

Forest of Dean Health Forum
West Dean Centre, Bream
Tuesday 6th June 2017 – 7.00-9.00pm

Minutes

Albert Weager – Chair	Linda Vaughan – Secretary
Jim Spiers – Treasurer	Doug Battersby
Di Martin – Committee/Cinderford TC	Lynn Teague – Citizens Advice Bureau
Neil Moffat – Gloucestershire Care Services	Barbara Jenkins – public
Peggy Jordan – Public	Dr Peter Jackson – Gov GRHNSHT
David Rees – Public St Briavels PC	Chrissie Johnson - Public
Mark Elson – Forest Review	Pam Plummer – Action4Our Care
Jennifer Thomson Gov 2Gether Trust	Craig Holmes - SWAST
Stacey Smart – SWAST	Ceri Smart – SWAST
Steph Bonser – SWAST	Mark Reilly – SWAST

1. Welcome and Introductions – The Chair introduced the team from SWAST

Ceri Smart, the Head of Resourcing (Staff and Vehicles)

Stephanie Bonser – Operations manager South Gloucestershire

Stacey Smart - Paramedic

Mark Reilly - Paramedic

Ceri explained that staff with red epaulettes are Specialist Emergency Care Practitioners who have undergone specialist training. The South West Ambulance Service Trust has been working on a project to change operations in order to measure and improve patient care. An operational review was carried out and in Avon, Wiltshire and Gloucestershire they have implemented new staff rotas and changed the way they operate. There is a National project to look at the way it has been operating in the last 10 years to see if it is the right thing. Funding means it is a challenge to deliver targets: therefore, during the last 8 months, they have been improving the categorising of calls in order to provide the most appropriate response and ensure that patients are taken to the appropriate Unit of Specialised Care eg. Stroke Unit at Gloucester. Cardiac care has been reviewed in this context. There is investment in the Hear and Treat service and this has resulted in 12% of calls being closed down by the clinician.

With regard to response times, 75% of calls meet the current 8 minute target but it is intended to change the time to a mean average so that every call counts, not just emergencies.

There are many workforce challenges including recruitment and retention but all three Forest Stations are now manned 24 hrs and the local “mean” time has come down to an average of 7 minutes. Paramedics now have to have a degree. The Trust continues to invest in technology/electronic care records. The recent pay award comes with extra responsibilities. A Cadet Scheme is to be introduced.

There were questions about Cross Border rules and it was made clear that there should not be any barriers to patients who need either a hospital on the English side of the border or a Welsh one. The South West Ambulance service can ask for the assistance of the Welsh Ambulance service if appropriate. Patients should have a choice of where they are taken when possible. Pam Plummer will contact SWAST and the Welsh Trust to clarify the arrangements for Cross Border patients.

It was noted that 55% of patients are not admitted but are cared for at home and here it is important that the services are available for these patients. The Ambulance Trust is working towards better information sharing between Care Services, Mental Health services and the Acute Trust. Regular meetings are held to enable this. Referrals can be made to Social Care and the Rapid response team can intervene when appropriate. Community first responders can be called to assist. Telecare and the Fire Service are also there to help. Urgent Care Centres are an option for some patients.

General concerns like the wait in A&E are reported to NHS England.

2. Apologies: Friends of Lydney Hospital, Julie Burlow – Two Rivers, Caroline Smith - CCG

3. Matters Arising

The Lydney Hospital X-ray Suite is now commissioned and will be operational this week.

4. News Updates and correspondence

Dr Peter Jackson has regrettably resigned from his post as Patient Governor for the Gloucestershire Hospitals Trust. He was thanked for his invaluable contributions and support to the Forum

5. Chair's report

Albert reported that Healthwatch Gloucestershire has amalgamated with Wiltshire and formed a new Company called "Evolving Communities". Representatives from other working parties eg. The Systems Resilience Group, Urgent Care Governance Group, who represent the patients have been told that for a "holiday period" they are not required to attend meetings but the future representation has not been defined. This causes concern that patients from Gloucestershire may not be well represented in future. Albert would welcome support to reinstate this representation. Concerns have been raised with the CCG. Pam will raise this at the Cross Border meeting.

Albert and his wife have attended a Royal Garden Party in recognition of his community work.

On July 14th Albert and Linda will attend a "Safer Patient " conference in Gloucester.

Dilke Hospital

Patients in the Forest of Dean are to benefit from a refurbishment of the existing Minor Injuries and Illness Unit (MIIU) at the Dilke Memorial Hospital. The development work will offer patients a new MIIU assessment and triage facility, a dedicated waiting room and play area for children, as well as a larger waiting room for adults and an improved reception area.

Whilst work is underway to deliver the improved facility, the Dilke MIIU will be temporarily closed for six weeks, from Saturday 1 July. The rest of the hospital will remain open during this period.

Dementia

Linda told everyone about the Dementia Friendly Community Survey which can be found online via: [https://www.surveymonkey.co.uk/r/Dementia Friendly Community Survey](https://www.surveymonkey.co.uk/r/Dementia%20Friendly%20Community%20Survey) or by contacting Lena Maller on 01594 812609. There are also drop in sessions at Newent, Cinderford, Coleford and Lydney throughout June and July. Details have been sent by email to members and hard copies were available.

Action4OurCare

Pam updated us on the position with regard to the Evaluation Centre in Shropshire which hopes to have everyone on the system by the end of August. They are still doing battle with the Aneurin Bevan Health Board over patient choice.

The Forum will contact Caroline Smith about what is happening in the Forest and whether plans can go ahead here or if the Sustainable Transformation Plans mean that we have to wait. We also need to know what is envisaged 5 years down the line. Public scrutiny is very important and we need to be kept informed.

NB. A response from the CCG has been sent out by email separate email.

6. **Treasurers Report**- Balance as at 2nd April - £991.99

7. **Members Reports - Nil**

8. AOB

The next meeting on 4th July will be attended by Mr Bren Mcinerney who is a community volunteer and will talk about Experts by Experience programme at the Care Quality Commission.

Please note that there is no meeting in August.