



**Note of the meeting of the Keynsham Area Forum
held on Wednesday, 18th February, 2015
in Community Space, Keynsham - Market Walk, Keynsham**

Meeting Attendance	
Tony Crouch	Chair Keynsham Connecting Communities Forum
Adrian Inker	Vice Chair Community@67
Justin Hobbs	Avon Fire and Rescue
WPC Lisa Hawtin	Avon and Somerset Police
Ed Bramall	Curo
Alex Francis	The Care Forum – Healthwatch
Duncan Hounsell	Saltford Parish Council
Dawn Drury	Deputy Clerk for Keynsham Town Council and Councillor for Compton Dando Parish Council
Martin Carter	Farmborough Parish Council
Alan Hale	Councillor for Keynsham, Bath & North East Somerset Council
Chris Hounsell	Saltford Business Network
Philippa Paget	Compton Dando Parish Council
John Paget	Keynsham Chamber of Commerce
MJ McDowall	Corston Parish Council
John Twist	Corston Parish Council
Sally Davis	Councillor for Farmborough, Bath & North East Somerset Council
Charles Gerrish	Councillor for Keynsham, Bath & North East Somerset Council
Brian Simmons	Keynsham Town Council
Margaret Wilson	Churches Together Keynsham
Roger Busby	Keynsham Civic Society
Matt Donavan	Whitchurch Parish Council
Mark Wilkinson	Whitchurch Parish Council
Others in attendance	
Wera Hobhouse	Parliament Candidate for North East Somerset
Jo Page	Keynsham Wombles
Erica Davies	Keynsham Wombles
Sue Watkins	Resident
Janet Davey	Local Resident and DHI
Brian Wilson	Member of the Public
Phyllis Cook	Resident
Roanne Wootten	Julian House and Keynsham Resident
Kathleen Hovland	Keynsham Resident
Dawn Clarke	B&NES CCG
Sue Blackman	B&NES CCG
Mike McCallam	B&NES CCG
Barry Grimes	B&NES CCG
Avril Baker	Avril Baker Consultancy

B&NES Cabinet Members & Officers	
Councillor David Dixon	Deputy Leader, Bath & North East Somerset Council
Sara Dixon	Bath & North East Somerset Council
Mark Hayward	Bath & North East Somerset Council
Corinna Kern	Student Interns, Bath & North East Somerset Council
Claudia Roob	Student Interns, Bath & North East Somerset Council

1. Welcome and Introduction

- 1.1 Tony Crouch, Chair of the Forum welcomed everyone to the meeting. The aim of the Forum is to improve collaboration and engagement between the public sector, voluntary sector and the local community. As a way of encouraging members of the public to attend our meetings, at our last meeting we agreed to split the meeting into two parts.
- 1.2 The first part of the meeting, 'Ask the Forum', will be an informal open session where members of the public and forum members are invited to ask questions. This will last no longer than 1 hour. The second part of the meeting is more formal and includes a presentation and workshop by the CCG on their current review of community health services. Members of the public were invited to stay for the second part if they wish.
- 1.3 'Ask the Forum' session will finish at 7.20pm, there will be a short tea break before commencing the second part of the meeting. Members of the public are invited to stay if they wish.

2. Ask the Forum

- 2.1 The Chair invited the Police and Fire Service to provide an update report on activity. The Chair invited questions on these matters.
- 2.2 Councillor David Dixon received questions on Council matters.
- 2.3 Curo were also present and received a number of questions regarding housing allocations.
- 2.4 There were two detailed questions received in advance of the meeting. Responses for both had been received, these were recorded on the action log circulated at the meeting and are attached to these notes.
- 2.5 Questions that required a further response or action are recorded on the action log attached.

(15 MIN BREAK)

3. Apologies and notes of the last meeting

- 3.1 Apologies were recorded for Councillor Paul Crossley and Peter Duppa-Miller.
- 3.2 The notes of the previous meeting were agreed as an accurate record.

4. Matters arising

- 4.1 Sara Dixon explained that she had been unable to find a representative for Education on the Forum. This will need to be reviewed again at a later date.
- 4.2 Sara reported that further work is being undertaken on the Area profiles in particular to the collation of data. An update on progress will be reported to a future meeting.
- 4.3 At the last meeting Alyson Lampard requested whether there would be any funding for air quality monitoring for Whitchurch. Sara confirmed that there is a monitor on the main road by the bus stop. Monitoring data has been passed onto the Parish Council.

