

Notes and actions list from Healthwatch Swindon Advisory Group held at 10.30 on Wednesday 23 May 2018 at Sanford House, Sanford Street SN1 1HE

Present:

Healthwatch Swindon volunteers:

Joe Backshell, Norma Thompson, Nazma Ramruttun and Moya Pinson.

Voluntary sector provider representatives:

Swindon Advocacy Movement: Annie Baker and Angie Ingram

Swindon Carers Centre: Debbie Murphy-Myers

Citizens Advice Swindon: Paul Wigley

Healthwatch Swindon staff:

Jo Osorio and Jim Hogg ; Jason Ferris from 11.15

Apologies:

Action

1 Welcome:

Jo welcomed all to the meeting, gave a brief overview of the agenda and confirmed arrangements for the recruitment of a team manager following the departure of Tori Jones.

2 Notes from previous meeting:

The notes from the 14 March meeting had been circulated and were agreed as a true record. There were no matters arising other than those on the agenda for this meeting.

3 Voluntary sector provider representatives update:

Swindon Carers Centre:

- Debbie referred to pressure on the centre from more referrals and the need to streamline processes and well as confirming referrals were valid.

Swindon Advocacy Movement (SAM):

- Angie referred again to the current change in activity and provision by the Specialist Learning Disability Community Health and the Autism Diagnostic Service now based with Avon and Wiltshire Mental Health Partnership NHS Trust (AWP).

Citizens Advice Swindon (CAS):

- Paul spoke about the success of the Macmillan supported benefits take-up work with people with cancer though there were few takers from Black, Asian and minority ethnic communities (BAME).
- CAS were looking at the issue of getting medical evidence from GPs to back up claims and appeals; and at the quality of evidence as well as the charges imposed.

All were reminded that Healthwatch Swindon wants to hear recent and current experience of health and care services to support our evidence gathering.

4 Public feedback update

- There were no comments on the draft feedback report which had been circulated

5 Update on independent NHS complaints advocacy service.

Jim reported

There were 12 cases ongoing.

The target organisations are

Hospital	4
Clinical Commissioning Group	3
GP	2
Non-emergency NHS patient transport	1
Dentist	1
Mental Health Services	1

Presenting Issues

Treatment	6
CHC* Funding Appeals	3
Administration	2
Unsatisfactory Service	1

- The most time consuming of all cases were the NHS Continuing Health Care* (CHC) Funding Appeals and Jim showed attendees the bulky documents that were involved.
- He explained that we were also undertaking about 20 “brief interventions” a quarter. We would send a self-help pack, if need be he would

talk through the issue with the complainant who would then deal with the matter themselves.

- Jim also referred to the violent patients scheme and the process now in place to appeal or complain about the process some patients experienced.

6a Quality Checkers (Enter & View) programme

Jo and Annie reported

Volunteers

Four Quality Checkers had been recruited by Swindon Advocacy Movement. Mark Court, Kerry Smith, Tammy Peapell and Elliott Moger would formally be Healthwatch Swindon volunteers and would complete our straightforward application form etc. They would be completing forms to apply for basic Disclosure and Barring Service (DBS) certificates which we would submit as usual via Voluntary Action Swindon. SAM would reimburse us the £14 per person cost from the funds we had already advanced them. The Quality Checkers' initial training session was due to be held by SAM on 30 May using material we had provided and would be attended by our volunteer Pam Forde.

SAM and Jo

Recommendation to advisory group

Mark Court, Kerry Smith, Tammy Peapell and Elliot Moger be authorised Healthwatch Swindon enter and view volunteers on the satisfactory completion of the required paperwork and training and receipt of the required DBS certificate.

Agreed

Locations

At a previous meeting of the advisory group the following locations had been proposed for Quality Checking/Enter and View visits which would be undertaken at the rate of one per month.

- An initial trial run at Sanford House
- Six GP practices which could include Hawthorn, Penhill, Park Lane, Lawn and Moredon Medical Centre
- Emergency Department at Great Western Hospital
- Sandalwood Court

- A dental practice

Additional and specific training would be required both in the light of experience and for the emergency department and Sandalwood Court. There would be reports back to the Advisory Group and adjustments made as required

Recommendation to advisory group

The group confirmed the first locations including the GP practices listed above.

