

## **URGENT HEALTH CARE REVIEW – FURTHER PROGRESS ON RECOMMENDATIONS**

**Contact:** Charles Meakings, charles\_meakings@wycombe.gov.uk, 01494 421980

### **What is the Commission being asked to do?**

To note a further update from providers on the responses and action being taken on the Commission's recommendations from the urgent health care review.

**Executive Summary** As part of this review, the Commission has held a public listening event (15 October 2014) and received a follow-up presentation from the health providers in Buckinghamshire (12 November 2014). The Commission also received a written submission from Steve Baker MP and an update from the County Council's Health and Adult Social Care Select Committee.

In December 2014 Healthwatch Bucks presented the findings from their survey to assist the Commission with its review.

The Review was published and referred to the February 2015 Full Council. Following Council approval the seven health-related recommendations were passed to the health providers. One further recommendation (transport) was referred to the Buckinghamshire County Council and the Thames Valley (Buckinghamshire) Local Enterprise Partnership.

The recommendations were accepted and a report outlining the steps being taken to take them forward was presented to the 22 June 2015 Improvement & Review Commission Meeting.

### **Background**

In Buckinghamshire, health scrutiny is normally conducted as a joint activity with Buckinghamshire County Council, through the Health and Adult Social Care Select Committee. The Select Committee was kept informed throughout the review and it was agreed that the response to the Commission's recommendations should be reported to that Committee as well.

The response to the Commission's recommendations was considered at the Select Committee's meeting on 24 March 2015.

Further updates from providers on progress in respect of the recommendations (as featured below) are to be given in a presentation to the Commission at this evening's Wednesday 16 September 2015 meeting.

### **Recommendations**

1. Following the local campaign that is being conducted and other recent measures (such as the Bucks version of the "Health Help Now" website which was due to be available from December 2014) patients' views should be sought on the ease of accessing the right service. Patient and GP feedback and action needs to continue until there is less confusion and clear evidence that patients are using the most appropriate service access channels for their medical condition and the levels of inappropriate referrals have reduced to an acceptable level, with information on progress made publically available.

## Recommendations

2. Enhanced administration and management liaison is required between High Wycombe Minor Injuries and Illness Unit and Stoke Mandeville Accident & Emergency, so patients only have to “tell it once” at their first point of urgent health care access at Stoke Mandeville Accident & Emergency or High Wycombe Minor Injuries and Illness Unit, other than to confirm their condition.
3. Increased awareness is required of patients (and those accompanying them) daily requirements such as medicine and meals at set times, to enable people to manage their existing medical and domestic needs as far as possible, when attending High Wycombe Minor Injuries and Illness Unit and Stoke Mandeville Accident & Emergency.
4. Greater urgency needs to be given to joining up the separate IT systems to assist staff at High Wycombe Minor Injuries and Illness Unit and Stoke Mandeville Hospital in being able to give a seamless service to patients.
5. The introduction of additional facilities and services at High Wycombe Minor Injuries and Illness Unit gives a further opportunity to promote the “one-stop treatment” approach for patients in High Wycombe, reducing the number of transfers required to Stoke Mandeville Hospital, which should also include follow-up appointments at Wycombe Hospital.
6. The waiting area in High Wycombe Minor Injuries and Illness Unit needs to be reviewed, in particular the need for proper temperature control, to avoid patients (and those accompanying them) from having to wait in a less than ideal environment.
7. Ambulance handover times at hospitals need to improve, as the current time frame is too wide and results in a poorer patient experience. Achievable hospital targets and timescales for the reduction in queuing of ambulances are required.
8. Bucks County Council and the Bucks Local Enterprise Partnership should make the improvements of the A4010 a high priority in bidding for funds from Government as part of the Single Local Growth submission.

## Conclusions

The Commission is asked to note the position reached.

## Background Papers

Improvement and Review Commission agendas and minutes.