

Healthcare Forum
20th September 2018
Questions and further discussion following presentation

David Hegarty, Chair of Dudley CCG welcomed all to the Healthcare Forum and introduced Geraint Griffiths-Dale, Deputy Director of Commissioning from Dudley CCG.

Geraint delivered a presentation on Commissioning Intentions and welcomed questions throughout the presentation.

Q: Would it be possible to consider personalised health budgets to be assigned into this new way of working?

A: It would make sense to include these and conversations have already started with the Local Authority.

Q: Integrated Plus do fantastic work but we are aware they only work with the top 2%, if the voluntary sector can work with Integrated Plus we would be able to make a difference to those who have potential to be frequent fliers and do more preventative work.

A: Currently integrated plus do work with the top 2% population, and it would make more sense to invest in preventative work with the community. This is definitely something the MCP will be addressing in the future and we can take back.

Q: As Dudley CCG are you responsible for the commissioning of DGFT, and in light of recent headlines, can the CCG get involved? Four MP's have written a letter directly to the Chair of Governors, Jennifer Ord for her to step down and with this being made public, she has advised she will not be doing this.

A: Unfortunately the CCG has no power to advise who should step down from their position within DGFT. We are aware of the situation and agree the quality of care is not acceptable for the people of Dudley Borough. Currently there is a lot of work to support DGFT, including NHSE and NHSI. We are aware this letter has also been shared with NHSI and they are the only body who can advise anyone to step down from their position.

Q: Surely we should be sending letters to our MP's to question the budget cuts to the NHS which are in turn having an impact not only on staff but on the care of patients. The cuts are coming from Government.

A: We would definitely support members of the public to address their local MP's.

Following the presentation, Geraint invited tables to discuss further;

What changes would you like to see?

What would make the biggest difference to the care you would like to receive?

- More nurses/more staff at the hospital
- More in local community – eg physio
- Continuity of care – seeing the same GP or consultant
- More effective with resources
- Care in the home to support people to stay home, longer visits to support individuals (20min not long enough) voluntary services invested in to support individuals for longer time
- Those who provide care service more valued for role as they are often more aware of the individuals needs/deterioration
- Flu clinics online
- Other practitioner appointment online - nurse appointment online (drop down menu to click what need; if not on list, please call surgery)
- Affordable support
- Person centred care - support network for individual
- If wider locality service - consideration of agreement with local taxi firm to support those who need to access gp or local hospital
- Consider local transport service when emergency transport not necessary
- Ensuring people are aware of all the services and options within Dudley, particularly if
- Many services for individuals being paid for by the individual, so once they leave the hospital, they are paying for the service
- Getting appointments with doctor is very hard
- Re-use of crutches etc
- Easier access to doctor – same doctor for ailment
- Continuity of care for long term conditions/any doctor for one off appointment
- Clinical appointments on time (within 10 minutes)
- Reduced waiting times from diagnosis to support
- Reduction of bed blocking
- Improvement of health in the community
- GP's practice to provide signposting to community services
- Better management
- Better communication
- Less money wasted
- More medical staff
- Too fragmented

- A&E working as it was designed to work or should
- Rationalisation of buildings would save money to spend on patients care
- Integration of different agencies – more communication (mental health and community nurses in particular)
- Improved social care – homecare and care in a home
- FULL integration of health and social care – to prevent blame on each other
- Training for care homes in better nursing care to recognise and prevent deterioration
- Support carers – ask carers what they want
- Put an information terminal in every GP practice to provide comprehensive directory of all services in Dudley borough (and possibly in wider Black Country)