

Summary Report:

Chew Valley Area Forum

Thursday 12th February 2015 | 7:30pm – 9:00pm

The Wellsway, Harptree Hill, West Harptree, BS40 6EJ

1. Attendees

- Jane Shayler (B&NES Council and BaNES CCG)
- Sue Blackman (Programme Manager, *your care, your way*)
- Tamsin May (BaNES CCG)
- Elizabeth Loughran (Avril Baker Consultancy)

The Area forum was attended by approximately 20 people including community residents, parish councillors, village agents as well as representatives from the West of England Rural Network and Fire Service. The meeting was chaired by Sara Dixon.

2. Meeting summary

Jane provided an introduction to *your care, your way*, described the purpose of the community services review in Bath and North East Somerset and outlined the phases of the project.

Jane invited the group to ask questions to clarify their understanding and explained that the CCG and the Council intend to give equal emphasis to mental and physical health.

Sue introduced four theoretical case studies who live in the Chew Valley area to help the group to think about the local services they might use and the services they might like to access in future. The room was divided into three groups and were asked to consider two questions:

1. What works well in your community?
2. What is the key thing that you think could make a difference to community services?

3. Feedback

What works well?

- Volunteers
 - Village agents: these were deemed a vital community asset who signpost local people to useful information or services, particularly those who are new to the area. Participants agreed more trained village agents would be beneficial.
 - Chew Valley has an extensive network of volunteer drivers who help those unable to travel themselves.
 - Participants agreed that opportunities to volunteer should be offered and celebrated and it was recognised that people get a lot out of volunteering.
- Useful groups in the area or nearby
 - There are strong local networks and groups including; schools, churches, Women's Institute, writing groups.
 - Keynsham has support and networking groups for mothers and babies, and for individuals with certain learning difficulties
 - Children's Centre is very well utilised.
- Air ambulance often responds to emergencies.
- Schools offer good quality, healthy meals to children.
- Local surgeries are very good and provide minor operations – it would be good to expand the number of operations they can offer.
- Most villages have defibrillators however participant are unsure how effective these are, request to review usage and possibly re-train local people to use them.

What would make a difference?

- Improved Transport:
 - The rural setting and dangerous roads make it difficult to travel unless you have your own vehicle. The area is also deemed unsafe for cyclists.
 - Lots of people feel isolated.
 - Public transport: one bus per week to Bath, returning on a different day. Public transport is expensive.
 - Need a new bus service that follows a circular route to take people to local services and to places such as Clutton that have better links to Bristol and Bath.
 - Many are reliant on volunteer drivers from the local community and local parish council. Volunteers feel overstretched. Volunteers also cannot transport children.
- Extended Local Services:
 - Many older people wait until they are poorly enough to warrant a home visit rather than try to make their own way to a surgery.
 - Lack of appointments at local practices with appointments often made at short notice which means travel arrangements cannot be made in time.
 - Local GP practices could be grouped together so they can share services such as district nursing teams. However participant agreed that federation should not compromise local patient knowledge and continuity of care.
- More integration between services:
 - Unwillingness or inability of some local services to help those who aren't officially on their books, e.g. have to register as temporary patient to have stitches removed from nearest GP surgery if this is not your local practice. Emphasis on human kindness is sometimes needed.
 - More integration between services in Bristol, Bath and smaller communities.
- Up-skill local volunteers, for example, arrange local first aid courses to build community confidence.

- Maximise use of community assets and pay local people to carry out simpler tasks locally.
- Improved Health and Wellbeing services to battle childhood obesity: ensure schools keep their playing fields, as many children living in the country have little chance to get outside due to dangerous roads and being driven to school.
- Address economic issues such as fuel poverty which high in the area – many people are in oil heated property. Some ex-miners used to receive free coal, and participants are unsure whether this still happened.
- Improved connectivity; lack access to information since broadband in the area is poor and many cannot access information online.
- Seamless care – lots of people get lost between services. 80 providers is too many for the area, makes signposting hard for both service users and clinicians.
- Improve information sharing; it is recognised that the primary carer is often a neighbour or friend, but only the family are given updates if the person they are caring for becomes an inpatient.
- The Community Alarm Service associated with the pendants/bracelets with red buttons – there is a lot of responsibility placed on the friends and relatives who respond to an individual's red button calls so many people refuse to offer their number. Better co-ordination of this service would be a positive.
- Visibility of social networks so that individuals can refer themselves into local community groups rather than relying on their GP.

4. Next steps

- Attendees were given booklets and leaflets to read and share.
- Further feedback can be offered via the website www.yourcareyourway.org including any local groups who may like to input their views into the review.
- The Your Care Your Way Team will arrange a date for to return to the Area Forum to provide an update and run a further engagement event.
- The team will collate feedback from the three Area Forums and publish this on the website.