

ANDOVER & DISTRICT OLDER PEOPLE'S FORUM

MINUTES OF GENERAL MEETING HELD ON 31st JANUARY 2019 AT 2.15 PM IN THE RENDEZ VOUS, UNION STREET, ANDOVER

Attendance: K Gray, S Lower, M Lower, G Dance, W Carson, H Watkins, M Taylor, J Hardy, D Swaddling, PA Andrews, Cllr Z Brooks, B Skinner, R Skinner, M Antrobus, L Gregori, P Jeffrey, A Woodman, S Casson, P Rayner, W Rayner, J Wilson, C Morrell, K Redpath, E Redpath, D Liechti, M Kerley, S Cowap, Cllr S Hawke, R Reid, GN Potticary, B Kay, J Kay, W North, F North.

In Attendance : Helen Coleman , West Hants Clinical Commissioning Group

2.15 pm: Jenny Kay, Chairman opened the meeting and welcomed so many new and old members on such a cold day.

Apologies received from: Chris and Maggie Bowling, Charlie Wheatley (NPC Wessex), Judy and Mike Taylor, John and Pat Barrell, Barbara Long, Jean Ray, M Nightingale and Jill Sacree

1. Minutes of October 25th 2018 meeting : agreed as an accurate record
Proposed B Kay, Seconded M Antrobus. Agreed and signed.

2. Matters arising

2.1 Progress with Web-site : Wilson Carson gave a short presentation on the need for the website to promote membership of the Forum, what it does, current issues and campaigning and other information links for older people. Di was introduced as our web designer and started a month ago. A decision is made by the Sub Group on WIX to host this.

All agreed that a website would be helpful .The preferred logo was discussed by membership as to colour of print, proposed by B Kay , seconded by W Rayner and agreed.

The sub group welcomes comments as to website content (see attached slides from Wilson) – please e mail Mollie Antrobus (mantrobus@btinternet.com) with these as soon as **possible**.

Action: All.

Thanks were extended to Di for her assistance.

2.2 Further contact with MP Kit Malthouse: Mollie Antrobus read out the letter e mailed to our MP Kit Malthouse when news of yet another delay to the government's Green Paper on Health and Social Care was proposed. His reply is attached to minutes. P Rayner felt his letter had not addressed all the specific issues the Forum had raised with him and that we should take the matter further. It was agreed to respond to him and P Rayner agreed to write an initial draft for consideration.

Action : P Rayner

- 3. Finance Report :** Fred North reported on a better situation financially than at Quarter 2 as it included a contribution of £500 from Test Valley Borough Council for which we are very grateful. In the 9 months to December we have received £1065.65 and have incurred costs of £346.83. There is now £4422.63 in available funds for the Forum, including Petty Cash, plus £11.94 in restricted funds. This will easily cover any costs incurred by the website.

Grateful thanks were extended to our tireless fundraiser Marion Kerley who had raised almost £500 this year.

- 4. Social Care Report :** R Hamilton added to matters arising in that 'I Can Therapy' is going from strength to strength in membership numbers (up to 60 assessments so far this year) but has highlighted the omission by TVBC when planning for the new leisure centre in that no hydrotherapy pool was included – but it is greatly needed.

4.1 New 10 year Plan for the NHS is now published and is available on-line or by requesting a copy. There is a 2 page summary but it is another long piece of strategy: MAKING SURE EVERYONE GETS THE BEST POSSIBLE START IN LIFE – with 9 attached goals; DELIVERING WORLD-CLASS CARE FOR MAJOR HEALTH PROBLEMS – with 7 attached goals; SUPPORTING PEOPLE TO AGE WELL – with

8 attached goals **NHS to recruit 20,000 non GP staff (therapists, nurses and care staff) to lessen the work burden of GPs** .What is not acknowledged is the GP shortage in some parts of the country which also needs addressing. Also where are these therapists and nurses coming from? We are not training and retaining enough.

4.2 British Red Cross in Andover badly needs more volunteers for its medical aids service in Suffolk Road and is having to open less frequently as a result.

4.3 New disabled toilet (Changing Places toilet) now open at Unity in the Chantry Centre. Do need a Radar Key to access this – ask about this at TVBC offices or Unity.

