

Wootton Bassett & Cricklade Area Board – Wednesday 25 May 2011**Focus on Health – Key Points from the Q&A Session**

- Funding for a patient's care was held by the GP and so the patient should see no difference in service if they are treated at different hospitals.
- Parking at the Great Western Hospital was difficult; worse on some days than others. Restrictions on staff parking were being introduced which should help to relieve the parking problems somewhat.
- The Older People's Accommodation Strategy provided for large investment over the next 10 years into the care of older people. Recent developments included 40 extra-care units in Trowbridge and plans for a 40-bed unit in Cricklade.
- The Cedars in Purton was likely to be replaced in the near future with a more modern facility. By 2015, Wiltshire Council aimed to replace all its residential care homes with independent units in secure, supported environments.
- Residential care homes did not always provide the right environment for patients with dementia. Wiltshire Council was currently building 8 new dementia care homes, and new technology was also assisting people to live in their own homes for longer.
- Great Western Hospital was currently in the process of redesigning its website to improve accessibility and the quality of information available.
- 'Help to Live at Home' was a new Wiltshire Council service being developed to bring services together and empower organisations to be more independent.
- More GPs were now receiving training on dementia awareness which was improving the early diagnosis rate and increasing referrals.
- The cardiac rehabilitation classes in Chippenham were intended for patients who had been treated in the Royal United Hospital in Bath. Patients who lived in the Wootton Bassett & Cricklade area would usually be treated in the Great Western Hospital. On completing the nurse-led cardiac rehabilitation classes, patients are recommended to move on to the continuation cardiac rehabilitation classes provided in leisure centres across the county. Phase 4 cardiac rehabilitation classes would be available soon in Wootton Bassett. The fire in December meant a delay in starting this service, but in the meantime people were welcome to attend the classes in Corsham, Malmesbury or Chippenham.
- Dementia awareness was not as high amongst those aged 50-60 as it was with those aged 80+, and misdiagnosis with depression was common. There was no formal relationship with workplace medical services.
- The Memory Clinic service was going to be improved, with some of the steps due to be removed for being referred and seen. This should hopefully speed up the service for patients.
- 'Patient Choice' was still in place.
- Wiltshire Council and Wiltshire PCT had trialled a new single system for the assessment and discharge of patients, which other hospitals were now implementing. It was important to carry out a full assessment of the home and family to ensure that the correct package of care is implemented before the patient leaves hospital.
- Wiltshire was the third highest performer in the country for 'delayed discharge' of patients.
- Anybody with concerns about appointments should contact the PALs service at the appropriate hospital.
- Wiltshire Council now has a 'death and dying' section on its website and a 'social care helpdesk' that both offer a lot of information and support to help people to cope in difficult times.