# Swindon Locality Patient and Public Engagement ForumBusiness meeting notes (draft)

# Wednesday 10 March 2021 | 1-2:30pm | Zoom virtual meeting

**Present**

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| **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 |
| Emma Frost | EF | Public Engagement and Insight Manager, BSW CCG |
| Sara Marriott | SM | PA to Emma Frost, BSW CCG |
| Amina Amawi | AA | Parent Representative, Swindon SEND Families Voices |
| Amanda Du Cros | ADC | Acting Deputy Director Community Transformation Swindon locality BSW CCG |
| Susanna Jones | SJ | Chief Executive, Swindon Carers Centre |
| Sue Carvell | SC | Consultant with Brunel Federation Group |
| 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 |
| Harry Dale | HD | PPG Chair North Swindon / Member Healthwatch Swindon Volunteer / Member Primary Care Committee BSW CCG |
| Norma Thompson | NT | Chair of Swindon Seniors Forum (SSF) / Healthwatch Swindon Volunteer / Chair of Eldene Surgery Patient Participation Group |
| Roy Worman | RW | Member of the public / Medvivo Group of 50 |
| Enid Worman | EW | Member of the public |
| Vanessa Scott | VS | Manager Healthwatch Swindon & BaNES |
| Moya Pinson | MP | Healthwatch Swindon Volunteer & Member of PPG Forum at Ashington Way Surgery |

**Apologies:**

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| Name | Initial | Job title /role |
| SH | SH | Moredon Medical Practice PPG |
| Lee Rockingham | LR | Public Engagement Officer, BSW CCG (ann |
| Ian James | IJ | Swindon Borough Council, Head of StreetSmart |
| Jo Osorio | JO | Development Officer, Healthwatch Swindon |
| Michelle Coleman | MC | Patient Engagement Coordinator, Medvivo |
| Nazma Bibi Ramruttun | NBR | AWP / Swindon Counselling Service |

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|  | **Welcome, Apologies, Introductions** (JK) |
|  | JK opened the meeting and thanked everyone for attending.Attendees introduced themselves. Apologies were given.  |
|  | **Declarations of Interest** (JK) |
|  | There were no declarations of interest. |
|  | **Minutes of the meetings held on:** (JK) |
|  | 16 December 2020 Deep Dive 7 January 2021 business meetingThe minutes from the previous meetings were signed off as accurate and complete. |
|  | **Action Tracker** (JK)  |
|  | The action tracker has been updated with the necessary changes.  |
| **4.** | **Public questions** (RA JK) |
|  | JK explained for new attendees that questions should be submitted in writing prior to the forum meetings, giving the engagement team time to respond.**Q1&2.** RA explained that questions had been submitted regarding the Primary Care Commissioning meeting (11 March 2021), and concerns about a particular GP Practice, but they weren’t relevant to this forum meeting. RA advised that she had helped by directing the people asking these questions to the appropriate place to find out the answers. **Q3. Roy Worman**Explained that he had sent through his observations to RA regarding Dementia Cafés. RW asked if today’s attendees had any thoughts about this topic, any worth in setting one up and if there is any funding available from the CCG. RW wanted to be sure that he had brought this up. RA: Advised that this would have to be taken through the detail on the commissioning, due to the time restraint of this forum meeting.**JK then invited attendees to ask any really pressing questions during the meeting.** To be answered in this meeting or taken away to find the answers to.**Q4: Moya Pinson**Concern about hospital appointments dropping back, due to COVID-19; some patients have not had their diagnosis or treatment. Is there any update on this?ADC: Advised that her update later will describe some of the actions taking place at Great Western Hospital, to restart services. If there is anything specific that MP has concerns about, ADC offered to try and find out more detailed information. |
| **5.** | **Update on the Swindon Locality** (verbal update)Amanda Du Cros, Deputy Director, Community Transformation (Acting) Swindon locality |
|  | **COVID-19 cases** ADC: Still quite high in Swindon compared to BaNES and Wiltshire. As of 9 March 2021, case break was 68 per 100,000, which is above the national figure 60.4 per 100,000 and the South West region overall of 33.1 per 100,000. **Patients in Great Western Hospital (**GWH)* 27 patients in normal wards.
* 5 patients in Intensive Care Units, receiving acute care.
* Improving picture nationally but locally still trying to support significant number of COVID patients; this affects how we can switch on our normal services.
* Gave the positive news that GWH have not had any admissions in the last seven days, from the over 60, 75-79 and the 85-89 age groups. Possible tenuous link to the impact from the COVID-19 vaccination programme.

