



# MINUTES OF THE BA13+ PARTNERSHIP MEETING

Held on Thursday 19th May 2016

in the Parish Hall, Westbury

## Present:

Carole King (Chair, BA13),  
Dan Gmaj (Westbury Shed)  
Bill Braid (Lions)  
Bill Fanning (BA13 Health Lead)  
Michael Walter (BA13 asst. treasurer)  
Rvd. Sue Miles  
Cllr. Gordon King (Town Council, Area Board),  
John Bartram (Bratton PC)  
Martin Waker (DWFRS)

Notes: Phil McMullen (BA13 Partnership Officer)

## Guest speaker:

Sarah MacLennan from the West Wiltshire CCG

## A G E N D A

1. Welcome and Apologies
2. Minutes of the last meeting [February 2016](#)
3. Matters Arising
4. Community Plan  
Theme: HEALTH AND WELLBEING  
Guest speaker:  
Sarah MacLennan from the West Wiltshire CCG
5. Updates from our Partners
6. Partnership News
7. Any other Business
8. Date of next Meeting (Thursday August 18<sup>th</sup> 2016)

### 1. Welcome and Apologies:

Phil reported that apologies had been received from Dawn Wilson and David Jenkins.

Carole welcomed everyone to the meeting and introduced this evening's theme from the Community Plan, which was Health and Wellbeing. A particular welcome was extended to Sarah MacLennan, our guest speaker for the evening.

### 2. Minutes of last Partnership Meeting held February 2016

The minutes of the February meeting were accepted as a true record.

### 3. Matters arising

There were no matters arising reported at this evening's meeting.

### 4. Community Plan – Community Plan key theme tonight: **Health and Wellbeing**

Sarah Maclennan from the CCG explained she intended to be very candid this evening. Her intention was to try to explain where the Wiltshire NHS fits in with the wider organisation and the challenges that face us all.

The current government made a promise of £8bn funding for the NHS when they were elected; however the NHS was expected to make savings of £25m before they received it. To date they haven't seen any new money at all. They have in fact received no new money for six years.

Annual funding is less than what's needed to meet demand. Here in Wiltshire we face three hospitals – the Great Western in Swindon, Salisbury District and the Royal United Hospitals in Bath and North East Somerset (BANES). Most CCGs face just one – we have three, with a ring of nothing in the middle. For the next year, to 2017, Wiltshire, BANES and Swindon are facing a funding gap of £500 million.

Over 75,000 people in Wiltshire are living with a long-term condition (eg diabetes). 70% of hospital and primary care GP budgets is spent on looking after people with a long term condition.

The cost of treatments is getting higher because we are keeping people well for longer with multiple conditions. We also have a growing population, 22% of which are over 65. We are also living with a generation who have much different expectations. They expect a drug to work in two days and if it doesn't they are back making another appointment.

There is a national shortage of trained professionals across health and social care including GPs, but it's particularly acute here in Wiltshire. There is a reliance on locums and agency workers. Demand is far outstripping capacity. Currently we're using staff from abroad to fill the gap, but the referendum in June may have an effect on that.

Sarah went on to say that the NHS is full of really perverse incentives. It sometimes feels like it's set up to fail. Hospital Trusts became Foundation Trusts which are not allowed to go into deficit, so have to be bailed out, and are being encouraged to treat more and more people just to stop them going into deficit. The other half of the NHS is trying to stop people going into hospital and to encourage them to stay healthy.

In Wiltshire almost everyone has to drive at least 45 minutes to get to a hospital. We have three acute hospitals. We are trying to get GP surgeries to set up minor injury units – there will not be beds however. We do have community beds (22 in Warminster for example) and they have commissioned some beds in nursing homes so people can have care wrapped around them closer to home to try and keep them as well as possible and independent.

That is a far cheaper option than trying to sustain people going into hospital and staying there for a long time.

Bill Braid asked why it takes so long to see a doctor?

Sarah: Because there is a shortage of doctors. White Horse is struggling to recruit GPs and it's getting worse. They would be the first to admit it's not a good situation. There are targets attached to each condition – you can generally get to see a GP inside 4 weeks but it's not going to be your own doctor.

Sarah says she honestly thinks the reason A&E are so busy is that people go there because they know they'll be treated inside 4 hours. It's not right. The vast majority of people attending have an illness and not an injury. People should only ever go to A&E if they have a life-threatening illness or injury. There is a walk-in centre in Salisbury that's open all year round, and that can help with minor injuries or illnesses. Minor Injuries units

John Bartram pointed out that the new A&E in the RUH was expected to reach capacity after 5 years whereas it took only 8 months.

Diana Benham asked, is there a focus on educating people's expectations?

Sarah replied that the NHS is so fragmented – public health used to be part of the primary care trusts, but now they have moved over to councils and had their budgets significantly slashed they are not encouraging people to stay healthy in the way they formerly did.

Gordon pointed out that packaging on medicines isn't helping. It says "if you think you have a problem, see your GP" whereas in fact the GP is probably the last person to speak to. Pharmacies, health centres, they can all take the heat away from the actual GPs themselves.

