

Note of a meeting of the Healthwatch Swindon [patient participation group forum](#) held at Sanford House on 10 January 2018

Present and apologies  
See list at end of notes

Action

## 1 Introductions and welcome

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Jo Osorio welcomed everyone including, in particular, those attending for the first time. A list of attendees/apologies had been circulated. He confirmed that the agenda was to focus on the presentation by Chris Woodward and Angela Smith about the pharmaceutical needs assessment, HIV testing and other public health matters; followed by Patrick Ismond on the new arrangements for CQC inspections at GP practices.

## 2 Chris Woodward

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Chris spoke to a set of slides which described the timetable for preparation of the revised draft pharmaceutical needs assessment ([PNA](#)), the process for consultation and the critical dates before final publication with recommendations. She confirmed that all the evidence was documented in the [draft](#) and [appendices](#) which was available on the Swindon Joint Strategic Needs Assessment ([JSNA website](#)). She acknowledged that as needs changed the plans could be developed but that at present it appeared there were sufficient pharmaceutical services available. One attendee referred to the absence of needle exchange services available throughout the town and the experience she had overheard at one pharmacy where an enquirer had not been able to exchange a needle but was not given any advice about where he might. In response to a question about the qualification of pharmacy staff to provide the advice which people were being encouraged to seek from them, it was agreed that Healthwatch Swindon would circulate clarification from the [Swindon and Wiltshire Pharmaceutical Committee](#) office when received.

Jo Osorio

A community pharmacist had recently attended Eldene Surgery PPG (*post-meeting note*: and a member of the clinical commissioning group Prescription Ordering Direct ([POD](#)) team had recently attended Priory Road PPG).

## 3 Angela Smith

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Angela spoke to slides about HIV in Swindon and nationally. Swindon had a disproportionately high percentage of people who were late diagnosed (which she defined\*\*) which was why the public health team at the borough council were concentrating on this area of work. Discussion followed about the reason for late testing. The borough was promoting distance testing kits by post (to avoid local embarrassment) and it was suggested that kits could be made available to collect discreetly from GP surgeries (like the Chlamydia testing kits). She confirmed that consideration was being given to commissioning testing services in pharmacies.

(post meeting note: See sexual health services provided by Great Western Hospital [here](#))

#### 4 Patrick Ismond

Patrick spoke to slides about the revised inspection regime by the Care Quality Commission. He confirmed that most Swindon GP practices had been rated overall “good” with two having domains that were rated outstanding. He explained that in future those surgeries that were “good” would be inspected less frequently but those rated inadequate or requiring improvement would be followed up within six months or a year. He announced that Victoria Cross and Homeground/North Swindon Practices would be inspected during January. He encouraged people to submit their views about any services ([via the CQC website](#)). Patrick explained that [inspection reports were published](#) on the CQC website and each practice was required to give prominent publicity to their report too.

#### 5 Next and future forums.

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Dates of the next forums would be confirmed and circulated. The subject agreed by the forum steering group for the next forum is about DNAs - patients failing to attend appointments and how collectively we could try to do something about it.

**Jo to  
action**

**\*\*Late diagnosis** means that you've tested positive for HIV after the virus has already started to damage your immune system. If you're **diagnosed** when your CD4 count has dropped below 350 (or it reaches this point within three months of your **diagnosis**) this is considered a **late diagnosis**.

#### Attendees

Sue Cotton	Ashington House Surgery
Moya Pinson	Ashington House Surgery
Norma Thompson	Eldene Surgery
Liz Strange	Eldene Surgery

Joe Backshell  
Carol Brownlee  
Sandy Jack  
Laura Heath  
Monique Watkins  
Alan Bunn  
Chris Ockwell  
Krystyna Tworek  
Ian Underwood  
Maureen Evans  
Pam Forde  
Colin Hayes  
Phil Baker

Healthwatch Swindon volunteer  
Kingswood Surgery  
Kingswood Surgery (staff)  
Kingswood Surgery (staff)  
Lawn Medical Centre  
Merchiston Surgery  
Old Town Surgery  
Old Town Surgery  
Priory Road Medical Centre  
Priory Road Medical Centre  
Victoria Cross  
Wanborough Surgery (Ramsbury)  
Westrop Surgery, Highworth

Jason Ferris  
Jo Osorio  
Chris Woodward  
Angela Smith  
Patrick Ismond

Healthwatch Swindon  
Healthwatch Swindon/Ashington House PPG  
Swindon Borough Council public health  
Swindon Borough Council public health  
Care Quality Commission

### Apologies

Paul Greensmith  
Steph Burrows  
Srini Madhavan  
Lynn Waters  
Carol Mulraney  
Pat Giles  
Harry Dale  
Jo Garton  
Susan Camburn  
Rosemarie Phillips  
Lynne Ludlow  
Nazma Ramruttun

Ashington House Surgery  
Eldene Surgery  
Elm Tree Surgery, Shrivenham  
Great Western Surgery  
Great Western Surgery  
Hawthorn Medical Centre  
Homeground North Swindon Practice  
Old Town PPG  
Phoenix Surgery, Toothill  
Priory Road Medical Centre  
Ridgeway View Practice/Wroughton  
Victoria Cross Surgery

Jo Osorio  
12/01/2018