

Summary Report: **Age UK Hub in a Pub**

Tuesday 21st April 2015 | 2:00 pm

The Stoke Inn, Chew Stoke, Chew Valley

Attendees

- Sue Blackman, BaNES CCG/B&NES Council
- Barry Grimes, BaNES CCG

The meeting was arranged by Karen Lyne from Age UK with three local people in attendance who had wide ranging experiences of community health and care services.

Meeting Summary

Sue presented a summary of the purpose and principles of the **your care, your way** review. She 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. She also explained the definition of community services and the phases and timing of the review.

The group were asked about the challenges that they have faced with current services and to identify opportunities to improve services in the future. Comments were received as follows.

Feedback

- Public transport is virtually non-existent
- It can be hard to coordinate medical appointments with Dial-a-Ride appointments
- There is a volunteer driver scheme for medical appointment but people don't know about it
- Communication in this area needs to be face to face or paper
- If people don't leave the house they need someone to reach out to them

- Having leaflets you can hand out at clubs like the Monday Club is a good way to reach people
- Chew Valley School is the best place to reach teenagers in this area
- Transport and communication are the fundamental issues
- People have very stoic attitudes and like to keep their personal issues to themselves e.g. “I don’t need any help”
- Buses are a good place for community interaction. Could you have a navigator on the bus?
- Need someone who can help coordinate transport and knows the system well
- Need printed information to tell you what to do if something goes wrong following a stay in hospital e.g. problems with a catheter
- Limited awareness of what 111 does
 - People are confused about how the system works
 - Not aware of GP OOH service at Paulton or RUH
- Having a wellbeing hub would be great. Somewhere you could drop-in to get advice on healthy living. Potential locations are:
 - Chew Magna – The Mill
 - GP surgery (there is a room they use for practice forum meetings)
 - Paulton Memorial Hospital
 - Chew Valley School (parking is an issue though)
- You see diabetes nurse and then get passed onto a healthy eating course
- If you give someone a phone number on a leaflet, they won’t follow it up; much better to be introduced to a person straight away
- During my cancer treatment my patient record didn’t follow me around. There was no link between GP and hospital. Don’t want to lose control of my own information though.
- Could village agents be funded as navigators?
- Pharmacy shuts at 1pm on Saturday and needed medication urgently to avoid after effects. Had to wait until Monday and travel to Bristol.

- Lady couldn't breathe, had to drive to Bristol and walk from car park so was really out of breath
- Boots at BRI arranged for drugs to be available in the Keynsham branch. That was very helpful.
- New Chew Valley Pharmacy will be offering free delivery
- Having pharmacy in the GP practice is really valuable; much easier...don't need to go anywhere else
- New pharmacy in Chew Magna is up steps so hard to access.
- Some prescriptions are delivered or you can pick up from the garage or butchers.
- Nail cutting clinics at same time as health clinics?
- Carers are under huge time pressures; can't stay long
- Info/courses on cooking for people with diabetes
 - Recipe books?
 - Using books on prescription?
 - E-books?
- Nurses at the surgery do a lot more than in the past. They work really hard
- Some nurses take blood, others put meds in – why can't they do both?
- Kneeler with handles really helpful
- Navigators could help with recommendations?
- Diabetic cake – make it more available
- Need to coordinate treatment so it fits into people's schedule

What next?

Sue and Barry agreed to come and visit the group again when they are having a gadget day which is held twice a month on Wednesdays. Tuesday mornings at rugby club were also identified as a good time to engage with lots of people.

Sue explained that there would be more design workshops in May/June and she would pass on the details to Karen to encourage people to attend.