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# MINUTES

**Meeting:** SOUTHERN WILTSHIRE AREA BOARD  
**Place:** Coombe Bissett & Homington Village Hall, Shutts Lane,  
Homington Rd, Coombe Bissett, SP5 4LU  
**Date:** 6 September 2018  
**Start Time:** 7.00 pm  
**Finish Time:** 8.55 pm

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Please direct any enquiries on these minutes to:

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## **In Attendance:**

### **Wiltshire Councillors**

Cllr Richard Britton (Chairman), Cllr Richard Clewer (Vice-Chairman),  
Cllr Christopher Devine, Cllr Ian McLennan and Cllr Leo Randall

Cllr Jerry Wickham - Cabinet Member for Adult Social care and Public Protection

### **Wiltshire Council Officers**

Tom Bray, Southern Wiltshire Community Engagement Manager  
Lisa Moore, Democratic Services Officer

### **Town and Parish Councillors**

Alderbury Parish Council – E Hartford  
Clarendon Park Parish Council – K Rodgers  
Coombe Bissett Parish Council – C Cheler & D James  
Downton Parish Council – J Brentor & B Cornish  
Grimstead Parish Council - G Sowerby  
Redlynch Parish Council – J Blocksidge  
West Dean Parish Council – J Greene & H Urquhart  
Winterslow Parish Council – P Robinson & A Sillence

**Partners**

Wiltshire Police – Inspector John Hutchings

Police and Crime Commissioner – Angus Macpherson

Clinical Commissioning Group - Linda Prosser, Interim Chief Officer

**Total in attendance: 27**

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<u>Agenda Item No.</u>	<u>Summary of Issues Discussed and Decision</u>
15	<p><u>Welcome and Introductions</u></p> <p>The Chairman, Cllr Richard Britton welcomed everyone to the meeting of the Southern Wiltshire Area Board.</p>
16	<p><u>Apologies</u></p> <p>Apologies for absence were received from:</p> <ul style="list-style-type: none"> <li>• Inspector Pete Sparrow</li> </ul>
17	<p><u>Minutes</u></p> <p>Mr Rodgers noted that under Item 11 - Waste and Recycling, a question had been asked and answered, which had not been included in the minutes, which related to a high proportion of waste going out of county, to Slough for incineration.</p> <p>The minutes of the previous meeting were agreed a correct record and signed by the Chairman.</p>
18	<p><u>Declarations of Interest</u></p> <p>There were none.</p>
19	<p><u>Chairman's Announcements</u></p> <p>The Chairman handed over to Cllr Clewer, who gave an update on the Boundary Review.</p> <p>The Boundary Review would set the number of Councillors we should have and where the boundaries should be. It is likely that Wiltshire Council would remain at 98 Councillors, which meant that the Area Boards could continue unchanged.</p> <p>The Council now had to decide on the boundaries to provide for equal representation and produce a framework of where we think the boundaries should be. Parishes should consider making recommendations, if they had strong feelings of who they wish to be in a division with.</p> <p>The Council submits its preferred preferences and the boundary commission makes the decision.</p>

	<p>Have a look at it and talk to your local member, submit any suggestions into the consultation which runs until 5<sup>th</sup> November 2018.</p> <p>Cllr Britton noted that it was a victory that it seems likely we shall be able maintain the 98 Councillors.</p>
20	<p><u>To note the written reports and updates in the agenda pack or distributed on the night</u></p> <p>The Board noted the following written reports attached to the agenda:</p> <ul style="list-style-type: none"> <li>• Fire &amp; Rescue – circulated at the meeting and attached to the minutes</li> <li>• Wiltshire Council updates</li> <li>• Healthwatch Wiltshire</li> </ul>
21	<p><u>Youth Leader Update</u></p> <p>Tom Bray, Community Engagement Manager gave an update.</p> <p>The Board had been working with the voluntary supported Youth Clubs across the area to find ways of providing additional support to plug some of the gaps in service that had cropped up. The Board wished to allocate some of the youth funding budget to support these clubs where possible with a paid worker, as it was felt that without support some of the clubs would be unable to continue.</p> <p>Tom explained that this initiative was in the early stages of development and further work would take place to establish the way forward, before coming back to the Board for consideration.</p> <p>The Board welcomed any comments, suggestions or proposals to be fed back to Tom outside of the meeting. Tom, urged input as he was anxious that the issue was addressed to enable the local initiatives and clubs to be sustained.</p> <p><u>Question:</u> Cllr Devine asked if Whiteparish was struggling for a youth worker, did that mean money was available in the pot? <u>Answer:</u> Tom noted that a small amount of funding was available, approximately £1100, we can use this to get it off the ground. The key aim was to keep Whiteparish going, and help get West Dean re-started.</p>
22	<p><u>Matters of Community Wide Interest</u></p> <p>Parish Councils and Community groups:</p> <p>Questions:</p>

