

## **Summary Report:** **Breathe Easy Group**

Thursday 2 April 2015 | 3:30 pm

Coombe Down Branch Surgery, Sulis Manor Road, Odd Down, Bath BA2 2AL

### **Attendees**

- Barry Grimes, BaNES CCG
- Joel Hirst, BaNES CCG

### **Meeting Summary**

Barry Grimes presented a summary of the purpose and principles of the **your care, your way** review. He conveyed how all partners and stakeholders will be working together to engage with as many people as possible throughout the duration of the review process. He also explained the definition of community services and the phases and timing of the review.

Joel Hirst highlighted some of the key themes which have emerged from engagement events so far including the importance of early intervention, person-centred care, preventative care, integration, equal and seamless access, building community capacity and significance of social isolation.

### **Q&A Session**

**Q1: How will you find the workforce to deliver this? They need to be dementia trained.**

We have a team of people looking at the workforce we'll need for community services and primary care. Existing staff can be transferred across to new providers if required but navigators are a completely new role.

**Q2: Will this review have an impact on Healthwatch?**

Healthwatch are not impacted by this review but we are working closely with them as part of our engagement programme with local people.

## Feedback

- The paperwork for discharge from the RUH takes forever. You have to have a written letter. It was scary when discharged and then ill again a week later; the information wasn't there.
- 10am appointments are too early for people with respiratory illness. 11am is the earliest time they should begin.
- The Impact Team is working well. It feels like hospital at home; nurses are well trained and each have own specialisms. They liaise well with RUH, GPs and Dorothy House but it ends at 5pm on Friday and there is no cover at weekends. A 7 day service would make my life easier.
- What good is a carers group that gives you a cinema ticket every 4 months? I need a regular drop in; they have a good one at Dorothy House hospice. Dorothy House have good facilities, but people don't know about them.
- We need proper training and salary for carers. You would get better quality care if they weren't paid abysmally.
- Two carers together are better than one. There should be apprenticeships for young carers coming out of school.
- Nurses are very trusted and knowledgeable.
- We don't need to reinvent the wheel. I worked in Community Mental Health and we used to get good feedback but day centres and evening groups have disappeared which has had an impact on patient care.
- People living on their own are disconnected but they won't attend support groups unless they receive a personal invite. We need early intervention. Mother lives in extra care but she is very lonely.
- Support groups require someone with ability and energy to run them. We need good venues in accessible locations as well. Meeting at a GP surgery is great for getting medical input. No steps and good parking are essential.
- Each practice should have a patient representative for each long term condition.
- The British Lung Foundation helpline is brilliant.

## Next Steps

Barry handed out leaflets and booklets and explained that more detailed information is available on the ***your care, your way*** website.

A number of design workshops are planned for May and more details will be provided nearer the time.