5 Your Care, Your Way: Let's plan community services together

- 5.1 An introduction to the Your Care, Your Way was given. The involvement of communities in helping to shape the commissioning of future health services was extremely important. The current position for commissioned service is that there are around 400 different services that are provided by 80 different providers. New services need to be in place by April 2017.
- 5.2 The Group split into several groups and a summary of issues highlighted in these workshops included:-
 - Consideration to the geographical area – particular for villages on the boarder like Whitchurch where some of the provision is provided for by Bristol CCG.
 - A better understanding of the future housing development in the area in order to think about what primary care provision is needed for B&NES residents.
 - Future provision needs to take account of demographic changes as well as where residents live.
 - One single point of contact.
 - Common approaches to GP practices eg appointments and opening times.
 - Lack of Pharmaceutical provision on a Sunday.
 - Gap in the local mental health provision.
 - Need to address social isolation and loneliness. Patients are going to see the GP because they have no other support network.
 - Need more local focus – bigger National organisation such as Red Cross have lost local focus.
 - Good support for children and families. Some gaps for children with Autism.
 - Wide range of church groups, lunch clubs and community organisations in the area.
 - Dial a Ride staff have Dementia training – how can we extend this to other organisations.
 - All facilities should be in Keynsham.
 - More choice should be offered.
 - Recognise the importance of Day Centres – the community choir should be seen as a social support.
 - Signposting – One Stop Shop is good.
 - Better promotion of Well Aware.
 - Keynsham local centre for breastfeeding good although need more support.

- Work more closely with community organisations.
- Join up social activity with other support services.
- Really good experience – enablement pathway.
- Capacity – specifically around education and complex needs. Provide children's services closer to home to help reduce travel and cost.
- Housing requirements – suitability of housing for complex needs.
- Better access for parking – Keynsham not great at the moment.
- Segregation of services – Care homes should open up their restaurants to the Public. Examples in Europe of this working well.
- Better signposting, better navigation and information about funding available
- Enablement pathway – one person commented on a really good experience.
- Discharge – one person commented on a really bad experience.
- Need to offer continuity of care.
- Proactive support for shopping and cleaning.
- Care should be personalised.
- Care at the point of need not weeks after.
- Dial a Ride is good.
- Community links are good – active community and lots of volunteering.
- Accessible directory of services and assets in the community.
- Village Agents are good.
- Link Agents in GP to help identify what is available – social prescribing.
- Providers work really hard, offer good quality of service.
- Good discharge arrangements with county teams.
- Need more preventative care – illness should reach critical stage.
- Prevention is key – need to better utilise 111 system, currently not providing the right level of support for people with mental health issues.
- Technology - need to have more local places that have up to date technology to do simple tasks such as resetting hearing aid equipment. This reducing the need for travel and cost to patient.
- Use more befriending services.
- Peer groups to support others particularly for those people who do not ask for help.
- Need to organise regular check-ups – preventative care.
- Use technology to help raise funds.
- Community empowerment – use community facilities and organisations to help reduce isolation and loneliness.
- First Contact scheme in South Glos is really effective.
- Some of the residents living in the villages surrounding Keynsham wouldn't travel to Keynsham. Need to think about isolation and outlining villages.
- Consideration needs to be given to those people who don't have the money to use public transport.

5.4 The Chair thanked Dawn, Sue, Mike, Barry and Avril for an interesting presentation and workshop discussions.

5.5 Below is the link to the detailed notes of the workshop sessions produced by the CCG.

<http://www.yourcareyourway.org/sites/default/files/150218%20Keynsham%20Area%20Forum.pdf>

6 Future Agenda Items

- 6.1 Sara Dixon referred to the Draft Agenda Plan previously circulated. Members of the Forum were asked to send any additions or comments to Sara Dixon.

7 Dates of future meetings

- 7.1 There are no further meetings planned until after the elections. Dates will be circulated in due course. It is proposed the next round of meetings will start with the AGM in June 2015.