

**Final Minutes of the
Somerset Valley Forum**
Tuesday 11th July 2017, 6.00pm
The Conygre Hall, North Road, Timsbury BA2 0JQ

Present

Name	Organisation Represented
Lynda Robertson	Chair of Somerset Valley Forum
Cllr Sarah Bevan	B&NES Ward Councillor, Peasedown St John
Cllr Sheila Clarke	Timsbury Parish Council
Cllr David Collett	Timsbury Parish Council
Martha Cox	Service User Involvement Lead, Virgin Care
Ian Dagger	B&NES Carers' Centre
Sara Dixon	Locality Manager, B&NES
Cllr Janet Durk	Timsbury Parish Council
Pat Foster	Healthwatch B&NES
PC Mark Graham	Beat Manager, Somerset Valley – Avon and Somerset Police
Cllr Ron Hopkins	Westfield Parish Council
Cllr Deirdre Horstmann	B&NES Ward Councillor, Radstock
Tamsin May	Head of Communications, B&NES CCG
Cllr Barry Macrae	B&NES Ward Councillor, Midsomer Norton North
Cllr Paul Myers	B&NES Councillor, Midsomer Norton Redfield
Tim Rawlings	Waste Campaigns Officer, B&NES
Richard Robertson	Welton Village Group
Jo Scammell	Head of Transformation, Virgin Care
Janet Shreeve	Resident
Cllr Alastair Slade	Midsomer Norton Town Council
Bernard Sims	Resident
Shirley Steel	Somerset and Dorset Railway Heritage Trust
Terry Taylor	Norton Radstock Regeneration
Roger Tollervey	Welton Village Group
David Trethewey	Divisional Director - Strategy and Performance, B&NES
Cllr David Walker	Peasedown St John Parish Council
Cllr Karen Walker	B&NES Ward Councillor, Peasedown St John
Alison Wells	Community Projects Officer, B&NES

Apologies

Name	Organisation Represented
Richard Baldwin	Divisional Director - Safeguarding & Social Care, B&NES (Divisional Director Sponsor of the Somerset Valley Forum)
Cllr John Bull	B&NES Ward Councillor, Paulton
Cllr Doug Deacon	B&NES Ward Councillor, Timsbury
Maralyn Deacon	Observer
Cllr Michael Evans	B&NES Ward Councillor, Midsomer Norton North
Nick Hall	Radstock Museum
Cllr Mike Hedges	Farrington Gurney Parish Council
Cllr Eleanor Jackson	B&NES Ward Councillor, Westfield
Cllr Les Kew	B&NES Ward Councillor, High Littleton
Cllr Robin Moss	B&NES Ward Councillor, Westfield
Terry Nicholls	Kilmersdon Parish Council
Andrew Pate	Strategic Director - Resources, B&NES (Director Sponsor of Somerset Valley Forum)
Brian Perrett	Radstock Residents Association

