

**KENNET AND NORTH WILTSHIRE PPI FORUM  
Minutes of the**

**MEETING HELD IN PUBLIC on Thursday, 6<sup>th</sup>. January, 2005.**

Bouverie Hall,  
Goddard Road,  
Pewsey,  
Wiltshire.

**1. Present.**

**1.1. Members:** Bill Brown; Jean Cole; Michael Griffiths; Phoebe Pinder-Houghton; Joanna Howes, (Chairperson); Julie Quartley; Stuart Ritchie; Dorothy Roberts and Anne Webb.

**1.2. Kennet & North Wiltshire PCT:** Jenny Edwards.

**1.3. HAP Staff:** Bob Barrett.

**1.4. Apologies for Absence, Members:** Rodney Haverson and John McKee, (Vice-Chairperson).

**2. Welcome and Introductions.** Joanna Howes welcomed all present to the meeting. In particular Phoebe Pinder-Houghton was welcomed back after a long period of convalescence, and Julie Quartley was welcomed to her first meeting as a Forum member.

**3. Public Forum and Questions.**

**3.1.** No members of the public attended the meeting and no questions had been received by Forum members.

**4. Minutes of the Forum Meeting Held in Public on 11<sup>th</sup>. November, 2004.**

**4.1. In respect of minute 4.2., (consultation concerning Out-of-Hours Service)** Jenny Edwards requested that probably because of the way the word “strategy” is used in the NHS, that the minute make clear that the PCT has a Patient and Public Involvement Strategy which was approved by the Board in November, 2003; there was therefore no room to develop a strategy that is already in place. There is however ample opportunity to assist in the continuing development of the PPI Action Plan, including development of specific strategies to deal with particular areas of work within the ‘Plan and to progress a working protocol around specific consultation activity etcetera. Members accepted this clarification.

**4.2.** Following inclusion of clarification referred to at 4.1 above, the minutes of the meeting were approved.

**4.3. Matters Arising.**

**4.3. (i). Minute 9. Future Meetings- Arrangements and Format.** It was noted that the revised meeting arrangements had been immediately implemented, and a calendar of Forum meeting dates had been provided to all members.

**4.3. (ii).** Other matters arising had been included as main items on the agenda.

## **5. Notes of the Private Forum Meeting held on 11<sup>th</sup>. November, 2004.**

**5.1. Note number 6. Experts Patients Programme.** Dorothy Roberts, who has been closely involved with this programme, requested amendment to some of the detail of this note to now read, “Dorothy Roberts advised that she had attended this course at Croft Court, Chippenham. The course had consisted of six two and a half hour sessions on six consecutive weeks, designed for 12 to 13 people. The course did not secure that number of participants, and numbers attending had diminished as the course progressed. Dorothy made constructive observations to Jenny Edwards concerning the course. Dorothy has a copy of the handbook which is given to everyone who attends the course”.

**5.2.** Following inclusion of the amendment referred to at 5.1 above, the notes of the meeting were approved.

### **5.3. Matters Arising.**

**5.3. (2.2, (iii)). Chairman of K&NW PCT.** It was noted that Tim Boucher, Chairman had retired and that the NHS Appointments Commission had been unable to attract sufficient applicants to short-list a replacement. In the interim, Ron Crook, (formerly Vice-Chairman) had been appointed as Acting Temporary Chairman, pending future advertisements.

**5.4. (9.2) Calendar of Forum Meeting Dates-** had been produced and distributed to all Forum members.

## **6. Financial Position and Related Matters- Kennet & North Wiltshire PCT.**

**6.1.** Members were advised of the following key points contained in a letter dated 16<sup>th</sup>. December, 2004 which had been sent to Joanna Howes and Peter Biggs from the Chief Executive, AGW Strategic Health Authority, viz:

- Overspends are carried forward and deducted from the following budgetary year.
- £20 million non-recurrent income is due from the NHS Bank in 2005/06; however, this will only be received if overall financial balance is achieved in the current financial year. Financial performance of K&NW and WW PCTs is of paramount importance.
- Current forecast overspends are unacceptable at £9.6million for K&NW PCT and £2.5million for WW PCT, both need to be reduced dramatically.
- To continue as at present is not an option.
- The Wiltshire Community must develop a strategy to provide health services that meet national standards within the finances available and must do so with the utmost urgency.
- The basic message is that services will have to change to become more effective and more efficient whilst at the same time continuing to deliver service standards.
- Carole Clarke is putting together the PCTs’ preliminary thoughts on this strategy for wider discussion.
- The level of demand for health services and the way that demand is met will be a fundamental element of the PCTs’ strategy, and vital to future success.
- “I am sure the PPI Forums will want to play their part in improving the health and healthcare of the people of Wiltshire”.

