

**Issues Arising Since the Last Meeting on 11 Sept 2018  
Updated 8 January 2019**

Issue Arising	Action taken
<p><b>“The Big Conversation”</b> A sixth Bulletin supplied by the East Berkshire CCG</p>	<p>The sixth Bulletin was circulated to Members, Substitute Members and Co-opted members of the Adult Social Care Health and Housing Overview and Scrutiny Panel on 8 January 2019 by Kirstine Berry, Governance and Scrutiny Co-ordinator.</p> <p>The Bulletin is the sixth in a series about conversations the East Berkshire Clinical Commissioning Group (CCG) is having with local people, providers of urgent care and stakeholders about what matters to people if they have an urgent health need or concern.</p> <p>The sixth Bulletin looks at the current position of the conversations the CCG have been having with local people and outlines how the options for the future of urgent care can be developed.</p> <p>During the ‘Big Conversation’ people told them that the healthcare system was too confusing. They heard that there are too many points of entry. Analysis of patient use of urgent and emergency care services showed them that children are being taken to urgent care centres or the Emergency Department when they could be seen in an out-of-hospital setting that is more appropriate to their clinical need.</p> <p>People asked for more information about accessing the most appropriate urgent NHS service. They have created a simple guide to help people work out the best place to get advice or treatment when they are unwell. This guide supports the national NHS campaign ‘Help Us, Help You - Stay Well this Winter’.</p> <p>They have had a big local push to reach residents with printed copies available at GP practices, A&amp;E, urgent care centres and pharmacies. They have also focussed on getting the message out to parents via social media; publishing the guide in the Primary Times magazine and sending copies</p>

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	to children's centres, libraries, schools and to health visiting teams so they can put it inside red books.