

COMMUNITY HEALTH SERVICES

YOU SAID WE DID

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How to access services
Quality
Easy read **District nurses**
Consistent
standard of care
Easy access
Appointment availability
Same members of staff
Clear information
Improve waiting times
Care co-ordination centre
Better parking facilities needed

1. Purpose of the report

This report sets out the outcomes of how patients have informed improvements to community health services in Bromley. In 2016, the CCG announced its intention to re-procure community health services in Bromley. This was because the current contract with Bromley Healthcare was coming to an end and it also provided an opportunity to ensure that services were meeting the needs of local people.

To inform the procurement, the CCG embarked on extensive engagement with local people in order to gather information on their experiences of care and views on new models of care. Membership Engagement Services were commissioned to engage with [adult service users](#) and Healthwatch Bromley engaged with [children and young people](#). Reports on the outcomes of this engagement are available on the CCG website.

In July 2017, Bromley Healthcare was awarded three contracts to provide community services for adults and children and rapid response services.

A year after these contract awards, we have reviewed how the feedback gathered during the pre-procurement period informed changes and improvements to the services provided. The 'we did' information has been provided by Bromley Healthcare.

2. You said we did

You said	We did
<p><i>We need easy access to services within a reasonable time when in need, this is especially crucial for people with ongoing or long-term conditions.</i></p>	<p>Bromley Healthcare has established the Care Co-ordination Centre. This centre offers a single point of contact for all patients, families, carers and professionals. It operates 24 hours a day, 365 days a year. Patients can access the centre by calling 0300 330 5777.</p> <p>The centre also arranges appointments, manages referrals including the triage of referrals to ensure appointments are offered in a timely manner.</p>
<p><i>Need to improve waiting times and appointment availability</i></p>	<p>As above</p> <p>All of our service waiting times with the exception of the Talk Together Bromley and Children's</p>

You said	We did
	<p>Occupational Therapy service are within the acceptable times set out in our contract for services.</p> <p>We are working to put in place a scheduling system which will improve our house bound patient appointment co-ordination. It will also help to reduce travel times for staff to allow them to have more time to see patients</p> <p>Bromley Healthcare routinely reviews its waiting times for all services and where there are any issues these are reviewed and actions taken.</p>
<p><i>We need to be able to see the same member of staff and receive a consistent standard of care. It is important for our wellbeing, treatment and recovery.</i></p>	<p>Where possible we endeavour that patients will see the same clinician. This is achieved in many of our services. Where this is not possible, for example when patients are seen on a daily basis, we make sure they are seen by the same team of clinicians. This maximises the continuity of care we are able to deliver.</p>
<p><i>Need to have better parking facilities at some localities.</i></p>	<p>On-site parking is available at the majority of our sites. Other clinic sites such as Eldred Drive clinic offer on street parking which is in close proximity to the clinic entrance.</p>
<p><i>We would like to be offered help and advice from the beginning to the end of our treatment.</i></p>	<p>All Bromley Healthcare services offer initial advice following assessment at a patient's initial appointment. The clinician will outline a clear, individualised plan of care to the patient and discuss how they can be supported to meet their needs. If on any occasion this does not happen we would be keen to hear from patients so we can investigate. Contact Bromley Healthcare via their website.</p>
<p><i>We need clear and straightforward guidance on what is available, who to contact and how to access the services taking into account those without access to the internet.</i></p>	<p>The Care Coordination Centre offers a single point of contact for all patients, families, carers and professionals. It operates 24 hours a day, 365 days a year. It provides information to patients on all community health services. Patients can access the centre by calling 0300 330 5777.</p> <p>Leaflets are available on all Bromley Healthcare services and can be accessed from our clinic sites and also from local GP surgeries.</p>

You said	We did
	<p>We have easy read versions of our ‘complaints’ and ‘information’ leaflets. The website is viewable in over 100 languages.</p> <p>Our Chief Executive Officer has established a Patient Reference Group. This group has expanded its membership and includes representatives from vulnerable groups.</p> <p>Healthwatch are active participants in this group. This group is a forum through which Bromley Healthcare can engage with patients to develop and continually improve services.</p>
<p><i>Vulnerable patients such as those with visual difficulties need to have service options that are easily available and cater to different disabilities.</i></p>	<p>Our leaflets can be made in easy read versions.</p> <p>Patients with specific needs can request additional accessibility support through the Care Co-ordination Centre.</p>
<p><i>Care plans need to be well executed and patients need to be involved at every stage, otherwise how can you work towards making it happen? There needs to be improved information about ongoing care.</i></p>	<p>Bromley Healthcare expects all patients or parents of young children to be involved in the planning of their care at each stage. Our clinicians ask their patients what is important to them and agree with them the expected outcomes of their treatment and management.</p>
<p><i>District nursing staff are not responding to calls or attending appointments when expected, this needs major improvement.</i></p>	<p>All calls about appointments are now made through one point of access – the Care Co-ordination Centre.</p> <p>We are working to put in place a scheduling system which will improve appointment co-ordination for housebound patients.</p>
<p><i>I would like to see the same person more than once. I have had visits from 10 different district nurses. Patients need to know who they are going to see</i></p>	<p>Where possible we endeavour that patients will see the same clinician. This is achieved in many of our services. Where this is not possible, such as when patients are seen on a daily basis, they are seen by the same team of clinicians to maximise the continuity of care that is provided.</p>

You said	We did
<p><i>Some district nurses are late because they are so busy; this makes my appointment feel rushed. Because no specific appointment times are given I have to stay in all day, for a rushed appointment.</i></p>	<p>The Care Co-ordination Centre has been set up to help manage appointments. We are currently exploring introducing a scheduling system for all our services but specifically for those services which operate on a home visit basis such as District Nursing. This system will enable us to be able to offer appointment times within a 2 hour slot to patient's ensuring our nurses have the time required to ensure each patients need is managed.</p>
<p><i>It is impossible to contact the bladder and bowel service on the phone, I had to go into the clinic to make an appointment.</i></p>	<p>The Care Co-ordination Centre provides a single point of access to all services. This centre offers a single point of contact for all patients, families, carers and professionals. It operates 24 hours a day, 365 days a year. Patients can access the centre and consequently information about our Bladder and Bowel service by calling 0300 330 5777.</p>

For more information about community health services in Bromley, please visit the Bromley Healthcare website or call 0300 330 5777.