

**Written evidence submitted by Ms Jacqueline Hotchkiss Cross and Mr Conor Ogilvie Davidson  
(PHS0094)**

**A Health and Care model delivered from the heart of a community**

I would like the Committee to explore a possible option that could assist answering to the problems of the NHS in the long term. The following case deserves attention to help address the challenges currently facing the health and care system. The case outlined would benefit from scrutiny being its an attempt to think outside the box to assist the next five-year plan. Action needs to be taken in this area to help with measures such as

- Wider actions on prevention to help people stay healthy and moderate demand on the NHS
- Improving out-of-hospital care, supporting primary medical and community health services
- More proactive and preventative approach to reduce the long-term impact for people experiencing mental health problems
- A service model in which patients get more options, better support, and properly joined-up care at the right time in the optimal care setting
- Support older people through more personalised care and stronger community and primary care services
- Deliver services from the heart of a community

I have worked in the NHS for many years in both the acute and community setting, mainly as a specialist nurse. Alongside this I hold a community role and am involved in a very exciting project. I aim to tell you more here. It's called the Glastonbury Town deal [Homepage | The Glastonbury Town Deal Website](#) and set to bring £23.6 million investment into the town, representing a once-in-a-generation opportunity.

I am a board member and have a lead role on the development of the St Dunstan's Community Health and Wellbeing Centre. [St Dunstan's Community and Wellbeing Centre | The Glastonbury Town Deal Website](#) I work closely alongside the project leader, Glastonbury Town Clerk, and we really do believe we have the potential to be a great model for integration right in the heart of the community, one that can assist answering to the problems of the NHS in the long term.

We are trying to think outside the box and integrate as far and wide as possible into our community and services. We know integrated care is about giving people the support they need, joined up across local councils, the NHS, and other partners. St Dunstan's H&W Centre has the potential to remove traditional divisions between hospitals and family doctors, between physical and mental health, and between NHS, council, and other services. We know the deliverables from Dunstan's House is a couple of years away from being up and running but we have still gone ahead to test demand in the existing Town Hall rooms. Classes/sessions taking place so far include healthy living, pain programme, signposting, healthy eating, social prescribing, menopause, dementia, art, and yoga. These have been well received with some classes already at full capacity. We have held numerous public drop-in sessions and gained some great ideas from our community. Ideas coming forward include, Anticipatory Care Planning, PCSP, green prescriptions, falls assessment balance and safety classes, GP group consultations, frailty assessment, pre and post op hip re/habilitation, leg ulcer clinic, care for carers, and dementia day care. Hopefully this gives you a flavour of how far and wide we can think.

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