Agreed

Norma Thompson left the meeting at 11.50

6b Regular Enter and View update

Swindon Health Centre

The report on Wroughton and Swindon NHS Health Centres had been published in February and widely circulated. In the absence of any response at all to the recommendations from NHS Property Services whose manager was based at Swindon Health Centre, we had been considering how best to work with Swindon Equality and Access Group and others on achieving action.

Following discussion of the report and its contents with a Member of Swindon Borough Council Cabinet and at the council's Equality Advisory Group we had requested that it should be included as an agenda item at the adult health etc. overview and scrutiny committee. The council's Change Lead: Equality and Diversity and a planning officer were also pursuing this course of action and liaising with us.

Jo

Next Enter and View visit

It had been suggested to us that an Enter and View visit could be usefully undertaken at **Taw Hill Medical Centre** which was managed by NHS Property Services. In the light of the issues referred to above (and similar ones raised in our Enter and View report about West Swindon and Eldene Health Centres) it was recommended that our next ordinary Enter and View visit should be at Taw Hill Medical Centre, Aiken Road, Swindon SN25 1UH.

Jo

Recommendation to advisory group

Note the progress on Swindon Health Centre and agree the recommendation about Taw Hill Medical Centre.

Agreed

7 Engagement update

Jo reported

Community Pot

Since the last advisory group meeting negotiations had been completed and a memorandum of understanding signed with the Swindon Polish Catholic Mission to undertake some basic research with 100 people from the community. This should be concluded by August and the output would be reported back to the advisory group on 22 August.

Oxford Brookes University

A number of volunteers had been involved variously with nurse and operating department degree students at Oxford Brookes. Some had attended the users and carers group which provides a sounding board to staff at the university and others had acted as patients to students some real life experience.

Swindon SEND (Special educational needs and development) families voice

We had met some of the new parent/carer committee to discuss ways of working together and, using their Facebook, they had already gathered some views for us about dentists.

First City Nursing

This major domiciliary care provider had a long term contract with the council to provide and sub-contract the provision of care at home. As part of their intention to change the current culture of provision First City were talking to us about being involved in their user survey work. Two volunteers had offered to help and we awaited more details from First City including how we would have access to the overall evidence gathered. The survey work would be undertaken in late July/august. This was particularly useful as we generally heard nothing at all from users of domiciliary care services.

Age UK Wiltshire

Age UK Wiltshire was hoping to undertake work in Swindon where their presence had been somewhat limited in recent years. We were talking to them about working on elements of their proposed survey work which would add to our overall understanding of the views of some older people.

Events and outreach

Volunteers were regularly mailed with opportunities to be involved in different events and engagement work and to attend planning and focus groups etc. with statutory services.

- These included the **smoke-free GWH** group,
- the **eye care** patient reference group and
- the newly re-formed **cancer patients group** - all at Great Western Hospital.
- Four volunteers supported Avon and Wiltshire mental health trust (AWP) with their **PLACE visits** to “assess the care environment” at Sandalwood Court and the Victoria Centre (one also supported a PLACE visit in Bristol).
- We were unable to have much of a presence in the temporary shop in the Brunel Centre during **mental health week** where our information was displayed.
- We were represented as usual at the **Health and Wellbeing Board** on 23 May.
- Coming up and where we would be involved in June was a workshop to work on the redesign of the **autistic spectrum disorder pathway for children and young people**
- and one looking at **improving the uptake of children’s immunization**.
- We would be involved with the **safeguarding service users forum**
- and have a stand at the **preparing for adulthood transition roadshow**.

8 **Communications update**

Jason reported on the #ItStartsWithYou campaign and circulated a set of slides about it (which are available on request)

9 Meeting closed at 12.30

The next meeting will be held from 10.30 to 12.30 on Wednesday 25 July at Eldene Community Centre, Eldene Centre, Swindon SN3 3RZ All to note

List of Actions

Action	Who
1. Quality Checkers. Initial visit to be undertaken at Sanford House	SAM with Healthwatch Swindon and volunteers
2. Enter and View at Taw Hill Medical Centre	Jo with volunteers
3. Swindon Health Centre report	Jo to pursue with borough council

Jo Osorio
/advisory group/23 May 2018 Notes and actions list