



# Delivering a model of care for the population of Edenbridge at Edenbridge Memorial Health Centre

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## Introduction

This paper updates the progress made on the development of the Edenbridge Memorial Health Centre and is a follow up to the report to Health Oversight Scrutiny Committee (HSOC) in March 2023.

The £13.5m investment in a purpose-built centre will bring together primary care and community hospital services (without inpatient beds). The centre is due for completion in November, with an operational opening date of 27 November 2023.

The vision for the exciting new Edenbridge Memorial Health Centre is an integrated care model delivered by Kent Community Health NHS Foundation Trust and Edenbridge Medical Practice bringing health, GP and community services together to support the local community. The clinical operational model was developed with local people and staff, and focusses on the needs of the local population, with the ambition to create a health and wellbeing hub for people to receive care and advice, close to home.

When the new Edenbridge Memorial Health Centre opens it will offer a range of services incorporating general practice alongside a wellbeing day centre, proactive frailty unit, same-day urgent care services and a range of outpatient clinics. This is the start of a new journey for healthcare in Edenbridge and we will continue to develop services as needs change.

## Target groups

**For families**, there will be services to support children from birth to adulthood.

Services are expanding to provide for children's needs which would reduce travelling for Edenbridge residents who use existing services elsewhere. Maternity services are already provided and will be complemented with ante-natal new-birth clinics provided by our Health Visiting Service.

**For older people**, we will support people to stay independent and well at home. The town has a population that is getting older with a high percentage of people between 55 and 64-years-old. We know as people age they can become frail and need extra support.

The development of a community hub links key services together to provide a proactive frailty model that optimises the ability to work closely with GPs, with on-site assessments as part of a joined-up community response linking in with rapid response, complex care and community nursing teams, including home with support. Services will work collaboratively, using the benefits of having a wellbeing day centre and health and wellbeing team, working together to wrap care, support and education around people and their families and carers to keep people well for longer. The potential for falls prevention clinics at the wellbeing day centre will provide extra support, enabling people to safely remain in their own homes, recognising this is also an indicator for future needs. Wound care clinics will be delivered to provide a more comprehensive service that improves wound healing and support for non-housebound people, which is currently provided by the GPs, community nursing and minor injury teams.

**For people who need support and connection to their community**, the hub will support more than just physical wellbeing. The wellbeing day centre, which provides support and signposting to people with frailty and dementia and respite for their carers, will expand to six days-a-week. As it develops, the centre will offer social prescribing to help tackle loneliness, depression and anxiety. Collaborative working with Sevenoaks Borough Council, will lead to the development of a more integrated offer for housing, wellbeing and local voluntary providers. Our intention is, when not being used for clinics, the space will be available for community groups to meet where there is a health benefit to be gained. This wider wellbeing approach will be led by a social value coordinator, who will work with local groups to provide more health and wellbeing offers, building on and working with the existing Eden Centre facilities.

## Feedback and opportunities for people to have their say

During March 2023, people were asked their views on our plans. We talked to around 400 people at local community groups and talking to people in the town. One hundred and seventy-seven people gave us their views through a survey. There were more than 1,000 views of the Edenbridge page on our public website and we reached about 28,000 people through social media. More than 2,000 booklets were handed out and left in public venues.

To be sure we reached as many people as possible, we spent time in the town speaking to people about the plans; giving them the opportunity to ask questions. We spent two days at the Eden Centre and our teams spent two days on our very visible public health bus at Waitrose in the town to gather views. We also visited a stay and play group at Edenbridge Children's Centre and the local Foodbank.

Overall people told us:

- they are **pleased the health centre will be opened soon**, felt it would have a positive impact on Edenbridge and were pleased about the range of new services and facilities available
- the **GP practice will benefit** from new purpose-built premises, under the same roof as community services
- they were not happy the proposed opening hours for a minor injury service would be **Monday to Friday only**. People wanted the service to be open during the evening and at weekends

- They were **disappointed about the lack of an x-ray service**, mostly due to travel and transport issues and were uncertain about the data we presented relating to footfall.

