

Note of a meeting of the Healthwatch Swindon [patient participation group forum](#) held at Sanford House on 9 February 2017

Present

From patient participation groups (PPGs) (S= staff member): Moya Pinson, Paul Greensmith, Sue Cotton (Ashington House), Norma Thompson (Eldene), Sandra Hope (Hawthorn (staff)), Derek Rutland (Lawn), Alan Bunn (Merchiston), Krystyna Tworek, Chris Ockwell (Old Town), Susan Camburn, Alison Towill (Phoenix), Maureen Evans, Rosemarie Phillips, Ian Underwood (Priory Road), Nazma Ramruttun, Pam Forde (Victoria Cross), Colin Hayes (Wanborough), Phil Baker (Westrop), Sally Marsh, Lynne Ludlow, Jo Fyfe (staff) (Ridgeway View/Wroughton), Srinu Madhavan (Elm Tree), Judith Hawkins, Anne Hubbard (Hermitage), Carol Mulraney, Lynn Waters, Bob Wotton, Sharon Lovell (staff) (Great Western), Kelly Evers (Sparcells (staff)), Sarah Smith (Carfax (staff)).

With

Jo Osorio (Healthwatch Swindon)

Apologies

Six PPG members and two 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 Carfax Health Enterprise/Medical Centre's arrangements for management of existing and new contracts at Great Western and Hermitage surgeries; the development of the Prescription Ordering Service; discussion about a communication query from Ridgeway View PPG/practice; discussion about contacts between PPGs; future meeting agendas.

2 Sarah Smith - presentation about Carfax's arrangements for new contracts

Sarah Smith presented a set of slides (circulated with these notes) during which there were questions and discussion

- Sarah referred to the current pressure on GP practice, the shortage of GPs and discussions locally and nationally about working collaboratively and "at scale" and, potentially, merging.
- She explained that Carfax Health Enterprise was a non-profit enterprise unlike most practices and it is unusual in that whilst it employed GPs, it had advanced nurse practitioners in place which allowed the GPs to focus on the most complex work. Carfax had a very large

team of clinicians and also provided opportunities for postgraduate, para-medical and nurse training.

- She explained the timing behind the procurement by NHS England/Swindon Clinical Commissioning Group of a contract at Great Western Surgery and the interim arrangements by Carfax Health Enterprise which had been in effect since 1 January 2017. GPs working there were on long term contracts (self-employed locums) and Sarah explained the rationale behind this arrangement and why they were remunerated at a higher rate than employed GPs or Partners.
- She confirmed that Carfax currently already ran Sparcells Surgery in West Swindon and had also won the contract to manage Hermitage Surgery, Old Town, formally from April 2018 although interim arrangements may be in place before then.
- All surgeries operated a triage arrangement to ensure patients saw the most appropriate clinician. Some people preferred continuity whilst one patient at Sparcells PPG meeting had seen an alternate, had had their medication changed and felt better as a result.
- Sarah described the range of commissioned (including some “enhanced”) services provided by Carfax at Swindon Health Centre (moving to the new building in (mid-) May). These included TB screening, registration of people who were homeless, patients whose behaviour was challenging; and more.
- She referred to the fact that whilst currently provided 7 days a week, the new contract from April was for five days only though (unlike most other surgeries) this would continue to operate from 8am to 8pm.
- The contract Carfax held for the Walk-in Service was due to be re-procured from April (details as yet unclear). Those present wondered how the government’s stated intention to require GPs practices to provide a seven day service could be delivered when NHS England had commissioned Carfax to provide a five day service.
- Arrangements for management of Hermitage Surgery were under discussion. Transfer would probably take place before the April 2018 contract date. Forum attendees were concerned that patients were unaware of future arrangements and felt that NHS England should provide information to reduce concern.
- Discussion followed about the development of patient involvement/PPGs at both Hermitage and Great Western; and about compatible computer/IT systems and [online booking](#) arrangements.

Sarah and colleagues were thanked for their presentation.

3	Healthcare without an appointment.	All to note and tell others!
	The revised leaflet/ poster about healthcare services without appointment in and around Swindon was circulated, discussed and welcomed. There was discussion about differentiating between situations where “If someone is seriously ill or injured or you think their life may be at risk, call 999” and those that were less urgent.	
4	Prescription Ordering Direct (POD)	All to note request for feedback
	The service was again described and discussed with an emphasis on it being an addition and complement to existing arrangements at those surgeries which were able to participate. Not all could, yet, because of the incompatibility of IT systems. Details on the NHS Swindon clinical commissioning group website. Any comments about experience of the service were requested - to Jo Osorio at Healthwatch Swindon who attended the POD steering group.	
5	Ridgeway View Family Practice: correspondence about referrals	NHS Swindon to respond
	The practice manager and PPG members had drawn attention to confusing correspondence received by one patient about referral to a hospital. Advance notice of the query had been given to NHS Swindon CCG who were unfortunately not represented at the forum on this occasion. The issue and concern was described and it appeared that amongst those present there had been varied experiences of the referral management process. Copies of the actual letters were provided and would be forwarded by Healthwatch Swindon to NHS Swindon for comment and feedback to the forum in due course.	
6	Next and future forums.	All to note the date
	The next forum will be from 11-1 on Wednesday 5 April at Sanford House at which representatives from Great Western Hospitals NHS Foundation will attend to present information and discuss their management of the Swindon Community Health Services contract, much of which they will have taken on from Seqol on its closure. In addition, Warren Finney from Prospect Hospice will attend to update the forum on Dying Matters Week and advance care planning.	
	The subsequent 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

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