

ROYAL TUNBRIDGE WELLS TOWN FORUM

Minutes of Meeting dated Thursday 27 May 2010

Present:

Daniel Bech (Telephone House Neighbours' Association), Michael Doyle (Hawkenbury Village Association), Jane Fenwick (Calverley Park Association), Maggie Fraser (Tunbridge Wells Over Fifties' Forum), John Goodfellow (Banner Farm Residents' Association), Peter Perry (Calverley Park Crescent Freeholders' Association), Christopher Thomas (The Chairman of the Town Forum and The Goodwins No's 1 & 2 Residents' Company/Woodbury Close Residents' Association), Mary Wardrop (Hawkenbury Village Association and Chair of Sherborne Close), Philip Whitbourn (Beulah Road Residents' Association), David Morris (Rusthall Village Association), Altan Omer (Benhall Mill Road Land Association), George Lawson (Inner London Road Residents' Association), George Carey (Access Groups Disability), Ian Naismith (Hanover & Rock Villa Association), John Higgs (Hanover & Rock Villa Association)

RTW Ward Councillors: Mrs Catherine Mayhew (Park), Mrs Tracy Moore (St John's), Ronen Basu (Culverden), Peter Crawford (Broadwater), John Miller (Culverden) and Frank Williams (Sherwood)

Others in attendance: Roy Bullock (Leader of the Council), Emma Hanson (Joint Commissioner, Dementia Services, KCC), Alan Hewett, (Maidstone & Tunbridge Wells Trust), Debbie Stock (West Kent PCT) Graham Goddard (Hospital Development Director, TW NHS Trust), Mr Victor Bethell (Chair, Skinners, 6 Roads Residents Association), Sarah Brown (Observer from Tonbridge & Malling Access Group) and Sue French (Committee Administrator) and Mike McGearry (Democratic Services Manager)

1. Apologies

Betsey Dix,(Calverley Park Crescent Freeholders' Association), David Neve, Zoe Jangaard (Trustee of TN2, Sherwood), David Webster (Clarence Road Users Association), Kate Sergeant (Clarence Road Users Association and Transition Tunbridge Wells?) Michael Holman (Tunbridge Wells Twinning & Friendship Association) Chris Woodward Federation of Small Businesses

(Christopher Thomas in the Chair for the duration of the meeting.)

2. Membership Changes

New members –

- Alastair Tod, representative of RTW Civic Society has been replaced by Mr Andrew Bridge
- Simon Smith, representative of Inner London Road Residents' Association, has been replaced by Alison Finlay.

Christopher Thomas welcomed new member Mr Victor Bethell, Chairman of Skinners 6 Roads Residents Association to the Forum.

3. Minutes of Last Meeting Dated 22 April 2010

The minutes were agreed.

Matters Arising: None.

Actions from Previous Minutes

On-going Action

Actions Outstanding from the Meeting dated 25 February 2010

25 February - Councillor Crawford gave an update to the Forum and stated that he had contacted Greg Clark regarding wheel clamping in the Ramslye area. It was also brought to his notice that Coronation Street and Meadow Road car park had insufficient signage which was causing confusion as to where the legal boundary of TWBC lay? He went on to say he was still looking into the matter which would be resolved in due course.

Action: Councillor Mayhew to investigate the boundary issues in Meadow Road.

Subsequently further to the meeting, Christopher Thomas received this email below from Councillor Frank Williams;

Dear Chris,

By coincidence I looked at the road today to see the markers allegedly there to delineate the boundary. There is a row of metal studs which I assume are the markers, but what caught my attention was the Police Car. Two policemen were informing residents that they could park on the right hand side (facing North) as it was Council property if they got a parking permit. The resident I spoke with said the Police told him it costs £25 which would be a lot cheaper than the parking permit he got from his landlord which costs him £250 a year, i.e. £5 per week to park on either side.

I was in the area counting spaces in car parks by the way. On floors 7,8 9 and 10 of Meadow Road there were a total of 3 cars and 188 spaces, so I don't understand why people would want to park in the parade anyway as there is a decent public park next door which has lots of space.

To save £1?