The detailed public engagement report from March 2023 listening events is attached as appendix 1.

## What we are doing in response

The feedback has been extremely beneficial in helping develop our clinical model. We know this is the start of a new chapter in healthcare provision for the population of Edenbridge and services will continue to evolve as needs change and we optimise the benefits of social value to bring the community together.

The table below highlights the key areas of points raised

Theme of points raised	Detail of feedback	What we are doing to address the feedback
X-ray provision	<p>78 responders reported the lack of an x-ray service as a concern, stating that they would have to travel to access x-ray services in Sevenoaks or Tunbridge Wells.</p> <p>A few people have said they understand the reasons for not having x-ray and suggest we communicate clearly the reason for this with people.</p> <p>There was a challenge from the people in attendance about the reliability of the data showing people attending x-ray services.</p>	<p>NHS Kent and Medway ICB does not support the delivery of an x-ray service at Edenbridge due to insufficient demand. The decision to provide one has been superseded by national direction to provide diagnostic centres, with increased diagnostic capability and capacity, which have been established across the country, with a local centre in Maidstone.</p> <p>During the past four years, we have seen an average of 27 people a month for x-ray at Edenbridge Hospital. We have revisited the needs of people attending the minor injuries unit (MIU) during February 2023. The MIU saw 249 people during the month, of which 20 (eight per cent) needed redirecting to an x-ray facility.</p> <p>The GP surgery run a pilot MIU that is ongoing at present. From 16 August to 8 September 2023. The MIU saw 109 people with only nine (eight per cent) people needing an x-ray, who were redirected to other sites.</p> <p>The ability to keep staff retained and their skills up-to-date with such a low volume of throughput would not be viable. In addition, local x-ray only provides for plain view and more options for imaging are available at larger sites.</p>
MIU	<p>A consistent theme for the minor injury unit is opening times and the availability only proposed as being Monday to Friday.</p>	<p>The future provision of minor injury service is still being evaluated. The MIU at the existing Edenbridge hospital has needed to be closed often during the past year, due to staffing issues.</p>

	<p>People also said that infrequency of opening times could result in more people calling the GP surgery line making it even more difficult to get an appointment</p>	<p>A pilot for a new service run by the GP practice is now being evaluated to see if a future minor injury service can be provided this way.</p> <p>Discussions have begun between KCHFT, Edenbridge Medical Practice and the ICB to establish the level of service, operating hours and a viable financial model to allow minor injuries provision to continue in Edenbridge. In the meantime, to maintain continuity and some resilience of the service, the joint venture will continue to run from the GP practice.</p> <p>Evaluation and overview of the pilot is detailed in the section below: <b>Same day urgent care (change in provision).</b></p>
Travel and transport	<p>Travel and transport were a key theme in the feedback we heard.</p> <p>There were several solutions suggested to overcome travel and transport challenges:</p> <ul style="list-style-type: none"> <li>• Voluntary transport</li> <li>• Bus stop outside the centre</li> </ul>	<p>We have been working with the charity 'Edenbridge Voluntary Transport Service' to explore options to contract with the charity to provide a local provision to the health centre.</p> <p>Plans have progressed well and we are supporting the charity with a recruitment campaign to have more volunteer drivers. The service offered and planned is detailed below: <b>Voluntary transport services.</b></p>
	<p>There were concerns raised about how people using the parking would be monitored and the risks, as the centre is close to the train station. People want to keep the spaces for patients attending appointments.</p>	<p>The centre provides 100 car parking spaces. We intend to monitor parking and usage to see if any issues materialise as our hope is to keep the site easily accessible for people. We have the option to put a height restriction barrier and ANPR technology on-site, should we need to in the future.</p>
	<p>As well as vehicle travel, there were concerns and suggestions raised for pedestrians.</p>	<p>We have worked with KCC highways and as part of the S278 agreement the development covers:</p> <ul style="list-style-type: none"> <li>• Two repositioned bus stops being close to the entrance on Elms road</li> <li>• Formation of new uncontrolled pedestrian road crossing, east of the new junction with associated dropped kerbs, tactile paving New street lambs to improve local lighting</li> </ul>
	<p>In relation to health services people also wanted support with:</p>	