- With regards to the Area Board security camera used to detect fly tipping, how often is it used, and had anyone been prosecuted over the last 6 months. Did the Board have any statistics, and who sets it up?  
Answer: The camera was in constant use in a particular hotspot, 2 arrests had been made quite recently and were being pursued. One small problem was that a court order must be acquired before the camera could be positioned in a new location. There were similar hotspots in many areas, across southern Wiltshire. The Board was keen to see the camera in constant use.
- With regards to flytipping, in Alderbury, we had a couple of large heaps left, and one resident went through and found 3 pieces of evidence, which was then taken away by a Police Officer. We were later told that the person identified in the evidence, could not be traced as they had moved.
- Was there an update on the absence of salt this winter and having it delivered rather than parishes having to collect supplies in cars?  
Answer: Salt would be available from the Highpost and we are working on getting salt bins filled up. A letter would be sent out to parishes shortly informing them of the new system.

#### Community Policing Team

A written update was circulated at the meeting and attached to the minutes. Inspector John Hutchings and Police and Crime Commissioner Angus Macpherson were in attendance.

There had been a series of attempted burglaries in the South of late, a suspect had been identified and an arrest made, we hope to be in a position to give a proper update at the next Area Board.

Visibility remained a key focus, it was paramount that Officers were out in the communities where possible. Where there were community events if you contact us we will do our best to have an Officer attend where possible.

This time of year, we see an increase in the level of hare coursing in the rural areas. This was something the force was trying to get a grip of, across the whole of the county.

We have 40 Special Constables on the books at present, with the South of the county being the busiest area for our Specials' activity. These Officers have put in 2329 hrs which equated to £22k saved as a result of that volunteer activity.

Community Speedwatch was regularly supported by Police

#### Questions:

- Alderbury – We still have not seen our PCSO since he first came. When we had Tina she would try and attend a Parish Council meeting, or she

	<p>would often just pop in, she was seen to be around. We have not seen our current PCSO.  <u>Answer:</u> You have got one, he is there and he does work on your patch.</p> <ul style="list-style-type: none"> <li>• Winterslow – We invited the new PCSO to come to our Parish Council meeting, but he did not attend.  <u>Answer:</u> Unfortunately attending Parish Council meetings has been put on the back burner, staffing issues have meant that we have been under pressure. You will be getting a better service with regards to visibility.</li> <li>• Winterslow – Could your dog handler, who lives in the village exercise his dog in uniform?  <u>Answer:</u> Lovely idea but not possible.</li> <li>• The PCC Angus Macpherson noted that he was in attendance to hear how the local teams were interacting with the Parishes and the Area Board. It had been a very troubling time for Wiltshire Police especially in the South of the county. Good to hear about the support the Specials are giving to the provision of cover for the county.  <u>Answer:</u> The Chairman noted that the main issue was the lack of visibility, however the Area Board has a good level of communication with our local Policing Team.</li> <li>• Could Tina be asked how she managed to get around to us all on the same hours, and how could that good practice be copied?</li> <li>• Cllr Devine – A couple of years ago there was an outbreak of rural crime and there was not much patrolling at the time. This was at a time when we had rural Police stations in operation. Now we have Salisbury Police station only, we do not see the Officers in the rural locations from one month to the next. The criminals are not stupid, they will pick up on the areas with no Police presence.  <u>Answer:</u> I hear what you are saying, most of our resources at 2am on a Saturday are focused around Salisbury, if we draw our Officers away to rural areas, this could result in an incident where we do not have the Officers where we need them during incidents of crime and disorder. It was a fact of life that we do not have the luxury of having the Community Bobby on your doorstep.</li> </ul> <p>To contact Inspector Hutchings: <a href="mailto:John.hutchings@wiltshire.police.pnn">John.hutchings@wiltshire.police.pnn</a></p>
23	<p><u>Clinical Commissioning Group (CCG)</u></p> <p>The Chairman explained that for the past four months, the Board had tried to organise a speaker from the CCG to attend, to explain were they fit in the overall provision of healthcare.</p>

Linda Prosser, Interim Chief Officer for CCG gave a presentation. A copy of the slides are attached to the minutes.

The CCG was formed so that the GPs that first see you when you are unwell can direct you to a service. They are also the ones who hold the money.

We have a governing body with representation from 3 groups – North East Wiltshire, Sarum & West Wiltshire.

We are here to make sure we get the best health care outcomes for our money.

With £600 million in allocated funds for the entire populations healthcare.

We spend a lot of time trying to create alternatives for people which can be less costly.

We choose how best to spend our money, with half of the money going to hospitals, primary care getting 14% of the budget, and community nurses and podiatry receiving only 7%, which equates to £40 million.

We want to invest more in helping people take care of themselves were possible.

We currently have 49 GP practices, where a year ago we had 54. Some smaller practices are starting to join up with others to survive. Joining up practices can save time on administration and business practices, freeing up time of the doctors to see more people. It's important to bear in mind that GP Practices are privately-owned businesses.

More people are able to access care in their own homes now than ever before, partly because of the technology we now have available to us.