**Questions / comments****Q1:** Steve BarnesAre the patients you mentioned in GWH because of COVID-19, or for other health reasons and they have COVID-19? SB advised that his mother went into hospital for treatment not related to COVID-19, but tested positive for COVID-19 ten days prior and didn’t need hospitalisation, but was put on a COVID ward.ADC: Figures are reported to say that this many people in hospital have COVID-19, and they are being supported in wards that are dedicated to COVID-19 support; adhering to social distancing and away from people who don’t have COVID-19. **Action ADC:** To find out the answer to SB’s question and report back.**Q2:** ADC: Responded to Moira Pinson’s earlier question, regarding elective recovery; waiting for national guidance on this. Acknowledged that there is a significant backlog both nationally and regionally, for patients waiting for treatment. Patient safety reviews are ongoing for individuals already on elective lists.Staff redeployment and existing COVID cases have created a difficult position, but good news that the theatre recovery unit (extra capacity for ICU), will switch back on 15 March 2021. Limited elective surgery has taken place, with urgent cancer treatment.GWH looking at how to switch on extra capacity; taking into account a tired workforce; expand with weekend and evening working. Other options; increasing use of advice and guidance for primary care with consultants. How primary and secondary care can work together, early days, manage patients so they don’t have to go on waiting lists. ADC is happy to return and talk about more defined plans if that would be helpful. **Q3:** Roy WormanDid we ever get above the national average in Swindon during the first lockdown?ADC: The spike in cases in August 2020, we went over the national average; rate was 20 per 100,000. **Q4:** Roy WormanWhy have we gone above the national average; any work being done in the background to find this out?ADC: Working with the council, in particular the community health and wellbeing team, absolutely amazing team. Engagement work with population cohorts, to remind them of social distancing, encouraging testing, and local authority led asymptomatic testing. Trying to use all the measures at our disposal.RW: Swindon has population of between 220,000 to 230,000; could comparisons be made with areas of similar size and density; more rural areas will be lower?ADC: Advised that she would need to go away and look at this with public health colleagues, and who to compare Swindon with? Swindon has overtaken Bristol; adding that cities and town centre, means the population is in closer proximity to each other.HD: Warnings given out in Healthwatch meeting; as lockdown eases will drive certain behaviours, a relaxed vigilance. Good to see some more locality figures presented; colour coded for Swindon area. **Action ADC:** Conversation with Steve Maddern and Katie Davies regarding locality figures.**Q5:** Norma ThompsonNever seem to give the numbers from the ethnicity groups. **Action ADC**: Can supply that information and share with this forum group. MP: Said she has heard that Manchester Road and Gorsehill in Swindon are where COVID-19 cases are high. Has anybody else heard anything?ADC advised that the information is available by postcode. RA also advised that she is involved in work at the moment within specific areas, and a pilot is taking place in Swindon, in areas of low uptake (Steve Maddern highlighted this in last week’s Opening Doors event).  **Q6:** Siddharth D PatelLooking at the numbers in Swindon; we were doing pretty good, but then the cases suddenly increased. Do we know whether the different variants are entering into Swindon, any ideas why the numbers are going up? ADC: Discussions with Steve Maddern, not seen these variants in Swindon. There was an increase in cases following half-term; suggestions made that maybe people were spending time together. We have not seen this unique spike carrying on. The reduction in cases compared to the BaNES and Wiltshire localities has not been as dramatic as we hoped. **Action ADC:** To ask Public Health colleagues. **Q7:** Roy WormanCommented that the official government COVID-19 data, you can put your full postcode in, how is this working regarding postcodes, some of it is being reported quite generally in the areas. JK: Explained about the random pairing of statistics, maybe can’t go down too low. MP: Regarding breaking the rules; could park or sporting activities in one area may attract people, groups are forming. ADC: Local authority have got enforcement, local multi-agency enforcement group; letting them know the issues so they can go in and have a conversation. JK: Quoted politician, don’t blow it now; we could easily lose this and fill GWH up; mindful and social responsibility is key. **Development of ICA and ICS**ADC: Still waiting for further guidance of what is expected of us in terms of the white paper. Already trying to build on established collaboration with all providers in Swindon. David Freeman (locality Chief Operating Officer) and Amanda Webb (Clinical Chair) have offered to join a forum meeting in the future if members want them to present on this topic. RA advised that this would be a great idea as a follow on from another meeting in April, where Richard Smale and Tamsin May will present an overview of the Integrated Care System (ICS).**Further comments**Harry Dale: Observation from a previous Healthwatch meeting, regarding the importance of simplistic communication for patients, describing the benefits they will likely see from the ICS. RA advised that the CCG are currently drafting an ICS engagement strategy for staff, which involves looking at the language used in the document. RA will take onboard HD’s insight for people to be able to understand what is being said.JK: Spoke about the legislation for the document is still being finalised and this will be passed on accordingly. |
| **6.** | **Update on the Covid-19 vaccination** (verbal update)Ruth Atkins |
|  | 1. **Booking systems**A lot of media enquiries about Swindon population being able to book vaccination appointments closer to home. National invitation at locations further away have been causing concern. Work is taking place where perhaps GP practices can access the national booking systems so people can be called more locally. Acknowledged that people don’t want to travel great distances to have their vaccinations. SB: Observation that people who can’t receive their vaccination in Swindon, are taking the opportunity of the national booking system sending people further afield, as an excuse for a day out, alongside having their COVID-19 vaccination.
2. **Celebrations**RA commented on celebrations regarding primary care networks (PCNs) reaching significant milestones with vaccinations at GP practices. The CCG is helping with the publicity.
3. RA spoke about the BAME community video, Imam of Bath Islamic Society, Mohammed Gamal Abdelnour, has shared his thoughts on the Covid-19 vaccine and reflected on the year just passed. **Action RA:** To send out the link to this video. BSW CCG website: Covid-19 vaccination - Imam of Bath Islamic Society<https://www.bswccg.nhs.uk/news-events/covid-19/information-for-communities> Direct link on YouTube: <https://www.youtube.com/watch?v=I2sKRsdu75A> Link to the BSW CCG YouTube channel:<https://www.youtube.com/channel/UCl_TDbv_ZHo6AeQaPokmhYg>
4. **Opening Doors event on 4 March 2021** (RA)Virtual Q&A session seeks to understand vaccine concerns of people from local black, Asian and minority ethnic communities. 41 attendees and positive coverage in the Swindon Advertiser. NT: Very good and interesting, could have gone on a bit longer.SDP: Joined half way through but it was very interesting, interesting questions, answered very well from a good panel.Great engagement circulated about the event. Grateful for any ideas moving forward.The event recording and Q&As will be put on to the BSW CCG website, or can viewed [here](https://www.youtube.com/watch?v=x6D6nTD50n8) on the BSW CCG YouTube channel.
5. **18–30-year-olds (18-40)**RA advised that work has begun on engagement for COVID-19 vaccinations with the above age cohort.