With best wishes,

Frank

Actions Outstanding from the Meeting dated 22 April 2010

The Chairman of the Town Forum, Christopher Thomas, to liaise with the Council's Chief Executive and the Chairman of the Royal Tunbridge Wells Regeneration Company, to seek clarification on the Company's suggested proposals and to obtain a copy of the Feasibility Study that has been compiled. Christopher Thomas explained that his internet connection was not working today but he could confirm he did respond.

Subsequently further to the meeting, Christopher Thomas received this email below from Jonathan MacDonald, Director of Regeneration and Sustainability Tunbridge Wells Borough Council;

Chris,

I refer to our recent conversation in which you requested information in relation to the Town Hall/regeneration plans. I understand that this is needed to feedback at the Town Forum meeting this evening.

The Tunbridge Wells Regeneration Company is continuing to undertake viability/options work in relation to the Civic Centre site. The project still represents very much "work in progress" and has looked/is looking at potential appropriate uses for this important location within the Town Centre. Other complementary work which is being conducted relates to an assessment of the relative cost/values of any future scheme.

From the Council's perspective, it is important to reiterate that whilst the Civic Site does indeed form part of the TW Regeneration Co remit, no decisions have been made. Any proposal which comes forward in the future will require the company to proceed through the normal town planning process. I trust this information is helpful.

Kind Regards

Jonathan MacDonald
Director of Regeneration and Sustainability
Tunbridge Wells Borough Council
Town Hall
Royal Tunbridge Wells
Kent TN1 1RS

4. Reports from Councillors

Councillor Mrs Moore informed the Forum that there are meetings to be held in June to discuss the future development and tourism of the town, she went on to encourage Members to put forward their views and ideas to the town regeneration plan. The Transport Strategy and the future of the Town Hall are amongst the topics up for discussion.

Dates and venues are as follows: 16 June Sainsburys', 18 June Gateway, 19 June Royal Victorian Place.

Councillor Basu distributed flyers advertising 'Royal Tunbridge Wells in Bloom'. He went on to explain that the aim is to make our town look attractive with the aid of street flower baskets, cleaning up roundabouts, replanting containers. Schools, businesses and residents are being encouraged to volunteer/donate/sponsor flowers and enter various competitions. Daniel Bech also reported that press coverage has been encouraged in conjunction with the Town Forum. He suggested sponsorship from the Town Forum by purchasing a trough with a contribution of £10 per member. Some members donated £10 towards this cause.

5. New Pembury Hospital – Graham Goddard, Hospital Development Director, Maidstone & Tunbridge Wells; Debbie Stock, Strategic Commissioning Manager for West Kent PCT; Ashley Scarf, West Kent PCT, Emma Hanson, Joint Commissioner Dementia Services, Kent County Council

Debbie Stock, Strategic Commissioning Manager for West Kent PCT

Debbie Stock reported to the Forum that a new location for the Dermatology Unit, currently based at Pembury Hospital with the service provided by Medway NHS Trust. It is proposed that the Unit is based in a clinic at Borough Green. This service will now be provided by GP's with Special Interests (GPWSI's). Two GPs in Borough Green have completed training, three GP's in the Lamberhurst and the Sevenoaks areas have also expressed interest. It was reported that there was very little interest from local GPs in the Tunbridge Wells area in taking up training for this purpose. It was discussed via the Forum that services that are outreached have to look at travelling distances/times /carbon footprints/car parking facilities etc.

The Chairman expressed his personal opinion that more emphasis was required on sourcing such specialists as current intended provision was inadequate.

Action: Debbie Stock to look at possible sourcing/funding to encourage more interest in training up specialists for the Tunbridge Wells area.