Salisbury A&E was one of the best in the country last year, this year, over the last few months it has been getting harder to meet targets.

Questions included:

- Where does Healthwatch fit in? Answer: Part of our duty is that we engage the public for an informed opinion. We previously paid Healthwatch to engage the public on our behalf, whereas now, we have started to do some of this work ourselves. We are spread more thinly so we need to find new ways to reach out to harder to reach groups and individuals.
- It is a surprise that Three Chequers was rated as outstanding, as they are going through a difficult phase at the moment. Winterslow surgery has been closed recently without notice and prescriptions have not been released. This has meant that some people have to travel to Porton to collect half a prescription. When surgeries combine, there is past expertise, which could be shared in the process to improve the transition.

	<p><u>Answer:</u> These are independent businesses who we have a contract with. There are some teething problems. We can make some enquiries as to why the pharmacy has been closed.</p> <ul style="list-style-type: none"> <li>• Talking about keeping people in the community, what is the potential with Adult Social Care and CCG working together? <u>Answer:</u> The relationship between CCG and the Council is the best it has been in years. We are looking at joint posts between us.</li> <li>• Only 8% of funding is available for Mental Health services. The GPs take is that there is nothing available, so the burden then falls on families to try and help support their loved one. <u>Answer:</u> This is recognised as an issue locally and nationally. Each year we have to get closer to the target, in Wiltshire we exceed that. We are working closely with AWP, mental health provider with adults. We will want to try and get some feedback from groups like this.</li> <li>• Preventative medicine was mentioned but it was not shown on the pie chart. <u>Answer:</u> This is because it was moved to the local authority.</li> <li>• Contracts are coming to an end in March for Social Health Care. It is really important that the lessons learnt are taken forward. <u>Answer:</u> We will not decommission it but we will re-commission it.</li> <li>• You are keen to offer the best health care for every pound spent, so if we had ideas about how money could be better spent, how do we communicate these to you? <u>Answer:</u> Tom will give me your contact and I will respond.</li> </ul>
24	<p><u>Adult Social Care in Wiltshire</u></p> <p>One of Wiltshire Council's strategic priorities is to protect the vulnerable within the community, and one important thread in providing this is the provision of Adult Social Care. Cllr Jerry Wickham, Cabinet Member for Adult Social care and Public Protection gave a presentation, some of the key points were:</p> <ul style="list-style-type: none"> <li>• In Wiltshire the average life expectancy for a man is 81, down in the south of the county it is 83, for women the average is 84, and in the south it is 88.</li> <li>• The important thing is to have a healthy life. The average age to encounter a health problem, for men is 64 and women 67.</li> <li>• We have a time bomb, with more and more people moving in to those age categories, this is an issue that WC has to address.</li> <li>• £20 billion is given to the NHS over a period of years, whereas local councils got nothing.</li> <li>• The pressure is on in terms of how we pay for adult social care. 38p from every £1 collected in council tax will be spent on Adult Social Care, in</li> </ul>



	<p>Wiltshire we are already spending that.</p> <ul style="list-style-type: none"> <li>• The Council has a business plan, one of our main aims set out in the plan is to protect children and the vulnerable.</li> <li>• We are limited in what we can do to squeeze the budgets. A survey stated that in Wiltshire, we were third best at hourly pay for care workers across the country. We struggle to get enough care workers, especially in this part of the County.</li> <li>• We are trying to keep as many people as possible at home, as we know that people do better in their own homes.</li> <li>• In 2017/18, there were 1,722 individuals in residential and nursing care, with 811 service users receiving a direct payment. 6,811 individuals received a social care service. 557 individuals living in extra care or supported living placements. 9,449 requests for adult social care support of which 5,240 resulted in no further support.</li> </ul> <p>Questions included:</p> <ul style="list-style-type: none"> <li>• Over half of the people that come for services do not need it and waste time, do these people deteriorate quickly and then become costlier to care for? <u>Answer:</u> We cannot afford the gold standard anymore, so if you were a self-funder, you would be signposted off to somewhere you can get your own care. Where there is a need for someone to be assessed they will be.</li> <li>• When someone is in a home, and they run out of money, or get down to the last £23.5k, and then there is a short fall due to the room they are in, would they be prevented from using their own money to top up? <u>Answer:</u> There is a new charging policy. If you are in a residential home, then all of your assets are included. There is also a middle bracket of people whose families are topping up.</li> <li>• A when it comes to the more critical side of things we have the trust. We work closely with groups, but no doubt that more money could be spent on mental health. The closing of Fountain Way in Salisbury and the moving people in custody with mental health issues to Devizes now. <u>Answer:</u> We are in a position of trying to split our money accordingly, always trying to make things more efficient.</li> </ul>
25	<p><u>Community Area Transport Group (CATG) Update</u></p> <p>The Board noted the minutes of the last CATG meeting held on 22 August 2018, and considered the recommendations arising from it.</p> <p>The Chairman noted that the issue of improvements to highway 10, Milford Mill Road, was a project that had been started to be discussed some years ago.</p>