**6.2.** In view of this response which gave no indication of guidance and support being provided by the SHA to the Trusts, and the potential adverse impact on health service that such a stance could have on populations served by the two PCTs, members agreed that a letter of reply should be sent to Trevor Jones, Chief Executive.

## **7. Project Board Meetings.**

**7.1. Malmesbury Community Hospital.** Mike Griffiths advised that Carole Clarke had informed him that she considered the project to be 85% satisfactory. He had written to the Project Officer suggesting that the Project Group ask her what were her concerns in respect of the other 15%? The Project Group are likely to be meeting frequently until work is completed.

**7.2. Devizes Community Hospital.** Jo. Howes advised that following the departure of Phil Day from the PCT there had been no Project Group meetings. The next meeting was scheduled for 27<sup>th</sup>. January, 2005.

## **8. Interim Review.**

**8.1.** Members reviewed in general terms the work done, and particularly noted the “Achievements” of the Forum as referred to in the report made to the Members’ Conference in December, 2004.**8.2.** The high number of working groups that members were involved in was also noted.

**8.3.** Members undertook to commence a progress assessment at their next meeting, including consideration of new areas of work which they need to venture into, and those areas, (if any) where perhaps work should stop.

## **9. K&NW PCT Updates by Jenny Edwards on:**

### **9.1. Out-of-Hours Services.**

- Information was provided to members, (“K&NW: OOH Statistics 24 Dec 04 – 4Jan 05”) relating to performance monitoring of the Service by the PCT. The Forum advised that they would also be monitoring the Service.
- Jenny Edwards advised that the DoH has recognised this service as one of the best in the country.
- The visit by Bill Brown, Mike Griffiths and Anne Webb to the O-O-H Call Centre, Chippenham Community Hospital on 18<sup>th</sup>. December, 2004 had proved very valuable.
- As a result of the visit the following questions were posed – Which Drs. are called if required by the Minor Injuries Unit, (MIU) out of normal hours? And – Which Drs. are called to treat in-patients out-of-hours? **Jenny Edwards** undertook to get answers to these questions.

### **9.2. Learning Disability Service.**

- This service had been transferred to Oxfordshire Learning Disability Service, (OLD) on 1<sup>st</sup>. October, 2004.
- Members were advised that some services which are managed at OLD but still in the K&NW PCT area are to be evaluated to see whether management should be transferred back into the community service. Users will be involved in any proposed changes before they take place.

## **10. Forum’s Budget.**

**10.1.** The Commission had allocated £500. to the Forum for approval and spending before 31<sup>st</sup>. March, 2005.

**10.2.** Members decided to explore the possibility of organising a conference to involve voluntary organisations with a view to establishing better understanding of respective roles, and subsequent collaborative working, where appropriate.

**10.3** A sub-group was formed comprising Bill Brown; Mike Griffiths; Jean Cole and Julie Quartley to further this aim. Anne Webb would lead the group.

## **11. Marshfield Road Surgery, Chippenham, (Dr. B.J.Williams).**

**11.1.** It was noted that Dr. B.J.Williams had not appealed against the findings of the GMC’s Fitness to Practice Panel and his name had therefore been erased from the Register.

**11.2.** Alternative arrangements for Dr. Williams’s patients had been made, and it was understood that less than twenty patients had not registered with other GPs, despite reminders having been sent to them.

## **12. Appendix 1. Information Reports for Members.**

**12.1.** Since the last meeting no written reports of routine meetings had been submitted by members for circulation.

### **3. Member's Concerns.**

**13.1. Malmesbury Maternity Unit.** It was noted that this Unit was to be temporarily closed for approximately six weeks from 6<sup>th</sup>. December, 2004. This emergency decision had been made by the Board as a result of severe staff shortages and the unavailability of bank staff. Subject to availability of staff, the PCT was hoping to re-open the Unit around mid-January, 2005. The Forum would monitor progress.

**13.2. RUH Joint Publicity Meeting.** Members were advised that the RUH PPI Forum would be writing to other Forums inviting them to a cross-forum meeting about publicity sometime in January, 2005. Up to three representatives per Forum would be invited.

**13.3. Jo. Howes, Chairperson.** Members were advised that following Jo's promotion into another job with a new organisation, she would be obliged to resign in order to avoid "conflict of interests" situations arising. This would therefore be her last K&NW PPI Forum meeting. Members were sorry to hear that she was having to leave, and warmly thanked her for all her hard work and support on behalf of the Forum. Members hoped that she would be able to attend their next meeting, albeit in a different capacity.

### **14. Date, Time and Venue of Next Meeting.**

**Thursday, 10th. March, 2005 at 2:00pm. (Members' working lunch from 1:15pm) at Calne Town Hall, (The Big Hall), The Strand, Calne, Wiltshire. SN11 OEN.**

**END.**