## Minutes

### Present

**Members:**

Harry Dale; PPG Chair North Swindon / Member Healthwatch Swindon Volunteer / member Primary Care Committee BSW CCG

Moya Pinson; Healthwatch Swindon Volunteer & member of PPG Forum at Ashington Way Surgery

Steve Barnes; Trustee of The Care Forum / Healthwatch Swindon Volunteer Advisory Board / Chair of PPG, Taw Hill, Swindon

Jonathan Sheldrake; Member of the public

Susanna Jones; Chief Executive Officer of Swindon Carers Centre

Joe Backshall; Member of the public

Siddarth Patel; Chairman of Hindu Samaj Swindon

Norma Thompson; Chair of Swindon Seniors Forum (SSF) / Healthwatch Swindon Volunteer / Chair of Eldene Surgery Patient Participation Group

**Attending Officers:**

Lee Rockingham, Public Engagement Office BSW ICB

Julian Kirby, Non Executive Director for Public & Community Engagement BSW ICB

### Apologies

Roy Worman; Member of the public

### 1. Welcome and Apologies

1.1 The Chair welcomed members and officers to the meeting and noted that no apologies had been given.

1.2 The meeting was declared quorate

### 2. Declaration of Interests

2.1 None declared.

### 3. Minutes of the Swindon Patient & Public Engagement Forum meeting on 17 February 2022

3.1 The Committee reviewed the minutes of its previous meeting and **approved** them as a true and accurate record of the meeting.

### 4. Actions and Matters Arising

4.1 The group noted that there are no outstanding actions following the previous meeting on 17 February 2022.

### 5. Swindon Locality Update

5.1 The group were advised that a locality update could not be provided at the meeting but would be provided at the next meeting.

### 6. Public Questions

6.1 The group submitted the following questions prior to the meeting and have received the following answers.

6.2 Question posed by JS:

* **The CCG has said recently on Twitter) that out of over 75s, only 45% have had the second booster in the CCG area, what is the exact figure in Swindon please?**

**CCG response:**

We can confirm that 91.2% of 75+ have had their spring booster within BSW

6.3 Question posed by JS:

* **In Italy, every day the number of deaths is published in the local press with the age of death and which town they live in (not the patient's name for privacy reasons). The result of this has been increased take up of the second booster as most of the deaths are in the over 75 age group. Can we not learn from this proven best practice and do the same in Swindon? Especially as the GWH is reporting large numbers of over 75 in hospital who have not had the booster?**

**CCG response:**

All the information that has been used is sourced from national data, which is readily available and publicly shared

6.4 Question posed by JS:

* **Swindon still lags 5% below the national average in terms of first and second vaccinations and is behind in boosters to (source UK coronavirus website).**

[**https://coronavirus.data.gov.uk/search?postcode=SN22EH**](https://coronavirus.data.gov.uk/search?postcode=SN22EH)**Why have we failed to bridge this gap for the extended period (over a year) this has been the case and why have we not had the necessary resources (Vaccine bus and teams to deal with vaccine hesitancy doing door to door visits).**

**CCG response:**

Ongoing work continues to address any inequalities in vaccination and frequent popups are being co-ordinated between the council and the STEAM vaccination team

6.5 Question posed by JS:

* **It is good the council is promoting its vaccination sites in its weekly update emails. But not Steam, Commercial Road etc which are also open.  This confuses people, Why is the CCG not telling the council it must include Steam and Commercial road in these communications as it is confusing the public?  Why is this issue not raised in the weekly meetings the CCG has with the council?**

**CCG response:**

As the Commercial Road property is a pharmacy, all questions regarding this need to be directed to NHS England.  We can confirm that the STEAM site is publicly advertised on ‘grab a jab’.