**Questions and comments****Q1:** Norma Thompson What are the rules in Swindon for asylum seekers and individuals illegally living in the UK getting their vaccinations? The government have said these individuals can have their vaccinations without any associated problems.RA: Plans are with Public Health, individuals don’t have to register with a GP, and also reassurance that there will be no repercussions. **Q2:** Siddharth D Patel Communication point; reaching out is not a difficult thing, participation is difficult. SDP explained that they are trying to find a mechanism to get people to engage and participate. SDP asked the forum if anyone has ideas to encourage participation of members at different events and for responding to surveys.JK: The CCG will not get tired of trying regarding communications. RA: Expressed that the CCG is keen for the communication channels and links create a legacy moving forward; that it doesn’t stop when COVID ends, with groups and different communities. Build on them. VS: Thanked SDP for his contribution in sharing the Healthwatch Swindon COVID-19 Vaccine Survey. Stating they received around 800 responses; a final report will be available soon and VS will share this with the forum members. **Unpaid Carers vaccinations** Susanna JonesSJ thanked Ruth Atkins and Emma Higgins at the CCG for all their help support and communication with Swindon Carers and other carer organisations and stakeholders (including Swindon SEND Families Voice) in trying to get the vaccine rollout to the broadest number of unpaid carers under the government definition as possible. Great collaboration.  * The CCG responded positively to requests to change the language used to promote the vaccine from informal carers to unpaid carers which is significant and helpful in being consistent across different organisations.
* Swindon Carers are receiving a huge number of referrals.
* Parent Carer referrals are at the highest level we have known.
* 40 referrals so far this quarter for young carers, mostly self-referrals.

