**Prioritisation Panel South Gloucestershire**

**Thursday 13th May 2021 at 4.00pm - 5.30pm**

**Closed Meeting Minutes**

**Glossary of Acronyms**

* PP – Prioritisation Panel
* PPG - Patent Participation Group
* CCG - Clinical Commissioning Group
* ICS - Integrated Care System
* HWSG – Healthwatch South Gloucestershire
* HWE – Healthwatch England
* HWBNSSG – Healthwatch Bristol, North Somerset and South Gloucestershire
* PWLD – People with Learning Disabilities
* BNSSG – Bristol, North Somerset and South Gloucestershire

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|  | **Welcome and Apologies/Declarations of Conflict of interest** |
|  | **Minutes of previous meeting****Actions Addressed:** * HWSG will send out any relevant reports to panel i.e. from HWE
* Share work/research which has already been done with panel so they can make informed decisions about what to prioritise

**Action Log Updates/outcomes:*** HWSG are finding a lack of engagement from practice managers unless it is to do with COVID vaccinations
* Done everything we can in terms of patient transport i.e. introducing them to any unknown community groups and inviting them to PPG meeting
* Appointment waiting times – will share any HWE reports as this is an ongoing issue
* Quality of care – Healthwatch Bristol feedback highlighted issues around patient experience in hospital and doing a project on this
* Hospital discharge – ongoing – sharing signposting information when have it
* NHS Dental care update: <https://www.healthwatchsouthglos.co.uk/advice-and-information/2021-07-09/dentistry-how-healthwatch-south-gloucestershire-has-used-your>
* PWLD accessible information in hospital – we’ve done lots of information sharing around this, so classing it as an achieved action
* COVID vaccination information and feedback collection – ongoing
* Digital inclusion – ‘digital divide’ working group hope to have a standing item on South Gloucestershire Equalities Forum – common theme across (BNSSG) – different work currently being done in each area
* Maternity services – starting a project on this
* Community mental health framework – contributed as HW BNSSG
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|  | **Patient Feedback Report Q4 (January, February, March 2021)****Briefing:** * Shaken up the layout of Quarter Report, including a ‘report headlines’ page
* Aiming to collect at least 100 pieces of feedback per quarter
* Next report will include ‘demographic’ data
* Looks like a 50/50 split of positive/negative feedback for this quarter – mention that positive experiences of surge testing influenced this

**Matrix:*** Interesting how most panel members highlighted the same issues
* ACTION: continue to check with CCG about any reliance work they are doing
* ACTION: dental care - the small incremental changes we’re influencing are currently enough, can HW BNSSG collate last 6 months of data again - HWSG don’t have knowledge of which practices are taking NHS patients on as this is a very big task and impractical, start signposting people to Bristol Dental Hospital, is there scope to have a ‘mystery shop’ of dental care? For example, a volunteer phoning surgeries to find out if they are taking NHS patients
* ACTION: patient access to GP services, especially Emerson’s Green Medical Centre but hard to get access to the team, can’t currently do an ‘enter & view’ due to COVID, so will continue to work with CCG to see about PPG
* ACTION: share positive feedback on surge testing to relevant organisations
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|  | **Update on Project(s)*** LD project – ACTIONS: Maisy to send to GP LD lead and support sharing in B and NS, share executive summary with PP
* Dementia carers mental health – ACTIONS: working on resources map and complete for sharing, share executive summary with PP
* Maternity experiences – ACTIONS: need to start project by doing logic model etc.
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| **5.** | **Strategic Updates** * ACTION: Area Manager to send out information from HWE to PP about how they are trying to position Healthwatch locally and nationally
* ACTION: Area Manager to talk about ICS at June HWSG ‘Volunteer Connect’ Meeting
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| **6.** | **AOB*** Agreed items for discussion in public meeting - Not applicable as no registrations
* AOB – discussion about meeting face to face at some point
* Sticking with current timings for foreseeable (4pm to 5.30pm)
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| **7.** | **Future meeting dates:*** Thursday 12th August 2021
* Thursday 11th November 2021
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