6.6 Question posed by JS:

* **"What is going on with the Commercial Road pharmacy? It was walk in now its appointment only. There is now next to no walk-in provision in Swindon. Why is the necessary coordination between the CCG and the NHS seemingly not happening, the CCG is after all part of the NHS?**

**CCG response:**

Commercial road is a pharmacy so questions will need to be directed to NHS England.  Many appointments are available to book via NBS, and all pop-up clinics offer walk ins are advertised on grab a jab.

6.7 Question posed by JS:

* **The latest data from South Africa, Portugal and now UK indicates Omicron 4 and 5 can infect and make ill people who were already infected with Omicron 1 or 2. Why is the CCG not proactively warning people it is possible to get infected with Omicron 4 and 5 even if they have had Omicron 1 or 2 already?**

**CCG response:**

This relates to national information and not local, therefore your question will need to be referred to either the JCVI (Joint Committee on Vaccination and Immunisation) or NHS England

6.8 Question posed by JS:

* **Why is the CCG using resources to collate data on eligible patients when there is good enough actual data collated nationally. Actual numbers are far more useful...**

**CCG response:**

Unfortunately, we would need some elaboration on this so that we can understand what the question refers to?

6.9 Question posed by JS

* **Why are the vaccination centres in Swindon never open in the evenings past 6 pm to help shift workers
and working parents? I understand Steam is sometimes open on Saturday Why is this not more widely publicised both by the council and yourselves (you run it not the council).**

**CCG response:**

Steam operates on Saturdays throughout the summer and all appointments on NBS to book via NBS, and all pop-up clinics offer walk ins advertised on grab a jab (as per above).

6.10 Question posed by JS

* **It appears that Covid symptom guidance has not been updated to GPs and other health settings as regards to Omnicron 4 and 5 (do correct me if this has happened very recently). Why not as this information is readily  available on the ZOE covid symptom tracker?**

**CCG response:**

This relates to national information and not local, therefore your question will need to be referred to either the JCVI (Joint Committee on Vaccination and Immunisation) or NHS England

6.11 Question posed by JS

* **Who attends the weekly meetings between the council and the CCG and what is discussed?**

**CCG response:**

This is an internal meeting and not a public one, therefore we are unable to comment on this

6.12 Question posed by HD

* **Could we have an update on the Success clinic and its transfer from Medvivo to Local GP to be run?**

**CCG response:**

The SUCCESS service transferred to Westrop Surgery, the interim SUCCESS provider for the town on 1.7.22 as planned. The service transition went well, staff transfer, and electronic system changes have gone smoothly. There is additional capacity within the new service for all the Swindon GP practices to use. The Children’s and Young Persons Clinic continues, this is self-referral by parents / carers.

6.13 Question posed by HD

* **Could we have an update on the Proposal for Extended Weekend GP Hours?**

**CCG response:**

All the Primary Care Networks are developing their plans for Enhanced Access which will commence 1.10.22. The PCN’s are expected to submit their plans to the ICB by 31.7.22. We have set up a panel to approve the plans and Healthwatch for BaNES, Swindon and Wiltshire are on the panel. We are also encouraging PCN’s to engage with Healthwatch and their Patient Participation Groups as they develop their plans.

### 7. People & Communities Update

7.1 The group were advised that JM was unavailable to attend the meeting, so JK provided an update.

7.2 The groups discussions highlighted that:

* JK advised the focus is how we work with our communities to improve health outcomes
* JK explained that as an ICB we need to “reset the clock” when engaging with communities and ensure that we can keep them informed of changes to services.
* We need to ensure that communities are always part of the conversation to improve both services and outcomes.
* We are moving from an era which was very much about the acutes and really clear episodes of care to a more broader way of thinking.
* JK explained to the group that moving forward we need to live up to our new name (Integrated Care Board)
* A greater focus at place level is required to ensure proper engagement with communities.
* Recognising the needs of the local population.
* Confirmed that we are interested in hearing from the all voices to provide the best services for the entire community.

7.3 The group noted the update and are happy to be kept updated at future meetings.

### 8. Any Other Business

8.1 There being no other business, the Chair closed the meeting at 15:00.