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Question from: Jan Sambrook, Chair Dementia Action Marlow

When will Dementia be given the full recognition of the health problem that it is, with consideration for the provision of qualified support commissioned for the benefit of both the person who has been diagnosed and their carer/s?

Response from: Integrated Commissioning, Buckinghamshire Council

1. Summary Response

Buckinghamshire Council & Integrated Care Board acknowledge the growing need for dementia support. Dementia has been included within Buckinghamshire Council's Adult Social Care Transformation Programme. The workstreams include enhancing the pre and post diagnostic support offer, a multi-disciplinary team, offering both clinical and social care support to people living with dementia who are at risk of short-term crisis, and to develop a single platform to host dementia specific information advice and guidance. Broader workstreams are also being delivered that relate specifically to carers support and community opportunities.

2. Detailed Response

Buckinghamshire Council & Integrated Care Board acknowledge the growing need for dementia support for people directly affected, their families and / or carers, both on a national and local footprint. It is recognised that more can be done to support people with dementia and the important role that the voluntary sector play in achieving this.

Dementia Support Service

The Buckinghamshire Dementia Support Service (previously Memory Support Service) was recommissioned in March 2022 by both Buckinghamshire Council (BC) and Buckinghamshire Integrated Commissioning Board (BICB). The dementia support service was recommissioned based upon delivery of a 'dementia connect model' (as specifically referenced as an area to support expansion of within the NHS Long Term Plan) providing pre and post diagnostic support both on a face-to-face basis and virtually depending on the needs of the person. The service offers a free helpline, so that Buckinghamshire residents can obtain advice and guidance about their diagnosis and/ or memory concerns. The service also provides a training offer targeted towards professionals across health and social care in how to undertake dementia screening.

Patients that have been assessed via the Memory Assessment Service are routinely referred into the Dementia Support Service. All patients with memory concerns may also access this service for advice and guidance. The service will accept referrals direct from the resident, their carer/supported or via their GP.

Carers Bucks

Buckinghamshire Council commissions its carers services through Carers Bucks. The Carers Bucks service is open to all Carers. Support includes:

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- A crisis/wellbeing fund from Buckinghamshire Council (there must be a need established)
- Signposting to information, advice, and guidance
- Hospital Service- support to advise on hospital visiting protocols and infection and control measures, including help to understand the hospital process and discharge planning as it unfolds
- Emotional support, signposting to a wide variety of practical support, also advising on the full range of carer issues
- Carers Bucks Caring for older carers home-visiting service or the Young Adult Carers Service if appropriate
- Referrals to Telecare
- Invitations to Carers Support Groups and events and to join the Carers Choir
- Access to the online platform Oomph for Carers aged 60+

Transformation Programme

As part of the [Better Lives Strategy](#) and vision to ensure that people stay as independent as they can, for as long as possible, Dementia has been included within Buckinghamshire Council's Adult Social Care Transformation Programme. This programme of work includes the following work streams.

Pre and post diagnostic support - There is an ambition locally to expand the reach of our pre and post diagnostic support offer to enable more people affected by dementia and their families access to service provision. A case for change has been developed and work initiated to agree how this can be facilitated.

Intensive support - In addition, a Dementia Intensive Support Team is under consideration. Plans are in place to develop a model based on a multi-disciplinary team, offering both clinical and social care support to people living with dementia (and their carers/supporters) who are at risk of short term crisis leading to unplanned hospital admission or transfer into residential care.

Information advice and guidance - The local area have also been working to develop a single platform to host dementia specific information advice and guidance as identified as an area for development during a gap analysis completed in 2022.

Broader workstreams are also being delivered through the transformation programme that relate specifically to carers support and community opportunities.

The Council is aware that, with the number of cases rising as you have identified, it is important to work together to prevent dementia. We already have a range of public health programmes in place to reduce known risk factors for dementia. In 2023 we will also introduce a Healthy Ageing Strategy. This will drive work to facilitate more people in future living healthy, fulfilling, and independent lives in their older years –including (but not limited to) the prevention of dementia. You have kindly accepted our invitation to join the Dementia Strategy Group and have already attended your first meeting. We look forward to your future attendance and to continue working in collaboration.

