

**Minutes for South Gloucestershire Prioritisation Panel Meeting**

August 12th, 2021

Public 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
* LD – Learning Disability
* BNSSG – Bristol, North Somerset and South Gloucestershire
* VCSE – Voluntary, Community and Social Enterprise
* SGC – South Gloucestershire Council
1. **Welcome and apologies**
2. **Minutes of previous meeting - agreed these were accurate for factual details**

Review of actions and updates:

1. Discussed ongoing CCG resilience planning
2. Action regarding keeping up pressure to resolve dental issues- a letter, from Healthwatch England, and signed by Sara Hurley, Chief Dental Officer England provides guidance on requirements to update websites for patients.

Action HWSG will be sending letter to all dental practices in South Gloucestershire.

1. Action on patient access to GP services – this theme is covered in the matrix later in the meeting
2. Positive feedback from public on surge testing service. This was shared to South Gloucestershire Public Health Director.
3. HWSG continue to share Learning Disability Annual Health Checks ‘Checklist’ with partners
4. Dementia carers mental health and wellness project has been shared with the Dementia Health Integration Team, who are developing a resource for South Asian Dementia Carers
5. Ongoing Action HWSG scoping for Maternity Project - and use new Theory of Change and HWE Equality Impact Assessment tool. In process, and these will help enhance theory and outcomes of the project.
6. **Patient Feedback report Quarter 1**
* 138 pieces of feedback with a large amount of them has reference to accessing services and service delivery.
* Not an even split in positive and negatives in this quarter with a lot less feedback on Covid services.
* Mental health does not feature on this report- consistently HWSG has a low intake on mental health comments
* A section on demographics is now included and are a guide in shaping how we do our engagement moving forwards. The highest number of participants in this quarterly report are in the 24-49 age bracket.
1. **Matrix**

Three highest scores were given to:

**a)** Concerns about access to sexual health services in primary care made with an inequality’s element, are these services being overlooked, if GPs are helping and if not who is referring patients to them. Discussion if the signposting could be better.

**b)** Ongoing frustrations over problems booking appointments and access to surgery teams.

**c)** AskmyGP which could be linked to ‘a’, HWSG have been receiving feedback around digital tools and are taking the input to the Digital Divide Group.

* Area Manager suggested recent patients’ rights poster about digital access from the Royal college of GPs, National Voices and HWE is downloadable. It should be sent to GPs and covers guidelines of what patients can ask for if they want a face-to-face appointment.
* Panel discussed how the access to GPs was a national issue, but patients need help with getting support for self-care or locally with the VCSE while they wait for other services.
* Information about the ICS was discussed and recent Volunteer Connect meeting discussion. HWSG will send anything additional, regarding research and reading, to panel members but there is no obligation to engage with this additional info.
* HWSG are part of a group of various partners who are all interested in digital inclusion and exclusion have come together to help work out issues and outcomes. The SGC are starting up their digital support champions again, with people placed in local libraries offering support with digital actions.
* HWSG state that at every meeting of South Gloucestershire Equality Forum the digital divide is an agenda item, as it affects everyone with protected characteristics.
1. **Projects Update**
* HWSG gave a short update of how the project is looking and the partners spoken to so far.
1. **Strategic update**
* Area Manager updated PP on the presentation to the Health Overview and Scrutiny panel in South Gloucestershire on the Learning Disabilities Checklist in June.
* The Health and Wellbeing Board senior leader's agenda planning session have said the LD recommendations could to be wrapped into the South Glos LD Strategy refresh 2021.
* Scrutiny Committee will have a presentation of our Annual Report and Q1 themes in mid September.
1. **Any Other Business**
* Discussed PP admin i.e. timing of circulating matrix
* **Next meeting:** Thursday 11th November