Sarah went on to describe the success of the "Hot Kids" clinic in Salisbury, which saw over 800 mums worrying over their children's ailments of which only 6 needed to be referred to hospital.

Sarah that in her opinion Westbury has one of THE most forward thinking practices in Wiltshire. They have tremendous potential. They are trying to use the money to stop people going to hospital to try and make the White Horse Centre a thriving hub of community expertise.

Sarah went on to say that although she is head of communications, her perception as a normal person without an NHS hat on is that people find out about the fragmentation only after they have an illness and go from one to another part of the system finding out how it works or doesn't work. It's so difficult to re-educate people because they think they go to the GP and the GP sends them to hospital and they make them better and they go home and that's it. She doesn't know how to educate people. It's difficult but we are trying our damndest here in Wiltshire to make it work.

Sarah said that there is a general admittance across the country that we are in serious crisis. We have to join up the health economies. Wiltshire sits in the Wiltshire BANES and Swindon footprint, and the idea is that this footprint receives the combined money and somehow make the money work more effectively in our area.

NHS England denies that there is any problem at all. So does the Department of Health. They will not publicly admit there's a problem so they won't educate people to look after themselves better because it's politically dynamite. No government will ever allow them to admit that there's maybe two years worth of money left and that's it.

Dan Gmaj commented that the speaker had touched upon part of the problem, in that a large section of the medical world do not as yet, fully accept that 'Everyday mental illness' is an illness at all. Dan went on to say that in his opinion the problem with the NHS was firmly routed in management. From the lesser practice manager, trying to deliver and make the make the obviously impossible work, to the top level in Government that start the ill conceived idea's rolling in the first place.

Dan Gmaj also remarked that the message that the speaker was trying to get across should be delivered to as many community groups as possible for consideration and further reporting to get the word out/across to as many people as possible.

John Bartram volunteers for a group helping people with mental health issues. They work with them, they give them time and they give them their self esteem back. He's having huge problems getting surgeries to recommend people – it doesn't cost the GPs a penny and they get good results. And yet they are finding it difficult to get GPs to send patients to them. Sarah took details and expressed a great interest in that.

Phil mentioned that he's on the Patients Participation Group at his surgery in Melksham, and that has been very successful in reaching out to people and helping them work together on the issues. He recommended that people look to joining a similar group here in Westbury.

Carole mentioned Urgent Care Centres. She had attended a constituency meeting for the RUH which updated them on the Wiltshire Health and Care model. The new service was starting 1<sup>st</sup> July and they have a minimum of 5 year contract. They have six priorities, one of which was Urgent Care Centres. There's earlier support for discharge from hospital for people with strokes. Mobile working and access to information is being improved. There's 300 new parking spaces going in at the RUH by the autumn. The new cancer unit will hopefully be up by 2020. There's a new mineral hospital going in.

Carole raised the issue of people going into hospital not taking their regular medication with them. People needed educating.

Sarah was warmly thanked for her excellent presentation.

## **6. Updates from our partners**

### **Churches**

Rvd Sue Miles, curate in the White Horse Team Ministry, was pleased to inform the meeting that we are getting a replacement for Jonathan Burke. Rvd. Rona Float will be arriving mid-July.

### **Health**

Bill Fanning said that he was very pleased that Sarah had recognized how well our surgery is performing, compared to how it was seven years ago.

### **Westbury Lions**

Bill stated that the clean-up event had gone very well. Some of the youngsters wanted to do another event.

### **Shed Club**

Dan Gmaj mentioned a rapidly growing and valuable network of community contacts and long term links with other Shed groups across the county and indeed over the border in Somerset too. He also touched on the reward of seeing, even the smallest improvement in

daily outcomes for individuals in our group and wider network.

### **Fire Service**

Martin said lots of new things are coming in following the merger of Wilts and Dorset. Dorset are particularly keen on community engagement for example.

### **STOP**

Diana said the STOP committee's view that we can't have more and more houses built without the facilities to support them had been supported by this evening's presentation by Sarah from the CCG.

### **Bratton Parish Council**

John said he'd attended this evening to hear what Sarah had to say and because of the work he was doing as a volunteer with a community enterprise named Active Plus, who run Condition Management and Wellbeing courses give people confidence for the future.

### **Area Board.**

Gordon King said he'd been talking to Sarah from the CCG about the health model in Westbury and that Healthwatch are holding a public event on July 20th, hopefully to persuade the CCG that the Westbury hospital site is a perfect place for a new extra care facility. The next area board is Thursday 2<sup>nd</sup> June here at the Laverton. The focus will be on mental health.

## **7. Partnership News**

Carole reported that we've approved a grant application for Anybody Can Cook who are providing cooking lessons during the school holidays. Martin Waker raised the point that home schooled children do not always get to hear about initiatives such as this.

Our next Steering Group meeting is on 1<sup>st</sup> March at Crosspoint.

## **8. Any other Business**

There was no Any Other Business recorded at the meeting.

## **9. Date of Next Meeting.**

The venue and theme of the next Partnership meeting, which is scheduled to take place on 18<sup>th</sup> August 2016, is to be agreed at the next Steering Group meeting, which takes place on Tuesday 8<sup>th</sup> June at Crosspoint.