**NHS Swindon Clinical Commissioning Group**

**Patient and Public Engagement Forum: Quarterly business meeting**

**Date:** 27 February 2020

**Time:** 12.30pm

**Location:** Boardroom, Pierre Simonet Building

**Attendees:**

|  |  |  |
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| **Present:** | | |
| **Name** | **Initial** | **Job title** |
| Paul Byrnes | PB | Lay Member (PPE), Swindon CCG - Chair |
| Ruth Atkins | RA | Head of Communications and Engagement, Swindon CCG |
| Chris Woodward | CW | Public Health Programme Manager, Swindon Borough Council |
| Susanna Jones | SJ | Chief Executive, Swindon Carers Centre |
| Steve Barnes | SB | Member of the public |
| Harry Dale | HD | Healthwatch Swindon volunteer |
| Mike Bowen | MB | Member of the public |
| SH | SH | Member of the Public |
| Enid Worman | EW | Member of the public |
| Roy Worman | RW | Member of the public |
| Nazma Bibi Ramruttun | NBR | Member of the public |
| Rosemarie Phillips | RP | Member of the public, Great Western Hospital governor, committee member of Priory Road Patient Participation Group, Let’s Hear in Swindon and Swindon Seniors Forum |
| Moya Pinson | MP | Member of the public |
| Joe Backshell | JB | Member of the public |
| Holly Barrand | HB | Member of Lawns Practice and Wyvern PPG |
| Norma Thompson | NT | Member of the public |
| Siddharth D Patel | SP | Chairman of Hindu Samaj Swindon |
| Michelle Lloyd | ML | Parent representative, Swindon SEND Families Voice |
| David Freeman | DF | Interim Chief Operating Office - Swindon |
| Gill May | GM | Director of Nursing and Quality, BSW |
| **Apologies:** | | |
| **Name** | **Initial** | **Job title** |
| Ian James | IJ | Lay members, Swindon CCG |
| Sarah Church | SC | Prospective Parliamentary Candidate for South Swindon |

