South Woodham Ferrers Health & Social Care Group

NHS community based health services in Mid & South Essex and St Peter's Hospital, Maldon

Public Consultation Hearing

Tuesday 19 March 2024

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Spokesperson: Peter Blackman

- Chair, South Woodham Ferrers Health & Social Care Group
- Where is SWF?! West edge of Dengie Peninsular, North bank of River Crouch

Also:

- Chair, Trauma East Voices, East of England Major Trauma Network
- Was 1st Chair, Essex & Southend LINk (Local Involvement Network) &
- Chair, Joint East of England LINks' Group

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Who we are

- History and purpose
- Officers
- Work
- www.swfhealthsocial.co.uk

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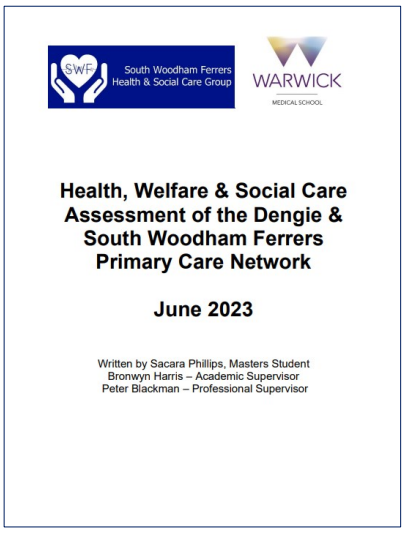
Dengie & SWF Primary Care Network



Health, Welfare & Social Care
Assessment of the Dengie &
South Woodham Ferrers (SWF)
Primary Care Network

June 2023

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Bronwyn Harris – Academic Supervisor
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https://swfhealthsocial.files.wordpress.com/2023/07/health-welfare-social-care-assessment-of-the-dengie-south-woodham-ferrers-pcn-jun23.pdf

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Mind map and commentary

Dengie and SWF Long Term Conditions

- Hypertension
- Asthma
- Diabetes
- Osteoarthritis
- Depression
- CHD
- Cancer
- Atrial Fibrillation
- CVD
- Osteoporosis

Surgeries by most deprivation

1. William Fisher
2. Dengie Medical Partnership
3. Burnham Surgery
4. Trinity Medical Practice
5. Wyncroft
6. Greenwood
7. Kingsway

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Mind map and commentary

Few more points:

- Between 2018 and 2021 there was a 9% decrease in healthy and well population and 7.5% increase in LTC.
- Most used services in the last 12 months: Pharmacy and routine GP appointments followed by Urgent GP appointments, NHS dental services, Specialist services, and Tests and investigation services.

Main points for discussion:

- PCN Profile Analysis:
  - DSWF primarily comprises **older individuals with generally good health and lower deprivation levels**.
  - **Pockets of deprivation exist**, particularly in areas served by specific medical centres, including
- William Fisher Medical Centre
- Dengie Medical Partnership
- The Burnham Surgery
- Trinity Medical Practice.
  - Reflects broader healthcare inequalities in the region, impacting access to care and health outcomes.

-Age Distribution of Respondents:

- Age distribution aligns with the population's demographics.
- **Access to mental health services is a significant concern.**

- Most of them did not receive a diagnosis for mental health disorder (82.35%)
- Of the total respondents, 54 individuals expressed confidence in receiving non-material help (e.g., someone to talk to) from their relatives, friends, neighbours, or acquaintances.
- Most of the respondents did not know whom to contact in case of mental health crisis (in and outside of office hours).
  - Many **respondents are unaware of local mental health resources and face extended waiting times.**

- **Isolation and loneliness** for new individuals moving to D&SWF.
- **Loss of playgrounds and play units**, lonely young parents.
- **Several forms of abuse and demand for Women's Refuge support**

Impact of COVID-19:

- COVID-19 had a less severe impact than expected.

Rising cost of living affected participants' financial security.

Access to Appointments and Services:

- Chronic understaffing and poor staff retention in the NHS are central issues.
- Access problems extend beyond the DSWF and are a national problem.

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Mind map and commentary

- The **inability to get a referral to specific hospital consultants within a reasonable time**, **even for those patients with potentially critical symptoms**.
- Lack of access to **NHS tier two and three services**.
- Another challenge that hinders access to services and emergency care is the lack of transportation. In South Woodham Ferrers, many healthcare services are situated in the outskirts, making it difficult for people living in the Town centre and opposite outskirts to reach them due to the irregular bus schedules. Like SWF, the Dengie area also experiences a challenge with bus services that only run every 1 to 2 hours.
- Geographical location for some services were not easily accessible (lack of access).
- Patients also find it challenging to attend their appointments due to infrequent bus schedules, strikes and a shortage of drivers. Moreover, the increased cost of living has made it harder for individuals to afford transportation

Communication Challenges:

- **Insufficient communication between medical practices, Patient Participation Groups (PPGs), and patients is a significant issue.**
- Effective PPGs can improve healthcare services but face challenges in the DSWF.
- **Education and promotion of patient engagement, along with active participation from GPs and providers, are essential to address this gap**.

- 2 out of 8 surgeries do not have PPGs
- 2 of the 5 practices with PPGs are depleted are do not have sufficient members
- insufficient communication between medical practices and the patients. Many participants felt that medical practices do not consider the suggestions from the PPGs, fail to address patient queries, and overlook their concerns about patients' needs and wants. Additionally, there is a lack of communication regarding online booking systems. Although some practices and services offer online booking systems, many patients are unaware of their existence or do not know how to utilise them correctly – **we can help as care coordinators to take patients through on how to use these, if they need help.**
- to improve communication between the practices, the PPGs, and the patients.

