

Item for Improvement and Review Commission – 11 December 2014

URGENT HEALTH CARE REVIEW

Contact: Charles Meakings, charles_meakings@wycombe.gov.uk, 01494 421980

What is the Commission being asked to do?

1. To receive and discuss the presentation from Healthwatch Bucks on their recently undertaken Urgent Care Survey in Buckinghamshire; and
2. To give initial consideration to the emerging recommendations from the review to assist in preparing the draft final report for submission to the Commission's meeting on 14 January 2015, as set out at Appendix A.

Executive Summary

As part of this review, the Commission has held a public listening event (15 October) and received a follow-up presentation from the health providers in Buckinghamshire. The Commission has also received a written submission from Steve Baker MP and an update from the County Council's Health and Adult Social Care Select Committee.

Healthwatch Bucks will be presenting the findings from their recent survey to assist the Commission with its review.

Background

Richard Corbett, Healthwatch Bucks, will be attending the Commission's meeting to present the findings on their Urgent Care Survey. This Buckinghamshire wide survey sought views from people who have used emergency, urgent care or the out of hours' services recently or accompanied someone else for these services.

One of the actions from the public listening event is to show the short film regarding 'saving Wycombe Hospital', which will form part of the meeting.

Summing of Issues and emerging Recommendations

As part of this review, the Commission has held a public listening event (15 October 2014) and received a detailed presentation from the health providers and other submissions (12 November 2014).

The key issues have been summarised in Appendix A, together with suggested emerging recommendations for the Commission's initial consideration. These recommendations will need to be reviewed after the presentation from Healthwatch Bucks at this meeting.

So far, the review has revealed that:

- Wycombe Hospital is a flourishing site and is not closing, with its enhanced cardiac and stroke unit being one of the best in the Country.
- The principle being followed is to get patients to the appropriate hospital where they can receive the best treatment most quickly, rather than just go to the nearest hospital which may not have the appropriate facilities.
- The care received in the vast majority of cases is first-class, but patient's experience of the supporting administration/management arrangements is variable.
- Health providers are to be commended for the fast-action taken on many of the issues raised at the public listening event and their full co-operation in this review.
- There is a wider public issue on the reconfiguration of health services in Buckinghamshire, including the call for an A&E service at Wycombe Hospital, but this has not formed part of this urgent healthcare review.

Next Steps

The draft final report, together with recommendations, will be submitted to the Commission's meeting on 14 January 2015, with a view to making recommendations to the Council meeting on 26 February 2015.

Background Papers

Improvement and Review Commission agendas and minutes – 12 November 2014