

BSW CCG Primary Care Commissioning Committee Meeting 10 December 2020

Questions from the Public

Question from Healthwatch Swindon

To what extent has the CCG supported or encouraged PCNs or individual GP practices to enable or support their patients to participate in virtual consultations and online engagement with their surgery? We are enthused by the initiative shown by the collaborative work in Devon which has resulted in [Digital Health Devon](#). From feedback already received from some patients and from a brief discussion with one Swindon PCN, there seems to be a need for this kind of initiative and a recognition that practices or PCNs will have a role to play.

How best can Healthwatch Swindon work with BSWCCG and PCNs to achieve this kind of initiative in Swindon?

Response

The rapid introduction of online and video consulting due to COVID-19 has limited the opportunities for the CCG to support practices and PCNs to ensure that they help their patients to participate in virtual consultations and online engagement with their surgery.

From April 2021 it is likely that there will no longer be a nationally agreed platform for use in these consultations. Our PCNs are developing plans around which systems they will use in the future.

We are not currently planning on producing something centrally from the CCG. 3 Valleys PCN in BaNES are planning some patient engagement for all their online products and we can ask them to share their results

Depending on the system the PCN's choose, the provider usually has promotional material and advice for patients too.

We would welcome discussions with Healthwatch on how they can support each of our locality areas to develop a similar guidance and training resource to the one in Devon for people across BSW.

Letter from two members of the Devizes Constituency Labour Party about the Devizes Integrated Care Centre.

The letter has lengthy commentary on the well-known delays to the project to build the new centre and three specific questions.

The questions and answers are as follows:

Has funding been the problem, with NHS Property Services deciding that funding should be given to another area in the U.K.?

A national change in the way schemes are funded now sees construction of the new facility being funded by the Department of Health and Social Care. Funding has not been lost to another area of the UK.

With regard to the delay in the project...

...perhaps the business case has had to change, because of priorities in the NHS changing over such a large timescale?

Since this project began, there have been changes to the way NHS services are delivered. The services to be provided from the new centre aim to meet the needs of our local community now and into the future, and reflect the objectives of the NHS Long Term Plan.

With reference to a 2012 petition organised by the Devizes Constituency Labour Party....

Devizes Integrated Care Centre does not include a Minor Injuries Unit. We feel very let down by this and we are sure that the people who signed the petition all those years ago will feel the same. Please explain why our petition has been ignored.

While not a Minor Injuries Unit, there will be a same day appointment service for people who need primary care support. The mix of primary care services and outpatient appointments run by our community and acute providers will provide a range of health care options for our local community.