

December 2019

Latest data on health and care services in Dartmouth

In the last three months, Torbay and South Devon NHS Foundation Trust, which provides community services in Dartmouth, has received 46 referrals for home based intermediate care for people registered with Dartmouth Medical Practice, of which 30 were urgent referrals. Of these referrals, six people needed to be cared for in a local care home to recover safely for a short period.

Community services provide care in the local area based in around Dartmouth Clinic. The District Nurses, community Matron and community therapists support the wider population to receive care as close to home as possible. The Trust's enhanced Intermediate Care team takes referrals from GPs and other professionals to keep people closer to home during an episode that can be managed outside of hospital and supports people to return home earlier.

Local care in action

Daniel's story – based on a recent patient experience

Daniel (not his real name) is in his 80s and lives independently by himself in Dartmouth.

Following a nasty fall, he was admitted to Torbay Hospital. With significant pain in his hips and back, he was finding movement very difficult. When he was medically fit to leave hospital, he was admitted to Beacon Court for intermediate care support, before being able to return home.

Physiotherapists visited and worked with him each day and GPs provided pain relief and monitoring. While he was in Beacon Court, the intermediate care team arranged for independent living aids, such as hand rails, a specialist bed and kitchen equipment to be installed at Daniel's home.

After a 15 day stay at Beacon Court, Daniel was able to return home under the care of a pharmacist for pain relief and with a referral to community therapy for ongoing mobility support.

Local news

Dartmouth Health and Wellbeing Centre latest

The aim of the new centre is to bring health and wellbeing services under one roof, for the benefit of people in Dartmouth. It will provide for a wide range of services currently offered by the Trust at Dartmouth Clinic, Dartmouth Medical Practice, Dartmouth Caring, and a retail pharmacy.



A graphic showing what the new health and wellbeing centre could look like

KTA Architects/Urban Designers continue to work on plans for the new building, which will be light, airy and built to modern health and energy standards, providing an improved experience for patients. The project group, consisting of all key stakeholders including GPs and Dartmouth Caring, is well established and meets every two weeks. The required routine surveys of the site were carried out in November 2019.

Partners continue to hold informal discussions with the local planning authority, South Hams District Council (SHDC), on the health and wellbeing centre. This process, often known as 'pre-planning' is to help applicants develop a formal planning application.

There will be an opportunity for the public to view the pre-planning designs for the Dartmouth H&WBC prior to planning application. A drop in session will be held on 16 December 2019 in the Clifton Room, Guildhall between 2.30pm and 6.30pm.

The planning application for the **£4.7million new development** is due to be submitted in February 2020. There has been some local concern about losing overflow park and ride car park spaces. This development will include over 120 parking spaces for park and ride and 20 parking spaces for the Health and Wellbeing Centre replacing the overflow capacity in a much improved configuration and condition.

The overall financial model was agreed by the Trust, CCG and SHDC in the summer of 2019. The GP's have endorsed their agreement to the heads of terms and the collaboration agreement with the Council has been finalised and agreed.

Services to be provided by the Trust in the new building include:

- Ante-Natal Clinics
- Audiology
- Bladder and Bowel Clinic
- Citizens Advice Bureau (CAB) Counselling
- Community Therapy Team
- Dartmouth Caring – counsellors
- Talkworks (formerly the Depression and Anxiety Service)
- Devon Carers
- Diabetic Eye Screening
- District Nursing Team
- Ear, Nose & Throat
- Heart Failure Clinic
- Lower Limb Therapy Clinic
- Minor Procedures
- Musculoskeletal Physiotherapy
- Osteopath
- Paediatric Clinic
- Podiatry

Experience survey

People in the Dartmouth area are being asked to share their views on the NHS care they are receiving as part of a survey that started in November.

Torbay and South Devon NHS Foundation Trust, which provides most local health services in the Dartmouth area, has increased the level of intermediate care support it provides to people out of hospital and in their own homes and communities. Intermediate care offers short-term, intensive support to people in the place they live either to stop them needing to go into hospital, or to help them recover at home following hospital treatment.

The Trust has agreed with representatives of the community in Dartmouth to carry out some evaluation of people's experience of using these services.

The Trust is working with Healthwatch and Devon Communities Together, who will ask about people's experience of receiving home-based and residential intermediate care.

The survey will last for three months, or until at least 20 responses are received, and feedback will be analysed with the support of experts from the University of Plymouth University. The Trust expects to report back on the results in spring 2020.