| **Item No** | **Agenda Item** | **Actions** |
| --- | --- | --- |
| **67/19** | **Welcome and introductions**  PB welcomed members to the meeting and asked for people to introduce themselves for the benefit of those who were attending the Forum for the first time.  PB commented this is the last meeting of the Swindon CCG Patient and Public Engagement Forum in its current format – there are new faces and faces from his time as PPE chair.  Apologies were received from Ian James and Sarah Church.  Noted: Shaun Dix is no longer a member of the forum due new areas of work he is leading on. |  |
| **68/19** | **Declarations of interest**  No declarations of interest were made. |  |
| **69/19** | **Minutes of previous meetings**  Members reviewed the minutes of the meeting held on **Thursday 24 October (Business meeting)** on a page-by-page basis.  CW asked for a correction to be made of the date at end of minutes  The corrections were noted.  The minutes of the meeting held on Thursday 28 November 2019 (Deep Dive meeting) were also reviewed and members agreed it to be an accurate record of the discussions that had taken place. |  |
| **70/19** | **Review of the action log**  All actions raised at previous meetings had been marked as complete, and members were happy for these to be closed. |  |
| **71/19** | **Public questions**  Holly Barrand had submitted a question before the meeting, and this was read out by PB:   **What part Is CCG playing in the Corona Virus situation?**  An answer had been prepared by the CCG and this was also read out by PB:  *The NHS and Public Health England (PHE) are extremely well prepared for outbreaks of new infectious diseases. The NHS has put in place measures to ensure the safety of all patients and NHS staff while also ensuring services are available to the public as normal.*  *As a CCG, we are working extensively with our partners and providers across Bath and North East Somerset, Swindon and Wiltshire to ensure the safety of all patients and staff, while also ensuring services continue as normal. More information can be found here:* [*https://swindonccg.nhs.uk/latest-news/483-latest-advice-and-information-on-coronavirus*](https://swindonccg.nhs.uk/latest-news/483-latest-advice-and-information-on-coronavirus)  The following points were then noted:   * HD – need to re-iterate about people phoning NHS 111 not 101 for health purposes. * SJ - public health is changing daily – important for those working with different groups to share information. * CW – the Swindon and Wiltshire resilience forum pandemic plans are already in place.   GM arrived at this point 13:05  HD had submitted a question before the meeting, and this was read out by PB:  **I would like to know what the CCG feels about the use of currently existing email lists at practices for disseminating information including newsletters to their patients.**  An answer had been prepared by the CCG and this was read out by PB:  *This is a tricky question for the CCG to answer, as it’s essentially up to each individual practice to decide how they choose to communicate with patients.*  *It might be better to ask this at a PPG meeting, or at another forum in which a practice manager might be present.*  HD asked a supplementary question – came from a Healthwatch Swindon PPG forum chairs meeting and said there is lack of consistency and GDPR issues across practices.  SJ responded, the Swindon Carers Centre sends info out. GDPR is ok if you have consent from the individual and a consistent system is needed for info being sent out to patients.  SH added, her had signed up for patient on-line system, but at Moredon Surgery it cannot be used for general communications. SH asked why GP surgeries cannot send emails.  PB responded, there is a lot of good sense in the ability of GP practices and other health organisations to communicate with their patients. PB suggested this is brought back as a deep dive subject for the future. We can look at governance and how it does, does not work. Have a practice manager at the meeting. |  |
| **72/19** | **Closure of the Walk-in Centre at Swindon NHS Health Centre**  GM provided members with an update on what was happening with the Walk-in Centre services. It was heard that:   * A public event had taken place at Sandford House and it allowed for a two-way conversation. * The decision to shut the existing walk-in Centre was made two years ago. It was based on a national direction on urgent treatment centres. Allowing people to be seen, have access to diagnostics and be treated. Having Urgent Treatment Centre (UTC) to A&E department was key. Could divert from A&E to UTC. * Swindon already had an urgent care centre which has now become the UTC. * The staff at the UTC are qualified at a level to prescribe, ask for investigations, see and treat you, or talk to a GP or consultant about you. * Current WiC staff – emergency nurse practitioner (ENP) – they are the group of people needed at the UTC and GWH is in the process of transferring staff going to UTC. * Undertook work to look at the use of Walk in Centre. During period to do with IMH practices had to delay the closure to 31 March 2020. * Last year, members of the CCG and Healthwatch met with people in the WiC and an online survey was carried out. The biggest proportion using it were registered with the two GP practices in the same building. * People are going as its convenient. * People thought they were seeing a GP at the WiC but it’s a nurse led service. * Some people were going there as they could not get a GP appointment. * We’ve been on the radio and through Overview and Scrutiny and media to explain what is happening. * Be-spoke 5 days a week blood service, needle exchange now provided as various other places, visited Carfax and Whalebridge to show them the data, at other practices some receptionists tell people to go to WiC. We are monitoring the impact on GP practices. * Would care – can’t get an appointment at GP practice. Still working on this service from 1/4/2020. Majority of GP practices commissioned to provide this. But not at weekends. * This will not be stopped, and it is an uncomfortable thing to say. * During March we will gradually be reducing the opening hours of the WiC. * DF as COO for Swindon will be the spokesperson from 1/4/2020 and GM will support re patient experience   ML asked if the other services stay there in the building and GM responded yes.  SJ asked if decision was made 2 years ago why was it not communicated earlier. GM responded the first comms went out was in 2018, however, we have learnt a lot  CW left at 13:45  A comment was made about clarity being needed on it is just the WiC service which is closing and not the whole building.  **Action: DF agreed to link with Shaun Dix asking for the draft press release to ensure this is clear.** | **DF** |
| **73/19** | **Risk and performance update**  GM went through the risk register which had not been updated since August 2019. It was not that IMH was then not on the register. GM made the following comments to note:   * There has been an improvement in the diabetes data, however, it remains on the register. * Elective referral to treatment time (RTT) – target of 18 weeks. People (children and adults) waiting for autism and ADHD referrals are now include din the data. * There are still demands on primary care and the development of primary care networks should make a difference. * There is still acute demand and the A&E targets are not being achieved. The demand on SWAST service is the worst ever. * Going forward, the new BSW CCG will look at the collective risks and what can be achieved together.   Discussion took place about the provision of mental health services and PB suggested it could be the topic of a deep dive. |  |
| **74/19** | **The future of patient and public engagement under BSW CCG**  RA provided a summary about the future of the PPE Forum and made it clear that a forum would still be in place for Swindon but its alignment with the other two localities would be looked at.  RA said she would ensure there was a list of the deep dive topics so they can be reviewed for further meetings. |  |
| **75/19** | **CCG Communications and Engagement scorecard**  RA presented the scorecard to the members.  SH said IMH was the worst experience, he could not see that lessons were learnt, and underlying issues still existed with the workforce and culture. PB responded, he respects SH views and experiences. |  |
| **76/19** | **Any other business**  PB thanks RA, GM and IJ for all their dedication and hard work with the Forum. PB added, it has been an honour and pleasure working with everyone – there has been laughter, challenge and tension.  The meeting closed at 2:36 pm |  |