

Health and Wellbeing Steering Group Meeting

Civic Centre

Tuesday 20 February 2018

10am – 12 noon

In attendance: Keith Humphries (Chair) Dave Reeves (Avenue Surgery Patient Participation Group); Bernice Robbins (Champion); Babs Harris (Alzheimer's Support); Jacqui Abbott (Wiltshire Council); Diane Jenkins (Alzheimer's Society); Tracey Willmot (SEAP); Trish Barker (U3A); Bob Morgan; Helen Morgan; Ellie Simmonds (Avenue Surgery)

1. **Apologies:** Cllr Andrew Davis; Pippa Webster (Age UK) Jackie Maton (Carers Support) Deborah Gogarty (Older People's Champion)

2. Notes and matters arising

Notes of last meeting were fine. Matters arising would be covered under the items in the agenda.

3. OP Champion Report

See attached Champion's report

Lots of useful work undertaken by the new Champion including collation of activities available.

Need to amalgamate the databases from Keith

Action: JA DG

4. Carers Champion Report

See attached Champion's report

Bernice had signed up for a presenter's course – with WCR – has been updating listers with health and wellbeing information.

HWB group would like a regular slot and Barry Mole will consider this.

A Forward work Plan would be useful.

Talk to Barry Mole regarding a regular slot

Action JA

5. Updates

i. Adult Care Transformation

Results from this consultation are very similar to previous consultations. The question will be around the differences that are made; i.e. outcomes.

Wiltshire Council team leading on this will be attending the Social Care Forum - Weds 7 March 12 noon – 2pm, Civic Centre.

ii. Dementia Centre

Foundations for the bridge are in progress.

Launch date 8th May 2018

4 jobs will be advertised shortly, the Centre Manager is already in post

12 places every day for people with dementia.

Tuesday to Friday

There is also a possibility to run community type activities such as a dementia café.

There will be a club for new members on Monday

Dementia Advisors in situ

Volunteers will be able to offer their services – social media and Alzheimer's Support

Painting day – volunteers just walked in off the street – great effort.

iii. SEAP

Tracy Willmott gave a brief update on this service: Support; empower; advocate; promote. PALS help with “on the spot” issues. SEAP are independent of NHS and deal with **formal** complaints.

SEAP help people with the NHS complaints procedure; meetings; home visits; SEAP step out if there is a legal route.

iv. Avenue Surgery

Update provided by Dave Reeves and Ellie Simmonds. Carers Coffee mornings would take place at the Civic Centre - 5 volunteers from patient group – these will be quarterly when the Doctors have an “Away Day”

Telephone call waiting varies – Monday mornings always very busy after the weekend.

Prescribing nurses at the surgery – there are nurses who can do this, not just the Doctor.

Patient group is going well. Engaging closely with the CCG and has a good relationship and this works, e.g. the POD service.

KH mentioned PUSH service – costs quite a lot of money so maybe worth avoiding.

Prostate Cancer – could David please check what is available to help with publicity –

Action DR

HWB group to help with publicity

v. Age UK Wellbeing project

Jacqui gave update on behalf of Pippa Webster from Age UK. There would be a new “wellbeing” service launched in Warminster which replaces the befriending service – a lighter touch, time limited service. Volunteers will help people get out and about and join activities available in the community.

vi. Side by Side Service

Diane Jenkins, Alzheimer’s Society informed the meeting of a new service which matches volunteers with people with dementia to continue with their likes and their hobbies. Anything from golf, to coffee, to chats, to help with hi fi!

Telephone volunteers who use silver line system – rings 4 people every week. The Side by Side service is looking for volunteers – flexible plus expenses. Training, references and a DBS check. Users will need a dementia diagnosis and the service is not time limited. Referrals from GP surgeries and carers amongst others.

Care Agencies – need better information sharing.

There will be a platform on the blogsite for agencies to advertise for their volunteers.

Keith suggested that the work of varying agencies needed to be better understood.

Action: Keith to meeting with Bernice to discuss the varying services on offer.

vii. Social Care Sub Group 7 March

Forward workplan from this group and a forward workplan from the Forum. Forum is an information and joining up of disparate organisations.

Each body should see each other’s notes.

Action; JA & DR

viii. Wellspring

Helen Morgan gave an update of the Wellspring project:

This began on October 2017 – it is a small group for lonely, isolated people to attend a drop-in centre.

10 volunteers are in place with training, e.g. exercise, family support, alzheimer's support, anxiety, First aid; fire training; food hygiene.

So far, 10 people are attending regularly and 2 attendees are looking to becoming volunteers. Progression is seen when people reach potential, whatever that may be. Publicity via Warminster Community Radio; the Avenue Surgery; leaflets; Spec Savers etc.

Wilts Foundation Trust has provided funding for rent into the next year. This tops up the grant funding from Area Board.

4. Future Initiatives and Funding requests

Health Fair

The group agreed to hold a Health Fair on 28 April and recommended a budget of **£625**

This is broken down as follows:

Room hire	180
Tea, coffee etc	55
Surgery tests	200
Publicity – advert, leaflets, poster	100
Stall costs (e.g. healthy eating)	90
Total	625

Action: JA to take to Area Board

Form working group

AOB

Wiltshire Walking App - Jacqui introduced the walking app project which the community engagement team is working on. The group felt it would be good to see the product first and then support the use of the app later. Warminster walkers had recently produced a paper map of the town centre which was very well used.

Community Transport

The group agreed that further research was required to identify the gaps in community transport. It would be useful to have a simple questionnaire survey.

David Reeves suggested that would discuss this with the Avenue surgery in the first instance.

Action: DR

Appendix I

H & W Steering Group – Carer Champion's Update 5/1/18 – 19/2/18

From previous report:

- ◆ Alzheimers Support Day Centre at Silk Works planned opening understood to be delayed 6-8 weeks ?Mid April. Visit to Mill St Day club planned soon.

Subsequent Activities

- ◆ 10/1/18 AWP Wiltshire Care Forum: Updates from WSUN, Wiltshire Mind & trustwide Service User Group + Presentation by AWP Safeguarding Team
- ◆ 16/1/18 Avenue Surgery PPG
- ◆ 17/1/18 Parent Carers contacted for permission to visit their group. Response awaited.
- ◆ 30/1/18 CSW Carers' Cafe Warminster - Subsequently information found for distressed mental health parent carer.
- ◆ 31/1/18 Began WCR 10 week Presenters' course.
- ◆ 17/2/18 Attended WCR Community Chest to broadcast information on Young Carers and Young Adult Carers.

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Carry Forward:

- 13/2/18 AWP Carers Meeting in Bath delayed at short notice
- 21/2/18 Avenue Surgery Carers Coffee Morning
- 22/2/18 Visit Carers Support Wiltshire head office to catch upon current services.  
Wiltshire Mental Health Needs Assessment still not located.