

**Swindon Locality Patient and Public Engagement Forum
Business meeting notes (draft)**

Thursday 2 September 2021 | 1-2:30pm | Virtual meeting via Zoom

Present

Name	Initial	Job title /role
Julian Kirby	JK	Lay Member (PPE) Chair, BSW CCG
Ruth Atkins	RA	Head of Public Engagement and Insights BSW CCG
Ruth Jones	RJ	Quality Manager BSW CCG, BaNES locality
Lee Rockingham	LR	Public Engagement Officer, BSW CCG
Sue Carvell	SC	Consultant with Brunel Federation Group
Nazma Ramruttun	NR	Healthwatch Swindon Volunteer and member of Victoria Cross PPG
Sarah Adams	SA	Swindon SEND Families Voice
Stuart Ilbury	SI	Swindon Carers Service Delivery Manager
Jonathan Sheldrake	JS	Member of the Public
Janice Guy	JG	Jungle Green
Joe Backshell	JB	Vice Chair of Swindon Equality and Access Group / Healthwatch Swindon Volunteer

Apologies:

Name	Initial	Job title /role
Harry Dale	HD	PPG Chair North Swindon / Member Healthwatch Swindon Volunteer / member Primary Care Committee BSW CCG
Susanna Jones	SJ	Chief Executive Officer of Swindon Carers Centre
Ian James	IJ	Member of the public
Roy Worman	RW	Member of the public / Medvivo Group of 50
Siddharth D Patel	SDP	Chairman of Hindu Samaj Swindon
Steve Barnes	SB	Trustee of The Care Forum / Healthwatch Swindon Volunteer Advisory Board / Chair of PPG, Taw Hill, Swindon
Norma Thompson	NT	Chair of Swindon Seniors Forum (SSF) / Healthwatch Swindon Volunteer / Chair of Eldene Surgery Patient Participation Group
Michelle Coleman	MC	Medvivo
Moya Pinson	MP	Healthwatch Swindon Volunteer & member of PPG Forum at Ashington Way Surgery

1.	Welcome, Apologies, Introductions (JK)
	JK opened the meeting, and the group gave their introductions to new members.
2.	Declarations of Interest (JK)
	There were no declarations of interest.
3.	Meeting notes from: 14 July 2021 (for accuracy) (JK)
	JK asked the group if they had any issues or comments following the minutes distributed for the last meeting. No issues or comments were raised, therefore JK signed off the minutes as an accurate record.
4.	Action Log
	<p>JK read through the action log and advised that action three has now been closed. During discussions it was also confirmed that Action nine is now also closed.</p> <p>Full copy of Action Log enclosed within the minutes</p>
5	Public questions (RA)
	<p>RA shared the public questions via her screen and read through those questions.</p> <p>Siddharth D Patel (from the July meeting as they were not received in time)</p> <p>Q: If someone resident in UK has had 1st Covid-19 vaccination abroad while visiting, how can they register to have second dose in the UK, assuming they had a compatible type of vaccination?</p> <p>A: If people are registered with a GP they can use the national booking service. They can also try walk in services where available.</p> <p>Q: The uptake of vaccination in recent weeks is low, why can't CCG allow shorter intervals for people waiting for second dose?</p> <p>A: We can't go below the 8 weeks due to effectiveness of the vaccine, unless clinically appropriate e.g. someone having planned immunosuppressive therapy. The CCG is following national guidance across all of its centres.</p> <p>https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2021/03/C1254-covid-19-vaccination-programme-faqs-on-second-dose-v2.pdf</p> <p>Q: What is being done to increase the uptake of the vaccination amongst younger generation or anti-vaccinators?</p>

A: The CCG does not respond to comments made by anti-vaccinators but provides factual information and signposts to sources of information e.g. <https://bswccg.nhs.uk/news-events/covid-19/covid-19-vaccination>

Action by the CCG:

- Linked with both universities in Bath
- Instagram takeover at the university with Q&A with a pharmacist answering questions
- Working in partnership with the local authorities to reach younger people
- Vaccine bus – example of it in Bath near the Primark store
- Posters on the backs of toilet doors where younger people go
- Use of social media

Jonathan Sheldrake

Q: Why is the Sanford Street centre not accepting 16-17 year olds for vaccination when the other two centres are?

