

Royal Wootton Bassett & Cricklade Community Care Group
Wednesday 25th January 2023, Cricklade Town Council officer
Notes

Item	Notes	Action
Present	Ashley Harris, Carers' Support Wiltshire; Mel Lambourne, Tinkers Lane Surgery; Cat Attewell, Care Instead; Tania Currie, Head of Patient Experience and Engagement GWH; Nic Arthur, Cricklade TC; Heather Ponting-Bather; Cllr Mary Champion, Andrew Jack (Strategic Engagement & Partnerships Manager), Wiltshire Council.	
Apologies	Dianna Kirby, Tockenham PC; Stevie Palmer; Rebecca Seymour, Celebrating Age Wiltshire; Cllr David Bowler, Louise Nankivell, (Prevention & Wellbeing team) Wiltshire Council	
Mel Lambourne, Care Coordinator, Tinkers Lane Surgery	<p>ML described her role as Care Coordinator at the surgery and how each GPs surgery should have a similar role. She described how she is in a team with district nurses and how she takes referrals from GPs, directly or even from the ambulance service. She can deal with anything that is not clinical. She can help to provide support for people returning home but who are in need of additional help to be there. This includes support for patients' carers. She can liaise with Social Care if people's needs are more health focused. She can help self-funders to organise their own care and can give reassurance as someone from the surgery who isn't a GP. ML can organise the extra support someone needs to stay at home instead of going into hospital. She can arrange the support from GWH for patients on discharge from there.</p> <p>ML mostly carries out home visits but can see people at the GP surgery. She can speak with families about their concerns for their family member and help but she cannot share the patient's medical information.</p> <p>There was a social prescriber at the surgery, Jan Forsythe, but that post has still not been replaced. There was then discussion around social prescribers out of Tinkers Lane and in north Wiltshire and the balance with Swindon. CA offered support with care requirements.</p> <p>CA will share the details of activities and what's going on from the WoW guide.</p> <p>AH felt there were difficulties over the care contracts and access to services from care agencies in the north and east of the county.</p>	CA
Tania Currie, Head of Patient Experience and Engagement GWH	<p>TC began by speaking about discharge from hospital and the pressure GWH is under in terms of patient numbers and the need to increase the flow of patients through the system. There is work going on to develop and improve this, so ambulances do not have to wait. She described a new Coordination Centre across the hospital that helps this flow of patients between departments and to their homes again. This includes meetings with all services and county-wide groups and local councils to coordinate and implement.</p> <p>There is a new Discharge Hub for patients to be discharged swiftly and then assessed at home so that the most suitable care can be put in place there. This includes putting in support with the carer to make</p>	

	<p>sure they can cope with their patient on discharge. TC explained how the hospital needs to be for acutely unwell people only and that people should expect to be sent home for their full / final recovery – that’s the best place for them to be to avoid infections, etc.</p> <p>TC also explained a new live discussion with ambulance staff to agree the best route for the person they are seeing which will help to avoid any unnecessary visits to the ED or into hospital, thus going into their system.</p> <p>There is a new Urgent Treatment Centre at GWH. This is accessed by a new “one front door” where people will be triaged quickly by a “Navigator” and directed to the ED, Urgent Treatment Centre or the most appropriate location. People should be seen within 15mins to be triaged. Patients can still be referred in by their GP. TC felt this new system is working but GWH is still very busy.</p> <p>TC was asked about the communications about this change to the system. She recognised a lot of GWH’s comms was online and via social media and how not everyone accessed those. The group agreed they are well placed to feed in to TC any locations for paper or electronic methods of getting this information out to patients</p>	All
Future topics or ideas	<p>CA described the WOW (What’s on When) guide from Homes Instead which has lots of information about events and activities in the area, such as memory cafes, singing / the arts or exercise groups. They will also be producing a resources guide, mainly for older people, that has details of e.g. transport available.</p> <p>CA talked about a Carers’ event in Swindon and AJ described the Health & Wellbeing Day event he had helped to organise in Devizes with the equivalent group there. This had 50-60 local and county-wide groups, from Alzheimer’s Support and Carers’ Support to the Men’s Shed and local yoga instructors. The idea being to showcase what is available in the area to help keep people physically and mentally active through being members of groups, taking part in activities or volunteering.</p> <p>The group discussed the dementia simulator that several had experienced and encouraged others to find out more about.</p> <p>ML raised the issue of there being no befriending service in Royal Wootton Bassett for when someone needs people to come round for a chat and a cuppa! Instead, some people are calling 999 for an ambulance to come. AH thought that this service does exist across Wiltshire but that there is a struggle to provide it in the north and east of the county. AH also mentions Louise Nankivell’s role to go out to visit and help people find suitable pastimes which can help prevent isolation and loneliness.</p>	
Sharing contact details	<p>Everyone present agreed the group was ideal for networking and sharing information. As a way to increase these opportunities outside of meetings, those present agreed that their email addresses could be shared to promote better networking.</p> <p>Instead of using the bcc box on emails for agenda, notes, etc. AJ will include email addresses for those at the meeting in the To box for all to see.</p>	

	For those not present at the meeting, please contact AJ to confirm if you are happy for your email address to be shared in this way	All
Future Topics/Ideas	<p>CA said how she had already been in touch with Rob Hanks from Thames Water about speaking at a group meeting. This will be to do with their Priority service if there is a break in the water supply. This is aimed at vulnerable people or those with a need for a constant water supply. Registering allows Thames Water to put support in place for that person until supply can be restored.</p> <p>AJ described how Scottish & Southern Electricity also had a Priority Registration service for older and vulnerable people or those who cannot disruption to their power for any reason. Being on the register means extra support for that person can be brought in, ranging from a blanket and hot drink through to generators to bring power back to the home for medical aids / adaptations.</p> <p>The group agreed they would both make good speakers for the next meeting. CA and AJ were asked to follow this up.</p>	CA & AJ
Date of next meeting:	<p>Now that the booklet had been produced and distributed, MC felt that there is not the need for this group to meet monthly anymore. AJ asked if quarterly would be suitable and those present agreed. The last Wednesday of the month was kept, and NA offered Cricklade TC's office as a venue.</p> <p>Next date: 26th April at 10.30 in Cricklade TC's office.</p>	