Volunteer drivers needed to expand vital Dartmouth transport scheme

Volunteer drivers are needed to help people who struggle to get to appointments at Torbay Hospital.

Local charity Dartmouth Caring is calling for more people to come forward so it can enhance its volunteer driver service. Last year, volunteers made about 1,000 journeys between Dartmouth and Torbay Hospital but a number of drivers have recently retired, meaning capacity has halved.

Nick Hindmarsh, of Dartmouth Caring, said: "This is a donation-based scheme that only asks you to pay what you can afford - £18 covers the driver costs to Torbay and back for example. It used to be rare to turn down requests for lifts but now about half the requests cannot be matched with a driver.

"Just one or two journeys a month would make a huge difference and only 25 new drivers would allow us to fill this void. If you're unable to help, do you know someone who can? Our volunteer drivers enjoy talking to clients and get a great sense of satisfaction knowing they are appreciated and they feel a genuine sense of a job well done."

Volunteer drivers receive a ferry pass, 45p per mile and training. To volunteer, call Kate Cooke or email transport@dartmouthcaring.co.uk

A number of other initiatives are underway to improve transport options between Dartmouth and Torbay Hospital.

25,000 consultations provided by practice in last six months

Dartmouth Medical Practice provided more than 25,000 consultations to local people in the last six months, up by more than 1,548 on the same period in 2017.

The practice shared usage statistics at the annual meeting of its Patient Participation Group recently. Other data from the previous six months includes:

- The practice served 7,749 patients
- 40% of patients are over 60 years old, up by 1% since 2017
- It provided 25,820 consultations, including:
 - GP appointments - 7,427
 - Nursing team - 4,951
 - Urgent care team – 8,045
 - Health care assistant team – 5,391
- The practice prescribed a total of 15,345 items
- Staff answered an estimated 34,000 calls

Sadly, patients did not attend 1,150 booked appointments, wasting 191 hours of time.

Training to help people use new online services at practice

A quarter of patients at Dartmouth Medical Practice are already making use of new technology at the surgery.

The practice has been working with its Patient Participation Group (PPG) to make greater use of digital technology, which is a key NHS priority.

Pierre Landell-Mills, chair of the PPG, said: "We have made significant progress and now people can access patient records, book on-line, renew prescriptions on-line, use email to

communicate with the practice, and use the 'e-Consult' online consultation service. To help more people to use the new systems, we are putting in place a training scheme to assist patients to get on line."

Devon news

Long Term Plan for Devon

Devon, like every area of the country, is developing its own version of the national [NHS Long Term Plan](#).

Further to a successful public engagement process in the summer of 2019, during which more than 4,000 pieces of engagement were received, NHS and social care partners in Devon have been developing the Devon plan. The final draft was submitted in November and publication is due to take place in early 2020.

In Devon, the NHS and social care are facing challenges in coming years including:

- People living longer, often with multiple illnesses
- Preventable illnesses such as type 2 diabetes are increasing
- Vital health and care jobs remain unfilled
- There have been increases in NHS funding, but peoples' needs for services are growing faster
- Devon's population is expected to rise by 33,000 in the next five years.

Developing plans for a new Torbay Hospital

Torbay Hospital is one of 21 hospitals due to receive 'seed funding' to develop plans for new healthcare buildings in the next 6 to 8 years. The Trust has started planning for a business case anticipated to deliver a new purpose-built emergency hospital, and a centre for planned, non-urgent services, in line with the NHS Long Term Plan. In the interim, the Trust plans to improve its existing Emergency Department until the new facilities are developed. Torbay Council granted planning permission for the ED expansion in November and the Trust is now in the final stages of developing a full business case to submit to NHS England. Depending on approvals, work could start on site late in 2020. The approved plans can be viewed on Torbay Council's website by searching planning application P/2019/0992.

Replacement MRI scanner

The Department of Health and Social Care has announced that Torbay Hospital meets the criteria to receive funds for a new MRI scanner to replace one of its machines which is nearing the end of its life. The trust also plans to increase the number of CT scanners it runs from two to three. Both scanners are due for installation in 2020/21, enabling faster scanning for patients, increasing the number of scans we can carry out and reducing our reliance on mobile scanning capacity.

This update is issued jointly by Devon Clinical Commissioning Group and Torbay and South Devon NHS Foundation Trust to provide monthly updates on health and wellbeing services in the Dartmouth area. To submit items for inclusion, or for more details, contact corinnefarrell@nhs.net or alex.cameron2@nhs.net

ENDS