

Minutes. SWOLF

15 May 2018, 10.00 a.m. - 12.30 p.m. Didcot Civic Centre

Present	Name		Organisation / PPG
	Richard Maynard	RM	<i>Healthwatch Oxfordshire (minute taker)</i>
	Shelagh Garvey	SG	<i>Didcot Health Centre (Chair)</i>
	Lesley Powell	LP	<i>Didcot Health Centre</i>
	Richard Pullen	RP	<i>Berinsfield Health Centre</i>
	Martin Tarran-Jones	MTJ	<i>Woodlands Medical Centre</i>
	Dermot Padden	DP	<i>Woodlands Medical Centre</i>
	Janet Parker	JP	<i>Newbury St Practice, Wantage</i>
	Tom Thacker	TT	<i>Newbury St Practice, Wantage</i>
	Graham Hall	GH	<i>White Horse Medical Practice</i>
	Sue Hannon	SH	<i>Church Street Practice, Wantage</i>
	Anne Lankester	AL	<i>Oxfordshire Clinical Commissioning Group</i>
	Laurie Jackson	LJ	<i>Long Furlong Medical Centre, Abingdon</i>
	Jonathan Crawshaw	JC	<i>Locality Clinical Director</i>
	Mary Braybrooke	MB	<i>Clifton Hampden Surgery</i>

1.	<p>Welcome and Introductions:</p> <p>Apologies: Eileen Langley, Marcham Road Health Centre Gene Webb, White Horse Medical Practice Anne Brownson Nicola Perrett, Healthwatch Oxfordshire</p>
2.	<p>Minutes of previous meeting 20th March 2018: The minutes were agreed.</p> <p>Matters arising:</p> <ul style="list-style-type: none"> • SG reported that that the 'Plan On A Page' still does not include outcomes for patients.

	<ul style="list-style-type: none"> • SG has seen the report on Healthshare MSK service, and the picture was now more positive. JP reported that it could still take six weeks to obtain a physiotherapy appointment, and that a patient in Wantage had been offered an appointment in Chipping Norton. SG to circulate paper. • Re succession planning, SG reported that the Locality Forum Chairs will hold a meeting in June to discuss this. • The Didcot Herald published a letter from SG, on behalf of SWOLF, in response to a front-page feature airing the concerns of a group of Didcot Town Councillors. SG will circulate the letter to all Town Councillors.
3.	<p>Chair update</p> <ul style="list-style-type: none"> • SG reported that she had met with the Clinical Commissioning Group and there was now a different approach since the new CEO and Clinical Chair took up their posts.. Instead of talking about the CCG, the preferred expression was now ‘The System’. • AL said that Lou Patten, the new Chief Executive of the CCG, would like to attend a SWOLF meeting. • At the last meeting of LFCs with OCCG, SG pointed out the need for a shared understanding of terminology such as ‘Engagement’ and ‘Consultation’, to avoid the problems encountered in Phase 1.
4.	<p>PPG Awareness Week This week is taking place from June 4.</p> <ul style="list-style-type: none"> • Most members were unaware of the PPG Awareness Week. • MTJ asked that details of similar themed weeks should be sent to Healthwatch Oxfordshire, so that they could be publicised. He also raised the question of who PPG Awareness Week was actually aimed at. He said its success was limited by the willingness of individual practices to promote it. He added that the target audience should be the management of practices, and that the question should be asked concerning what it was actually trying to achieve. • SG added that the Luther Street PPG in Oxford had made a video with Healthwatch Oxfordshire about its work with homeless patients.
5.	<p>Reviewing OCCG Communications and Engagement Strategy At the recent LFC meeting with OCCG, the Head of Communication and Engagement had outlined four key questions for Locality Forums to consider, in relation to her review of the Communications and Engagement Strategy. SG had circulated the questions to SWOLF and members had decided not to respond until Lou Patten had responded to issues raised by SG on behalf of SWOLF. SG reported that SWOLF’s comments on this strategy had been sent to Lou Patten at the CCG, and an acknowledgement had been received, but no response to date.</p> <p>MTJ said this showed a very concerning situation about how PPGs were regarded by the new management at the Clinical Commissioning Group. He said that whereas there had been a rapport with the old management, the new regime was “very undermining” of Locality Forums. As the CCG paid for the existence of LF groups, it had a responsibility to listen to them. He said that the response appeared to have been lost in the system, and given that SWOLF had gone out of its way to be helpful, the response it had received from the CCG was terrible.</p> <p>MTJ added that the response would be sent again shortly after this meeting.</p>

