

## ***Your Care, Your Future***

### **Feedback – Hertsmere locality meeting**

**19 August 2015**

#### **1. Background**

*Your Care, Your Future* is the strategic review of health and social care services in West Hertfordshire. *Your Care, Your Future* was invited to present at the Hertsmere Commissioning Committee meeting at Allum Hall on 19 August. The meeting followed a previous engagement and design event on the future models of care in the locality on 13 May 2015 and the publication of the Case for Change in July 2015.

#### **2. Key information**

The session was attended by 25 delegates, including GPs from the following surgeries:

- Annandale Medical Centre
- Highview Medical Centre
- Parkfield Medical Centre
- Fairbrook Medical Centre
- The Grove Medical Centre
- Theobald Medical Centre
- Schopwick Surgery
- The Red House Group
- Little Bushey Surgery

Local patient representatives also attended and participated in the session.

The session saw David Radbourne, *Your Care, Your Future* Programme Director, lead a presentation on how proposals have progressed since the 13 May event before asking for feedback on how they have developed. This included an update on emerging themes about a potential 'hub' in Elstree Way.

The following section summarises the key points that arose during the presentation.

#### **3. Summary of findings**

##### **3.1 Local geography**

- There was consensus that Hertsmere's local geography was unique when compared to the other localities in West Hertfordshire, due to its number of population centres (including Potters Bar, Bushey, Borehamwood and Radlett).
- Participants discussed how the local population centres had different population needs, with one participant highlighting Potters Bar is very different to Radlett. There was recognition that this poses a barrier to centralising local care into one physical setting.
- One patient representative said that the fragmented nature of Hertsmere's population groups mean that a single health and care hub in Hertsmere would not work for local service users, as patients would not traverse Hertsmere. The journey from Potters Bar to Borehamwood by bus was highlighted to demonstrate the difficulties that patients would face if they had to travel to a centralised site in Borehamwood. They added that each GP practice should be asked to help identify what would work at a

sub-locality level. However, it was recognised that this could lead each practice to call for a hub in the area local to their practice.

- Another participant agreed that one ‘super-site’ is probably not what Hertsmere needs, but that some services would ideally be more joined up.
- The locality’s proximity to London was also highlighted as a geographical challenge – it was noted that in some parts of Hertsmere, residents prefer to travel into the capital than travel elsewhere in the locality.
- One participant highlighted the nuances of Hertsmere’s geography with specific regard to the types of services that are provided in certain locations and how that affects local patient flows. For example, a patient may travel to one hospital for echocardiography services, but would go to a different hospital for an X-ray, as that service would be provided at a site closer to home.

### **3.2 Local capacity**

- The capacity available at local GP practices was highlighted as a key issue to address. The additional wrap-around services that are included in the hub model were seen as potential challenges to local GPs that are currently operating at full capacity. This led to comments about each service and the need to ensure that the relevant agencies take responsibility accordingly.
- Funding and resource to overcome GP capacity was recognised as key enablers, but one participant highlighted the need to shift perceptions around general practice.

### **3.3 Finances**

- There were a number of comments about how the future model of care would be funded and resourced. One participant said there is scepticism around the ability to fund the expanded services and infrastructure changes. It was noted by the participant that this would have to be overcome once proposals are more detailed with regard to service delivery on the ground.
- Another participant commented that moving resources and money out of hospital never succeeds and changes will always cost more money.
- There were requests to quantify the calculations that have been made to support the proposed future model of care.

### **3.4 Potential services provided in a health and care hub in Hertsmere**

- Responding to the slide presenting the types of services that might be provided in a local health and care hub in Hertsmere, one participant said that it appears too medical. They advised that additional services should be included in the list, including mental health and musculoskeletal services. The participant added that the hub could help demedicalise services such as back pain, which could be provided in a hub alongside other services where GPs do not necessarily have the right skills or expertise.
- One participant said that it is vital for residents that find it difficult to leave the house – such as some older people – to be able to access an urgent service in the middle of the night rather than wait for an integrated team to collect her from her home in the morning.