A: There are many requirements to be able to vaccinate under 18s that do not apply to adults, and these are not always

- available in a small setting

Q: Why are there no walk-in pharmacies in Swindon at all, when there are several in Wiltshire?

A: Individual pharmacies decide if they want to and are able to offer Covid vaccinations and it will vary according to date / time / postcode.

Jonathan Sheldrake

Q: The CCG has a van going around bath area giving out test kits, why nothing here (Swindon)?

A: To clarify, it was BaNES Council who are using the van and not the CCG. Swindon Borough Council has definitely been out and about offering test kits to multiple venues – Swindon Pride and the Swindon Town Football Club matches are two examples.

They have also engaged with community settings across Swindon to ensure stocks of test kits are available – e.g. in faith settings, to target communities at higher risk:

- Areas of socio-economic deprivation

- Occupations with high exposure risk
- Areas of high population density
- Men
- Low income households
- People experiencing homelessness and rough sleepers

When the vaccine bus is touring Swindon, they also give test kits to all those attending for vaccination. Also have Home Collection sites around the Borough such as Parishes, libraries, Taxi Firms and businesses.

Kits have been handed out at key places in Swindon including urban centres, the Outlet, and key leisure places like Lydiard Park. Not to mention that kits are available from most pharmacies across the Borough and online.

Jonathan Shel Drake

Q: I see on the government website (25/08) that first vaccinations are 84.6% and second vaccinations are 71.6%. This is below the UK average of 87.9% and 77.4%. Why are we still (though some improvements recently) so far behind, especially regarding second vaccines.

A: Our vaccination rates across BSW are currently in line with national at 87.6% for 1st doses and 78.3 for 2nd (as at 30.08.21)

Q: Would it not be a good idea to offer incentives to the young to get vaccinated. Especially free travel to the hospital, which like Bath Racecourse is not easy to reach. (there has been free travel offered there) in Germany free entry to cultural attractions is offered (Steam Museum would seem an obvious choice here given it's a vaccine centre to) can we not learn from Germany?

A: This is something being considered both nationally and locally

Q: Why no Moderna vaccines, which are available in Bristol and are easier to store in settings like the vaccine bus than Pfizer. Have we asked?

A: Moderna is still not being offered to BSW at this time. The storage requirements are very similar to Pfizer so would not offer an advantage.

Joe Backshell (from a resident at Priority Manor)

Patients at some surgeries no longer have a named doctor that they are able to talk with.

Useful information on the BMA website: <https://www.bma.org.uk/advice-and-support/gp-practices/managing-your-practice-list/requirement-for-all-patients-to->

[have-a-named-gp](#)

All registered patients must have a named accountable GP. Find out named GPs' responsibilities and what practices are required to do.

- The named GP is largely a role of oversight. It reassures patients they have one GP who is responsible for their care.
- Patients do not need to see their named GP when they book an appointment with the practice.
- Patients are entitled to choose to see any GP or nurse in the practice.
- The named GP works with relevant health and social care professionals to deliver a multi-disciplinary care package that meets the needs of the patient.
- The named GP ensures that these patients have access to a health check as set out in section 7.9 of the standard GMS contract.
- The named GP will not take on 24 hour responsibility for the patient, or have to change their working hours.

Joe Backshell (question from a resident at Priority Manor)

Many GP surgeries rely a lot on locums. Is there a problem with newly qualified GPs wanting to work in Swindon when there are more desirable nearby towns/cities to work e.g. Bath and Oxford?

BSW has a dedicated website for practice jobs:

<https://bswgeneralpracticejobs.nhs.uk/current-vacancies/> This site also provides information on working across BSW and the local areas (scenery, education, historic and cultural attractions, picturesque towns, cities & villages, affordable house prices, travel connections, shopping, festivals and events).

The Wessex Local Medical Committees has information on:

- Available vacancies
- Education and training
- Support available

<https://www.wessexlmcs.com/jobs> and

Since 2018, the [Government's long-term recruitment strategy](#) has involved increasing medical school numbers from 6,000 a year to 7,500 in England. Official statistics from UCAS show a 21% rise in the number of applicants for medicine degrees starting in 2021/2022 in the UK, compared with the same point last year.

GP recruitment and the pandemic aftershock:

<https://www.pulsetoday.co.uk/analysis/education-and-training/gp-recruitment-and-the-pandemic-aftershock/>

Joe Backshell (question from a resident at Priority Manor)

When making an appointment to see a GP people often have a long wait to get through to the surgery on the telephone. This can sometimes be up to an hour and prove to be very stressful for the person waiting on the phone.

