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BCPG

# Bishop's Castle Patients Group

*working for patients*

Newsletter 8 – August 2016

Keeping you up to date with Bishop's Castle Patients Group

## BCPG Annual Meeting, June 2016

The third annual meeting of BCPG took place on June 14th 2016 and was attended by 30 people. In common with our tradition, we benefited from having excellent speakers who were invited to allow us to learn more about the ongoing developments within our hospital and medical services in Shropshire. We were grateful to our speakers and were pleased with the questions asked from the floor and the responses elicited.

### *Mel Duffy, director of strategy of Shropshire Community Health Trust (Shropcom)*

Mel Duffy has recently joined Shropcom, the body that provides a number of health services in the locality and is responsible for Bishop's Castle Community Hospital. Mel was able to update us on Rural Urgent Care Services (note the change from 'Rural Urgent Care Centres') in light of the ongoing discussions that BCPG has been having with Drs Adrian Penney and Paul Gardner, Shropcom and the CCG. Mel stressed that the intention is to better integrate community teams and to allow for more care to take place closer to home, rather than having to rely on long trips to Shrewsbury or Telford hospitals. They would like to improve mental health services and to better join up the Out of Hours services.

We were pleased to hear that it has been agreed that all Rural Urgent Care Services do not now have to be identical at each location: a problem we had been worried about because the low potential number of calls on an x-ray facility in Bishop's Castle would not have justified its existence. Overall, it was heartening to hear that Shropcom is looking at how things might be done differently and that those people who use many different health services need to find those services better coordinated.

Specifically, Mel suggested that the following services might be considered for introduction into Bishop's Castle Community Hospital starting in the autumn:

- enhanced Intravenous services, such as intravenous osteoporosis treatment and antibiotics;
- enhanced respiratory services;
- better ambulatory care services;
- point of care testing (local blood testing facilities).

It is BCPG's expectation that once some additional services prove to be successful, more will be added. Indeed, for the acute hospitals to function they will need more urgent care to take place locally.

### **David Evans, Accountable Officer (AO) for Shropshire Clinical Commissioning Group (SCCG)**

David Evans took over only recently as Accountable Officer for Shropshire; he is also AO for Telford and Wrekin. David explained that SCCG's deficit for last year was £14.5 million and that SCCG is required to turn that around, though not in one year; ongoing deficits are planned for the next three years. A new SCCG management team has been appointed and extensive planning has been taking place to improve the group's performance – all of this under the close scrutiny of NHS England.

David is also responsible for Future Fit (FF) – the project about which we have heard so much over the past two years – which aims to turn around the provision of health care in Shropshire. Basic principles of FF include:

- more care closer to home;
- safe and sustainable services;
- increased use of technology;
- growth of clinical networks.

FF's contention is that 70% of patients currently visiting emergency centres (EC) do not need to do so and, in future, would visit an Urgent Care Centre (UCC) or Service instead. There will be an UCC in Shrewsbury and in Telford and up to five other Urgent Care Services around the county, including, we hope, in Bishop's Castle. Those who do need to go to an EC would do so via an ambulance or under direction from 999. The belief is that in a medical emergency, it is imperative to get to *specialist* care as soon as possible, not simply to an accident and emergency centre.

Shrewsbury and Telford Health Trust (SaTH) has developed a Strategic Outline Case (SOC) which focuses on where medical activity takes place and how much of the care can be shared out. There is an opportunity for increased use of technology which may mean fewer visits to specialists (as patients can be monitored remotely and only need to attend clinics in the event of an abnormality). In general, David suggests that the medical services need to rethink their approach to healthcare and to think differently, always putting patients first.

Future Fit will be in public consultation over the winter with a view to a final decision on the way ahead being made by summer 2017.

Questions raised from the floor included non-emergency patient transport; the availability of enough staff to support community needs; how to better serve patients' needs. David agreed that the purse-strings were tight but that if savings elsewhere in the system could be demonstrated, new services, and specifically local services, could be introduced. For example, local blood transfusions can be seen to save money elsewhere in the system. David was confident that SCCG would support initiatives in Bishop's Castle if such savings elsewhere can be identified.

### ***Paul Gardner, GP Partner, Bishop's Castle Medical Practice***

Paul Gardner told us that the Practice is keen to support additional services in the hospital, or at the Practice. He supported the idea, for example of intravenous osteoporosis interventions and also pointed out that a lot of minor injuries are dealt with by the Practice in a rural location – something that would not happen to the same extent in an urban surgery.

### ***Nick Hutchins, chair, BCPG***

Nick Hutchins presented a report of BCPG's activities during the past year. BCPG's main function is to promote strong communication between the Practice and patients. In trying to achieve this, BCPG Steering Group (SG) has published newsletters, conducted surveys, published updates on its website, had regular meetings with the Practice partners and the Practice manager and fed back patient views to the Practice. In addition, BCPG SG is active in the wider Shropshire Patients Group, attends Future Fit Workstreams, invites speakers to talk to the SG meetings, organises public meetings and keeps up-to-date with the latest discussions around Future Fit.

Nick Hutchins highlighted vacancies on the Steering Group and reminded members that these vacancies were currently being advertised and applications were invited.

Nick Hutchins thanked Jean Rice and Gren Jackson for organising this year's Annual meeting.

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## **Stop Press**

We are delighted to announce that Dr Paul Gardner has recently been elected as a Fellow of the Royal College of General Practitioners (for more info see: [www.rcgp.org.uk/fellowship](http://www.rcgp.org.uk/fellowship)). Congratulations to Dr Gardner!

## BCPG

### *Membership of Steering Group*

Currently, the membership of the Steering Group is:

Jan Arriens

Val Corfield (Secretary)

Julia Dumbell

Jeremy Hall (Lead: Community Services Task Group)

Nick Hutchins (Chair)

Pat Morrison (Lead: NHS Changes Task Group)

Sylvia Payne

Jean Rice (Vice Chair, Treasurer,  
Lead: Communications Task Group)

Sarah Wood

We are currently in the process of interviewing prospective new members of the Steering Group.

Patients are reminded that all registered patients of Bishop's Castle Medical Practice are members of BCPG. The Steering Group coordinates the activities of BCPG and additional task groups focus on the areas of Community Services, Communications and NHS Changes. If you would like to join one of the task groups, please get in touch. We'd also love to hear from you if you have suggestions as to how we can improve the functioning of BCPG or with any thoughts about local healthcare provision.

Please remember that all members of the Steering Group are volunteers: we try our best to serve our community and we hope that most of the time we are able to do that successfully, but we are always aware that there is plenty more that needs to be done.

On a personal note, Nick Hutchins would like to thank SG members – and especially, Jean Rice – who have given so much time to help develop BCPG from non-existent in 2012 to a point where most patients (at least according to our surveys!) recognise its existence. Nick would also like to thank the Practice staff and clinicians who work tirelessly for patients in very difficult times. Nick will be standing down as chair later in the year and wishes BCPG all the best in continuing to work with the Practice and the community to promote outstanding local healthcare.

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#### Contact details

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