

BOA HWB meeting notes 4/11/2020

Present: Cllr Johnny Kidney (Chairman) Ros Griffiths (CEM) Dr Jonathan Osborn (Clinical Director PCN) Amanda Brookes (PCN Manager) Ginnie Heads (Living Well project worker) Jennie Parker (DAA/Town Council) Jane Mapstrone (Wiltshire Heights) Laura Clark (BoA Swimming Pool)

Apols: Wendy O Grady (Seniors Forum) John Adler (Liferaft) Jim Lynch (Area Board) Amanda Stuart (Community Connector CIL)

Introduction

Cllr Kidney welcomed everyone to the meeting and provided details of the Wiltshire Wellbeing Hub.

PCN update

- The flu immunisation campaign is going well, uptake is huge, positive feedback received from all practices.
- Covid vaccine likely to be delivered at PCN level – more info expected shortly..
- Reminder to maintain good hygiene practice to keep viral transmission low.
- If anyone has any concerning symptoms e.g. extreme weight loss, they should seek medical help. Importance of exercise and emotional connections to improve self- esteem and mood highlighted.
- Funding is being made to PCNs to develop a range of additional functions to build resilience in the system, new roles have been created such as first contact physiotherapists and a team of clinical pharmacists, taking pressure away from GPs.
- Social prescriber service continues with Ginnie Heads (Age UK Wiltshire) based at BoA and Amanda Stuart (Community Connector CIL) picking up referrals under age 75 across Melksham and BoA areas - providing support and signposting to services.
- Two mental health nurse posts will be recruited in 2021
- All initial contact is via doctor link, telephone system or query window (a physical window onsite at the health centre open 9-12 and 2-4.30). An intercom system is in place to access the centre. Doctor's will organise a video consultation or ask for a photo and arrange a face to face where appropriate.
- A ward round is carried out at nursing homes to prevent unnecessary admissions.
- PCN approach – working at scale - looking at how we reduce risks and health inequality. Working together to share skills and abilities to help the whole community area.
- PCN investment goes up year on year. A raft of new roles are coming in – community paramedic, dietician.
- PCN team very positive with developments so far..

Bradford on Avon Swimming Pool

- Laura Clark (Places for People)
- The site was closed for 6months during the first lockdown.
- Usage pre-lockdown was 20,000, now down to 6,000 due to the way the site currently has to operate in a covid secure way - reducing capacity, limiting numbers, allowing more time for changeovers etc..
- This has had a huge impact on operational delivery - teams receive regular guidance and adapt accordingly.
- Heading into a 2nd lockdown followed by traditionally low usage period over Christmas - looking to build numbers back up in new year.

- Places locker app enables customers to manage bookings and memberships

Health Trainer

- Wiltshire Council has launched a new Health Improvement Hub to assist people who want to improve their health and mental wellbeing.
- The Hub will utilise Health Improvement Coaches that can give clients practical tools and advice which will assist behaviour change through one-to-one-support.
- The new service builds on the success of the current client centred Health Trainer Service.
- <https://www.wiltshire.gov.uk/public-health-improvement-coaches>
- There will be a single point of access through the Hub for referrals to the Health Improvement Coaches, Healthy Me and a new group adult weight management programme, Healthy Us due to launch in 2021.

Living Well

- Project worker currently working from home 2 days a week and attending surgery 1 day.
- Clients have been offered weekly reassurance calls from staff members and volunteers.
- Many clients are anxious, there is a high demand for listening ear services.
- Residents can apply to have long term telephone befriender, however there are long waiting lists.
- New volunteers are being trained up and new schemes are being trialled such as group telephone chat and clients with similar interests being put in touch with one another..
- Age UK are now providing a meals on wheels service in Bradford on Avon
<https://www.ageuk.org.uk/wiltshire/our-services/meal-delivery-service/>

DAA

- Jennie is stepping down as Chairman of the Alliance
- A new focus for group is to engage local businesses, raise awareness and expand the network
- Due to an internal promotion Alzheimer's Support has been recruiting a part time dementia advisor to cover BoA and surrounding villages. The role includes providing informal help at community groups/cafes, signposting to a wide range of services, drawing up support plans and liaising with other service providers to help people affected by dementia get the support they need.
- Bradford on Avon has been recognised as 'Working To Become a Dementia Friendly Town' by Alzheimer's Society
- The Men's Shed went back to work together in July. Future plans include working with young people and those with Dementia. There are 20 plus members of the shed currently.
- Everyone thanked Jennie for her commitment and continued support to both groups and agreed they had gone from strength to strength.

Wiltshire Heights

- Introduction from Jane Mapstone – Client Services Manager at Wiltshire Heights
- Wiltshire Heights are members of the BoA DAA
- The WH team have been exploring what opportunities there are in the community that WH can support

- Covid has been very challenging for staff and residents
- All visits currently stopped

Community Engagement Manager

- The Covid response volunteer group directory is currently being updated <https://www.wiltshire.gov.uk/public-health-coronavirus>
- It is hoped through the local health and wellbeing network we can strengthen links with the parishes / volunteer response groups and provide a platform for mutual support and the exchange of information and ideas.
- Additional HWB funding will be available as the Area Board will no longer be required to part fund the Living Well Service (it is being funded 100% by PCN from Oct 2020)
- Details on Area Board funding is available here <https://www.wiltshire.gov.uk/council-democracy-area-boards>

Updates provided prior to meeting...

- The Freshford & Limpley Stoke support group LiFERAFT is restarting.
- Senior Forum...
- **U3A** - 360 members have been receiving a weekly newsletter online with local information, quizzes, jokes etc (33 so far)
- **Seniors Forum** - 80 members have received either a printed copy or by email the Public Health England booklet 'Active at Home' and a letter asking members to get in touch with any needs.
- **Arts Together** - 10 members in our region but 70 in West Wilts - all receive a weekly newsletter either online or by post with an art project and a chat. About once a month the members receive a packet of art materials. The volunteers for each group ring the members (all very elderly) to chat - sometimes weekly but at least every fortnight

Ros Griffiths

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