

Note of a meeting of the Healthwatch Swindon [patient participation group forum](#) held at Sanford House on 7 January 2020

## 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 or those returning after a while. A list of attendees/apologies had been circulated.
- Unfortunately Jacqui Dawson from [Swindon Borough Council](#) and Jo Collins from [Avon and Wiltshire Mental Health Trust](#) were unable to attend.
- He confirmed that the agenda was to hear from invited speakers, ask questions and comment about the [NHS complaints process](#) and how their respective services dealt with complaints.

### 2 NHS Swindon clinical commissioning group (CCG)

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Barbara Perchard spoke to [a handout](#) which had been circulated.

- She described how South Central and West Commissioning Support Unit ([SCW CSU](#)) provided the patient advice and complaints (and concerns) handling service for the NHS Swindon CCG which commissioned most but not all NHS health services locally.
- She explained which complaints and concerns were dealt with by the CSU and that most complaints about General Practice were dealt with by [NHS England](#) and included complaints about directed enhanced services ([DES](#)).
- The CSU dealt with GP practice complaints in respect of Local Enhanced Services (LES) - of which ear syringing was one example (*post meeting note* See page 6 of [this document](#) for more information about LES) She referred to reporting arrangements and the [KO41A complaints collection](#) documentation. In the most recent annual report to the CCG, the CSU reported 53 formal complaints and 400 "PALS concerns" that had been dealt with outside the formal complaints process. Depending on the complexity of the case, CSU aimed to conclude the complaint process with 25 or 40 days. GP practices were required to report centrally using [KO41B](#) about complaints they had received themselves.

Questions and comments:

- How strict was the time limit for making a complaint?  
Barbara confirmed that depending on circumstances the one year limit can be varied - for example where an issue came to light some time later, and a fair and robust investigation can be concluded.
- Barbara had stated numbers of complaints had fallen. Might that have been because of the complexity of the process? Possibly.
- In response to a query about family members or carers being involved in the complaint process, Barbara explained that all possibilities were considered where someone lacked capacity to take decisions or following a death.
- Michelle Coleman (Medvivo) confirmed that where she was dealing with complaints from eg a care home resident, family members would sometimes need to be involved anyway.
- Barbara had referred to complaints sometimes resulting in policy change. Would this be local or national change? Could be local to the Swindon (or, increasingly, BANES Swindon and Wiltshire). The CCG might take things up nationally.
- How do people know about the PALS/PACT service? As with every service, this can be a challenge. There is information on the [CCG website](#) but it is acknowledged that many people do not have access to the internet. [Healthwatch Swindon is one way that people find out.](#)

### 3 Great Western Hospitals NHS Foundation Trust

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Deborah Tapley spoke to a [set of slides](#) which had been circulated.

- She explained that the trust was now responsible for both acute and adult community health services and, now, for [Abbey Meads, Penhill and Crossroads Surgeries](#) and for the GP practice at [Moredon Medical Centre](#). She explained that the [GWH PALS team](#) aimed to complete complaints responses within 25 days.
- In response to a query about email communication with a patient who needed to communicate by email, Deborah confirmed this should be no problem.
- It was observed that many complaints would have been (and would continue to be) about getting through on the phone or getting appointments.
- Deborah acknowledged that there had been a particular problem getting through on the phone to outpatients departments and action was in hand.

### 3 Medvivo

- Michelle Coleman spoke to a [set of slides](#) which had been circulated and answered questions.
- She explained that [Medvivo](#) and its partners were private providers of NHS services - in Swindon these were the

SUCCESS and children's/young people's clinics, the [GP out of hours](#) service and NHS 111.

- She confirmed that calls were recorded for quality purposes and that this was helpful to confirm details should there be any dispute about a complaint.
- She concluded by explaining plans to recruit a group of 50 people to act, initially, as a virtual/online patient reference group.

All speakers were thanked for their contribution to the forum and spoke to individuals about various personal queries.

#### **4 Next forum.**

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The next forum will be held on a date to be determined. Details and invitations will be despatched in due course. The PPG chairs group will meet on 18 February.