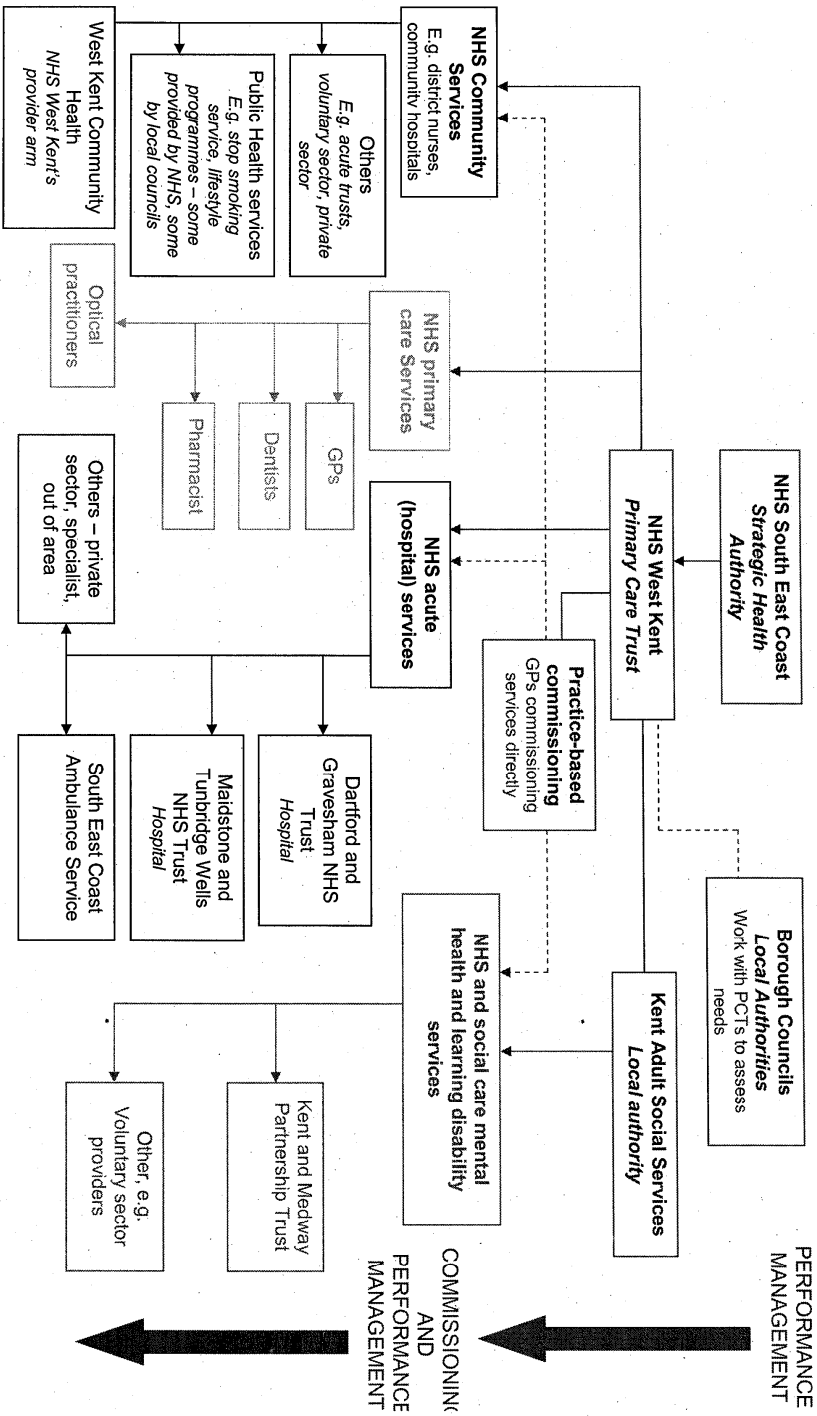
Graham Goddard, Hospital Development Director, Maidstone & Tunbridge Wells NHS Trust

George Carey reported to the Forum, that the neurological rehab unit has moved from Pembury to K & S but did not appear to be in the new Pembury hospital plan.

Action: Graham Goddard advised that the provision of this service is currently being reviewed and that he would report back to the Forum on any decision regarding the future of this service. Graham Goddard explained a number of departments have not been provided at the new hospital in response to PCT commissioning intentions which indicated that these services should be provided in a community setting. This list has been previously discussed and examples such as the Renal Unit have moved to a location within Tunbridge Wells. In September the Diabetes Centre will also relocate to this new location along St Johns. It was explained that Pembury hospital was a District General Hospital rather than a specialist unit. He gave an update on the construction which was going very well and is currently undergoing commissioning and handover inspections by the Contractor. Phase 1A which is 40% of the hospital, will house the women and children's service is 3 months ahead of schedule. These services are planned to move in January 2011. Phase 1B is 6 months ahead of schedule, although it is hoped Phase 1B will be made available early to enable familiarisation and emergency planning exercises such as evacuation to be rehearsed before patients are moved in.