Using the space and new services	Hearing/ear syringing/ENT clinic	This is a potential and will be explored in the future
	Podiatry	Existing services will continue to be delivered
	Dementia	This will be available as part of the wellbeing centre and also increased provision from the Frailty and Proactive Care including west Kent Enhanced with Support, as detailed below.
	Parkinson's	Specialist Parkinson's nurse provides clinics which will continue.
	Sexual health clinic	This is a potential and will be explored in the future.
	NHS Dentist service	This is not an option; however, we are aware that NHSE are looking at a provision for Edenbridge
	Chemotherapy beds	We are working with acute providers to explore options.
	Day beds for people who have had treatments	This will be available within the new Frailty and Proactive Care Including West Kent Enhanced with Support as detailed below
	Memory clinic	This is a potential and will be explored in the future.
	Nutrition	Additional capacity has been identified to link with the wellbeing day centre to support nutrition advice and assessment for people attending the centre. In addition, we hope to develop educational groups for carers.
	Lifestyle classes – diet/healthy living	This will be available as core to the health and wellbeing offer
	Wraparound health support for older people	This will be available in the new Frailty and Proactive Care including West Kent Enhanced with Support as detailed below
	Mental health support for all ages	Yes – wellbeing centre
	Eye clinic – dry eye/macular degeneration	Working with MTW to explore option
	Rehabilitation – post injury/illness	This will be available within the new Frailty and Proactive Care including West Kent Enhanced with Support and in conjunction with the wellbeing day centre as detailed below
	Carers support/ education/ guidance and advice	This will be available through a number of areas and is part of the social value development that will be led by the social value coordinator and Darzi fellow, working with the wellbeing centre and health and wellbeing teams to identify need and establish the educational sessions

<p>Health and wellbeing</p>	<p>Lots of people told us about the importance of using the indoor and outdoor space available, including the multi-purpose wellbeing day centre for social groups to reduce loneliness and encourage social interaction as an essential tool in improving mental and physical health</p>	<p>We have reviewed the helpful list of suggestions and feel that a number clearly link with health provision. These will be a focus of areas of development being:</p> <ul style="list-style-type: none"> <li>• First aid classes – CPR /defib. Include educating children in first aid</li> <li>• Outside space with flower gardens using the memorial garden and courtyard spaces</li> <li>• Classes and exercise for older people, linking with the Eden Centre</li> <li>• Parent and baby support, linking with the Eden Centre</li> <li>• Creative arts as therapy sessions through the wellbeing day centre</li> <li>• Singing group</li> <li>• Day centre as part of the core provision of the wellbeing day centre</li> <li>• Wellbeing talks/events i.e. weight loss, weigh ins, sight checks, bone density, blood pressure. These link to the new services requested above and will be developed.</li> </ul> <p>The social value offer will develop and explore how the community can support the other areas and suggestions such as:</p> <ul style="list-style-type: none"> <li>• Areas for young and another for old citizens, communal areas</li> <li>• Pilates/yoga</li> <li>• 70+ clubs</li> <li>• Bingo.</li> </ul>
<p>Access</p>	<p>There were suggestions made about the outside of the building and making sure people can access the front door</p> <p>Signs and information in the building need to be accessible for people with sight loss and literacy problems. A suggestion was for them to have personal support when they are in the building.</p> <p>Many people asked about the moving around the building in wheelchairs or mobility scooters. The concerns raised were about the door ways being wide enough, corridors being wide enough and automatic door buttons at a level for people to reach.</p>	<p>Edenbridge Memorial Health Centre will be fully compliant with the Equality Act 2010.</p> <p>There will be an induction loop for people with hearing impairments and all clinic rooms are on the ground floor with level access throughout the building.</p> <p>We are reviewing all signage to make sure that we have easy to read signs and they include accessible elements and are dementia friendly.</p> <p>One of our key roles (detailed below) is to provide a meet and greet service for users of the health centre to make sure people are signposted to the right area. They will be instrumental in flow management and will act as a point of contact for patients and visitors entering the site.</p>

