

BHiB Briefing

A newsletter for the Better Healthcare in Bucks programme

Issue 1 December 2011

The NHS in Buckinghamshire is working together to improve health services for local people through the Better Healthcare in Bucks programme. This briefing updates you on the latest developments.

Better Healthcare in Bucks is led by local doctors and other clinicians. The aims of the programme are to make sure that we develop and sustain local health services which are high quality, with excellent outcomes for patients, are accessible, with care closer to me for most patients, and which offer a good patient experience. Over the past few months we have run a Better Healthcare in Bucks engagement and involvement programme to discuss our ideas with members of the public, NHS staff and interested individuals and organisations and to hear feedback. This will be taken into account by the clinicians who are developing proposals. This newsletter gives you an overview of what has happened so far and what happens next.

Why does the NHS need to change?

A reminder of the key issues:

- increasing demand for NHS services. We are all living longer but not necessarily in good health
- we can do far more for patients in the community and in their own homes, meaning far fewer people need to go to hospital for healthcare
- acute hospital care has become more complex and specialised. This means better results for patients but also that we can't do everything everywhere.

200 people gave us their views

200 people from around Buckinghamshire attended our involvement events and our final feedback events in September and October.

The events were led by independent market research experts Opinion Leader. At each event Dr Geoff Payne, Medical Director for the NHS Buckinghamshire and Oxfordshire Cluster (the primary care trust or PCT) or Dr Graz Luzzi, Medical Director for Buckinghamshire Healthcare NHT Trust (BHT) gave a presentation outlining the challenges and opportunities facing the local NHS. Participants then had the opportunity to join in round table

discussions on a variety of relevant topics. We held these events in Aylesbury, Buckingham, Chalfont St Peter, Marlow and Wycombe, with the final feedback event at the Clare Foundation in Saunderton.

The events were very well received, with 88% of people saying they were useful or very useful.

"A great discussion – very different views"

"Opportunity to raise issue that health should be holistic person centered not just clinically based"

"Meeting other concerned locals"

What we heard

People want to be treated as intelligent adults, by an NHS which is better co-ordinated and which provides patients with far better information was the message we heard at out engagement events.

People told us that they agree with the general principles of BHiB and accept the need for change. They understand why they might need to travel further for specialist hospital care, but consideration needs

to be given to transport and car parking.

People also told us that they prefer care closer to home when it is appropriate but want it to be of the same high quality as specialist care. They think that more should be done to stop patients with minor injuries & ailments misusing urgent care services but there is insufficient information on where to go for what.

“People will say ‘well I don’t know where to go so I’ll go to A&E cause A&E I know’, so we need to have a much greater clarity of what the service is that’s there and what they provide”.

Participant, Buckingham

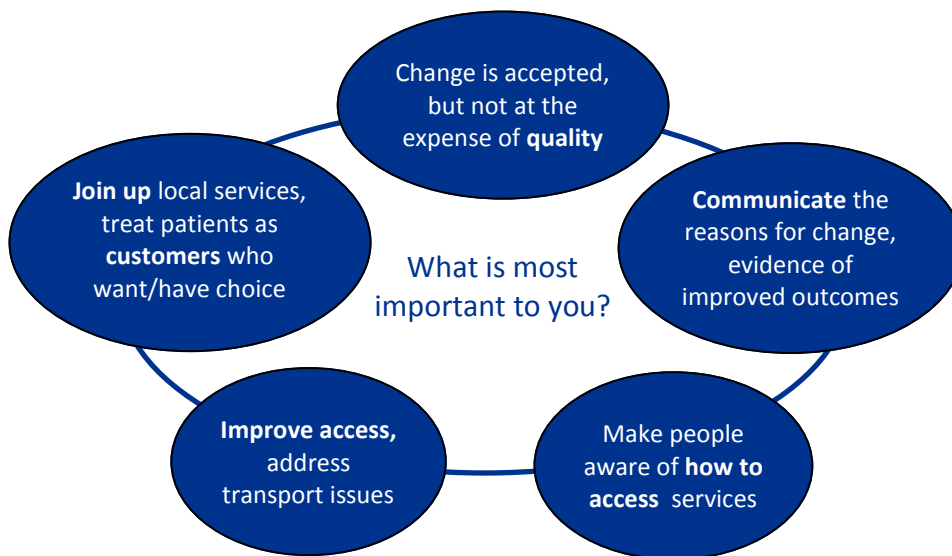
“They’ve got to invest in alternative services. More GPs, more nurses, more health care assistants, better health care facilities”.

Participant, Chalfont St Peter

“I’m all for community based care, because not everybody wants to be cared for in a hospital but we’ve got to have the right amount of people to be able to do it for the right amount of time”.

Participant, Marlow

Summary of feedback



Who else we held discussions with

In addition to running our public events we have sent information to and had discussions with a large number of interested individuals and a wide variety of partner organisations.

Some, but not all of them are listed here. Our partners have reported that they understand the need for changes, while raising many of the same issues which were raised by members of the public.

12,000 BHT members | Buckinghamshire County Council | Buckinghamshire Public Health Overview and Scrutiny Committee | Buckinghamshire Local Involvement Network | PCT Patients’ Panel | Wycombe District Council | South Bucks District Council | Chiltern District Council | Aylesbury Vale District Council | Older People’s Action Groups | Local Strategic Partnerships | Parish Councils | Carers Bucks and carers groups | Local Area Forums | Community Impact Bucks and voluntary organisations | Movers and Shakers groups

Our staff and public surveys

What people told us at our events was backed up by our survey results.