		Action
1.	Welcome from the Chair of the Forum	
1.1	LR welcomed those present, introduced herself and the Vice Chair of the Forum, Cllr Karen Walker. An evacuation notice was read. Apologies as above.	
2.	Community Showcase – Ann Birtwistle, Volunteer Co-ordinator at Greenhill House, Leonard Cheshire Home, Timsbury	
2.1	LR welcomed Ann Birtwistle from the Leonard Cheshire Home in Timsbury and explained that her presentation would start with a film about some of their activities, highlighting in particular their interest in fishing. LR said that, at an earlier Forum meeting, residents of Leonard Cheshire raised their concerns about the lack of accessible Boccia and Fishing facilities for disabled people and their presentation would include an update on progress since then. LR also said that, this year, Leonard Cheshire Disability is celebrating 100 years since the birth of its founder, Group Captain Leonard Cheshire. They will be holding a Masquerade Ball at The Assembly Rooms in Bath on 23rd September. <i>The film was shown.</i>	
2.2	AB said Greenhill House is a local service and has thirty-eight residents at present. Seventeen of them like to take part in fishing and a similar number enjoy Boccia. They rely on volunteers to support the residents with these activities.	
2.3	AB said she is pleased to return to the Forum to let them know that Wessex Water has now improved fishing facilities at Tucking Mill and that Boccia Courts have been marked out at Bath Leisure Centre. This was a direct result of residents raising their concerns at a previous Forum meeting.	
2.4	Residents started getting involved with these activities in 2008 and are now registered with Boccia England and part of a national league. A GB Paralympian has indicated that the new courts at Bath Leisure Centre could help increase participation in the sport and provide other opportunities to host games. Leonard Cheshire came 4 th in the league this year and some residents participating in individual competitions have achieved gold. She thanked the Forum for listening to the residents and supporting them with their aims.	
2.5	AB was asked what Boccia is and she explained that it is similar to boules but participants must be seated to play. It is a very inclusive sport for those in wheelchairs. It was not televised for the Rio Olympics but they are petitioning for matches to be shown from the next Olympics.	
2.6	AB thanked LR for mentioning the Masquerade Ball and said that tickets are available from her. Further information can be found here .	
2.7	LR thanked AB and said that it is good to hear that something raised at a Forum meeting had been made reality.	
3.	Updates	
	<u>Local Police Matters</u>	
3.1	LR introduced PC Mark Graham who is the Beat Manager for Somer Valley.	

	<p>He said the Police will shortly be re-organising its Neighbourhood Teams. These were previously aligned to the response teams but this impacted on services to communities. They will be changing back to the old system and sergeants that had moved from local stations to Bath will be returning. There will be one in Radstock, one in Keynsham and two in Bath.</p>	
3.2	<p>There will also be target teams for issues such as anti-social behaviour as well as changes to shifts, beat managers and PCSOs. He has no definite dates at present but it will be soon. He hopes that the Police will be able to better serve communities as a result.</p>	
3.3	<p>MG said that in Midsomer Norton there have been significant issues with anti-social behaviour in Gullock Tying. This has involved youths on mopeds and older young people in cars. The Police are aiming to separate the well behaved young people using facilities correctly from this minority element. A dispersal zone has been put in place and a section 59 order issued – this can be placed on a person and a vehicle for 12 months. If they get caught for a second time, the vehicle can be seized - or another vehicle if it is being driven by the person with the order. This discourages the borrowing/lending of vehicles. One vehicle (a BMW) was seized during the week.</p>	
	<p><u>Questions and Answers</u></p>	
3.4	<p>Q1: What happens to seized vehicles? A1: They are broken unless costs are paid which are usually £500 minimum. The cars are usually old/cheap so are rarely claimed.</p>	
3.5	<p>Q2: We have previously raised the issue of vehicles parking on the pavement near The Dolphin in Welton. It was initially thought this was private land so the Police could not do anything but it's since been established it is public highway. A2: If it is maintained by the Council, the Police can enforce. We will look into this and start to address it.</p>	Police
3.6	<p>Q3: What is the name of the new sergeant for Radstock? A3: Philippa Ives – she will be joining in September from an existing post. Stuart Cumine will be there in the interim. He works in Bath at present but has worked in Radstock previously.</p>	
3.7	<p>Q4: In Timsbury, the biggest problem is speeding. We have a road safety group and are working with the road safety department re North Road. We also have problems with parking on the pavement – it is very dangerous. A4: The Police's approach to pavement parking is to educate first, so we will leave a yellow notice on the windscreen with information in it. The next step is to ticket. I will take this back to notify the local Beat Manager and PCSOs.</p>	Police
3.8	<p>BMc said we welcome the recognition that visibility is important. We want to see you in our communities and are on your side.</p> <p>LR thanked PC Graham.</p>	
	<p><u>Waste Services Update – Tim Rawlings</u></p>	
3.9	<p>LR welcomed Tim Rawlings from Waste Services with an update following concerns raised at the last Forum meeting.</p>	
3.10	<p>TR said he hopes that everyone is now aware of the change to refuse collections from weekly to fortnightly with the overall aim of encouraging more</p>	