Jo to send invites and reminders

Jo Osorio  
PPG Forum notes  
17 February 2020

## Healthwatch Swindon PPG forum 7 February 2020

### Attendees

1. Sue Cotton Ashington House Surgery (Brunel)
2. Richard Pike Ashington House Surgery (Brunel)
3. Paul Greensmith Ashington House Surgery (Brunel) HW Swindon volunteer
4. Jo Osorio Ashington House Surgery (Brunel), Healthwatch Swindon staff
5. Norma Thompson Eldene Surgery (Victoria Cross) & Healthwatch Sw. vol. (Brunel)
6. Eileen Haller Eldene Surgery (Victoria Cross) (Brunel)
7. Deborah Tapley GWH Head of Patient Advice and Liaison Service
8. Jane Harris GWH PALS Complaints facilitator
9. Sandra Hope Hawthorn Medical Centre (staff) (Wyvern)
10. Patricia Giles Hawthorn Medical Centre (Wyvern)
11. Jo Bell Hawthorn Medical Centre (Wyvern)
12. Paul Warwick Hermitage Surgery (Westrop Medical Practice) (Brunel)
13. Mike Bowen Homeground/North Swindon Practice (Brunel)
14. Harry Dale Homeground/North Swindon Practice; HW Swindon Vol (Brunel)
15. Monique Watkins Lawn Medical Centre (Wyvern)
16. Michelle Coleman Medvivo\*\* Patient Engagement Coordinator
17. Barbara Perchard NHS Swindon CCG/SCW\*\*\* complaints manager
18. Layla Moghairhy NHS Swindon CCG/SCW\*\*\* PACT Team Officer
19. Krystyna Tworek Old Town Surgery (Wyvern)
20. Chris Ockwell Old Town Surgery (Wyvern)
21. Carol Willis Old Town Surgery (Wyvern), Healthwatch Swindon manager
22. Emily Medland Park Lane Surgery (Brunel)
23. Michael Smith Park Lane Surgery (Brunel)
24. Alan Rothwell Phoenix Surgery, Toothill (Park Lane) (Brunel)
25. Carol Buley Phoenix Surgery, Toothill (Park Lane) (Brunel)
26. Rosemarie Phillips Priors Road Medical Centre (Wyvern)
27. Maureen Evans Priors Road Medical Centre (Wyvern)
28. Sylvia Kopijka Priors Road Medical Centre (Wyvern)
29. Christine Bown Ridgeway View Family Practice (Wroughton) (Brunel)
30. Steve Barnes Taw Hill (Westrop)(Brunel) and Healthwatch Swindon volunteer
31. Nazma Ramruttun Victoria Cross Surgery (Brunel) HW Swindon volunteer
32. Colin Hayes Wanborough Surgery (Ramsbury Surgery, Wiltshire)
33. Phil Baker Westrop Medical Practice, Highworth (Brunel)

\*AWP Avon and Wiltshire Mental Health Partnership NHS Trust

\*\*Medvivo providing SUCCESS Clinics, GP Out-of-Hours and NHS 111 service

\*\*\*SCW is South, Central and West Commissioning Support Unit (CSU)

\*\*\*\*Swindon Borough Council adults social care and children's social and health services complaints

### Apologies

34. Jo Collins AWP\* Deputy head of patient safety and complaints manager
35. Cathy Lyons Eldene Surgery (Brunel)
36. Liz Strange Eldene Surgery (Brunel)
37. Srini Madhavan Elm Tree Surgery, Shrivenham (Brunel)
38. Lynn Waters Great Western Surgery (Carfax Health Enterprise) (Brunel)
39. Carol Mulraney Great Western Surgery (Carfax Health Enterprise) (Brunel)
40. Judith Hawkins Hermitage Surgery (Westrop Medical Practice) (Brunel)

41. Carol Brownlee Kingswood Surgery (Wyvern)
42. Tim Makofu Phoenix Surgery, Toothill (Park Lane) (Brunel)
43. Ian Underwood Priory Road Medical Centre (Wyvern)
44. Tony Kendall Ridge Green Medical Centre (Brunel)
45. Gill Lee Ridgeway View Family Practice (Wroughton) (Brunel)
46. Jacqui Dawson Swindon Borough Council\*\*\*\* Complaints Manager
47. Ian James Westrop Surgery, Highworth (Brunel)

Jo Osorio  
PPG/PPG/PPGForum