

Draft Notes of Meeting in Public South Wiltshire PPI Forum 10 Feb 06

**Notes of the Meeting in Public held on Friday 10th February '06
at Elizabeth House, Wilton, Salisbury, Wilts.**

Members Present: Terry White, Philip Matthews, Geraldine Amos, Victoria Clare, Beryl Paton, Ian Colvin, Ray Bullen (SHC PPIF rep)

HAP Staff present: Jo Bell

Trust Staff Present: Nicky Scammell (PALS /PPI) 10.30am: Alan Webb (SW PCT Chief Operating Officer)

Item 1/06 Chairman's Welcome and Introduction. The Chairman welcomed those present and outlined the agenda for the meeting.

Item 2/06 Apologies. Received from Victoria Clare

Item 3/06 Declaration of Interest As previously noted with regard to PM's son.

Item 4/06 Membership. The following resignations have been received: Dave Roberts (due to work) Sheila Hampton Smith (due to health)

Item 5/06 Minutes of Meeting 2/12/05. Agreed.

Item 6/06 Matters arising not on Agenda.

From minutes 2/12/05

Pg 2- 7.4 Pharmacy – NS reported that this group has been discontinued.

Pg 3 -11 Practice Based Commissioning – Framework not yet received from Delia Perkins.

Action – NS will 'chase up'

Item 7/06 Reports of Meetings Attended.

7.1 Chairman's Reports:

07/12/05 District Council Panel: agreed Fovant Ward reorganization.

Agreed Mental Health issues – see later in meeting.

07/12/05 Clinical Governance and Risk – Director Public Health Report needed in 2006

12/12/05 Provider Services future uncertain

14/12/05 (pm) – WCC HOSC agreed Mental Health and Fovant Ward. TW appointed to Mental Health Task Group.

10/01/06 – CHD/Stroke, NSF LIT. TW rejoined pending patient representation.

17/01/06 –meeting with Alan Webb re GP referrals over Christmas and other issues.

30/01/06 Public Health Inequalities: *RB agreed to attend the Public Health Inequalities Group, taking over from TW/DR*

Action RB

9/02/06 District OSC Panel – Restructuring of Mental Health- agreed policy to date.

7.2 IC spoke to his tabled report of the *Board Meeting 23/01/06*. TW commented that hospice money is not stopped but ‘slippage’.

IC reported that the Trust Patient Survey has been completed. There will be no Patient Survey next year apart from one on Diabetes.

Action: NS asked to request ‘generic survey’ with specific questions.

- Could be end of group – disease specific in future.
- Cost of survey £2,000
- ?PEC authorization for PCT to do this.
- QOF system isn’t patient friendly and QOF GP surveys are not shared but could be asked for.

7.3 PM spoke to the tabled report from Heather Ludlow. A comment was made re the use of ‘premium rate numbers’ for accessing local GP surgeries. **Action: NS will check this.**

7.4 Central Health Clinic – PM and BP will be carrying out a monitoring visit next week re DDA.

Item 8/06 PCT Briefings

8.1 Financial Restructuring Plan – Alan Webb

Recovery Plan – see attached paper.

Points made and Q&A:

- Demand management of non elective care
- Transport funding by PCT to reduce use of A&E at SDH
- GP in A&E not happening yet but still planned.
- ENT service going well!

Q. TW – we are told ‘harsh decisions to be taken’ – how will money be saved?

A. AW – demand management strategy and recovery plan.

Q. TW – ‘Significant variation issues’ – PPIF needs early warning of these! The period over Christmas was a good example of this.

A. AW –agreed.

Q. IC – deficit £5 million and getting steadily worse, is there a sense of control?

A. AW – considered view taken re £5 million

Q. IC – cumulative figure of -£13million!

A. AW – problem caused by historic non-recurrent debt, month by month trading is OK.

Choose and Book ‘cost neutral’.

8.2 Local Delivery Plan update by Alan Webb – discussion

It is now year 2 of 3 year cycle. ‘REFRESH’ with National guidance ([web link to be obtained](#))

Q. TW – will there be public engagement for developments?

A. AW – Financial balance is needed first. There will be discussion with PPIF re this.

Q. TW – could there be a ‘wish list’ publicized eg: lymphoedema service?

A. AW – would have concern about meeting public expectation. Agreed TW and AW to meet and discuss.

Action: TW/AW

8.3 Mental Health – Alan Webb

- Three options would have provided provision
- Unexpected costs for South Wilts – inappropriate NHS funding
- December '05 letter from WCC saying they were unable to 'pick up costs'.
- The PCT is doing what it always said it would do – that position is unchanged.
- The issue is with WCC and AWP
- 1ST April '06 £460,000 comes out of budget and into 'continuing care'.
- PPI Forum attitude to PCT statement discussed. Agreed that TW will write a letter – this response will be relating to patients being supported. **Action TW**
- There is a Joint Forum meeting in Melksham on this issue on Monday 20/02/06. TW will write a letter to the Chair. **Action TW**
- The importance of ongoing meetings with the PCT and WCC was stressed, with the PPI Forums keeping in close touch. **Action: Jo Bell to contact Sue Storey re arranging meetings.**
- AW reported that the PCT had had a 'random' visit from the Health Care Commission earlier this week, they would have feedback in 2 weeks.
- LIFT – AW satisfied with this.
- RB commented that the Forum role is to support patients.