		<p>The site is wheelchair-friendly with wide, open corridors to make navigation easier.</p> <p>We have a patient volunteer from the engagement events who is coming to try and the new centre and identify any potential issues early so we can address these before opening.</p>
	<p>Someone highlighted the need for equipment to be installed to make examinations of people with complex needs, including physical needs, easier and more dignified for the individual.</p>	<p>The wellbeing day centre staff have access to a hoist and will be able to support clients attending any of the clinics or GPs, which has not been a service available before. In addition, the larger rooms can be used for clinical consultations for any of the centre healthcare professionals providing greater flexibility and improved access for people who need support especially those needing hoisting</p>
<p>Other concerns</p>	<p>People also told us that they:</p> <ul style="list-style-type: none"> <li>• want to see the centre staffed with enough doctors and nurses available for appointments, operating shifts to cover week days and weekend.</li> <li>• want an online booking system so they don't have to call</li> <li>• want to be able to access GP services and clinics when they need to</li> <li>• like the support area for children and the café for social interaction</li> <li>• want a volunteer bureau for transport and to undertake roles such as meet and greet</li> </ul>	<p>We hope that by making this a vibrant healthcare hub people will want to work there. The additional space is allowing the GP Surgery to become a training practice, for senior trainee GPs to complete their studies before being fully qualified. It is recognised that trainee doctors often stay on at their training practice after fully qualifying.</p> <p>The GPs have already developed a range of on-line services. After listening to this feedback and working closely with the practice Patient Participation Group the practice is improving and streamlining their appointment system for patients. Patients will no longer need to telephone to book an appointment with a clinician. This will be much easier for most patients to contact the practice for medical or administrative requests rather than calling the practice by telephone to speak to a receptionist. It will enable them to book on the day appointments for those that have a clinical need, or pre-book an appointment for more routine conditions.</p> <p>While we are providing a small catering outlet, mainly to support the wellbeing centre, we are unable to offer refreshments to the public. However, to support local community and social interaction we will work closely with the Eden centre to promote their café and facilities</p>

		The voluntary transport and meet and greet roles have been addressed and detailed below.
	Some people were disappointed with the design of the Wellbeing Day Centre. They said it was hoped this would be a bespoke area for dementia patients and their carers. They were concerned about its location at the front of the building as it would be too noisy and there was only one nearby accessible toilet	We have spoken to the people that have raised these concerns and have tried to address them. For example, the windows at have reflective film to provide privacy and rooms can be partitioned to allow for more bespoke use. We will constantly evaluate other options to ensure that the space is quiet and conducive to provide the continued good care that people currently receive at the day centre.
	Some people felt the time to consider how the interior of the building should be used is before construction began not when it is already under construction.	Healthcare needs have changed and we are always keen to re-evaluate service provision based on needs. The new centre not only provides greater service provision that is currently available, with a range of new services, but the opportunity to develop further especially a social value approach. It is therefore right that we revisit how the space and the centre should be used.
	Some people are concerned about future housing development and the impact of a larger population might have on services and this will need to be taken into consideration.	The centre has room to expand and capacity to increase service provision, including opening hours.  Future needs will be evaluated as any new development is designed.

## Delivering a new model of care to support the wider needs of the population of Edenbridge and West Kent

### KEY ROLES

#### Site manager

The site manager will have overall responsibility for site management including compliance with standard statutory healthcare requirements e.g. health and safety, infection control and estates management. They will provide operational management and clinical supervision for all KCHFT staff and work collaboratively with the GP practice. A key impact is the collaborative work across providers and pathways to embed new ways of working, and deliver seamless, high quality patient care. They will be a role model to staff in developing a 'one team' approach to integrated services.

#### Darzi Fellow

The Darzi Fellow will support the ongoing journey of development during the first year of operation. They will be focused on improving patient care and transforming community services to meet the future needs of our changing population. The purpose of this post is to provide an objective review of new and innovative ambulatory pathways of care in Edenbridge, working with the GPs and community teams and in partnership with local people. This post will support embedding the new clinical model, while identifying learning that can be applied across all our services to improve the patient experience. This post will be in place for 12 months, commencing September 2023.