	<p>recycling. The deadline to query the receptacle offered is 31st July. 3,000 enquiries have been received so far and around half of these have led to a change in receptacle. The team will not know the intricacies of every area, so is keen to receive local knowledge.</p> <p>3.11 'Waste doctors' have also been going out – mainly to large households with lots of children/nappies. A larger bin will be provided if needed – to qualify there needs to be two or more children in nappies, so let the team know if there are families in your area that have not contacted us. The Council is also keen to encourage recycling, so nappy packs are available to reduce the use of disposable nappies.</p> <p>3.12 Neighbours can share bins if they are willing to do so and are concerned about having a large bin.</p> <p>3.13 The Council will be sending out leaflets about the new service from 28th August and the bins/bags will start to go out from 25th September. All containers should be delivered by November. Information about any changes to the day refuse/recycling is collected will be delivered with the receptacle. The new collections will be implemented from 6th November.</p> <p>3.14 TR said, in terms of recycling, the Council is recommending 2 green boxes – one for glass bottles, jars, paper and a second for plastic bottles, food pots, tubs, trays, food and drink cans, aerosols and foil. The blue bag is to be used for cardboard, brown paper and food and drink cartons. The blue bags will gradually be replaced by green bins. This method of separation helps to speed up collections.</p> <p>3.15 Residents with bulk bins (ie those in flats/with bin stores) will see changes next year.</p> <p>3.16 The team is keen to speak with community groups so if you are having an event or want us to come to your group to give a talk, do let us know. There is further information on the Council's website here or e-mail wastecampaigns@bathnes.gov.uk</p> <p><u>Questions and Answers</u></p> <p>3.17 Q1: I understand that in Bath centre, as it is a World Heritage City, residents will still get their refuse collected weekly. How does this encourage them to recycle? A1: They will get a smaller bag – it is not a better service, just a different one to reflect the fact that the city has high density residential areas coupled with high footfall.</p> <p>3.18 Q2: Why has the missed collection service been discontinued? A2: Missed collections now go on a priority list for the following week. The crews work more quickly now and it would be inefficient to go back. We also need to investigate why a collection has been missed and it is often due to bins being put out too late. They must be out by 7am on collection day. The road map used by the crews is complicated but we are trying to rationalise it.</p> <p>3.19 Q3: Will there still be more than one vehicle for collections? A3: Yes – a vehicle for rubbish and another for recycling.</p> <p>LR thanked TR for his presentation.</p>	<p>ALL</p>
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	<u>Parish Charter – Cllr Paul Myers</u>	
3.20	LR welcomed Cllr Paul Myers. He said the Parish Charter has been discussed at the Forums before but as a reminder, it was first produced in 1999, reviewed in 2006 but is now out of date. A working group of B&NES and Parish Council representatives has been set up to review the Charter and spoken with officers about issues – both those faced by parishes and those faced by officers. It has been enlightening to have many myths dispelled.	
3.21	A consultation with all parishes in B&NES is now taking place. There is an on-line questionnaire to aid feedback. The deadline is 31 st July but if anyone needs an extension, contact Sara Dixon or Alison Wells.	
3.22	A final version of the Charter is due to be produced in the Autumn and will then be taken to Cabinet and Full Council.	
	<u>Questions and Answers</u>	
3.23	Q1: Can we answer the questionnaire from the website? A1: Yes – it is easier for us if you do this as it will collate responses into a spreadsheet. The link to the Parish Charter consultation can be found here . LR thanked Paul for his update.	
4.	Any Other Issues	
4.1	LR asked if there were any other issues. There was none.	
4.2	LR wished Shirley Steel a very happy birthday for 12 th July and said there was some cake to enjoy during the break.	