4.4 Hampshire Hospitals NHS Foundation Trust have a new Chief Executive, Steve Erskine (from being Chair at Poole Hospitals and highly experienced in the merger of Bournemouth and Poole Hospitals) **and a new Director of Nursing, Julie Dawes** (previously Interim Chief Executive and Director of Nursing at Southern Health NHS Trust).

4.5 As a follow up to the **Care Quality Commission Report** which required improvement in some areas. There are weekly meetings with the CQC and many audits being carried out. A helpful grant was awarded by Central Government but had to be spent in a tight 4 month timescale (September – December 2018). There was building in both RHCH and Basingstoke hospitals' A&Es using this to improve separate paediatric areas and patient flow areas.

4.6 Note: There has been 96% bed occupancy for months which contributes to a high level of 'stranded patients'.

4.7 A **robot** to speed procedures has been introduced in pharmacy and they are planning to move the Winchester pharmacy.

4.8 Government payments to Social Services and Councils are due in April and so far there is no news from Hampshire County Council re 2019-2020. There have been massive cuts in past years.

4.9 Connect to Support website has a questionnaire on the **Strategy for the Health and Wellbeing of Hampshire 2019 – 2024** and Rosemary is considering this . It has sections on Vision: Starting Well; Living Well; Ageing Well and Dying Well – all asking the questions on how are we doing in Hampshire? Where do we want to be in 5 years? They cover Key Priorities for Improvement; where

will we start in 2019/20 and how will we measure progress? A lengthy document.

Under **Healthier Communities**

Strategic Leadership - How we can join up the system across Hampshire

- Deliver care closer to home
- Harness the potential of digital solutions
- Support a sustainable workforce of paid staff, unpaid Carers and volunteers
- Consistent and accessible information and advice
- Improve health and well-being for people in organisations on the Health and Well-being Board
- Make better shared use of our buildings and community resources

Another survey from the Commissioning Officer of Adult Health and Social Care relates to consulting people on their experience of looking for residential placement for those for whom they have been caring.

5. 2.45pm : Refreshments

6. 3.00pm: The chairman welcomed Helen Coleman to address the topic of 'Future development of integrated health services in Andover' which we understood to be a consultation by West Hampshire Clinical Commissioning Group. She started by handing out slips of paper for members to list their top 3 priorities to be addressed in respect of health care services provided in Andover. She undertook a presentation which stimulated many comments and questions (slides attached to minutes).

She stated that West Hampshire CCG is working together with partner organisations to plan the future development of integrated health services in Andover.

The 5 GP practices in Andover have come together with the CCG and Hampshire Hospitals NHS Foundation Trust (HHFT) and Southern Health NHS Foundation Trust (which manages community, mental health and learning disability services) to start thinking how services

are delivered differently in order to provide more localised and specialist services in Andover.

They are also working closely with the Andover Vision partnership. An attempt to summarise these points mixed with our comments is listed below.

- 6.1** Andover town has expanded enormously population wise – more than her statistics suggest – and yet no further GP premises are proposed on these estates due to lack of funding and GPs .
- 6.2** The best use should be made of existing accommodation and equipment on the site of Andover War Memorial Hospital before extra GP surgeries extensions and extra equipment are considered. Admittedly Andover Health Centre needs replacing – and has done for years.
- 6.3** Concern was also expressed that if additional activities were planned to run alongside Doctor's surgeries, it was important to ensure there was suitable accommodation so that the essential allied nursing led back up every surgery needs was not lost or inappropriately accommodated.
- 6.4** Sicker patients are attending A&E and Minor Injuries Units and often need urgent admission. They are trying to self- medicate for longer before trying to see a GP – put off by a 3 week wait to see their own GP.
- 6.5** Transport was a major issues for members attending the meeting. Ambulance car transport is heavily screened and difficult to access; many older people in our area live in villages 8-12 miles from Andover and a lot further from Winchester, Basingstoke and Southampton hospitals. Taxi costs can be £30-£60 per return visit. Voluntary organisations are having difficulty getting volunteer drivers and still have to cover overheads.
- 6.6** Parking at GP practices can be a nightmare and is worse if specialist clinics are held there. If extensions are proposed it may be worse. Will the specialist GP in cardiology or paediatrics hold their clinics at their practice and make parking worse and waiting areas more crowded or will they be part of the consultant led team at the hospital or what is proposed?
- 6.7** An Urgent Treatment Centre is proposed on the hospital site - or is it to be located there? It will be GP led and open 12 hours a day, 7