	<p>This project would finally be complete in the next three weeks.</p> <p><b><u>Decision</u></b>  <b>The Southern Wiltshire Area Board approved the recommendations of the CATG as detailed in the report.</b></p> <ul style="list-style-type: none"> <li>• <b>Issue 5541 - £1500, for additional signage in Coombe Bissett (with a £500 contribution from the PC)</b></li> <li>• <b>Issue 6522 - £717, for a SID for Landford &amp; Whiteparish</b></li> <li>• <b>Issue 6523 - £300, for a 20mph roundel and repainting of a white line on the Coombe Bissett to Homington Road</b></li> </ul> <p>The Chairman noted that there was still over £12,000 remaining, so if any parish had a scheme, he urged them to come forward.</p>
26	<p><u>Community Area Grants</u></p> <p>The Board considered 3 applications for funding from the Community Area Grant Scheme for 2018/19, as details in the report attached to the agenda.</p> <p>Winterslow Village Hall applied for £2,100 towards a projection screen. It was confirmed that the money shown as reserves on the application form was to repay a solar panel loan.</p> <p><b><u>Decision</u></b>  <b>Winterslow Village Hall was awarded £2100 towards a projector screen.</b>  <b><i>Reason</i></b>  <b><i>The application met the Community Area Grants criteria for 2018/19.</i></b></p> <p>Coombe Bissett Parish Council applied for £307.50, to replace the seat on the Homington Triangle.</p> <p>It was confirmed that the Parish Council would be paying half of the total project cost.</p> <p><b><u>Decision</u></b>  <b>Coombe Bissett Parish Council was awarded £307.50 for a replacement seat on Homington Triangle.</b>  <b><i>Reason</i></b>  <b><i>The application met the Community Area Grants criteria for 2018/19.</i></b></p> <p>Downton Parish Council applied for £8,000 for an audio and visual hearing loop set up for the new Memorial Hall.</p> <p>It was confirmed that this was nearly a 10-year project at a cost of approximately £1.2 million. Funding had predominantly come from S106 moneys from the local housing development.</p>

	<p>The Chairman noted that this was a worthwhile project, and a good example of providing new facilities to the community. The Board agreed that this project was an exception to the usual £5,000 maximum allocation.</p> <p><b><u>Decision</u></b>  <b>Downton Parish Council was awarded £8,000 towards audio and visual hearing loop equipment.</b></p> <p><b><u>Reason</u></b>  <b><i>The application met the Community Area Grants criteria for 2018/19.</i></b></p>
27	<p><u>Close</u></p> <p>The Chairman thanked everyone for coming and closed the meeting.</p> <p>The next meeting of the Southern Wiltshire Area Board is scheduled for Thursday 29<sup>th</sup> November 2018, 7.00pm at Trafalgar School, Downton.</p>
<p><u>slides CCG</u></p>	

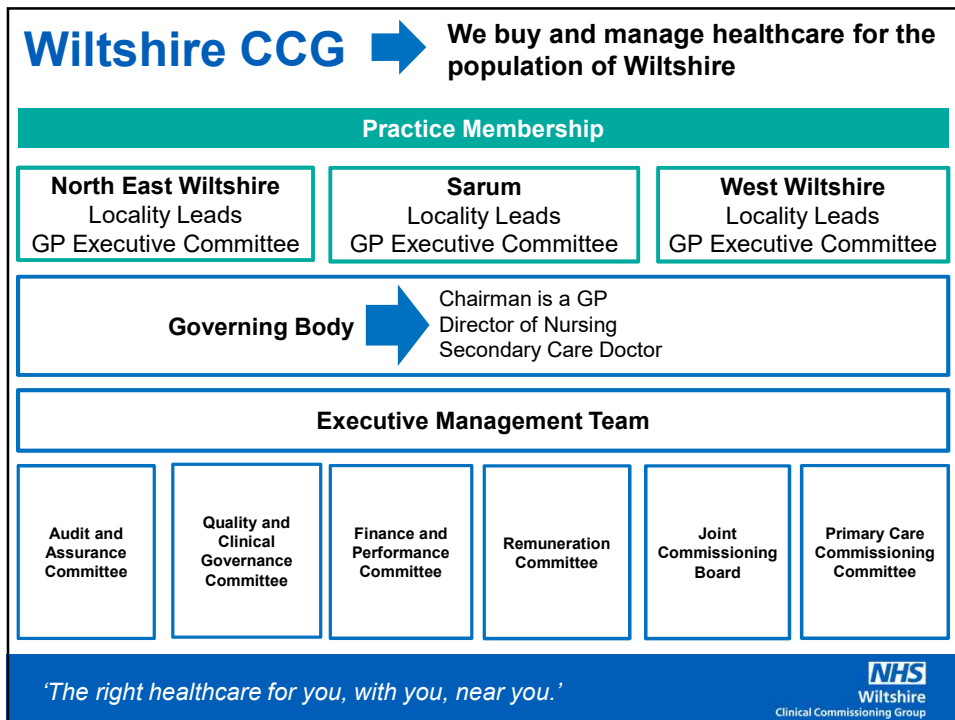
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# Wiltshire CCG