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Question from: All Together Community

We would like to know what transport options can be provided by Hospital/GP surgeries, if there is any funding available and what would happen if we could not provide the service?

Response from: Buckinghamshire Council; Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board; Community Impact Bucks

1. Summary Response

South Central Ambulance Service SCAS offers non-emergency transport services for medical appointments.

Community transport schemes offer lifts to essential appointments to those who are unable to access other options such as public transport. These schemes are volunteer-led and run throughout Buckinghamshire.

The [Community Transport Hub](#), provided by Community Impact Bucks and funded by Buckinghamshire Council, provides information and advice to Buckinghamshire residents about available transport in their area. Call the Community Transport Hub on 01296 841026 Monday to Friday, 9am to 12.30pm.

Community Impact Bucks can also offer specialist support and advice for Community Transport Schemes, including for local residents interested in setting up a new transport scheme. This includes advice on applying for funding to local or national grant funds, for example Heart of Bucks.

Community Board funding may be appropriate for a specific project or to pilot a project. If there were a specific project, then an approach should be made to the local community board. Funding for projects would need to deliver the community board local priorities, but this would be discussed when speaking with the Board Managers.

2. Detailed Response

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Community Transport - Community Impact Bucks - [Link to CIB Community Transport Website](#)
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Patient Transport Service | South Central Ambulance Service (scas.nhs.uk) - [Link to SCAS Non Emergency Patient Transport Website](#)

Community Board funding may be appropriate for a specific project or to pilot a project. If a project is identified then an approach should be made to the local community board. Funding for projects would need to deliver the community board local priorities and this would be discussed when speaking with the Board Managers. [Link to Community Board Website](#)

A lot of transport schemes ask users to contribute if they can and that also goes to support funding for these schemes.

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Question from: Mike Etkind,

With reference to page 26 of the meeting documents, what actual steps do the ICB/Trusts intend to take to ensure they fully engage with people and communities in the planned short period between production of the first version of the Joint Forward Plan and the expected date for formal review and approval of the Plan?

Response from: Robert Bowen, Acting Director of Strategy and Partnerships, Buckinghamshire Oxfordshire and Berkshire West Integrated Care Board

1. Summary Response

Public engagement on the NHS Joint Forward Plan will launch after Easter; it will be hosted on <http://yourvoicebob-icb.uk.engagementhq.com>, the ICB's engagement portal. There will be opportunities for people to give their feedback online, by emailing or writing to the ICB.

We will also be holding several focus groups across BOB on the themes covered in the Joint Forward Plan.

The engagement will be promoted and publicised through social media and adverts in local papers, through the Healthwatch organisations, the BOB VCSE Alliance, GP patient participation groups, ICB, NHS Trusts and Local Authority networks.

Sustained and regular engagement is being planned that will continue beyond the publication of the Joint Forward Plan. This will focus on ensuring the voices, ideas and experiences of our people and communities can shape how we develop plans and services into the future, moving away from one off engagements on specific documents.

2. Detailed Response

A large-scale engagement event which took place on Friday 24 March with NHS and local authority partners, community organisations, voluntary sector representing people and communities across Buckinghamshire, Oxford and Berkshire West.

We are undertaking public engagement via a series of focus groups which are focused closely on the Plan's key themes (promoting and protecting health, start well, live well, age well and quality and access) and by online engagement activity, where we'll be asking the public's opinions on the Plan's key themes. Our use of the online engagement tools will be proactive – we will promote it via stakeholder newsletters, online social media advertising.

We will share the engagement details with all members of the ICP and request their support in sharing the draft plan and engagement opportunity through their communication activities. All GP practices will also be contacted with the details to highlight the opportunity for their patients to be involved.

Engagement on the ICP strategy also contributes to the development of the JFP, as they are complimentary and share many themes and public and stakeholder responses received for that will also be taken into account.

We know that we need to extend how we engage with local people and communities and involve them more in our work. The engagements for the ICP strategy and JFP are a starting point for us and we wish to move from simply formally engaging on individual documents and projects to enabling a programme of engagement that develops and sustains relationships with communities and people across the ICB so that their voices, ideas, and experience can be shared with us at all times and help shape how we develop plans and services. We have more work to be able to meet and sustain that ambition but are committed to doing so, building on the start we have made.