Enhancements for the Report:

- **Recommended conducting separate surveys for individual practices and communities within the D&SWF PCN**.
- This approach allows for a more accurate assessment of accessibility and service quality.
- **Distributing hard copies of surveys and extending the feedback collection period can enhance data collection and insights.**

- Staff moving to private because of better benefits.
- Patients also moving from NHS to private due to better care.

Conclusion:
The primary issue in the D&SWF is the challenge of **accessing appointments and services,** even though the services provided generally exceed the average compared to other English areas.

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Key concerns

- Accessibility
- Transport
- More services
- Lack of appointments
- Improve transport

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SWF Virtual Consultation Meeting

Held on 5 March 2024 from 18:30 – 20:00

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Consultation questions

1. Intermediate Inpatient Care Services

Nearest or Best?

- 22 intermediate care beds at Cumberledge Intermediate Care Centre, Rochford, which is common to both Options A & B.
- Billericay is still close to Brentwood

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Consultation questions

2. Stroke Rehabilitation Inpatient Services

Nearest or best?

- Opinions differ.
- We always want best care and outcomes which come from maximising expertise and experience eg Major Trauma Centres & Cardiothoracic Centres.
- Bringing together staff and specialists in 50-bed stroke rehab unit at Brentwood Community Hospital will deliver best outcomes.
- But that must be matched by good transport, parking, accessibility and resources for family and friends to visit. Option A

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Consultation questions

3. Freestanding Midwife-led birthing unit

Nearest or best? Is “about 6 births per month” a critical mass?

- Opinions differ.
- We always want best care and outcomes which come from maximising expertise and experience eg Major Trauma Centres & Cardiothoracic Centres.
- Bringing together staff and specialists at Braintree Community Hospital deliver best outcomes.
- But that must be matched by good transport, parking, accessibility and resources for birthing partners. The distance between Maldon and Braintree is similar to distances to such units in many other parts of the country and bookings are for low-risk births, with suitable pre-planning.

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Consultation questions

4. Other Outpatient Services provided at St Peter's Hospital, Maldon & Cherry Trees

- Must not stop any present such services until alternatives in Maldon and surrounds are up and running, providing at least the same numbers of appointments.
- Central Maldon joins the Dengie & SWF in an Integrated Neighbourhood Team.
- Dengie & SWF have 45,000 population in a peninsular and are major users.
- This is a one-off opportunity to bring all the locations of all these services up to today's standards of compliance whilst maintaining the tremendous skill and care which has always been a huge part of the experience of all services at St Peter's.
- This must be matched by good transport, parking, accessibility and patient and visitor facilities.

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Consultation questions

Several sites have been suggested as potential future locations for the provision of ambulatory/outpatient care services that are currently provided at St Peter's Hospital in Maldon.

The potential locations identified through the process so far include (in no particular order):

- District Council buildings, Princes Road, Maldon (would be subject to approval of Maldon District Council)
- 2nd Floor Carmelite House, White Horse Lane, Maldon (would be subject to approval of ECC)
- Blackwater Leisure Centre, Park Drive, Maldon (would be subject to approval of Maldon District Council)
- Retail premises – High Street, Maldon
- Existing Health Facilities, Wantz Chase, Maldon
- Existing Health Facilities, Tylers Ride, South Woodham Ferrers
- Braintree Community Hospital (for x-ray services)
- Burnham Clinic – 33 Crouch Road, Burnham-on-Crouch

The potential locations require further enquiries to determine if they are suitable to accommodate ambulatory/outpatient health services, this work is on-going and subject to commercial sensitivities.

We are committed to working with service users and local people to develop our place and make sure key services remain local.

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Consultation questions

4. Other Outpatient Services provided at St Peter's Hospital, Maldon & Cherry Trees

- The potential locations above plus any more that come to consideration in Maldon and surrounds appear to be potentially suitable for delivery of the community services in question in the immediate future.
- Except x-ray services going to Braintree, which is already fully used. This is an opportunity to bring a modern x-ray and investigative centre, a new diagnostic and treatment centre, to Maldon.
- MSE ICB has said there are bridging financial arrangements available between setting up new premises and receiving the sale proceeds of St Peter's. Part of that should be used to deliver new x-ray and other scanning services in the Maldon area which will help to meet the present saturation of demand and waiting times.
- All new locations for these services must be accompanied by good transport, parking, accessibility and facilities for patients and accompanying family, friends and carers.

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Consultation questions

4. Other Outpatient Services provided at St Peter's Hospital, Maldon & Cherry Trees

Elephant in the room

- 25 YEARS OF CONSULTATIONS & PLANNING COMING TO NOTHING
- SWF on lots of task groups about replacement for St Peter's but never finalized and delivered
- In context of today's NHS & St Peter's being unfit for purpose, past its sell by date and unsafe
- We stand by our above recommendations about in patient beds because their priority is best outcomes
- We stand by our above recommendations for outpatient services which don't need specialist fixed equipment
- BUT we do plead for a new diagnostic and treatment centre to be planned and built immediately in Maldon or close by to meet today's and forecast growth of demand in the Maldon existing catchment area and to serve South East Essex below the River Crouch. This is the least done to ameliorate all the past broken promises.

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Health & Social Care Group

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https://swfhealthsocial.co.uk/

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