

Note of a meeting of the Healthwatch Swindon [patient participation group forum](#) held at Sanford House on 12 June 2017

Present

See list at end of notes

Apologies

13 PPG members and two GP practice/CCG staff.

Action

1 Introductions and welcome

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 PPG ways of working and successes; in addition there would be an update on the diabetes service transformation programme and recent changes/development in primary care/GP practices.

2 Diabetes service transformation programme

- Sally Smith (NHS Swindon clinical commissioning group (CCG)) spoke in place of Tess Green who was unable to attend. A disproportionately high number of people in Swindon had a lower leg amputation as a result of their diabetes. Greater efforts were to be made to prevent the onset of the condition but work was also being undertaken to establish how better to support patients recently diagnosed to manage it - including attendance at the [Desmond](#) course.
- A particular emphasis, initially, was to promote a survey to gather patients' views. Great efforts would again be made to reach members of communities where the incidence of diabetes was high - perhaps through focus groups. A draft of the survey had been discussed with the local Diabetes UK group and would be finalised and circulated widely. Sally asked for suggestions from PPG members as to how their PPG could help promote the survey. Attendees at the forum offered the CCG opportunities to attend their PPG; a sheltered housing scheme resident suggested that the CCG could contact people at her scheme. Discussion followed about additional ways to promote the survey using local media and the need to ensure that it was accessible to all. [This is a link to the survey](#)

3 PPGs - what works well.

- Chris Ockwell from Old Town surgery PPG introduced the subject. He had been involved with the PPG for two years and was aiming now to visit others to see them in action and hear what they did. He felt that groups worked in isolation except through this forum and could well learn from each other. He referred to the education evenings his PPG had arranged successfully - 20+ people attended a recent event about men's health; they were mostly Old Town surgery patients but the events were publicised widely and open to others to attend. Key to Old Town PPG success was the involvement of practice staff and attendance of a GP at the meetings. Chris acknowledged that, like most PPGs (maybe except Priory Road?) it was difficult to attract new people to join the group. Recently the group had made overtures to Commonweal School to engage with staff and younger people.
- Carol Mulraney told the forum that Great Western surgery PPG had arranged an event focusing on dementia though attendance had been low.
- Norma Thompson spoke about the engagement Eldene Surgery had had with the Nepalese community. She referred to the (less good) experience some people appeared to have had with surgeries other than Eldene. Norma also explained that the PPG was to be involved in looking at how the practice was responding to the Care Quality Commission's recent inspection report which required some improvements. The PPG was also going to be raising funds to contribute towards the purchase of equipment for patients with asthma. And Caroline Davies was due to attend a meeting with them to discuss Great Western Hospital's plans for the Swindon community health service (which she had spoken about at the previous PPG forum in April).
- Carol Brownlee explained that Kingswood surgery had had a small PPG but that it was being revived as a virtual or online group which communicated with the surgery by email; and there was currently no surgery newsletter. She was concerned that people who did not use computers would be excluded from participation.
- Priory Road PPG started their meetings by talking with one of the GPs. PPG members had spent time in the surgery encouraging people to complete the Friends and Family forms (mostly positive comments received).
- Alan Bunn said that Merchiston PPG had done likewise.

- Anne Hubbard wanted to join a PPG at Hermitage surgery - but there wasn't one yet.

4 Primary care changes and developments

Sue Carvell (primary care manager at NHS Swindon clinical commissioning group) spoke about recent changes.

- This included the additional delegated responsibility the CCG had taken on from NHS England, since April, for commissioning some primary care services (mostly GP services).
- In referring to the new models of care at scale anticipated in the NHS Five Year Forward view, she explained that [Abbey Meads Medical Group](#) (including Penhill and Crossroads surgeries) had entered into an agreement with [IMH Group](#).
- The new Swindon NHS Health Centre opened with most but not all services, yet, transferred from Carfax Street. [See here](#) and [here about Whalebridge practice](#) and [here](#)

5 Next and future forums.

The forum steering group will meet to plan future forum dates and agendas.

Jo to action

Attendees

Norma Thompson	Eldene Surgery/Healthwatch Swindon Vol.
Carol Mulraney	Great Western Surgery
Sharon Lovell	Great Western Surgery (staff)
Sandra Hope	Hawthorn Medical Centre, Gorse Hill (staff)
Joe Backshell	Healthwatch Swindon volunteer
Anne Hubbard	Hermitage Surgery
Carol Brownlee	Kingswood Surgery
Laura Heath	Kingswood Surgery (staff)
Monique Watkins	Lawn Medical Centre
Alan Bunn	Merchiston Surgery
Chris Ockwell	Old Town Surgery
Sylvia Kopijka	Priory Road Medical Centre, Park South
Rosemarie Phillips	Priory Road Medical Centre, Park South
Linda Roberts-Irving	Sparcells Surgery
Ian James	Westrop Surgery, Highworth
Jo Osorio	Healthwatch Swindon/Ashington House PPG
Sally Smith	NHS Swindon Clinical Commissioning Group
Sue Carvell	NHS Swindon Clinical Commissioning Group

Apologies

Paul Greensmith
Sue Cotton
Moya Pinson
Liz Strange
Steph Burrows
Srini Madhavan
Lynn Waters
Mike Bowen
Krystyna Tworek
Sue Bradford
Ian Underwood
Kelly Evers
Pam Forde
Colin Hayes
Phil Baker

Ashington House Surgery, West Swindon
Ashington House Surgery, West Swindon
Ashington House Surgery/Healthwatch Swindon Vol.
Eldene Surgery
Eldene Surgery
Elm Tree Surgery, Shrivenham
Great Western Surgery
Homeground, North Swindon Practice
Old Town Surgery
Old Town Surgery
Priory Road Medical Centre
Sparcells Surgery (staff)
Victoria Cross Surgery/Healthwatch Swindon Vol.
Wanborough Surgery (Ramsbury)
Westrop Surgery, Highworth

Tess Green

NHS Swindon Clinical Commissioning Group

Jo Osorio/12 June 2017/PPG/PPG forum 20 June notes draft