

Commission for Patient and Public Involvement in Health

PATIENT AND PUBLIC INVOLVEMENT FORUM ANNUAL REPORT – 2004/2005 1 April - 31 March 2005

Forum Name: Swindon PPI Forum

Forum Support Organisation: Health Advocacy Partnership

CPPIH Regional Centre: South West Region (Exeter)

CURRENT FORUM MEMBERS:

John Markey Chair
Helen Thompson Vice-Chair
John W H Archer
Joyce Bishop
Barbara Brettell
Maureen Bunn
Ramnik Mehta
Val Vaughan
Terry Waters
Mary Wilson

Our thanks to former Members who took part in the work of the Forum over the last year.

CONTACT LIST

Avon, Gloucestershire & Wiltshire Strategic Health Authority	Attending meetings
Swindon Primary Care Trust	Attending Board Meetings
Swindon Borough Council	Forum member attends OSC Joint working.
Wiltshire County Council	Information exchange with OSC
Great Western Hospital PPI forum	GWH member regularly attends forum meetings. Information exchange.
Avon & Wilts Mental Health PPI forum	Representative on Joint Committee

Wilts Ambulance PPI forum	Representative on forum
Voluntary Action	Information disseminated to local voluntary organisations
Cancer Services Group	Member attended forum meeting. Information exchange
Christian Asian Group	Individual contact
Wiltshire Police Committee	- as above -
Swindon Coalition (LGBT)	- as above -
Victim Support	- as above -
Whitehorse Care Trust (learning disabilities)	- as above -
Swindon Community Development Team	Speaker invited to April Engaging Communities event
Swindon Youth Service and Sure Start	As above
Swindon Race Equality Council	As above
Swindon Coalition of Disabled People	As above

ACTIVITY 2004-05

Activity Name	Description	Patient & Public Involvement	Result
Monitoring/Reviewing of NHS Services <ul style="list-style-type: none"> • Swindon Intermediate Care Centre (SWICC) • Access to GP services and facilities • Walk-in Centre visit 	<p>Informal visit</p> <p>Meeting with practice managers</p> <p>Report on the experience of deaf & hard of hearing people of GP services in Swindon</p> <p>Familiarisation visit</p>	<p>Consultation with members of the local deaf & hard of hearing community</p>	<p>Visits planned</p> <p>Improved awareness of the needs of this community within the PCT</p>

Activity Name	Description	Patient & Public Involvement	Result
<ul style="list-style-type: none"> • Delayed Discharge 	Joint working group with Great Western Hospital PPI forum, raising issues with trust officers		Ongoing
Other activity relating to the NHS <ul style="list-style-type: none"> • Dentistry 	Information collated about local provision. Participation in OSC sub group. Written questions presented to Trust.		Response from Trust expected April 2005. Ongoing.
Activities relating to non NHS services <ul style="list-style-type: none"> • Meeting with local M.P. 			
Working with your Trust <ul style="list-style-type: none"> • Monitoring local delivery plan • Representation at Trust meetings 	Regularly attending Board meetings, asking oral and written questions - PPI Steering Group - Risk Management & Clinical Governance - Exceptions Committee - Mental Health Local Implementation Team (LIT) -P.E.A.T. -Swindon Sex Health Group -Continuing health panel -Clinical Advice forum -Planning Older		Ongoing

Activity Name	Description	Patient & Public Involvement	Result
<ul style="list-style-type: none"> • Choose & Book • Joint Working Arrangement 	<p>Peoples Services -Disability Planning</p> <p>Trust speaker. Consultation on trust leaflet</p> <p>Developed protocol with Trust PPI officer</p>		<p>Early involvement in NHS initiative. Ongoing.</p> <p>To be approved by Trust Board shortly. Clarification of working practices.</p>
<p>Working in partnership</p> <ul style="list-style-type: none"> • Mental Health Joint Committee • Ambulance forum • HAP Chairs meeting • HAP conference • Regional PPI meeting (SHA) • Joint Publicity Group 	<p>Representative on Joint Committee, and mental health representative on PPI forum</p> <p>Rep on PPI forum</p> <p>Vice Chair attended</p> <p>Five forum members attended</p> <p>Vice Chair attended</p> <p>Working with three local forums.</p>	<p>Informing the public about PPI and engaging them in a dialogue.</p>	<p>Information sharing</p> <p>Information sharing</p> <p>Publicity flier sent out and two stalls organised.</p>
<p>Community Involvement</p> <ul style="list-style-type: none"> • Community letter 	<p>Introductory letter to local voluntary organisations</p>		<p>Raising awareness</p>