370 completed our public survey online, on paper or by

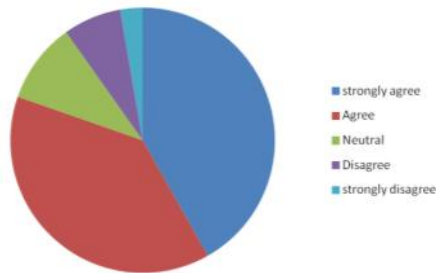
iPad and 590 completed the BHT staff survey.

These are the results of our public survey. BHT staff were even more strongly supportive

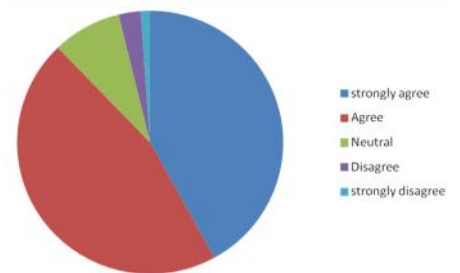
of the concept of care closer to home for most patients, with a more centralised approach for the few who need specialist hospital care.

How respondents answered

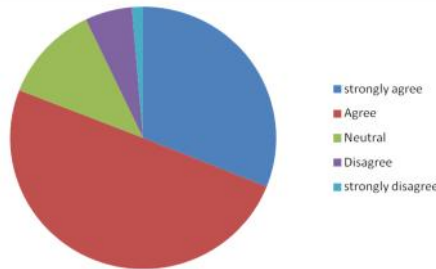
If it is appropriate for my health need, I would prefer to be treated or cared for in the community rather than in a hospital setting, if the right expert support is provided.



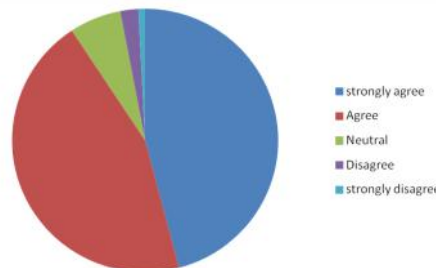
30% of people who go to A&E could have been treated elsewhere. In light of this, the NHS in Bucks should provide more services from their GP led centres in hospitals, and community services such as GP practices, pharmacies etc'.



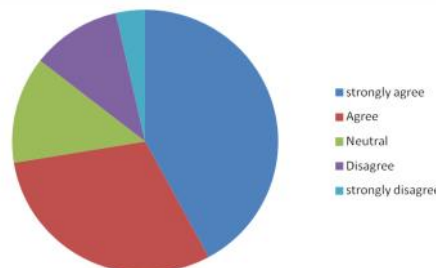
I would feel confident to access healthcare services in the community should they be available.



Offering more support to help people manage their health conditions would prevent unnecessary admissions to hospital.



I would be willing to travel further for treatment if it meant being treated by a specialist team, should my condition require it.



Getting in contact

There are a number of ways you can find out more:

- Visit the website at www.buckinghamshire.nhs.uk/service-improvements/better-healthcare-in-bucks
- Call 01494 552256 and ask to be put on our mailing list
- Look out for surveys on *Talking Health*
- Look out for further events
- Invite us to give a presentation to your group or organisation

Developing the proposals

While patients, the public and partner organisations have been giving us their views and ideas, hospital and primary care clinicians, including GPs, have begun shaping proposals for change.

There have been two clinical workshops and a wide range of other clinical meetings which have explored how we should be developing local health services. This is what the clinicians are looking at:

- **creating specialist medical centres** for conditions such as gastroenterology, diabetes and respiratory – with specialist care taking place on one acute site with majority of supporting care within the community
- **creating centres of excellence** in cardiac, stroke and breast services – caring for people from Bucks and beyond
- **develop step-down facilities** for older people who no longer require acute care but are not ready to be cared for at home
- **move care away from the acute setting** and optimising our community teams and community hospitals: specialist consultant roles working in the community taking a more preventative approach to healthcare
- **maintain and improve local access to urgent care services** for GPs and the public – with GPs able to access an enhanced range of services to manage patients in the community. This means maintaining an urgent care service at Wycombe, but with more GP input and with enhanced information to help people choose services more.

Next Steps

We are:

- publishing our engagement and involvement report. If you don't have a copy, visit our website or contact us by email or telephone (details below)
- publishing the Opinion Leader report on our involvement events
- publishing more BHiB briefings. If you are not on our mailing list, please contact us.

When the proposals are ready for public discussion, we will be running a three month public consultation, to hear your views, ideas and concerns. This programme will be led by GPs, hospital doctors and other clinicians.

We will be:

- publishing a consultation document and supporting information
- running public workshops in different locations in the county
- organising a BHiB road show in busy locations such as shopping centres
- giving presentations and having discussions with partner organisations
- having discussions with patient groups, including those supporting people with specific conditions
- running more surveys
- publishing lots of information on our website.

This newsletter has been produced by NHS Buckinghamshire and Oxfordshire Cluster and Buckinghamshire Healthcare NHS Trust.



www.buckinghamshire.nhs.uk/service-improvements/better-healthcare-in-bucks



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