

## **Wiltshire Council**

**Health Select Committee – 16 March 2022**

**Agenda Item 5 – Public Participation**

**To: Cllr Johnny Kidney (Chairman)**

**From: Mr Chris Caswill FAcSS**

### **Question 1 - (Q22-03)**

At the last meeting you said that you and Cllr King would seek a meeting with the CCG to discuss the current situation with the Patford House GP practice in Calne. And that you would then consider whether the full Committee should discuss the issue. Since then Patford has again been rated Inadequate by the CQC. But the issue is not on the agenda for this meeting. Will you please give the detail of your discussion with the CCG and the reason why you do not believe this issue is sufficiently important to be on the Committee's agenda?

### **Response:**

In regards Patford House GP Practice in Calne, the intention is to update the Committee under item 4 of the agenda - Chairman's Announcements. Members will then have the opportunity to ask anything further under item 7 of the agenda - Primary Care Update.

The Chairman and Vice Chairman of the Committee met with Wiltshire's Director of Primary Care and supporting officers on 24 January 2022. Confirmation was given that an improvement plan was in place with the CCG and meetings were taking place between the CCG and the practice on a fortnightly basis. Two regulatory notices focusing on governance and complaints had been served on Patford House by the CQC; these were expected to be shortly removed but the practice would still remain as inadequate. Reassurance was provided that the practice had sought additional external support to bolster staff resources.

Following the meeting it was agreed to take an item to the March Committee meeting providing a general health check on the primary care system for Wiltshire; item 7 on the agenda.

**Question 2 - (Q22-04)**

Item 6, on the Health Care model gives the results of the BANES survey on the proposed new 'model'. It is clear that one of the public's concerns was excessive reliance on digital rather than face to face care. At the last meeting the BANES representative acknowledged that the proposed 'digital will be the default option' was not the right way forward. Will you now, at last, take the opportunity to state clearly, without equivocation, that you and your Committee wish to support the obvious public preferences for face to face health care and welcome the decision not to proceed with digital as the default option.

**Response:**

The Committee has on several occasions raised representation to the 'Shaping a Healthier Future' project team about the importance of face to face appointments. As highlighted within the question, the Committee at its last meeting - 11 January requested the revision of the terminology 'digital by default', which was accepted by the project team. However, with the pressures being placed on the system and the lessons learnt from the pandemic, the use of digital and technology will continue to play a key role in the future evolution of health and care, not instead of face to face but in addition to.