	<p>MTJ said it was also unfortunate that Lou Patten did not appear to be available to attend any of the six SWOLF meetings that take place throughout the year.</p> <p>Although the SWOLF letter was immediately acknowledged by the CCG and sent on for comment, from then it appeared to fall through the cracks for which AL apologised. The CCG was making sure a response was sent out as soon as possible.</p> <p>Unfortunately, the next set of dates for SWOLF clashed with a must attend meeting for Lou and we are now in the process of arranging for Kiren Collison the Clinical Chair to attend as soon as diary commitments allow.</p>
6.	<p>SWOLF terms of reference</p> <p>MTJ had referred to the 2014 version of the Terms of Reference, with the purpose of updating them. He had circulated the latest version, and received four responses, none of which were of major concern. He would now circulate a second version. MTJ added that until SWOLF decided upon an elected Chair, the leadership would be decided on a meeting-by-meeting basis.</p> <p>GH said he was amazed at the number of practices which did not send a representative. AL said she would contact those practices not attending.</p> <p>Action: Version 2 of the revised SWOLF Terms of Reference to be circulated Action: AL to contact those practices not attending SWOLF meetings.</p>
7.	<p>CCG Housing Update</p> <p>AL reported that she received information from District Councils on all planning applications submitted to South Oxfordshire, or Vale of White Horse. Major applications have included 900 new homes south of Great Western Park, Didcot, and a site at Harrington Faringdon? of 6,000 new homes. Some proposals, however, may be withdrawn, although RP reported that South Oxfordshire District Council was holding a meeting at which it was likely that all proposed planning schemes may be put back on the table.</p> <p>AL is working to ensure that a healthcare debate is initiated with all planning proposals; she is also doing some work on workforce planning.</p> <p>MTJ voiced concern that some Didcot surgeries only had 12 months' spare capacity remaining. AL responded that the town was expected to grow by 10,000 in the next 10 years, and that meetings were being held at a high level to address this, including the provision of a two-storey building to accommodate health care services at Great Western Park.</p>
8.	<p>Update on SWOL</p> <ul style="list-style-type: none"> • Referring to item 7, JC said that two plans were being considered in tandem - a long-term project to increase service provision in Didcot, and a short-term plan to address the needs of the next 12 to 18 months. A meeting will be held with Didcot's existing practices in June. • In April, JC had attended a meeting concerning the Integrated Respiratory Service. The CCG had been working with OUH to provide a better Community Service for people with COPD. This was now being rolled out across the County, to identify patients with lung disease, to avoid more serious chest infections. A consultant from Oxford and specialist nurses were proactively following up patients at home so that they received better treatment. This will be expanded across the County over the next two or three months. • Child & Adolescent Mental Health Services: This service has seen a rise in referrals, and a rise in waiting times. Oxford Health has now developed a new point-of-entry to the service. All referrals are triaged within 24 hours of being received. Patients and families are now able to self-refer. This new service has been welcomed by GPs in the