8.4 Out of Hours(OOH) – David Campbell, OOH Manager

(Summary Report attached)

David introduced himself, he is from a non NHS background (Post Office) He gave a background of the service and his role to ensure there are 'no warts in the system'. SWOOSH covers South Wilts and NE Somerset.

- There is a new phone system in place – all calls are recorded.
- The computer system 'captures' records and sends to the relevant GP by the next morning.
- His role is to provide leadership and tighten working relationships for consistency.
- The service is no longer using as many agency doctors but has its 'own provision'.
- There has been an improvement in quality standards but there is still a long way to go.
- Weekends still need work to improve service.
- Integration of OOH into PCT with Community nurses/mental health/social services /Ambulance Trust. Changes will occur over next few months.
- Move of service to SDH planned for October '06
- Access to deaf people via fax. Work ongoing.
- Translation services being developed' good range of languages already available.
- Need to develop face to face – not happening at present and single point of contact.
- Nurse telephone triage will continue
- Links with A&E, HAT will change present model

- Call handling across Wiltshire not yet decided.

Comments were made on the building used for Swoosh and numbers attending SDH A&E dept. rather than OOH. Thought maybe appropriate referrals plus patient 'self referrals'. Issue of whether GP phone message is appropriate needs to be considered as does use of 'premium rate' phone cost as earlier discussed (7.3)

- There are monthly patient surveys, very few complaints received.

Q. Have you any information on lengthening of GP 'opening hours' as raised by the Govt.?

A. There has been no information to OOH on this issue.

DC said that the BANES PPI Forum had visited SWOOSH but he had not received a copy of their report. An informal report provided by BANES Forum Advisor was shared with him. **Action: Jo Bell to inform FA for BANES.**

David was thanked for attending the meeting and it was agreed that a 'follow up' visit would be arranged in the near future.

Extra: 8.5- Jan Trethewey

(Community (virtual) teams, paper attached)

- CC's have been given 'chunk of money' to enable patients to be moved through the system quicker.
- S.Wilts felt teams looking after people in their own homes –'HAT'-quite successful.
- SDH- delayed discharges up so charges incurred from 1/01/06 (2 out and 1 in policy in place)
- Funding for 'HAT' withdrawn to pay charges incurred!
- Loss of this money affected management structure – now less managers - this will enable continued provision of service.
- HAT – mainstreaming of services as chart attached.
- Community Matrons start in post on 1/04/06
- Assessments will be done by community nurses – was done by HAT
- Intermediate Care Consultant in post funded by SDH
- As of April 1st there will be 2 teams not 3. North and West localities together.
- Localities will be working very closely together with multi disciplinary team, aim to 'fit service around patient journey'.
- District nurses aggrieved nationally. South Wilts are 'up skilling' this group of staff, most of which will be during their normal working time.
- Fovant Ward will be isolated from 1/04/06 (building work)
- Closing date for 'Business Cases' is today – results next week (re Intermediate Care)
- Noted that a group with Age Concern preferred carers to nurses and wanted something other than a 'ward' environment!

Item 9/06 Visits

Practice Visits – TW and Jo Bell to meet and discuss. BP and PM have now done Monitoring Visit training.

IC/RB/GA/PM agreed to take part in Practice visits.

BP has been invited to do visit re 'Choose and Book' at both GP end and hospital. RB will assist BP at SDH.

BP going as lay member of a PEAT team visit today.

Item 10/06 Future Shape of Your NHS Response

- Drop in session / OSC – It was agreed to defer the response until after these events. It was agreed that TW should comment on Forum behalf.
- PM reported on the 4 questions posed to SHA at their meeting 10days ago on Forum behalf. He had requested a written reply ready for today's meeting – this had not happened. Agreed same questions be raised with OSC.
- Future – should Forum now discuss with other Forum Chairs, 'ultimate structure'? Agreed it should. Contact to be made with other relevant Chairs.

Action: TW

Item 11/06 Parking at SDH

The District Council OSC Panel is taking up the issue of parking at the hospital following TW raising it at the meeting on 09/02/06. Letter to and from Luke March discussed.

RB reported on behalf of Salisbury Health Care PPI Forum that Peter Hill had informed the Forum that the parking is to do with the Green Policy and money/funding on meeting 'green targets'. He said that discussions were ongoing with the Trust.

The question was raised as to whether an application had been made 'recently' regarding extra parking?

Action: TW to follow up.

Item 12/06 AGM and Nominations for Office

- TW will write to members
- Closing date for NOMINATIONS will be 15th March '06
- Present members agreed they would be happy to continue if this is what members would like.

Action: TW

Item 13/06 Any Urgent Business

13.1 RUH Publicity Conference to be held in Frome, Somerset on March 21st. It was agreed that Jo Bell attend to represent Forum.

Action: Jo Bell

13.2 PALS report to be circulated

Action: Jo Bell

13.3 GA raised concern around Wheelchair damage and 'control' of breakage – used her own chair as an illustration! Also concern around mattress leavers.

Action: Jo Bell to find out more detail on supply and control.

Item 14/06 Date and Venue of Next Meeting

Thursday 30th March '06 at 10am (AGM) to be held at: ST Edmunds Church St. Salisbury. Wilts.

Forum meetings - DATES IN REVERSE ORDER:

- Friday 21/07/06 10am – 1pm
- Friday 26/05/06 10am – 1pm