

Note of a meeting of the Healthwatch Swindon [patient participation group forum](#) held at Sanford House on 5 April 2017

Present

See list at end of notes

Apologies

14 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 Great Western Hospitals NHS Foundation Trust's take on the community health service contract (Kevin McNamara and Caroline Davies; followed by Warren Finney (Prospect Hospice) on Dying Matters Awareness Week and related issues.

2 Community Health Services: Kevin McNamara/Caroline Davies

Kevin and Caroline spoke on the "caretaking role" the trust had undertaken for community health services since October 2016 and the anticipated conclusion shortly of contract negotiations following due diligence. The slides had been circulated (*and can be mailed again separately*)

- They described the challenges that the caretaking role at short notice had presented but the opportunity it afforded to identify issues to be resolved by undertaking due diligence. These included staff recruitment, skills and training development and financial pressures.
- Continuity had been achieved. Some services had been transferred from Seqol to other providers (eg Avon and Wiltshire Mental Health Partnership NHS Trust) and the borough council had taken back adult social care management.
- They described measures being put in place (pay and conditions) to recruit district and community nursing and other staff at the required skill level; and to manage identified risks including governance; and the proposed restructuring of management and back office functions.
- The slides showed the 8 key priorities for action and the nine elements that patients valued most highly.

Caroline spoke of proposals to work towards achieving them.

- She referred to her hope that nursing teams would be locality based and would meet with members of a multi-disciplinary team weekly to work with patients towards the best achievable outcomes of their care. She offered to speak with individual PPGs to follow up these proposals further.
- Kevin responded to a question asking for more detail about “[accountable care](#)” operational models explaining that discussion with commissioners and other providers had only just begun. He referred to successful models in Devon and [Northumberland](#). Plans were being put in place for further engagement with local people about these new ways of working.
- Caroline confirmed that recruitment of staff was proceeding satisfactorily and Kevin expressed confidence that negotiations with the clinical commissioning group over the financial pressures in the contract and the funding gap would also be concluded with an achievable settlement.
- Healthwatch Swindon volunteer Michelle Howard responded to a query about the difference between health care and social care.

Caroline and Kevin were thanked for their presentation.

3 Dying Matters Awareness Week and related issues: Warren Finney.

- Warren’s spoke to a set of slides (circulated and *available to send again separately*) which referred to the number of UK deaths per year and, for example, the percentage of people who had discussed in advance their wishes for care with family members.
- UK was No1 for providing care at the end of life but people were reluctant to discuss.
- [Dying Matters Awareness Week](#) (8-14 May) was an opportunity for PPGs to publicise the issues or distribute available literature within their surgery and for individuals to consider what action they might take themselves.
- Warren distributed copies of the [Advance Care Plan](#) booklet and urged PPG and answered questions about [organ donation](#) and the work of Prospect Hospice.

**All to note
and tell
others!**

Warren was thanked for his presentation

4 Other business

Jo referred to the [Joint Primary Care Committee](#) and the clinical commissioning group which was meeting at the same time as this forum.

He also reminded participants about [PPG Awareness Week](#) (19-24 June) and encouraged PPG members to consider what they might do during the week.

All to note

5 Next and future forums.

The next forum will be from 11-1 on Monday 12 June Just prior to [PPG Awareness Week](#) (19-24 June). This forum will focus on hearing three “good ideas” from each PPG - including, perhaps, what they might be doing during awareness week. More information will follow nearer the date.

All to note
the date

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

Attendees

Paul Greensmith	Ashington House Surgery, West Swindon
Sue Cotton	Ashington House Surgery, West Swindon
Steph Burrows	Eldene Surgery
Norma Thompson	Eldene Surgery/Healthwatch Swindon Vol.
Carol Mulraney	Great Western Surgery
Sandra Hope	Hawthorn Medical Centre, Gorse Hill(staff)
Mike Bowen	Homeground, North Swindon Practice
Mair Bowen	Homeground, North Swindon Practice
Harry Dale	Homeground, North Swindon practice
Michelle Howard	Homeground/Healthwatch Swindon volunteer
Laura Heath	Kingswood Surgery (staff)
Derek Rutland	Lawn Medical Centre
Alan Bunn	Merchiston Surgery/Healthwatch Swindon Vol.
Chris Ockwell	Old Town Surgery
Rosemarie Phillips	Priory Road Medical Centre, Park South
Ian Underwood	Priory Road Medical Centre, Park South
Maureen Evans	Priory Road Medical Centre, Park South
Sylvia Kopijka	Priory Road Medical Centre, Park South
Nazma Ramruttun	Victoria Cross Surgery/Healthwatch Swindon Vol.
Pam Forde	Victoria Cross Surgery/Healthwatch Swindon Vol.
Phil Baker	Westrop Surgery, Highworth
Kevin McNamara	Great Western Hospitals NHS Found'n Trust
Caroline Davies	Great Western Hospitals NHS Found'n Trust
Jo Osorio	Healthwatch Swindon/Ashington House PPG
Sally Smith	NHS Swindon Clinical Commissioning Group
Warren Finney	Prospect Hospice

Jo Osorio/5 April 2017/PPG/PPG forum 5 April notes draft