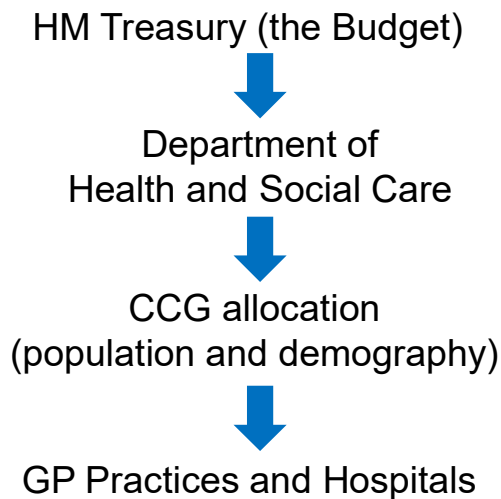
## An update for Southern Area Board

Linda Prosser, Interim Chief Officer  
 6 September 2018

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## How the NHS is funded



**£602.5m**

Wiltshire CCG  
2018/19 Budget

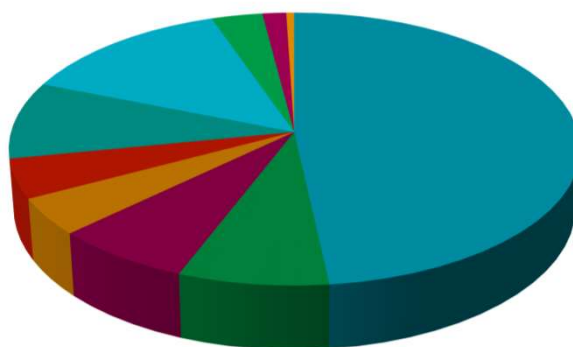
**490,000**

Wiltshire population

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## How we spend our money



- Acute services 48%
- Mental health services 8%
- Community services 7%
- Continuing care services 4%
- Better Care Fund 5%
- Delegated primary care commissioning 9%
- Primary care services 14%
- Other programme services 3%
- Running costs 2%
- Contingency <1%

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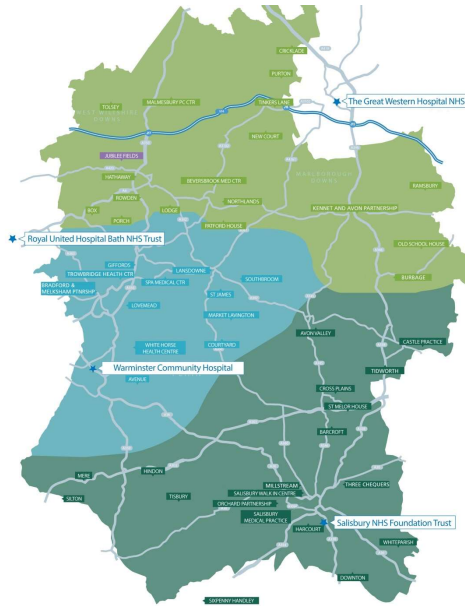


# GP Practices

49 Wiltshire Practices

3 Localities

- North East
- West
- Sarum



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<b>Community hospital beds</b> 88 beds Across Sarum, Wiltshire and Chippenham. Also delivers services in Trowbridge and Melksham hospitals.	<b>Stroke and Neurological Services</b> Early Supported Discharge Service Discharges patients as early as possible and manage them in the community.	<b>Continence</b> Delivery: Bowel and bladder dysfunction service Spend on products in 2016/17: £755,398	<b>Chronic Obstructive Pulmonary Disease</b> Delivery: Provides pulmonary advice and community exercise (PACE) interventions for COPD.	<b>Core Community Teams</b> 14 teams Wrapped around primary care 30,000 Patient contacts each month	<b>Community teams for people with learning difficulties</b> In-home support Health and social care jointly provided with the local authority.	<b>Diabetes</b> £10 billion NHS yearly spend on diabetic care Community services: Patients jointly reviewed by clinicians without attending a surgery.	<b>Dietetics</b> Diet and nutrition Advice, particularly diabetic patients. Prevention: Works closely with Public Health and their prevention agenda.	<b>Fracture Clinic</b> On-going care Outpatient clinics for patients diagnosed with a fracture or soft tissue injury.
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## Adult community health contract

