

Appendix A

Apologies were received from Councillors Harper, K Harrison and Shaw and Gail Edwards (Staffordshire County Council)

PRESENT

Councillor Baddeley (Chair)	BTC/SMDC	Councillor G Adams	BTC
Councillor J Jones (Mayor)	BTC/SMDC	Councillor R Deane	BTC
Councillor L Deaville	BTC	Councillor J Harrison	BTC/SMDC
Councillor T Gibson	BTC	Councillor J Redfern	BTC/SMDC
Councillor H Sheldon	BTC/SMDC	Kate Thacker	Chief Officer BTC
Councillor M Lovatt	SMDC	Jean Gaunt	Officer BTC
Charlotte Atkins	Member of Parliament	Terry Riley	MP's office
Ruth Cope	NHS N Staffs	Emma Mortimer	SMDC
John Wooley	Multiple Sclerosis Society	Mike Whitmore	Multiple Sclerosis Society
Ginny Scarborough	Staffs Wildlife Trust	Dave Harvey	SMDC
Ruth Reeves	SMDC	Steve Meacock	Staffs Police
Emma Domanski	Roy Castle Fag ends	Lesley Goodburn	NHS N Staffs
Nikki Critchlow	NHS N Staffs	Sheila Wright	SMDC
Will Joyce	Approach	Sarah Lyons	Approach
Maggie Snook	Biddulph CAB	Amy Jones	SMDC Health Trainers
Phil Avery	Resident	Lesley Bentley	Beth Johnson
T Hancock	U3A	M Hancock	U3A
D Casewell	U3A	David Pitt	NHS N Staffs
Dave Bennett	SMDC/High Peak DC	Hil Moss	NHS North Staffs
P W Price	Resident	Emma Gaffney	Bidd Valley Community Assoc
Jenni McMahon	Bidd Valley Community Assoc	Beverley Webb	Bidd Valley Community Assoc
Kath Clark	Bidd Valley Community Assoc	Edith Martin	Bidd Valley Community Assoc
Ian Dale	Gillow Heath Res Assoc	Tony Worthington	N/Watch Assoc
Margaret Worthington	Knypersley Residents Group	John Woollam	Multiple Sclerosis Society
Pauline Tranter	N Staffs Pension Service	Ellen Faulkner	Resident
Heather Barnett	Resident	Mr & Mrs Bailey	Residents
Graham Barnett	Resident	Dr D Turner	Biddulph & Kidsgrove PCB

NOTES OF THE MEETING OF THE TOWN FORUM: HEALTH AND OLDER PEOPLE HELD ON TUESDAY 18 AUGUST 2009

For attendance see Appendix A

The Town Crier introduced the Town Mayor, Deputy Mayor and the Chief Officer; he then called upon Rev'd John Fisher to offer prayer for the meetings.

8.09 CHAIRMAN'S WELCOME

Councillor Baddeley welcomed everyone to the Forum.

9. INTRODUCTIONS

Introductions were made.

10. PRESENTATIONS

- a Dr Turner – representing the Biddulph and Kidsgrove Practice Based Commissioning (PBC) cluster, gave a presentation.

The government had announced that it wanted the responsibility for organising and buying in most of the local health services to be moved from the Primary Care Trusts (PCT) to local GP practices, led by the wishes of the patients. It held the belief that local GP's were better placed to respond to local and individual needs. Through PBC it was hoped that patients would have a greater variety of services available and would be able to obtain treatment closer to home, more conveniently. Clinicians (local doctors and nurses) would be more involved in organising health services on behalf of their patients, and patients would be more involved in the decision making process. The services would be more efficient. PBC could not happen without public involvement. A process of Public and Patient Engagement (PPE) led by Ann Johnstone was underway and everyone was encouraged to let the PBC what they would like changed and what they felt would be best left as it was.

Dr Turner distributed a diagram of a health barometer of Biddulph and Kidsgrove, the main areas for concern were; cancer, respiratory disease, diabetes and teenage pregnancy. Dr Turner answered questions from the floor. He explained that bone scans to screen for osteoporosis were offered if it was felt necessary.

Dr Turner encouraged everyone to access the following website – www.biddulphdoctors.co.uk for more information.

- b Maggie Snook, representing Biddulph Citizens Advice Bureau, gave a brief overview of how income and welfare impact on people's health and well being. The CAB in Biddulph offers a range of services, debt advice being one of the major services provided, and recognises the need to target those in need and make the service as accessible as possible. CAB acknowledged the importance of spending as much time with clients as was needed especially in more complex cases

Ms Snook gave information on a new project working with health professionals and medical practitioners to assist with non-medical issues. The project was about enabling and empowering people to plan for the future; maximising income; improving quality of life; improving peace of mind. Three case studies were given where clients had been helped by being made aware of available benefits and had achieved very positive outcomes.

11. DISCUSSION GROUPS

Those attending were encouraged to discuss the following questions within their table groupings:

- What do you feel are the main health issues and concerns in Biddulph? (For older people and the population in general). Do you agree with the information presented by the NHS and CAB or do you have different views?
- What affects and impacts on these health issues and concerns? How can they be tackled?
- What does your group think is the TOP priority?

12. FEEDBACK

What was the TOP issue/priority discussed by each group?