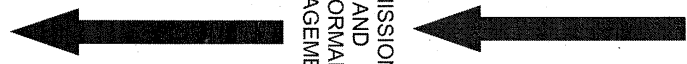
Graham Goddard discussed with the Forum an organisation chart (*illustrated on the next page of this document*) which explained how the NHS works in West Kent.

How the NHS works in West Kent



PERFORMANCE MANAGEMENT

COMMISSIONING AND PERFORMANCE MANAGEMENT



The NHS in West Kent

The NHS in West Kent is a wide-ranging network of services all designed to fit together for one aim - to offer the people of West Kent the best possible health. Rather than being a single organisation, it is a family consisting of NHS, local authority, private sector and voluntary sector providers as well as contractors such as dentists, GPs and optical practitioners.

NHS South East Coast - Strategic Health Authority

NHS South East Coast aims to make sure the health services across the whole South East are running well. They also make plans for better health services in the region. They monitor and manage PCTs to make sure they are performing as well as they need to – this process is known as ‘performance management’. PCTs also performance-manage the providers that they commission services from.

Commissioning Organisations

NHS West Kent – Primary Care Trust

NHS West Kent selects the best providers for each part of the service, then oversees and works in partnership with them to get the best from the skills and experience they share. At the same time we work together to mitigate the ever-changing challenges the NHS faces. We drive the providers we commission to improve, and learn from their own experiences and those of other providers. We work with other PCTs to create a more seamless service, benefit from economies of scale and develop regional networks where services are better designed covering a larger area.

Some services are also commissioned by one PCT to cover a larger area, on behalf of the other PCTs in that area. NHS West Kent, for example, ‘hosts’ commissioning for ambulance services in Kent, and specialist commissioning for the whole South East.

Practice-based commissioning

GPs are increasingly commissioning services directly, putting their detailed knowledge of the needs of the patients they serve to good use. NHS West Kent gives frontline clinicians the support and resources to become more involved in commissioning decisions based on their greater knowledge and experience of the community they serve. There are seven PBC ‘clusters’ of GP practices, each covering an area of West Kent. Most practices in West Kent are now part of Practice-Based Commissioning.

Local Authorities

Borough Councils help us assess our population's needs by collaborating with us on the detailed research we carry out to help us know what services we need. We also work with Kent County Council's social services to jointly commission services, for example where health and social care needs are closely aligned.

Healthcare providers

NHS healthcare is provided by a multitude of different organisations and individuals. It is the PCT's role to determine the health needs of the population and commission healthcare providers to meet those needs. A large part of this care is provided by NHS trusts. These are large organisations running hospitals, mental health and learning disability, and ambulance services.

There are also a large number of contractors, and private and voluntary sector organisations providing NHS services even though these are not strictly run by the NHS. These include GPs and dentists which are privately owned services covered by contracts to provide NHS services.

Acute Trusts

These organisations provide services mainly in hospitals. Acute services cover elective care and emergency care. Elective care means planned specialist medical care or surgery, usually following referral from a primary or community health professional such as a GP. Emergency vehicles are provided by the NHS ambulance services trusts.

NHS West Kent mainly commissions acute services from two trusts, Maidstone and Tunbridge Wells NHS Trust and Dartford and Gravesham NHS Trust, which manage four acute hospitals in West Kent.

Services are also commissioned from private sector providers in some cases, and in cases where very specialist care is needed, this can be commissioned from organizations in London or elsewhere.

Mental health trusts

NHS mental health services trusts provide mental health and learning disability services and are overseen by the local PCT. In Kent and Medway, NHS Medway hosts mental health commissioning, and NHS West Kent works closely with NHS Medway to ensure the needs of people in West Kent are met.

Local Authorities

NHS West Kent commissions some local authorities to provide public health services, aimed at helping people change their lifestyle – for example, by eating more healthily or being more physically active.