Activity Name	Description	Patient & Public Involvement	Result
<ul style="list-style-type: none"> • Community Research Project • Engaging Communities 	<p>Initial survey in Swindon Voice.</p> <p>Extensive further research commissioned</p> <p>Diversity training planned (jointly with Great Western PPI forum)</p>	<p>Public asked key questions about health provision in Swindon, to inform the future work plans of the forum.</p>	<p>Results to be analysed</p> <p>Ongoing</p> <p>To take place in April 2005</p>
<p>Training/Development</p> <ul style="list-style-type: none"> • CPPIH courses • Speakers • Breast Cancer training 	<p>Members attended a wide range of courses, on governance, visits, managing conflict, etc.</p> <p>Trust speakers on a range of topics, from ICAS to Out of Hours and Mental Health.</p> <p>Three members attended.</p>		<p>Information provided and skills developed to enable members to fulfil their role more effectively</p>
<p>Promotion of and Recruitment to Forum</p> <ul style="list-style-type: none"> • Community letter • Open Day • Street stall 	<p>Sent by Swindon publicity group to local voluntary organisations</p> <p>Participation in stand at hospital</p> <p>Stall in local shopping centre</p>	<p>Disseminating information to local voluntary organisations</p> <p>Meeting the public</p> <p>Informing the public about PPI</p>	<p>Increased public awareness of the role of the forum, encouraging new members to join and improving public attendance at meetings.</p>

Activity Name	Description	Patient & Public Involvement	Result
<ul style="list-style-type: none"> Press releases 	Regular press releases to local media	Informing local people about public meetings	

MEETINGS

Meetings	Number Held
Meetings held in public	11
Informal	11
Public Meetings	none

ACTIVITY/DEVELOPMENT FUND

As you will be aware all Forums were automatically given access to £500 each to support their work plans and were also able to apply for a share of the Development Fund. If you have used this funding please describe how this has helped you to take forward your work plan.

Type of Funding	How the funding was spent
Activity Fund (£500)	Survey of public views on local health issues; questions in Swindon Voice.
Development Fund	A joint Swindon & Great Western Hospital forum bid for community research was submitted to CPPIH (South West). This was referred back to Health Advocacy Partnership (the FSO) to take forward, using their under-spend. The initial information gathering began in March 2005 and the project will continue into Summer 2005.

FUTURE ACTIVITY / WORK PLAN 2005/6

Working with Swindon Primary Care Trust

To continue to attend Board Meetings and other committees, as outlined in the Joint Working Arrangement.

Healthcare Commission assessment

To consider forum involvement, following Trust presentation.

Review GP and dental services and facilities

GP Surgery visits planned. Dentistry working group.

Review unscheduled care

Meeting planned.

Review pharmacy services

Delayed discharge

Joint working with Great Western Hospital PPI forum.

Long term health conditions

Trust communication with patients

Working group currently considering 'Choice' leaflet. To encourage user-friendly literature for patients.

Community Involvement

To continue to develop links with patients and public (see below), community groups and local voluntary organisations.

Swindon Community Research project

(joint working with Great Western Hospital PPI forum).

To identify and clarify local health concerns and to prioritise forum work according to patient and public views expressed. To produce a document outlining patient and public views about their local health service and their visions for the future.

Training

Swindon Diversity training – April 2005.

Deaf awareness training.

Ongoing training for forum members.

Promotion of and recruitment to forum

Stand in West Swindon Centre planned for Autumn 2005.

Ongoing initiatives to promote the forum and encourage new members to join.

FURTHER COMMENTS / SIGNIFICANT ISSUES**DECLARATION**

On behalf of the Swindon PPI forum, I / We confirm that the above is an accurate record of our recent activity and future work plans.

Signed: JOHN S MARKEY

Name:

Date: 19-05-05