Break

5.	Notes of the Previous Meeting (27th March 2017)	
	These were agreed as a true record.	
6.	Matters Arising	
6.1	LR said that to save time, AW would e-mail the updates from the last meeting. These were circulated to the Forum on 14-7-17 as follows:-	
6.2	The Rural Crime number of 07492 888109 previously circulated is for information about rural or agricultural crime. The Police want to hear from anyone who has information about any suspicious or potentially criminal activity in their area, for example - details of people/vehicles seen behaving suspiciously, potentially stolen goods or livestock being offered for sale either to the public or at markets, sightings of stolen vehicles we might put out an alert for.	
6.3	Richard Baldwin followed up with Project 28 regarding the young people's issues raised at the last meeting. They confirmed that they are still doing outreach work in the area. We have also been liaising with youth workers and the next Somer Valley Forum meeting will include reference to young people.	

6.4	Concerns were also raised regarding an increase in homeless people in Midsomer Norton. Some information from DHI was circulated after the meeting. SD and AW have also followed up with Julian House who will be attending the next Forum meeting in September to explain more about their services and in particular, sofa surfing among young people, which has been previously raised by the Forum.	
6.5	Following on from February's AGM, we are in the process of organising a Tourism Workshop which will be held on Tuesday 25 th July at the Town Hall, Midsomer Norton, 6pm.	
7.	Forum Theme: Health and Wellbeing	
7.1	LR said the theme of this meeting is Health and Wellbeing which was organised in response to requests from Forum members around reducing isolation, loneliness and health inequalities as well as the importance of continued engagement with community health services. We have a range of speakers on these topics this evening. Unfortunately, Sarah Williams-Martin from B&NES Dementia Action Alliance is unwell but is keen to attend a future Forum meeting to talk about the work of the organisation. We wish her a speedy recovery.	
7.2	LR said that instead, we are pleased to welcome Sophie Kirk from the Council's Sustainability Team to present on the 'Sugar Smart' campaign taking place across B&NES. The aim is to raise awareness of the amounts of hidden sugar in foods and drinks and to encourage organisations to serve healthier choices.	
7.3	LR reminded those present to keep questions until the end of each presentations. A presentation on Sugar Smart was given and can be found at Appendix 1.	
7.4	LR introduced Denise Perrin from West of England Rural Network to give a presentation on their new Rural Links project and the work of the Village Agents. A presentation was given and can be found at Appendix 2.	
7.5	LR introduced the presentation from the B&NES CCG and Virgin Care on 'The vision for community services and how to get involved (note amended of title from the original agenda)'. She welcomed Tamsin May, Head of Communications, B&NES CCG to give a short introduction to Virgin Care and also Jo Scammell, Head of Transformation and Martha Cox, Engagement Lead from Virgin Care to talk about their vision for services across B&NES. A presentation was given and can be found at Appendix 3.	
7.6		
8.	Any Other Business	
8.1	LR said a venue had yet to be found for the September and November meetings of the Forum. She asked whether Forum members would find it more convenient to meet in a single location as the other Forum's do. PM suggested that this be discussed again at the AGM.	S&P
8.2	BMc said he thought the point of the Forums was to invite subjects from the audience, not to be lectured at. SD said that when the Forum was first established, a workshop was held and from this a list of topics for future meetings was devised. The Agendas are created from this and also topics that	

8.3	<p>come forward from more recent meetings. She said that if any Forum member wished to suggest a topic, it would be considered for inclusion.</p> <p>SS said she would like to suggest a topic following the Grenfell Tower fire. The Somer Centre in Midsomer Norton is an emergency centre but she would like to know what is being done in other villages as most parishes will need to be up to date on this. Flooding was recently covered by the Forum and it was very interesting. SD said this would be added to the forward plan.</p>	S&P
9.	<p>Date of Next Meeting</p> <p>9.1 Tuesday 19th September Theme: Housing and Young People</p> <p>We are in the process of planning this meeting with the B&NES Housing Team, Julian House, Swallow and Off the Record. We will also be receiving an update on the Somer Valley Enterprise Zone.</p> <p>9.2 Wednesday 29th November</p> <p>Council Budget</p> <p>2018 - Somer Valley Forum AGM</p>	