Primary care contractors

Individuals or small businesses that hold contracts to provide NHS services include GPs, dentists, pharmacists and optical practitioners. PCTs manage these contracts at a local level, and will sometimes look for new contractors in areas where cover is less good. Recently, NHS West Kent introduced a number of new dental contracts leading to several new dental surgeries being opened.

Voluntary sector

NHS West Kent commissions some services from voluntary sector organisations such as the Alzheimer's Society, where these organisations' unique experience and contact with particular groups is appropriate. This includes services that support carers, or provide crisis support for people with dementia, for example.

Graham Goddard went onto to discuss car parking, including car parking for the disabled and disabled access. There are currently 1200 spaces 250 for the public, 950 allocated to staff. Graham Goddard explained that the Trust is currently developing plans to increase the public parking to 350. This would be subject to planning permission and funding being identified. The Forum all agreed that this is still inadequate for the amount of visitors/outpatients using the hospital.

Following a question from the Forum, Graham Goddard confirmed that the new hospital will use a 'take ticket and pay on foot' system. This system enables visitors to pay for the time they are at the hospital rather than a set time charge.

A free staff bus scheme was suggested by Christopher Thomas, Graham Goddard advised that the Trust currently run a mini bus between K & S and Pembury hospital and that he was not aware of any plans to change these arrangements – but would keep the Forum informed. Staff accommodation has been suggested on the K & S site with a possible shuttle bus. Michael Doyle asked whether a shuttle bus could be extended to collect patients/visitors from Tunbridge Wells' station and take them to the hospital? This is a possible future discussion with Arriva. Taxi drop off zones will also be on the new site. Jane Fenwick asked if there will be a 'free phone point' to order taxis'. It is unknown at the moment whether a free phone point will be installed.

Councillor Bullock informed members that TWBC was working very closely with Graham Goddard and the PCT regarding transport issues and were going to encourage where possible cycling, walking and public transport to get to the hospital.

There was some confusion between the term Acute General Hospital and District General Hospital. Graham Goddard was unable to clarify the position.

The location of the Neuro Rehab ward currently at the K & S was raised. Graham Goddard advised that at present he was unaware of the new location.

Action: Graham Goddard to find out if the hospital is to be named 'Acute' or General.

Action: Graham Goddard to investigate whereabouts of neurological unit in new hospital.

Actions Outstanding from the Meeting dated 26 November 2009

- 4.1 Graham Goddard to contact the Ambulance Service for clarification on their reorganisation proposals for a 'make ready' centre. Graham Goddard reported that he had made contact with South East Ambulance service but was still waiting for a response.
- **Action:** Graham Goddard to make contact again with the service with a view to inviting a spokesperson to the next meeting.

Post meeting note SECAMB has issued consultation document which has been forwarded to Christopher Thomas

Subsequently further to the meeting, Christopher Thomas received this flyer below from Graham Goddard Hospital Development Director, Maidstone and Tunbridge Wells NHS Trust.



Shaping the future of your ambulance service



**Your chance to
find out more
about your NHS
ambulance service
and help us plan
for the future**

Please join us at one of our events

Medway – Monday 14 June – The Corn Exchange, Rochester
East Sussex – Tuesday 15 June – Uckfield Civic Centre
Brighton and Hove – Friday 18 June – Brighthelm Centre, Brighton
Kent – Thursday 24 June – Folkestone Race Course
West Sussex – Wednesday 30 June – Martlets Hall, Burgess Hill
Surrey – Thursday 8 July – The Hilton, Cobham

**Each day (10am – 4pm) will include
an address from our Executive Team, panel questions to
our Directors and senior managers, group discussions
and an exhibition of local services**

**Contact shapingthefuture@secamb.nhs.uk
or phone 01273 897 840 for more information
and to book your free place**

Alan Hewett – MTW

There has been a successful Kickstart bid for an improved bus service on routes 6 & 7 which operates between Tunbridge Wells and Maidstone. The bid, supported by KCC, TWBC, MTW and Arriva will double the frequency on both these routes to a half hourly service. The Trust is in discussions with Arriva regarding the issue of whether Pembury could be included within the Tunbridge Wells area ticketing zone. No decision had so far been forthcoming on this. Alan Hewett explained that there had been staff changes at Arriva, which may be responsible for the delay but it was hoped the issue would be resolved in the near future, (a representative from Arriva was invited to speak at the meeting but did not attend).