### **Social Value coordinator**

The aim of this post is to optimise the local community response and infrastructure to support the health and wellbeing of local people. The coordinator will reach out to work with community groups, developing support networks and linking in with health and wellbeing provision, including NHS health checks and other One You services.

### **Meet and Greet**

Administration staff will be part of a rota to provide a meet and greet service for users of the health centre to make people are signposted to the right person and zone. They will be instrumental in flow management and act as a point of contact for patients and visitors entering the site. They will have a range of key tasks that may include:

- Greet and welcome patients and visitors
- Ensuring infection prevention and control guidance is being followed, such as using hand gel or face masks
- Providing clear and accurate directional information and escorting if necessary
- Supporting people to register their attendance
- Distributing patient leaflets
- Ensure public facing signage and communication in regards waiting times is updated
- Working with the site team to promote positive patient experience.

### **Edenbridge Voluntary Transport Service**

Significant feedback has been received on the transport challenges in the area, both from the residents and staff.

We are working in collaboration with the Edenbridge Voluntary Transport Service to contract with them on providing a bespoke transport service. We are actively working with the service on a recruitment campaign so they can provide support to people who have difficulty finding transport to Doctors' Surgery or clinic appointments. They are a registered charity independent of the NHS relying on donations from passengers and others to keep our service running. We are aiming to develop the transport offer in preparation for the new centre's opening.

## **SERVICES DELIVERED**

### **GP surgery**

The new GP surgery will continue to offer face-to-face, phone and video appointments for patients, giving the patient the choice of how they want to access their doctor or practice nurse. The existing services, including phlebotomy and dispensary, will continue.

The practice will have sufficient capacity with 11 consultation rooms, 2 nurse consultation rooms and a treatment room. This additional capacity will provide opportunities for more clinical services for example: management of chronic diseases, antenatal care, children's immunisations, health and wellbeing support, memory and dementia support, to name a few.

The GP surgery has already introduced an online e-consult consultation service, a range of services that already can be accessed online via Patient Access and a new online booking system in the final stages of planning, as set out above.

## Same day urgent care (change in provision)

Due to staffing challenges, we have needed to close the minor injury unit at the hospital for periods of times during the past year. Minor injury units (MIUs) and x-ray departments are staffed by emergency nurse practitioners and radiographers and there is a national shortage of these highly-skilled professionals. Units with higher activity and a wider range of services are more attractive to staff and small satellite units are difficult to recruit to.

There is no proposal to have x-ray facilities in the new Edenbridge Memorial Medical Centre. X-ray facilities are not available, nor have they been available at Edenbridge Hospital for last three-and-a-half years.

We have investigated how we could deliver urgent care services differently in Edenbridge.

Instead of an MIU with x-ray, we could provide a minor injury service complementing the GP services, from Monday to Friday, 8am to 6pm.

This model is being piloted in the GP practice to explore the viability of the service being taken over by the practice. The existing Advanced Clinical Practitioner (ACP) from the minor injury unit saw patients with minor injuries. Patients with minor ailments were signposted to more appropriate services such as a GP, nurse practitioner, physician associate, clinical pharmacist, or services outside the practice, such as community pharmacy.

As of 8 September, 2023, the service had seen 109 patients, an average of 7.25 per day, compared with a historical range of nine to fifteen in the MIU provided in the hospital (numbers in recent months, however, were significantly reduced due to the regular closing of the service). 79 per cent were patients registered with Edenbridge Medical Practice and 21 per cent were registered elsewhere. Nine patients (eight per cent) had to be redirected to services with x-ray following an initial assessment within the minor injuries service. Seven patients (six per cent) had to be re-directed to other facilities – other than x-ray – including the Emergency Department or specialist services such as emergency hand surgery, due to the nature of injuries requiring specialist assessment and treatment.

86 per cent of patients were managed exclusively within the minor injuries service, these are patients who would otherwise may have presented to other parts of the urgent care system. 98 per cent of patients seen reported that their experience of using the service was “good” or “excellent” and 100 per cent said they would recommend the service to others.

