

**Forest of Dean Health Forum
West Dean Centre, Bream
Tuesday 3rd May 2016– 7.00-9.00pm**

Minutes

Attendees:

Linda Vaughan – Secretary	Albert Weager – Chair
James Spiers - Treasurer	Doug Battersby
Barbara Jenkins	Mary Thurston – Friends of Lydney Hospital
Di Martin – Cinderford TC	Peggy Jordan
Hilary Bowen – Governor Barnwood Trust	Marie Fraser-Griffiths – Friends of Lydney Hospital
Mary Matthews	Tim Fretter – FVAF
Dr Peter Jackson – Governor GHNHST	Lynn Sterry – Cinderford Town Council
Fiona Woodroffe –Crossroads Care	Eileen Elsmore
Dee Davies	Clive Elsmore

1. Welcome and Introductions

**2. Speaker: Dr Rosemary Richards – Clinical Director and Consultant Psychiatrist
Children and Young Peoples Services (CYPS), 2Gether NHS Foundation Trust**

Dr Richards gave a most interesting and informative presentation about Mental Health Issues and Services for our Young People.

Her talk started by explaining that the service went through radical change about 4 years ago. Now they are seeing more children, more quickly than before although the size of the county is a challenge that will only increase. There are a total of 315 schools including 17 special schools and 4 providing alternative provision. There is a direct correlation between school and life opportunities. The Trust also works in Herefordshire.

10% of 5 – 16 year old have a diagnosable mental illness and half of mental health disorders start before the age of 14. Statistics show that 1 in 10 self-harm but the actual figure is likely to be as high as 50%.

2Gether work in groups starting at 0-18 years of age. There are 17 Teams across the county who are available to children, young people and their families and carers who are:

- registered with a Gloucestershire GP and living within the geographical boundaries or Gloucestershire CCG
- Deemed as children in Care by Glos CC
- who meet the above criteria and are accessing inpatient care in other counties.

The question was raised about cross border patients but unfortunately Gloucestershire residents, with a Welsh registered GP, are unable to access the county's CYPS.

There is emphasis on Team working with organisations such as Teens in Crisis and Action for Children.

The question was asked about medication for children and Dr Richards explained that medication such as Ritalin is used with children with ADHD to manage their behaviour so that they can then benefit from school and hopefully be prevented from going on to have a high risk of prison, drug use etc. Anti-depressants can also be used effectively as per the NICE guidelines.

Courses for parents are available and it was noted that there can be a genetic element to mental health problems.

The service has approximately 290 referrals a month. There are NO inpatient beds in Gloucestershire, Worcestershire and Herefordshire and so young people who need admission may have to go a long way from home.

Practitioners have access to the Advice Line from 9.00am to 5.00pm Monday to Friday.

The full list of 17 teams and their role is explained in the attached presentation document.

Website is: www.2gether.nhs.uk/cyps

3. Apologies, Roger Sterry, Richard Skinner, Caroline Smith, Roger James, Lynn Teague, Bill Hobman, Anthony Midgley, Gillian Warden-Heggie

4. Matters Arising – there were no matters arising.

5. News Updates and correspondence

- **Chair's report**

Report attached as an addendum.

It was noted that bed occupancy at Gloucester is at 99% and this can result in patients finding themselves in a community hospital many miles away.

6. Treasurers Report- Balance £855.68

7. Members Reports

- The problems with the long wait for collection of prescriptions from Cinderford pharmacies will be reported to the CQC. One problem seems to be a shortage of staff.

- In reply to previous questions Dr Jackson was able to feed back that, Response to queries raised in the May 2016 Health Forum meeting.

These responses interpret both the questions and replies

There was some discussion at the May meeting about what had been said at the Forum that had been held in April at the Forest of Dean Health Forum meeting.

The focus of the discussion at the May meeting was on a reply during the April Forum from the Glos Hospitals Trust team that was heard to be saying that 'patients had to take responsibility'. This was taken as meaning 'patients are to blame'. Discussion at the May meeting focused on the idea of patients being blamed and also on failings in communication between doctors and patients. The question was how could patients be at fault if they were not given the information they needed?

