our nearest being the Dilke which is open until 11.00pm. The triage pool is led by the GP with advance nurse practitioners and specialist paramedics aiming to direct the patient to the appropriate care, whether that is a home visit, a GP appointment or being seen at a Primary Care Centre. He explained that they are working at better integration with Minor Injuries Units but that there are problems recruiting GPs who have to pay enormous medical indemnity premiums. This problem is being addressed by the OOH indemnifying GPs and providing them with 6 month contracts.

Summary:

999 for medical emergencies

111 for urgent but not emergency

OOH – call 111 or your own GP where your call will usually be redirected automatically to the OOH service.

<http://www.gloucestershireccg.nhs.uk/your-services/out-of-hours/>

4. Matters Arising

- Defibrillator sites – reply from Ambulance Service –the ambulance service prefer not to give a list of sites because they believe it is safer for the public to ring 999 and be given precise instructions about locating a defibrillator if there is one within a safe distance. They are afraid that people may leave the patient whilst they run around looking for a machine.

There is a Community Defibrillator Seminar at Coalway Methodist Hall on 14th July 2015 at 6.00pm.

- Healthwatch AGM took place on 18th June 2015. Link for the report:

www.healthwatchgloucestershire.co.uk

5. News Updates and correspondence

- Action4Our Care – update – Pam Plummer

Pam explained that a lot of progress has been made and they are optimistic about a good outcome for the cross border patients after having more constructive dialogue with the Health Boards.

Please see addendum for a report summary.

- Personal Safety Events – Gloucestershire Rural Community Council – 4th August at Newent Memorial Hall and 8th September at Lydney town Hall, Registration at 10.00am, event finishes at 1.30pm
- Victim Support – Volunteer recruitment Saturday 11th July at Gloucester.
- Positive Caring Programme – taking place at The Main Place, Coleford, starting on 19th August for 6 weeks. Please call 01452 50088 to find out more or book a place.
- Sixteen Community Café – Families Together every Tuesday starting 21st July

6. Treasurers Report- Balance £390.13 – Spend includes advertising and stationery.

7. Members Report

Co-commissioning has been delegated to the CCG with NHS England responsible for contracts and performance management.

The 4hr target at the Emergency Department is improving with speedier assessments and discharges, but the planned new build is not feasible and so more space is being created within the existing building.

8. Next meetings:

- September - MacMillan Service with Phillip Chew and Rich Bennett, Macmillan Welfare Benefits Specialist at Bureau
- October – AGM – Tai Chi
- November – End of Life Care Team
- December – Care Services Update

9. AOB

Transatlantic Trade & Investment Partnership (TTIP). This agreement is due to be signed within the next two weeks and it includes NHS services which, if put into the hands of the USA, would never be allowed back into British Public ownership without the risk of massive litigation.

It was proposed, seconded and agreed by the members present that Linda should sent the open letter to Mark Harper, the Citizen, Forester, Forest Review, Western Daily Press, Radio Gloucester, Healthwatch.

Next meeting 1st September 2015 -7.00pm

Cross Border Healthcare – Action4OurCare

I am sorry that we have not provided an update on progress for the last 2 months as, due to the election, everything ground to a halt.

Action4OurCare met with NHS England in April in London which was a very positive and helpful meeting. We discussed many of the issues and we provided them with a detailed analysis of the problems that need to be addressed based on the experiences of the people who have contacted us. We also discussed some case studies with the permission of the patients involved.

NHS England has confirmed that there is no longer any argument that English residents registered with a Welsh GP are entitled to the same standards for secondary healthcare as the rest of Gloucestershire.

NHS England have told us that they are now trying to find a solution which will be effective for all cross border patients along the Anglo/Welsh border (21,500 patients) so that the law is no longer broken. They are going to discuss their ideas with the NHS bodies in England affected and the Welsh Government. They have promised to keep us informed and we should have more information next month.

In the meantime, Action4OurCare remains committed to finding a solution which does not destabilise any of the GP practices affected but delivers the secondary healthcare that cross border patients are entitled to. We are keen to help NHS England and the GPs in any way we can to achieve this. We also remain absolutely committed to all cross border patients being properly and fully informed of their legal rights and any changes to their healthcare arrangements prior to them being implemented this time.

We are still being contacted by individuals registered with Welsh GPs who cannot access the healthcare that they need in England as they are limited only to the English NHS services that the Aneurin Bevan University Health Board allow us to access and they cannot access wider services within England as is their legal right. We are doing all we can to help these people in any way we can.

If you need to contact us, our email is action4ourcare@gmail.com.