<b>5 years</b> Commenced in July 2016, lasting until July 2021	<b>£40 million</b> Approximate yearly contract value	Wiltshire HEALTH AND CARE Chosen provider	RUH, SFT, and GWH Unique partnership formed by the local foundation trust	Contract team Shelley Watson, Tim Burns, Gail Warnes, and Melanie Stovold	<b>18 Services in the contract</b>
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<b>Wheelchairs</b> Long term mobility problems Wheelchair services for people of all ages Workshop: The service has a repair workshop in Melksham community hospital.	<b>Hearing Therapies</b> Learning disabilities Help patients with learning disabilities with their hearing Hearing loss or tinnitus The service also provides support for adults.	<b>Minor Injury Units (MIU)</b> 2 MIUs Trowbridge and Chippenham 46,000 Patients seen at our MIUs each year Injuries unit Does not provide services for minor illnesses.	<b>Orthotics</b> Definition: an external device used to modify the structure and function of the muscles and bones Not just feet Can include ankle braces, callipers, hernia trusses and nodes.	<b>Outpatients</b> Staffing resources and facilities Ensures specialist clinics provided by community services are fit for purpose and of a high standard.	<b>Physiotherapy</b> 2,500 Referrals received each month Rehabilitation Treatment for children and adults registered with a Wiltshire GP.	<b>Podiatry</b> Treatments Include surgery, sharp debridement, wound management and footwear advice.	<b>Speech and language therapy</b> Assessment and management for adults with 'acquired' progressive conditions and learning disabilities.	<b>Tissue Viability</b> Direct care and advice and support Care for patients with tissue viability conditions e.g. complex wounds.
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## Targets and assurance



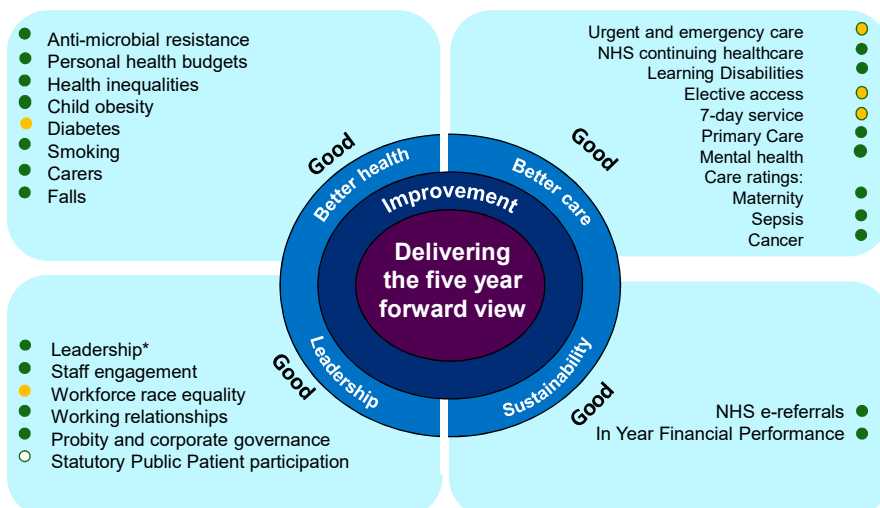
- NHS Constitution
- Improvement and Assurance Framework ratings
- Care Quality Commission
- NHS England
- NHS Improvement
- Government targets

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## Our 2017/18 Q4 IAF self-assessment

135 targets in total!



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# How your local GP practice is fairing...

## National GP Patient Survey

### CQC ratings

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## National GP patient survey

The GP Patient Survey is an England-wide survey, providing Practice-level data about patient's experiences of their GP Practices.

In Wiltshire:

**11,451** questionnaires were sent out to patients

**5,696** were returned completed

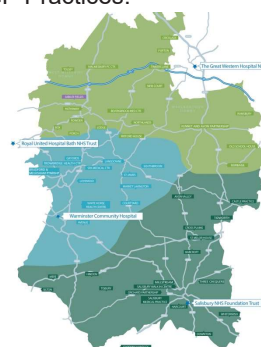
**50%** response rate

All data is taken from the latest / August 2018 publication  
(fieldwork January-March 2018)

What the survey measures:



- Making appointments
- Perception of care at appointments
- Managing health conditions
- Practice opening hours
- Services when GP Practices are closed

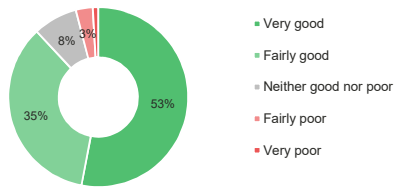


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# Overall experience of GP Practice

