

Note of a meeting of the Healthwatch Swindon patient participation group forum held at Sanford House on 14 January 2019

Present and apologies

See list at end of notes

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 the presentation by Hayley Ware and Helen Trudgeon from Public Health England/NHS England about immunisation and screening take-up; and input from Susan Lambert, Swindon Borough Council public health.

2 Presentation about immunisation and screening

Hayley and Helen gave information about the national programmes and the local uptake and invited comments and ideas about increasing local uptake.

There were particular issues about the take-up of MMR vaccine which was improving but had a long way to go. There was also a need to re-acquaint GPs with signs and symptoms of measles as they may be less familiar.

Campaigns about cervical and bowel cancer screening had been/were being undertaken which should improve the position. The introduction of a new simpler bowel cancer home test kit should improve take-up. There would be a focus on encouraging take-up by men age 60+ who did not respond to the first invite to use the kit and on people with learning disabilities. A follow-up letter from people's own GP practice was sent to encourage take-up. Introduction of HPV vaccine for girls was to be extended to boys. This should contribute to a reduction in cervical cancer.

Take-up of childhood immunisation in Swindon was better than England average but with a target of 95% there was still work to do.

The presentation slides had been circulated. In speaking, Helen and Hayley referred to information on the government and NHS websites

<https://www.gov.uk/government/publications/the-complete-routine-immunisation-schedule>

<https://www.nhs.uk/conditions/vaccinations/>

<https://www.nhs.uk/conditions/vaccinations/shingles-vaccination/> “You are eligible for the shingles vaccine if you are aged 70 or 78 years old. In addition, anyone who was previously eligible but missed out on their shingles vaccination remains eligible until their 80th birthday. You can have the shingles vaccination at any time of year, as soon as you turn 70 or 78. The shingles vaccine is not available on the NHS to anyone aged 80 or over because it seems to be less effective in this age group.”

Ideas to help improve take-up included

- Information style and format including language for particular communities; inclusive advice about alternative formats for information (eg on the front of leaflet not buried at the back); and don't assume everyone will visit a website.
- Change perceptions about when it was advisable to have a flu jab: the season can extend from September to March.
- Use Health Ambassadors to take messages to people and groups.
- When presenting statistical data and comparisons, be clear about the dates which apply to the information: eg in comparing numbers of cases before or after immunisation was introduced.
- Reception staff at GP surgeries can play a significant role in encouraging take-up when talking to patients.
- Making sure people were aware of eligibility: eg few in the forum were aware of shingles jab and age range to receive it.
- Be clear what GP practices are expected to do to encourage or invite take-up: eg a poster may not be sufficient.

Members of PPGs were encouraged to discuss how best to work with their practice to encourage take-up.

3 Next and future forums.

The next forum will be held on a date to be notified. The steering group will be called together to look at agenda for the next three forums.

Jo to send invites and reminders

Attendees

Moya Pinson	Ashington House Surgery & Healthwatch Swindon volunteer (Bru)
Sue Cotton	Ashington House Surgery (Brunel)
Norma Thompson	Eldene Surgery (IMH) & Healthwatch Swindon volunteer
Cathy Lyons	Eldene Surgery (IMH)
Srini Madhavan	Elm Tree Surgery (Shrivenham) (Brunel)
Patricia Giles	Hawthorn Medical Centre (Wyvern)
Jo Bell	Hawthorn Medical Centre (Wyvern)
Sam Baker	Healthwatch Swindon staff

Jo Osorio	Healthwatch Swindon staff/Ashington House PPG (Brunel)
Joe Backshell	Healthwatch Swindon volunteer
George Cahill	Healthwatch Swindon volunteer (IMH)
Maria Corless	Healthwatch Swindon volunteer (IMH)
Paul Warwick	Hermitage Surgery (part of Westrop Medical Practice) (Brunel)
Judith Hawkins	Hermitage Surgery (part of Westrop Medical Practice) (Brunel)
Mike Bowen	Homeground/North Swindon Practice (Brunel)
Harry Dale	Homeground/North Swindon Practice (Brunel)
Laura Heath	Kingswood Surgery (staff) (Wyvern)
Carol Brownlee	Kingswood Surgery (Wyvern)
Hayley Ware	NHS England/Public Health England
Helen Trudgeon	NHS England/Public Health England
Sue Carvell	NHS Swindon Clinical Commissioning Group
Shaun Dix	NHS Swindon Clinical Commissioning Group
Chris Ockwell	Old Town Surgery (Wyvern)
Alison Towill	Phoenix Surgery, Toothill (IMH)
Susan Camburn	Phoenix Surgery, Toothill (IMH)
Ian Underwood	Priory Road Medical Centre (Wyvern)
Rosemarie Phillips	Priory Road Medical Centre (Wyvern)
Maureen Evans	Priory Road Medical Centre (Wyvern)
Sylvia Kopijka	Priory Road Medical Centre (Wyvern)
Susan Lambert	Swindon Borough Council public health
David Bowles	The Whalebridge Practice (no group yet)
AN Other	The Whalebridge Practice (no group yet)
Bazil Solomon	Victoria Cross/Eldene Health Centre (Brunel)
Nazma Ramruttun	Victoria Cross/Eldene Health Centre (Brunel) & H'Watch Sw Vol.
Viv Riley	Victoria Cross/Eldene Health Centre (staff) (Brunel)
Colin Hayes	Wanborough Surgery (Ramsbury) (Wiltshire)
Phil Baker	Westrop Surgery, Highworth (Brunel)

Apologies

Richard Pike	Ashington House Surgery (Brunel)
Lynn Waters	Great Western Surgery (Brunel)
Carol Mulraney	Great Western Surgery (Brunel)
Sandra Hope	Hawthorn Medical Centre (staff) (Wyvern)
Paul Greensmith	Healthwatch Swindon volunteer
Margaret Williams	Hermitage Surgery (part of Westrop Medical Practice) (Brunel)
Monique Watkins	Lawn Medical Centre (Wyvern)
Monique Watkins	Lawn Medical Centre (Wyvern)
Paula Cooke	Merchiston Surgery (staff) (Wyvern)
Alan Bunn	Merchiston Surgery (Wyvern) & Healthwatch Swindon volunteer
Krystyna Tworek	Old Town Surgery (Wyvern)

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