

**Royal Wootton Bassett & Cricklade Community Care Group**  
**Wednesday 25<sup>th</sup> October 2023, Pip's Café, Purton**  
**Notes**

Item	Notes	Action
Present	Dianna Kirby, Tockenham PC; Cat Attewell, (Home Instead); Stevie Palmer; Heather Ponting-Bather; Abi Mitchell (Rethink Metal Health); Rebecca Seymour (Celebrating Age Wiltshire); Cllr David Bowler, Cllr Mary Champion, Louise Nankivell, (Prevention & Wellbeing team), Andrew Jack (Strategic Engagement & Partnerships Manager) (Wiltshire Council).	
Apologies	Mel Lambourne (Care Coordinator, Tinkers Lane Surgery); Nick Arthurs, (Cricklade TC); Rose Love (Lydiard Tregoze PC); Ali Gardner.	
"Accessing Healthcare" engagement	<p>AJ introduced this item following on from the last CCG meeting where it was agreed to try and combine this engagement or information session with an existing Celebrating Age (CAW) event. AJ had had a conversation with RS in September to discuss this further. RS had recommended that instead of trying to bolt these separate events together, CAW could use their creatives to weave the information into the "performance" and the information session becomes the CAW event.</p> <p>AJ asked the group to describe to RS the issues this event was trying to overcome. MC described the difficulty in contacting New Court surgery and even speaking to someone to try to book an appointment. Other group members described their experiences of booking at Tinkers Lane, which was different.</p> <p>DB said that people need to know about the different services that can be offered and to know to accept those appointments as they could be all that is offered. For example, at an appointment with a nurse, they can set up an appointment with a GP immediately if necessary.</p> <p>MC pointed out that appointments are available to different groups of people, such as looked after children or those in foster care.</p> <p>DK and others describe how Tinkers Lane does have a telephone waiting list, then a triage system with a nurse to give calls back, assess then call in to the surgery if necessary.</p> <p>RS recommended a written sheet for people to take away explaining what each surgery offers. To make it clear who needs to be aware of which information, RS suggested seating in the venue is set up in two sides with patients of each surgery sat on different sides.</p> <p>It was suggested that meetings are set up with RS and practice managers so they can be engaged in the event and get their messages across accurately. Mel Lambourne will be able to help at Tinkers Lane and AJ should be able to contact the manager at New Court.</p> <p>RS pointed out this would be an event outside of CAW's regular schedule. It would need separate funding which can come through the area board, up to £500. She agreed meeting with practice managers would be valuable.</p>	<p>AJ</p> <p>AJ / DB</p>
Self-help care/carers group in	SP described how the group had its first meeting on Tuesday 17 <sup>th</sup> October and that LN went along too. Six people were invited to attend,	

<p>Bradenstoke</p>	<p>who are all carers. The invites are word-of-mouth only to make sure the people who attend will benefit most. Only three attended but all went away with useful information, which is the purpose of the group. There was also good social interaction, with someone from the pastoral care team there. Lots of advice and support was given. Everyone benefitted from this and agreed it was a useful group and wanted to carry on. There were suggestions for more new members. Talks to the group from organisations like Bobby Van and local police were suggested.</p> <p>The next meeting in November will be in Bradenstoke's pub. The group was keen to agree dates for the whole of 2024.</p>	
<p>Booklet Review – Community directory from '22</p>	<p>Following agreement at the last CCG meeting to renew the community directory, AJ has not yet contacted local parish councils or community groups for updates about their work. AJ will prioritise this.</p> <p>AJ asked members of the CCG group to look over the directory for their own area and highlight any changes to him.</p> <p>For more information about grants from the area board, please contact Andrew Jack on <a href="mailto:Andrew.jack@wiltshire.gov.uk">Andrew.jack@wiltshire.gov.uk</a> or 01225 713109</p>	<p>AJ All</p>
<p>Widening membership of CCG</p>	<p>AJ began this point with a wish to open out membership of this group more widely and encourage other local organisations to join it. This is partly to increase the geographic coverage, the kinds of services offered by member groups and the people supported. It could also open up the grant funding to other organisations.</p> <p>CA thought there could be 2 tiers of membership, where some people are happy to attend meetings contribute that way and others who are on the mailing list and receive information that way. SP and DK thought the purpose of the group is to share information, either through inviting speakers or news within the group. This information would go to members and be cascaded throughout their own organisations via the meeting notes.</p> <p>DB felt that town and parish councils do not all disseminate any information from this group. AJ said he could re-promote this group and its purpose to try to raise awareness and increase membership. AJ could also try to produce more notes in a more attractive format to get across the information this group promotes. This will depend on AJ's capacity and the nature of each meeting; AJ said how this meeting is very much about managing internal business of the group and would not be of interest to non-members. Activities or events like the CAW awareness event would definitely be promoted widely.</p> <p>The group could be offer opportunities to other organisations to share their news via these meetings and through the notes being shared widely.</p>	<p>AJ</p>
<p>Supporting local work with funding</p>	<p>AJ described the grant funding that is available through the area board to support services and activities for older and vulnerable adults. He said how this group has a role to promote that funding within member and non-member groups as well as looking at "mapping and gapping" of services in the area. Where gaps are found, this group could help encourage an organisation to bid for funding to provide that missing service, and "commission" it for this area.</p>	

	<p>SP asked if funding could be used to support a volunteers' recognition scheme or awards? AJ said that area boards elsewhere do this by hosting awards either on their own or with the local town council. SP thought it would help encourage existing and new volunteers by having a volunteers' day and award to say thank you. SP will look at this further</p>	SP
AOB	<p>There were no new grant applications to consider. SP raised an issue about the amount of time it can take between someone developing symptoms and a full diagnosis, e.g. for dementia. Often, any treatment or support for the person and their family cannot begin until that formal diagnosis and that can take up a couple of years. This delay can lead to the person deteriorating without treatment and their family finding it hard without support. SP wanted this group, as a working group of the area board, to ask the ICB why there is this delay. MC will take this further on behalf of the area board.</p>	SP / MC
Rethink Mental Health – Abi Mitchell	<p>Since it was her first time attending, AM described the work of her organisation, <a href="http://www.rethink.org">Rethink Mental Health</a>. AM works for the Access community mental health service as a coordinator. This role is about finding out what's going on in the community that can offer community support to a person. AM described it as a short-term hand holding service. It is non-clinical but links with the NHS. People are offered 6-8 sessions which can sign post to other services and help to create a support plan.</p> <p>Anyone who is 16+ and lives in Wiltshire or has a Wiltshire-based GP can access the service to receive support with their mental health to achieve their goals.</p> <p>Further contact details are:  <a href="http://www.rethink.org">www.rethink.org</a>  <a href="mailto:accesswiltshire@rethink.org">accesswiltshire@rethink.org</a>  08082 803528</p>	
Date of next meeting:	<p>Next date: <b>31<sup>st</sup> January at The Croft café, near St Bart's Church, RWB;</b>  All meetings starting at 10.30</p>	