# Swindon Patient and Public Engagement Forum

# 17 February 2022 | 14:00 – 15:30 | Virtual meeting via Zoom

**Present:**

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| **Name** | **Initial** | **Job title /role** |
| Julian Kirby | JK | Lay Member for Patient & Public Engagement, BSW CCG - Chair |
| Tamsin May | TM | Deputy Director of Communications & Engagement BSW CCG |
| Lee Rockingham | LR | Engagement Officer, BSW CCG |
| Donna Peake | DP | Public Engagement & Insight Manager |
| Caroline Holmes | CH | Deputy Chief Operating Officer and Deputy Director for Community Transformation, Swindon locality |
| Susanna Jones | SJ | Chief Executive Officer of Swindon Carers Centre |
| Harry Dale | HD | PPG Chair North Swindon / Member Healthwatch Swindon Volunteer / member Primary Care Committee BSW CCG |
| Ruth Jones | RJ | Quality Manager for BaNES locality, BSW CCG |
| Amena | A | Swindon Send Families Voices |
| Moya Pinson | MP | Healthwatch Swindon Volunteer & member of PPG Forum at Ashington Way Surgery |
| 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 |
| Jonathan Sheldrake | JS | Member of the public |
| Roy Worman | RW | Member of the public  |
| Hannah Dickinson | HD | Member of the public |
| Joe Backshall | JB | Member of the public |

**Apologies:**

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| **Name** | **Initial** | **Job title /role** |
| Siddarth Patel | SP | Chairman of Hindu Samaj Swindon |
| Ian James | IJ | Member of the public |
| Nazma Ramruttun | NR | Healthwatch Swindon Volunteer and member of Victoria Cross PPG |