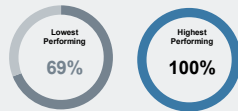
## CCG's results



## Comparison of results

CCG	National
88%	84%
Good	Good
4%	6%
Poor	Poor

### Practice range in CCG – % Good



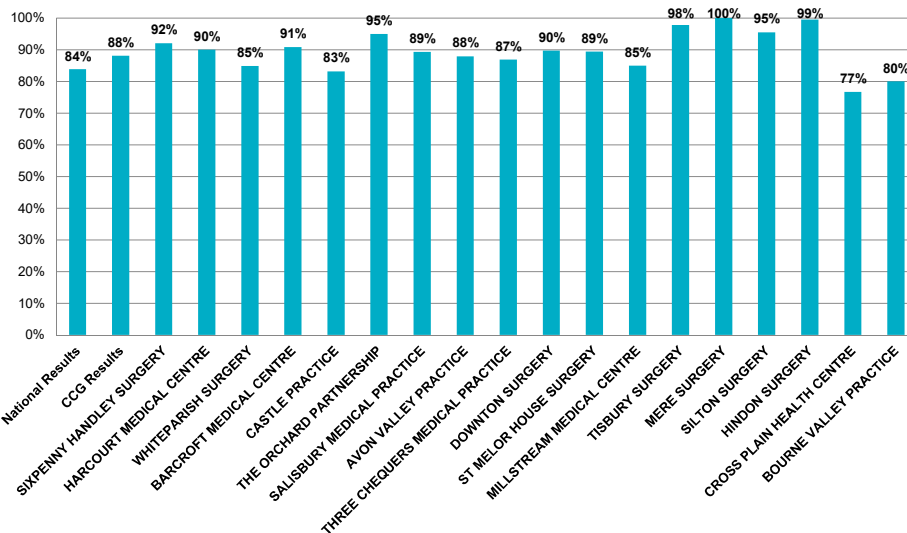
### Local CCG range – % Good



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# Overall experience - Sarum GP Practices

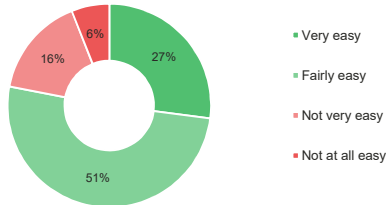


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## Ease of getting through to Practice on the phone

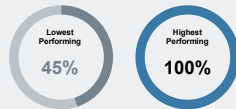
### CCG's results



### Comparison of results

CCG	National
<b>77%</b>	<b>70%</b>
Easy	Easy
<b>23%</b>	<b>30%</b>
Not easy	Not easy

### Practice range in CCG - % Easy

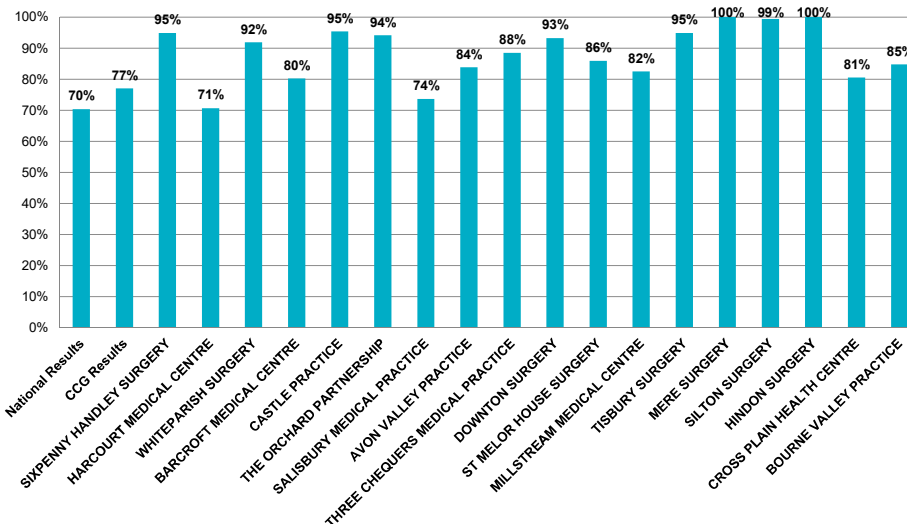


### Local CCG range - % Easy



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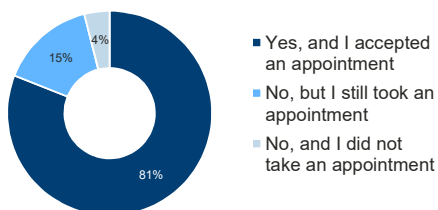
## Ease of getting through to Practice on the phone – Sarum GP Practices



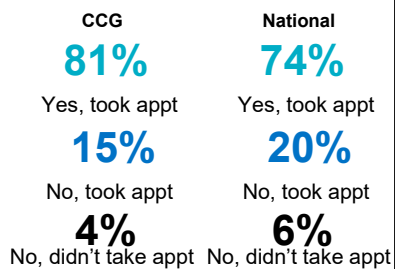
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## Satisfaction with appointment offered