  * Swindon Carers Health and Social Care Liaison Officer is working with GP surgeries on current issues affecting carers.
* Most parent carers are looking for support with managing their child’s care and their own mental wellbeing.
* Consistent feedback around the need for more local venues for vaccinations rather than having to go to venues in Salisbury or Bath.
* SJ spoke about Tim Saint, our Welfare Benefits Coordinator, himself a parent carer, being interviewed by BBC Points West talking about the importance of being tested regularly.

**Questions and comments**1. RA gave feedback from NHS England, who have said that the BSW CCG message about unpaid carers having the COVID-19 vaccine was clearer than theirs. SJ added that the process BSW used has been really proactive. A big thank you. Carers have been put towards the top of that agenda.2. NT asked if younger carers are included in this vaccination programme? SJ advised that carers over the age of 16 are eligible for the COVID-19 vaccine. Under 16 is a different process, a separate piece of work, young carers have played a valuable role in the caring roles.  |
| 7. | **CCG e-newsletter** (onscreen and verbal) Emma Frost* EF shared the [BSW Together - Issue 3 - February 2021](https://www.bswccg.nhs.uk/get-involved/newsletter-features/bsw-together-issue-3-february-2021), and explained about the new, streamlined design and engagement identity. EF welcomed feedback on the new look newsletter, and possible content contributions.
* Feedback: Good lay out of the newsletter; links need to be clearer though. Major improvement. BSW CCG listen to their audience and developed the newsletter.
* Suggestion for the next edition to include a piece on the unpaid carers work; Susanna Jones is happy to help with this.
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| 8. | **Integrated Care System meeting**Ruth Atkins |
|  | It was agreed that this topic had been covered earlier on in the meeting. |
| 9. | **Update on the flu vaccinations for 2020/21** |
|  | Emma FrostBSW CCG were hoping to share national data but they are waiting for permission to be able to do so. The forum members were told that the CCG and partners had done extremely well in the national standing on flu vaccination rollout. JK advised that the CCG will let members know as early as possible. |
| 10. | **Any other business** (JK) |
|  | Subject of COVID-19 vaccinations; feedback from members. Some people have not received the date for their second vaccination when others have; could this be made consistent? Advised that there are differences depending on who and where, different practices using different methods of booking. **Action RA:** To take this away and check and report back.Confusion about the National Booking System; advised that the national system provides additional capacity to local provision.Positive comments were made about the NHS Think 111 First service; possibility to revisit the campaign again in the future regarding engagement.  |
| 11. | **Closing remarks and time, venue for the next meeting** (JK) |
|  | JK thanked everyone for attending and advised members of the next meeting.Meeting: Deep DiveDate: Wednesday 7 April 2021Time: 1-2:30pm Venue: Zoom |
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