This is a challenge for a lot of people and some reasons for the delays include: patients being asked to phone the practice back (e.g. for test results), people phoning for advice re Covid vaccinations, calls about NHS Data opt out options, issues about the NHS App, people calling at busy times.

Examples of what is being done:

- GP practices reviewing their telephone systems
- Increasing the number of reception staff/hours
- Advising when the better times are to call the practice

(reference to Citizen's panel presentation today)

Older people can be disadvantage when trying to make an appointment because they are not able to use modern technology.

Is this in reference to using apps and web based systems?

Joe Backshell (question from a resident at Priority Manor)

When GWH send out appointment letters it would be desirable if clear directions could be attached regarding the precise location of the department they need to visit together with the nearest parking

(direct question to GWH Patient Advice and Liaison Service (PALS) 01793 604031

[https://www.gwh.nhs.uk/patients-and-visitors/patient-advice-and-liaison-service-\(pals\)/](https://www.gwh.nhs.uk/patients-and-visitors/patient-advice-and-liaison-service-(pals)/))

Improved communication needs to be achieved between health and social services and potential child abuse cases.

Would be helpful to have any examples and then these can be directed to the appropriate organisations.

JB added that the issue is country wide when getting GP appointments. JB asked if the same types of questions are being raised for both Swindon and Wiltshire, and what is the answer? JB advised that they are 3 GPs short at Torr Hill. Why haven't adjustments been made so people can see a different doctor whilst they are

	<p>unavailable? Are we going back to issues with appointments?</p> <p>SC responded and advised that young medical students come and train in Swindon but don't stay in the area. One of the big issues regarding locums is that the government has allowed locums to join the pension scheme for GPs. This means that being a locum would be more profitable and stress free compared to working in a surgery full time. SC advised that it is not bad management from the surgeries when GPs are away, unfortunately locums can select how much they do and how much they charge, so surgeries cannot always afford a locum.</p> <p>NR advised that this conversation has been raised many times before. NR feels that GP's do not want to work in Swindon, and that some GPs have walked away from their practices. NR feels a questionnaire should be developed asking why these GPs are leaving or do not want to work in Swindon.</p> <p>JK advised that the statistics show there will not be enough GPs to meet the needs of communities across the UK for another 3-4 years.</p> <p>JB feels that MPs may need to be involved with the expansion of Swindon so that the problem can be solved.</p>
6	Update on the Swindon Locality
	<p>JK advised that unfortunately the speaker was unable to attend so no update could be given at this time.</p>
7.	Presentation on Survey 6 of the CCG's Our Health Our Voice Panel (Citizen's Panel)
	<p>JG introduced herself and gave a presentation on the Our Health Our Future Panel. JG advised that this is the 6th survey carried out and advised that this survey was finalised on 31 August 2021.</p> <p>Survey 6 presentation</p> <p>Survey 6 was about urgent care and primary care and most of the panels have an average of 30% response rate.</p> <p>The latest survey has shown that people are now feeling more in control of their lives, but are not feeling as healthy as they have advised previously.</p> <p>Sarah asked what LTC stands for. JG advised that it stands for Long Term Condition.</p> <p>JG advised she is happy to receive questions via email if people go away and think</p>

	<p>of any more information that they would like to know.</p> <p>JG summarized the presentation and advised that ¼ of population of BSW have not made a GP appointment in the last 15 months. 70% said that they didn't need to make one, with just fewer than 10% saying that they didn't want to burden the NHS. Some people advised that they used the 111 service as they were unable to get an appointment, and there was a small number of people who chose to wait as they could not get a face to face appointment.</p> <p>JB asked – in all the work that's been going on has there been any mention about whether the surgeries were welcoming to patients and associability and environment to the GP surgery.</p> <p>JG advised that there was no such question in this survey, but it has been asked previously and that data is available.</p>
8.	<p>Any other business</p>
	<p>No further business was discussed by the group.</p>
9.	<p>Closing remarks and next meeting</p>
	<p>RA advised the closing date for the role recently vacated by Emma Frost is due to close on 14 September 2021.</p> <p>JK confirmed the details of the next meeting and brought this meeting to a close.</p> <p>Date: Thursday 4 November 2021 Time: 1-2:30pm Venue: Zoom</p>