The service has been more stable since being provided as a joint venture and has only closed on two consecutive days due to last-minute staff sickness. If the service comes under the practice’s remit, it is the intention to invest in additional training for existing Edenbridge Medical Practice clinicians to ensure there is a greater depth of skill mix and avoid the risk of closure due to staff shortage.

The pilot is now being fully evaluated with the intention to agree with the Kent and Medway Integrated Care Board (ICB) that a minor injury service to meet the urgent health needs of the local population will be provided through the GP practice. Discussions have begun between KCHFT, Edenbridge Medical Practice and the ICB to establish the desired level of service, operating hours and a viable financial model to allow minor injuries provision to continue in Edenbridge. In the meantime, in order to maintain continuity and some resilience of the service the joint venture will continue to run from the GP practice.

## COMMUNITY SERVICES

### Frailty and Proactive Care, including West Kent Enhanced Home with Support

The Edenbridge Frailty and Proactive Care model will provide an integrated service to the local community, delivering the best possible treatment and outcome following holistic clinical assessment, diagnosis and treatment. The purpose of the service is to keep people living with frailty well and living

at home. The aim is to provide the right care, at the time when it is needed. An ambition is to recognise people who may be becoming frailer, help them to manage this as far as possible and help those people and their families/carers to plan for the future.

The Frailty service, utilising the resources and dedicated clinical space within the health centre, would be operational across all 7 days of the week, providing planning and advanced care planning to support people when their needs change or when a crisis occurs, and enabling early supported discharge from acute and community hospitals.

The service will work in collaboration with the Wellbeing Day Centre; with support from community multidisciplinary teams (including Complex Care, Home Treatment, Rapid Response and Rehabilitation services); and work closely with GPs Primary Care, Integrated Community Teams and Social Services. The development of the model would provide increased resources to build resilience into established services and to enable flexibility and responsiveness.

The service will support older people who are frail to support better diagnosis and management.

Specific deliverables will be the provision of:

- Rapid and proactive assessment including advanced care planning
- Continence service
- Falls prevention service
- Frailty – a rapid assessment and care planning service for vulnerable, older people
- Care at home preventing hospital admission

### **Health and wellbeing services**

Providing a one stop shop wraparound team the service will support people who have social, health or wellbeing needs. This will be part of the One You Service supported by Sevenoaks Borough Council.

One You advisors work with people for up to one year to support them to make meaningful changes to your lifestyle, including:

- Eating healthily and losing weight
- Getting more exercise
- Drinking less alcohol
- Having a better mental wellbeing
- Falls prevention education/classes.

The provision will link with existing community groups and activities including those delivered at the Eden Centre to optimise a range of options for a person to support their health and wellbeing.

### **Frequent service user**

A Service to help people who have been contacting their GP surgery or visiting A&E more frequently over the past few months. The services can help identify concerns and aims to find solutions to help people to stay well and become less reliant on urgent care services. The person will receive intensive support usually 1:1 for approximately 0-3 months then gradually working to 'maintenance' status. 1:1 activity normally is undertaken in the home or agreed suitable place e.g. café, wellbeing day centre or other location.

### **Outpatients**

Outpatients has a range of existing clinics provided by KCHFT services, MTW and Sussex Dermatology. These clinics will transfer to the new centre. Clinics are scheduled over a five-week period with further capacity to grow.

We are working with acute providers as it is hoped that additional clinics will be able to be provided to meet local needs such as diabetes clinics that work collaboratively with the wellbeing service, frailty team and GP to optimise outcomes and support for people to management their long-term condition.

There is additional provision that will provide:

- up to two clinics per week for children's therapies for children with additional needs, reducing the need for 200 families to travel out of Edenbridge each year
- newborn clinics provided locally
- school-aged vaccination catch-up clinics for those who have missed vaccines at school
- three wound clinics per week, including weekend provision.

## Wellbeing Day Centre

The centre will provide a broad range of holistic services to support the health and wellbeing of people in the local community especially those with dementia or who are frail.