The bus stop at the new hospital will have a Realtime automated information system. Using GPS tracking within the buses, this will provide passengers with accurate arrival times for bus services. George Carey distributed a letter which highlighted suggested bus routes covering Sevenoaks, Crowborough, Tunbridge Wells and Maidstone areas and asked if this would be a viable option. Alan Hewett agreed that he would look into this and would update the Town Forum when these had been evaluated. It was explained that the Trust were looking to concentrate any bus provision on routes that would benefit the maximum number of public transport users in order to ensure efficient and effective use of any investment.

He would look into this and would update the Town Forum when these had been evaluated. It was explained that the Trust were looking to concentrate any bus provision on routes that would benefit the maximum number of public transport users in order to ensure efficient and effective use of any investment.

Action: That Alan Hewitt reports back to the Town Forum updates on bus provision for the new hospital

Emma Hanson, Joint Commissioner, Dementia Services, KCC.

Emma Hanson distributed flyers regarding a new Kent & Medway 24 hour Dementia helpline service which provides information and emotional support for patients and their carers. She explained that Leedham ward closed in mid May and all in-patients were either transferred to other MH units or had care at home. Christopher Thomas asked if the funding was adequate to provide this service at home. She explained that there is now more investing in community based initiatives. The Trust want to treat patients in their own homes which the aid of 'Crisis Resolution' teams, they feel this is a better environment to recover in, which in turn would help to cut costs. Routine follow-up appointments can be done in the community. There will still be MHT in-patient facilities in Dartford and Maidstone hospital.

£250k has been allocated for Care in the Community funding for this year. Tunbridge Wells' area for this year is £46k, £60k in Tonbridge, £94k for Maidstone area.

6. Reports from Champions/Vision Committee

Michael Doyle expressed his concern regarding the future of the Town Hall and civic complex and agreement with George Lawson's report. .

AGREED: That the 24 June 2010 Town Forum meeting be dedicated to the Town Hall and civic building/relocation and that other organisations and all town centre councillors attend this meeting.

7. Any Other Business

Christopher Thomas invited Victor Bethell to introduce himself to the Forum. He is from 'The Skinners 6 Roads Residents Association'. The Association was formed last September meeting 4 times a year. It was formed partly to maintain dialogue between the residents and the school, it is open to all residents of the 6 roads that border Skinners' school. The school also has a representative on the committee. Daniel Bech would like to hear from the Association regarding any 'grot spots' in the area.

Michael Doyle commented on how pleased he was to see so many Councillors attending the meeting tonight.

Councillor Frank Williams told the Forum that Gateway received their 100,000th visitor yesterday.

The Mela is on Sunday 18th July from midday onwards, free admission and all are welcome at the Calverley Grounds. The Museum is running a concurrent display on the upper field again (i.e. on the old Bowling Green).

8. Dates of next meetings of the Town Forum

2010

- 24 June 2010 at 6.30pm – Town Hall and Civic Complex
- 29 July 2010 at 6.30pm
- 30 September 2010 at 6.30pm
- 28 October 2010 at 6.30pm
- 25 November 2010 at 6.30pm
- 16 December 2010 meeting – provisional,
there is a possibility of holding this meeting in a different venue and at a different time.

2011

- 27 January 2011 at 6.30pm
- 24 February 2011 at 6.30pm
- 31 March 2011 at 6.30pm
- 28 April 2011 at 6.30pm
- 26 May 2011 at 6.30pm
- 30 June 2011 at 6.30pm
- 28 July 2011 at 6.30pm
- August – no meeting
- 29 September 2011 at 6.30pm
- 27 October 2011 at 6.30pm
- 24 November 2011 at 6.30pm
- 15 December 2011 at 6.30pm

24 June 2010 is the next full Town Forum - Any reports/short papers to be emailed/posted to Sue French by no later than 10am on Friday 11 June 2010.

The meeting closed at 8.30pm.