- Lack of GP cover at weekends and late at night – long way to travel for emergency care
- Need for repeat prescriptions service at pharmacy, rather than having to visit the surgery
- University Hospital of North Staffs - no direct bus service, a long way to travel from Biddulph, difficulty parking
- Individuals should take responsibility for their own health and choices but those genuinely in need of treatment should be entitled to it regardless of cost

Other issues

- That savings had to be made and care suffered
- Staffordshire Social Care managers had been given 90 day redundancy notices resulting in concern over possible privatisation of home care
- Cancer – there appeared to be a cluster of cancer patients in the Knypersley cross roads area – does the NHS gather specific data? Was it related to the high flow of traffic in the area? Was it possible to measure air quality in the area? Is cancer caused by fallout from post nuclear testing?
- Lack of a minor injuries unit – nearest currently is the Haywood, Lack of x-ray facility – could we have this within the new medical centre?
- Lifestyle in relation to health – cooking skills in schools – less takeaways
- Long term effects of industrial diseases in the Biddulph area – pot banks, engineering, mining
- induced hearing loss referrals difficult
- Chest complaints
- Smoking and alcohol problems
- The Inverse Care rule - differences in accessing screening in relation to deprivation issues
- Less smoking in the middle age group than other groups
- Obesity worse
- In-house social care
- Unemployment
- Mental health attributable to debt and the recession
- Working environment improved
- Access to treatment denied
- Cost implications of treatment
- Prevention – well man/woman clinics
- Industrial past – learnt from generations
- Difficulty of making decisions about how budgets are spent
- Accessible to a good local GP
- A confident decision made on health grounds, rather than age and financial
- Lifestyle in relation to health
- Lack of confidence in the system in a lot of cases saving money more important than care of patients

13. FIT FOR THE FUTURE

David Pitt - Programme Director gave a presentation about Fit For the Future (FFF) – how hospital based services are moving into the community (www.fitforthefuture.northstaffs.nhs.uk).

Fit for the Future was a project to improve the health of people across North Staffordshire over the next four years. Patients, the public and partner organisations were working together to design new services and facilities around what patients needed. This meant providing better health services in local communities as well as improved specialist services and treatment. FFF would provide more services in local communities; replace old out-of-date facilities with new state-of-the-art facilities and equipment and improve access for everyone. The aim was to put the public at the heart of service.

By 2012 improvements to local health services would include

- More outpatient services available at community hospitals and health centres
- More services in the community to help people lead healthier lives and recover more quickly after treatment
- Support to help staff work in different ways to deliver better care for patients
- Brand new hospitals at the City General and Haywood hospitals

The new University Hospital of North Staffordshire (UHNS) would be complete by December 2012.

14. BIDDULPH HEALTH CENTRE (see addendum below*)

Lesley Goodburn presented an overview of the plans for the new Primary Care facility to be built on part of the Wharf Road car park. It would be a joint project between Prima; Staffordshire County Council and the Primary Care Trust, fitting in with Practice Based Commissioning and Fit For the Future and would offer a better service for the people of Biddulph. The Centre would bring all services together replacing the three GP surgeries and serving all 21,000 patients in the town. However, the three practices would remain separate within the centre to maintain the Doctor-Patient relationship. Opening hours were expected to be until 8.00 pm during the week and also for part of the weekend.

Some of the facilities which were expected to be available were:

- Outpatients clinic
- Ultra sound and blood testing
- Mobile screening/scanning (maybe mobile MRI)
- COPD work
- Outpatient long term condition care
- Mental health support and counselling
- Chiropody
- Substance misuse
- Lifestyle programme
- Heart breathing problems
- Podiatry
- Contraception
- Leg ulcers
- Speech and language services

Design and planning permission procedures had begun, and they were looking to include the library, making the facility more of a resource centre. It was hoped that the facility would open in 2011. Eight local people had become involved on the steering groups: communication, design and operational. (They had been selected from volunteers at the event held at Woodhouse Middle School in June 2009) Anyone else who wanted to become involved was invited to ask. The

Communications group was working to produce a newsletter with contact details of the other working groups.

Health MOT events would be held, launching on 11 September 2009, to canvas opinion about what services and information the people of Biddulph wanted and consulting with the Moorland Access group. There would be a rolling agenda of communication, by October there should be plans available defining what would be included in the facility.

Princess Street clinic would be retained as a medical service in operative state, but exactly which services would be there had not been finalised, some of the procedures and departments might move.

Several issues were then raised and addressed

- The current Out Of Hours service was in contract until 2010
- A minor injuries unit was not planned at present, just a drop in centre - cuts sprains bruises - (there would not be an x-ray machine or plaster room).
- Funding was available but services had not been fully defined yet. C Atkins MP reported that Tony Bruce had said that nothing had been ruled out
- Concern was expressed about the recruitment of staff to run the new health centre. There was expertise in the system and it was hoped to hang onto those skilled people and skills.

15. CLOSE

Councillor Baddeley drew the meeting to a close at 8 pm and thanked everyone for attending. The next Forum would be held on Tuesday 15 September and the topic would be Community Safety.

* **Addendum – responses from Lesley Goodburn to questions asked at the meeting**

Will the parking be pay and display?

The parking will be probably be controlled by a barrier and code so pay and display will not be applicable.

Are there any drawings for the car park?

Not at the moment they will be available when the building is designed in late October 2009.

When will the building work begin?

Summer 2010

Will the health centre broaden the offer for health in the area?

There will be enhanced services and the opportunities for outpatient appointments closer to home.

Will there be psychiatry services available?

These will be considered as part of the service design

How many of the services requested at the original public meeting will be included in the new health centre?

At the moment this is not clear as the service offer is being worked on, this will be confirmed when the work is complete.