	<p>locality, who are waiting to see if it has the desired effect. It removes the GP from the process, although they will still supply complex information when required.</p> <ul style="list-style-type: none"> • JC added that this should not be seen as the result of more funding, rather than doing more with the funding that was already in place. He added that mental health services were restricted by human resources, rather than financial resources, with recruitment and retention as a major issue. While funding for mental health was being increased across the board, this was not part of that funding. • In Didcot, Wantage and Faringdon, paramedics were now delivering home services for practices. Two paramedics had been recruited and a similar service would begin in Abingdon in June, to be based at the Stert Street practice. Visits are triaged by the GP. • In Abingdon, care homes were now receiving an enhanced GP service, with weekly visits. • In Wantage, a meeting was held on April 27 at the Church Street Practice to discuss extending the Health Centre. Attendees included the CCG, Oxford Health, patient representatives, Assura (the practice owner), the landlord, and Ed Vaizey MP, who chaired the meeting. It was agreed that Assura should increase its capacity, irrespective of what happens to Wantage Community Hospital. • MTJ asked if there was anything to report concerning the Integrated Health Care Team at Abingdon. JC said it was now called the Oxfordshire Care Alliance, and was providing a nursing and physiotherapy service aligned with Social Services. He added that in his opinion, the service was “treading water”. • MTJ asked what changes were now being seen at the CCG under the new management. JC replied that it was too early to say. He would report back at the next meeting and circulate version four of the South West Locality Plan action tracker. JO Cogswell has been appointed at the CCG to look into locality level issues, but JC doesn’t think this will override the existing Locality Plans. • MTJ said the responses from JC were very encouraging, and that SWOLF was very thankful for the work that he did. • RP asked if there was any data available concerning the number and location? of volunteer First Responders. JC said he did not know. SG reported that there are several covering Didcot and some of the neighbouring villages.
<p>9.</p>	<p>Update or bubbling up issues from PPGs</p> <ul style="list-style-type: none"> • SG reported that Didcot Health Centre PPG was losing two committee members at its next AGM. There are two possible new members, introduced by LP, in the wings and SG was planning to meet them the following week. • MTJ reported that at Woodlands Medical Centre’s AGM, Lynda Lambourn from South Central Ambulance Service had given a talk on the 111 service. He said that finding engaging speakers in the healthcare arena was difficult, and suggested a database of keynote speakers. Woodlands PPG now has 1,200 people on its member database. • JP reported that Newbury Street Practice PPG wanted to recruit more members, but older people did not want to attend meetings in the evening, and younger people were not interested. GPs were concerned because of the increasing number of young people with mental health problems, and were keen for PPG to get involved with schools to publicise the help available.

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	<ul style="list-style-type: none"> LJ reported that Long Furlong had attracted some younger members - who were still of working age - by alternating meetings between daytime and evening. SH said she had become a PPG member 20 years ago at the suggestion of the National Childbirth Trust, and used to take her small child to meetings with her. She suggested contacting groups such as the NCT, and mother-and-toddler groups, although she added that people were very busy nowadays. MB reported that Clifton Hampden had hosted several talks, including Age UK, and was hoping to host Healthwatch Oxfordshire in September. She also reported that a new person had offered to take up the position of secretary, and the surgery was awaiting another CQC inspection following a change in partnership.
10.	<p>Healthwatch Update</p> <p>Link circulated with agenda</p>
11.	<p>Any other business</p> <ul style="list-style-type: none"> SG has sent out a GDPR notice to everyone on her SWOLF email database - she requested that all members who had not received the email should pass on their email address to her, so that they can be included in the GDPR correspondence. MTJ asked if anyone had left a review on the Feedback Centre of Healthwatch Oxfordshire's new website. He said that as well as using sites such as NHS Choices to leave complaints, it was also important to record good service. Leaving a good review on the Healthwatch Oxfordshire website meant that it was easier for other people to find a service they may want to use, and that Healthwatch Oxfordshire could build a bigger picture of local services.
12.	<p>Summary of Actions:</p> <p>Item 6: Version 2 of the revised SWOLF Terms of Reference to be circulated</p> <p>Item 6: AL to contact those practices not attending SWOLF meetings.</p>
	<p>Dates for the next meeting:</p> <p>Date of the next meetings 2018-19</p> <p>All Saints Room, Didcot Civic Hall from 10.00am - 12.30pm is booked for the following dates:</p> <p>17 July 2018</p> <p>18 September 2018</p> <p>20 November 2018</p> <p>15 January 2019</p> <p>19 March 2019</p>