The model of care will support people of all ages to live well with their health conditions, focussing upon health and social care interventions to promote and enable prevention, self-management, and health optimisation. This will be achieved by a focus on social interaction and activity with comprehensive basic health assessment to support management of long-term conditions or specialist advice. Wellbeing advice will support frailty or those with a diagnosis of dementia, to promote optimisation and reduce deconditioning.

The centre will expand to six operational days including Saturday. Whilst the focus will be to support people with dementia it would also be used for:

- frailty short term intervention for on-going assessment, monitoring, education and treatment
- Wellbeing and lifestyle sessions including groups and educational sessions including frequent service user
- Support with signposting, education, carers assessments and crisis avoidance
- Therapy rehabilitation including equipment assessment and provision

Following feedback and concerns raised, in order to support health needs including mobility and continence issues the staff ratio has been increased with the following staff ratio in place:

- Non-complex days: maximum 12 people: 4 staff
- Complex days: maximum 8 people: 5 staff
- In addition, support is available from the floating HCA within outpatients, the therapist for part of the day and the clinical lead

## Voluntary transport services

Working in collaboration with the NHS the Edenbridge Voluntary Transport Service the intention is to support people who have difficulty finding transport to Doctors' Surgery or clinic appointments. They are a registered charity independent of the NHS relying on donations from passengers and others to keep our service running. However, the NHS will be contracting the service to support the wellbeing centre, wound centre and proactive frailty service to support people's regular attendance at these services and who live within a 10-mile range of the health centre. The NHS will provide administration support to aid the planning and booking of planned appointments for specific people who would normally rely on other NHS transport services. The Edenbridge Voluntary Transport Service will have an office within the health centre.

Providing this necessary transport where needed provided by the Edenbridge Voluntary Transport Services with the ambition that a regular voluntary driver supports the same person on a regular basis will allow consistency of support and the benefits that they will be able to identify changes in a person's condition outside of the day centre e.g. mobility, ability to cope at home. Transport will be

book and planned in advanced supported by a dedicated administrator who will support liaison with the drivers.

### **Wound Care Centre**

The Wound Centre will be a nurse-led unit comprising registered and unregistered nurses whose role will be to undertake key wound management interventions and identify required outcomes for individual patients in order to promote and drive a high-quality outcomes and healing.

Care pathways and treatment plans will be used to facilitate complex wound healing that are flexible to ensure any care is tailored to individual patient requirements leading to improved patient outcomes and satisfaction.

The centre will have direct access to tissue viability specialists one day a week who will support complex wound management and provide clinical oversight and supervision for staff.

50 per cent of the activity of the MIU has been repeat wound dressings, that would be better managed through the wound clinic and will free up specialist capacity to increase same day urgent care provision.

### **Other facilities**

A small catering facility will provide hot food and drinks to the wellbeing centre plus serve staff and the public. There is a potential to develop a weekend service but that would need to be self-funding and could link with voluntary sector, league of friends or community groups.

People attending the wellbeing day centre morning session will be offered a lunch with a small contribution to the cost of the meal. Given the risk of handling money the service will be a non-cash provision taking electronic payments.

## **Next steps**

The clinical model is being implemented to allow a transition from the existing sites to the new centre. A detailed transfer plan has been developed and we look forward to opening the centre on 27 November.

The provision of a future same day urgent care (MIU) offer is to be finalised with the ICB and hopes to build on the successful pilot that has been running during August and September.

The feedback from the listening events is being used to develop the clinical model for the centre and will be shared with Edenbridge residents at a meeting on Saturday, 7 October at the WI Hall. more information and how to book is online: [www.kentcht.nhs.uk/EdenbridgeFuture](http://www.kentcht.nhs.uk/EdenbridgeFuture)

## **Further update**

The partners in this project are:

- Kent Community Health NHS Foundation Trust
- Edenbridge Medical Practice
- Kent and Medway Integrated Care Board.
- Sevenoaks District Council (Community Infrastructure Levi funding).

## Appendix

Appendix 1 – Edenbridge listening events engagement report

Appendix 2 – EMHC Clinical model