### CCG's results



### Comparison of results



#### Practice range in CCG - % Yes



#### Local CCG range - % Yes

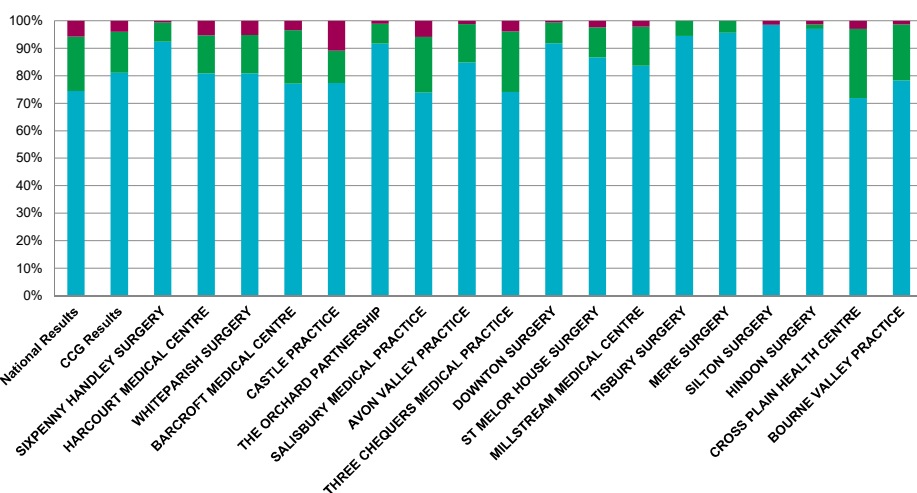


'The right healthcare for you, with you, near you.'



## Satisfaction with appointment offered – Sarum GP Practices

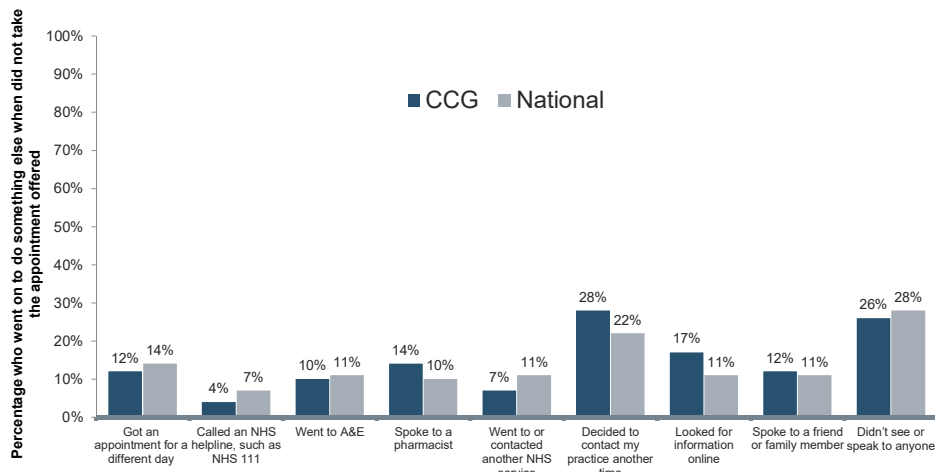
■ % Yes, and I accepted an appointment ■ % No, but I still took an appointment ■ % No, and I did not take an appointment



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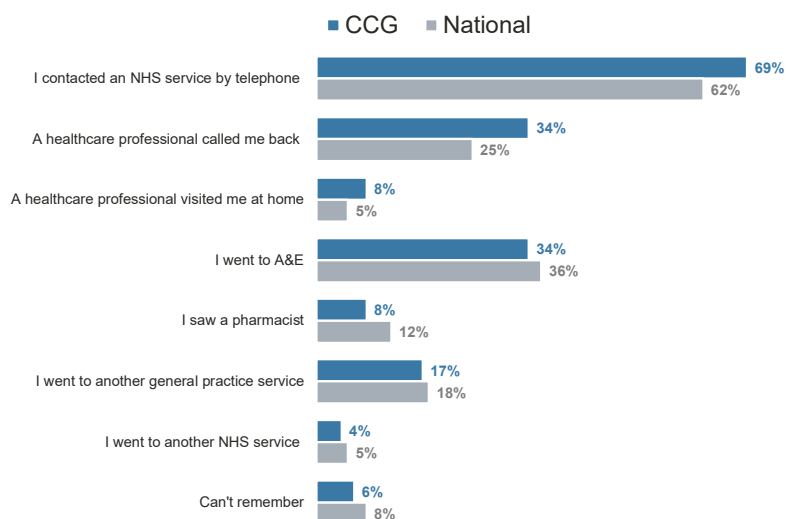
## What patients do when they don't take the appointment offered



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**NHS**  
Wiltshire  
Clinical Commissioning Group

## Use of services when the Practice is closed



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Wiltshire  
Clinical Commissioning Group

## CQC overall ratings

Sixpenny Handley Surgery	Good
Harcourt Medical Centre	Good
Whiteparish Surgery	Good
Barcroft Medical Centre	Requires Improvement
Castle Practice	Good
The Orchard Practice	Good
Salisbury Medical Practice (Fisherton House)	Outstanding
Avon Valley Practice	Good
Three Chequers Medical Practice	Outstanding
Downton Practice	Good
St Melor House Surgery	Good
Millstream Medical Centre	Good
Tisbury Surgery	Good
Mere Surgery	Good
Silton Surgery	Good
Hindon Surgery	Outstanding
Salisbury Plain Health Partnership	Not yet inspected

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