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|  | **Welcome and Apologies** |
|  | JK welcomed the attendees to the meeting and LR listed the apologies |
|  | **Declarations of Interest** |
|  | JK asked members to declare any interests. No declarations of interest were given by the group. |
|  | **Update on the Swindon Locality**  |
|  | CH introduced herself and thanked the group for attending the meeting.CH : we have recently gone through on of the toughest winters on record and that this has had a knock-on effect on available services as well as the patients that need to access them.CH: advised that work has been caried out closely with Great Western Hospital (GWH) and the voluntary sector to discharge patients either home or into community care safely. There has also been an increase in the purchase of care home beds as well as the creation of a new winter young persons and children’s clinic. The clinic is available to people up to and including the age of 17 who are experiencing cold and flu like symptoms.CH : An urgent treatment centre has been set up on site at GWH, providing advice and support to the local community 7 days a week. Services are being prepared for the “return to normal” and can provide more information on this in due course.CH: Current vaccination statistics for the local area, with 88% of Swindon residents have had their first Covid-19 vaccination, 85% of Swindon residents have received their second Covid-19 vaccination and 83% of residents have received their booster jab. A huge effort had gone into the vaccination rollout across Swindon and thanked all those that had been involved.CH discussed waiting lists and wait times with work happening alongside GWH to tackle the increased waiting lists and waiting times for services because of the Covid-19 pandemic. There are many people waiting for procedure and services and that any action taken must be a priority.Moving away from the winter pressures update, CH informed the group that the proposed move from a Clinical Commissioning Group (CCG) to an Integrated Care Alliance (ICA) will now go live from 1 July 2022 and advised that work is ongoing behind the scenes in order to shape what our new partnership may look like in Swindon. CH advised that more details on this would be available at the next meeting.CH will be working with DP to better understand and improve upon how we engage with patients within the Swindon area.Questions from the Swindon Forum members.RW: “One thing has stood out in recent weeks and that’s the ability (or lack of ability) to be referred on to you”. “Recently at the urgent care centre I was unable to get a referral as there was no GP present”. “How do we move on from this”?CH: advised that she bring a response bring back to the next meeting. CH explained that there is a project in London called non-medical referrers, which enables therapists make referrals for certain services. SB: “If non-clinicians are being asked to refer patients, are we ensuring that they are on the correct registers”?CH: explained that the project would be for therapists such as physiotherapists to be able to refer patients for scans.HD: “There has been some confusion at Torr Hill about the patients with appointments entering the site through the Covid entrance, with the Torr Hill staff in denial about patients just “hanging around” “Some clarification is needed on this, as well as how to get a referral to the centre”“Also – I have been made aware that the gymnasium at GWH was used as an overflow ward last weekend, and it has been fed back that there was no food available for the patients and little care was being delivered”. It has also been fed back that the place was filthy”CH: :advised that she was unsure of what was in place at GWH over the weekend, but advised that GWH, as well as all other areas of the NHS, are all under significant, sustained pressures. CH advised that she will take this information back to GWH for clarification.MP: “Wanted to echo what HD has said about the gymnasium at GWH”. “Also, contacted my GP surgery yesterday to try and book an appointment only to be told that they had no GP and had to wait all morning for a call back”. I have received a letter which has urged me to make contact with my GP surgery, but I have only been able to speak to a physio who, after explaining the letter, has suggested I get an x-ray”“This problem has been going on for 14 months now, and I have been stuck on the phone for most of the day trying to sort the issue”. CH acknowledged MPs concerns. and to try to contact the practice again and try to see a GP.HD: “Wanted to make CH aware that there has been a member of staff at GWH who has had the catalytic converter stolen from their car in the GWH car park”. HD noted that GWH had “wiped their hands of it” and there appears to be no contingency to help.NT: “How are the general public going to find out about the proposed changes to the CCG”CH confirmed to the group that press releases have gone out into the local press and are also available on the BSW CCG website and through GP practices.NT: “The third floor of GWH has had mattresses all the way along the corridor – can you explain the reason for this”CH: advised that she was unsure why this had happened. |
| **4.** | **People and Communities update** |
|  | DP introduced herself to the group and explained that this was her first forum in her new role as the Insight and Engagement Manager for BSW CCG. There will be a with a clearer focus on engagement and public feedback through a new People and Communities strategy. The strategy would help to build firm foundations for the future, with the CCG working with partners and communities focusing on co-design and co-production in order to support and advise the ICB on its formation by 1 July 2022.This will bring us nearer to working with diverse communities to shape the future of our healthcare services. It is important that we focus our attention on health inequalities and those seldom heard groups, thinking about how their lives and experiences can help shape the strategy and bring new ideas to the work that we already undertake. There is a need to develop and build our networks and existing relationships to find where the gaps are in current services.The people and communities’ strategy is underpinned by 10 keys principles which will help us get the foundations right in order to build for the future. To do this, we want to start engaging with communities and community groups as early as possible, working hard to be clear, accessible and inclusive with everyone through engagement approaches such as co-design workshops.DP canvassed for volunteers to create a citizen’s sounding board Ideally this would include forum members from each locality to give a wide range of perspectives, challenges and to add value to the engagement policy and strategy we are now drafting. Volunteers are also being requested from our Swindon Forum and from across our communities to bring diversity, challenge and sense check how we for the people and communities’ strategy. If any of the group are interested to contact Donna at bswccg.engagement@nhs.net |
| **5.** | **Meeting notes from 4 November 2021**  |
|  | JK discussed the minutes of the meeting and confirmed them as accurate, as no objections were made by the group. |
| **6.** | **Public questions** |
|  | JK advised that the public questions would now be supplied in the published minutes and there were no objections from the group.Update: Due to the large volume of questions that have been received, the public questions will be submitted to the group separately from the minutes. The answers to the questions are currently being sought alongside partners within the locality and will be sent out to everyone once all answers have been received. |
| **7.** | **AOB** |
|  | LR advised that BSW CCG are looking to migrate away from using Zoom for all internal and external meetings and replace this with Microsoft Teams.LR advised that training and guidance can be provided by the engagement team for any members of the group who are unsure how to use the platform. |
| **8.** | **Closing remarks and next meeting** |
|  | JK advised that a date will be set for the next meeting.Update: These will be quarterly, and the next meeting will take place in date 23 June 2022, date to be agreed. |