

Farnham Integrated Care Centre

Inform, Discussion, Shape Event

19th April, 2018

Farnham Integrated Care Centre

Farnham Hospital and Centre for Health

On a warm evening in April about forty people gathered together to hear about the amazing progress made since the opening of the Integrated Care Centre in June 2017.

This was another exciting opportunity to co design what is happening locally. Also it gave time for us all to discuss our own experiences of actually using local health and social care services since the centre opened so these can be considered as the centre develops.

Attendees were made up of many of the same people who attended a previous event at the Maltings, Farnham in January 2017. These included several patients from each of the five local practices, Community Ambassadors, GPs, Practice Managers, and Practice staff and the Voluntary Sector. A member of staff from the North East Hampshire & Farnham Clinical Commissioning Team was also involved in planning the event.

The group was welcomed by Dr Ed Wernick, GP, from Downing Street Group Practice, and Valerie Fabry, Co-Chair of Farnham Locality Patient Group and a Community Ambassador.

Valerie briefly explained how the new centre was part of an NHS initiative called Vanguard. The local North East Hampshire & Farnham Clinical Commissioning Group, who basically purchase services on our behalf, has received additional funding over the last three years under the Vanguard initiative to develop new ways of delivering health services.

These new ways have been designed with patients to meet what the public and patients say will work better for them. These include



developing services nearer to home, all health, social care and voluntary services working more closely together and integrating into one service where possible, involving the public and patients more in designing services and especially in regard to their own care.

NHS North East Hampshire & Farnham Clinical Commissioning Group has been rated as 'outstanding' in its achievements to date by NHS England and the new centre in Farnham is an example of its work.

Valerie talked briefly about the Farnham Locality Patient Group which is now fully established with patient participation members from all five of the practices in Farnham, Practice Managers representation and staff from the Statutory and the Voluntary Sector.

David Kirk, Patient Participation Group Chair at Holly Tree Surgery, in Wrecclesham, told the gathering about the Health & Well Being Information & Advice Hub at Farnham Hospital & Centre for Health. The project is in the early stages of development but working together with Age UK Surrey, Dr David Brown, GP at Farnham Dene Medical Centre, Farnham Hospital & Centre for Health, and NHS Property

Services, and using monies from the Clinical Commissioning Group's Innovation Conference Fund, the Farnham Locality Patient Group has developed a permanent space or Hub in the Atrium at Farnham Hospital for a range of Voluntary Sector groups to provide a drop in information & advice service for the public.

Following on, Dr David Brown gave an update on what has been happening at the centre. He confirmed that it's official title is Farnham Integrated Care Centre. He said that the feedback from everyone using the centre has been positive. He confirmed that it aims to provide a same day or emergency appointment system and at present three of the five local practices patients are using on a regular basis.

Holly Tree Surgery runs its own surgery and does not use an appointment system.

The Ferns Medical Centre, based in Farnham Hospital & Centre for Health, has withdrawn from the Integrated Care Centre at the moment.

Part of the excitement of developing the new centre has been the integrated nature of the service available. There are clinical pharmacists, community paramedics, social care staff and others now just down the corridor. Also the centre staff work very closely with the Integrated Care Team. This team was also established about three years ago and is also as part of the Vanguard Initiative. It works with people living in the community with complex medical and social care needs. Their aim is to help people remain living where they wish to live without unnecessary stays in hospital.

Also working in this team and at the centre are the Making Connections workers. They work for the Voluntary Sector (Age UK Surrey) and help people find ways to reduce any isolation and loneliness they may be experiencing.

Dr Brown explained that many patients asking to see a doctor may in fact benefit from seeing someone else like a physiotherapist, counsellor or a mental health worker.



Dr David Brown (above) and Dr Edward Wernick (below) being interviewed in Farnham Integrated Care Centre by Ria Chatterjee of ITV London News



One of the new ways of working for the doctors at the centre is a patient referral management process. Each referral to another service is evaluated as to whether it is appropriate. In

other words , the doctors are more like team leaders or consultants giving their expertise to ensure the patients receive the correct service in the right place.

Partly as a result, new services are now available locally. These are:

- a Dermatology Specialist, and
- a Musculoskeletal Service.

The majority of home visits are now carried out by the Community Paramedics. This has proved both popular and effective by all involved.

One of the biggest concerns of the patients present was the time it takes to get a routine appointment. Many felt that waiting several weeks was not something they wanted to continue if there was any way to change this situation.



Dr Clare O'Dowd working in one of the consultation rooms at Farnham Integrated Care Centre

The doctors present explained that managing the new centre had put an extra pressure on their resources. There is a national shortage of GPs and Practice Nurses. Locally a significant number of practice nurses are due to retire in the next five years. At the moment the majority of Farnham GPs are working twelve hour days. This level of work is unsustainable.

Their aim is to give the best service possible to their patients. The patients said they wanted to help and everyone present wondered what the potential solutions might be. Dr David Brown said that nationally, a new group of people, called Physician Associates, will provide a valuable alternative health care professional. They will be suitably trained and resourced to deal with many medical problems. They will be another resource in the future when it seems likely that there will be less doctors available in general practice.

One thing patients said is to think about whether they always need to see a doctor when perhaps a visit to a pharmacist in the first place might solve the problem. Others suggested more use of technology so 'consultations' might happen via email.

Concerns were raised about the pressures on receptionists at the practices with the new system and centre. The centre continues to have IT issues and this continues to create glitches and delays. Patients wondered if there could be a single access point?

However, overall the Integrated Care Centre is seen by all as good news for the people of Farnham. It hasn't had a year yet but it is already providing some amazing things. When the gathering came to a close people stayed on chatting and exchanging ideas.

A special Thank You to everyone for taking part and for working so hard to improve local services.