days a week. It is intended as a collaborative project and will not be put out to tender. It is scheduled to commence in July. GPs practicing in this Centre will not be local although this does not preclude local GPs from participating in the service. Some confusion among members was apparent and MA agreed to send any questions from members to Helen for clarification.

6.8 Rosemary Hamilton noted that problems in recruitment of nurse practitioners to the Minor Injuries Unit worsened after the announcement of an Urgent Treatment Centre and this led to not being able to cover all the hours of opening recently.

6.9 Cllr Sandra Hawke asked Helen whether she felt, in the current economic climate, that the Clinical Commissioning Group's (C.C.G's) proposals to improve health care in the Andover area stood any chance of implementation?

6.10 Haydn Watkins expressed his own scepticism adding that the C.C.G's own major objectives contained contradictions which would tend to indicate that economic considerations would always have to take priority over the most effective delivery of health care services. He then quoted as follows:

C.C.G Strategic Objective 1.

"Ensure safe and sustainable high quality services to provide the best possible care for patients"

C.C.G. Strategic Objective 2.

"Ensure system financial sustainability – to ensure compliance with business rules"

Haydn then added that NHS England's five year plan of January 2017 for healthcare for Hampshire and the Isle of Wight required severe cuts in the areas proposed for expansion by the local C.C.G. Those required cuts are listed below:

1. To have 300 fewer acute beds
2. To raise £24 million by selling NHS buildings and land
3. To save £10 million from alcohol, weight, smoking reduction
4. To save £46 million from A&E / GP costs
5. To save £28 million from mental health costs
6. To save £58 million from prescribing costs
7. To increase the use of care navigators. An investment of £36 million.

Furthermore he added that the Hampshire Hospitals NHS Foundation Trust's proposal to construct a Critical Treatment Hospital had in effect been vetoed.

The Hospital Trust stated in November 2017 that ' The joint work completed this year, recognised that the Critical Treatment Hospital would improve quality and accessibility for our patients, but has concluded that it is not affordable with the current ambitious assumptions around spending less on Hospital services.'

Haydn expressed his serious apprehensions as in recent years the government had promoted austerity measures which had led to the present and continuing crisis in health and social care provision.

6.10 Mollie had received other comments from members by e mail who were unable to attend today and will send these on to Helen.

6.11 Concern was expressed that all the meetings in public of the CCG seem to be held in Eastleigh so often people from Andover and the New Forest cannot attend. Could consideration be given to rotating these and giving a short period of public participation.

7. 4.00pm Any Other Business from Members

7.1 A paper proposing an addition to the Constitution was tabled by Mollie Antrobus, considered by members and approved.

Action: Revised Constitution attached.

7.2 BBC are talking of taking **away the free TV licence to over 75's.**

Postcards and information sheets handed out and members asked to lobby in support of stopping this initiative

7.3 Various information leaflets were tabled by organisations attending the meeting :

- West Hampshire CCG: Walking Works and Getting Hampshire Walking Initiative.
- Managing your medicines

- Brendon Care Clubs in Andover: United Reformed Church, East Street, Andover. SP10 1ES. Saturdays 10.30am – 12 30pm and ‘The Four Corners Club’ on alternate Thursdays 2pm-4pm. Contact the Clubs Team on 01962 852133 or e mail clubs@brendoncare.org.uk
- Rothsey Grange Care Home: Dementia Café: last Monday of the month 2.30pm- 4.30pm. Telephone 01264 772 898
- Also a Nutritious Meal in their dining room – phone above number to reserve a place.
- Dignity Day poster from the National Pensioner’s Convention.

8. Date and Time of next Meeting: 25th April 2019 AGM and Guest Speaker at the Rendezvous at 2.15pm