Following the questions at the May meeting, two issues were raised with the Glos Hospitals Trust. One question was about doctors and their communication to patients and one question was about communication in general, such as at discharge. The point about patients being blamed was also raised.

1) Discharge - it was felt (comments at the May Forum meeting) that there was little or no information for patients when they were discharged. If the patient has no information how can they be blamed or be responsible for their care? There are leaflets, but are these up-to-date and clear and are they always available and given to patients? This was about patient care and about risk. If a patient has wrong information or no information that was a risk.

- A reply was received.

* It was accepted that the Trust needs to improve more in the area of what information is sent out on discharge and particularly with regard to communicating with GPs at the discharge stage. The Trust is working with GPs both on the timing of discharge information (to make sure it is timely) and on the quality of discharge summaries (to make sure the necessary information is given).

* It is thought that Trakcare will help - that is the Trust's IT system which is going through some final checks and then will be rolled out (from September 2016).

* Leaflets were developed at the start of 2015 and will be reviewed later in 2016 or in early 2017. They are widely available.

2) Communication - it was felt that doctors/consultants were not clear in their communication with patients in a consultation. One person had to ask their doctor to slow down when giving information. It was felt that not all patients would be able (or feel able) to ask a doctor to be clearer and this was an issue. What steps are being taken to ensure patients are clearly communicated with by medical staff?

- A reply was received:

* Surveys that the Trust undertake have shown that communication between doctors and nurses as well as communication with patients and carers about discharge and care arrangements needs more work from the Trust.

* It is felt that some doctors at the Trust communicate very well with other staff and with patients/carers and some are not so good at this.

* The Trust is taking part in a research project (Oxford University and the Picker Institute) about how patient experience data are used. The research project is focusing on the Gastro ward and will look at involvement in decisions as part of the research. The research findings should help staff understanding and perception in areas of communication and should help to show ways to improve.

A final point made was that where patients can take responsibility for their own health in whatever way they can that is going to be helpful for the patient, but there was no suggestion that patients are 'blamed'.

- The problems with the long wait for collection of prescriptions from Cinderford pharmacies will be reported to the CQC. One problem seems to be a shortage of staff.
- Concern was raised about GP surgeries going into private ownership and the inappropriate increase in charges. The Coleford doctors have been through this and would be a useful source of help for other facing this problem.

- **Future events**

Meet the two Hospitals Trust elected Public Governors at 3 Hill Street Lydney (British Legion building)
- **Drop-ins on 5th July and 2nd August from 9.00 to 12.00.**

Great Oaks Fete – 11th June

Forest of Dean Health Forum Event – 2nd July at Lydney Community Centre

Lydney Hospital Fete – 16th July

8. Future meetings:

The next meeting will be on Tuesday 5th July and there will be a presentation by Forest Sensory Services on the work of an ECLO (Eye Clinic Liaison Officer) and the training offered by the Charity.

Chair's report to the health Forum's June meeting

Within the acute hospitals patient flow remains a system problem.

Internal audits are now in place to establish where patients are on their particular pathway, in attempt to improve patient flow management.

Ambulance handover times are still a concern, with many ambulance hours being lost.

The difficulties arise because of insufficient treatment areas, particularly in Gloucester. A case is being made for an extra build to allow this to happen.

The number of people attending EDs is steadily increasing.

Many use them as a convenience to bypass alternatives.

The emergency departments are well staffed with sufficient consultants.

There is a view that Gloucestershire, as a county, seems 'sicker' than the rest of the country.

There was a presentation on mental health, documentation still at the draft stage.

Lydney and Dilke hospitals were visited, enabling me to talk to patients and ward staff.

Patients were quick to praise the opportunities to be seen locally and the user friendly local environments. No one complained about the management of their circumstances.

One point of concern has arisen relating to patient flow and discharge from an acute hospital to a community hospital. Some patients, mostly elderly, find themselves not in their local community hospital, but many miles away. This can cause difficulties for all concerned.

Can something be done to alleviate this area of concern?

The chair, secretary and treasurer have had a number of meetings to plan for the July 2nd event.

The committee has also met to discuss this.

The chair and secretary met with the Friends of Lydney hospital (hosted by Mary Thurston) this was principally to discuss publicity and achieved a very positive outcome.

Albert Weager Chair 0606 2016