Actions

	Responsible
Look into pavement parking near The Dolphin in Welton and at North Road in Timsbury	Police
Assistance with promoting the changes to refuse collections in local communities and noting the deadline for queries about the receptacle proposed.	All
Discussion on Somer Valley Forum venues to go on AGM Agenda	S&P
Emergency Planning to be added to Forward Agenda Plan for the Forum	S&P

Presentation: Sugar Smart

Presenter: Sophie Kirk, Corporate Sustainability Officer (Food), B&NES

To view the presentation click [here](#).

The presentation was also circulated to Forum members electronically on 14-7-17.

Slide	Comment
Slide 1 – Title Slide	SK explained that she has a remit around food and public health. For the Sugar Smart campaign, she is keen to work with communities in the Somerset Valley.
Slide 2 – Local Context	SK said that 37% of year six children in the Somerset Valley are overweight. Areas of high deprivation often have young people with higher weight. We have strategies in place for this but no campaign on diet.
Slide 3 – Why Sugar	Jamie Oliver did a documentary called Sugar Rush and this assisted in a soft drinks levy being introduced from 2018. Children are currently consuming three times more than the recommended daily allowance of 30g of sugar. This contributes to a wide range of health issues.
Slide 4 –How Sugar Smart Are You?	A quick quiz for the group.
Slide 5 – Not An Easy Choice	The answers, which demonstrate the hidden sugars even in orange juice, which is often seen as healthy. It shows how easy it is to over consume.
Slide 6 – The Campaign	<p>The Sugar Smart campaign is now being launched locally. The aim is to improve health and wellbeing; raise awareness of hidden sugars in everyday food and drinks and improve the availability and promotion of low sugar food and drink in targeted settings.</p> <p>We will be undertaking a range of promotion and activities in target areas. It is not about saying no to all sugars but encouraging a healthy choice. The campaign is being funded by Sustainable Food Cities.</p>
Slide 7 – Journey to Date	We have been working with the Big Local in Radstock and Westfield and other established programmes and services to embed Sugar Smart within them.
Slide 8 – Activities 17/18	<p>Sugar Smart have a website https://www.sugarsmartuk.org/ where people can sign up and make pledges. It includes quizzes and advice on making changes.</p> <p>We are in the process of designing school assemblies; display packs and changes to menus in schools but also want to work with a range of organisations on the campaign.</p>
Slide 9 – Opportunities for the Somerset Valley	<p>The key neighbourhoods in the Somerset Valley are Radstock and Westfield which have the highest levels of obesity. We would like as many organisations in these communities as possible to sign up to be flag ships for Sugar Smart.</p> <p>We need help in promoting our residents' survey</p>

	<p>We would like organisations to sign up to the campaign and make pledges for action</p> <p>Virgin Care are running a number of events focussing on Sugar Smart over the next few months but we are looking for other local events that we can attend.</p> <p>There is a Grant Scheme available thanks to £2,000 from the Big Local for Radstock and Westfield.</p>
Slide 8 – Opportunities to Get Involved	<p>To join the campaign your organisation needs to:</p> <p>Register your interest on the Sugar Smart website</p> <p>Pledge to take action on sugar in your organisation. Example pledges include:</p> <ul style="list-style-type: none"> - Increase the availability of healthy food choices - Stop promotions of sugary foods - Make tap water freely available - Run a sugar smart quiz - Display information on fridges/ vending machines showing the amount of sugar in drinks <p>Display and share Sugar Smart resources. (B&NES Council can provide you with a range of resources and support such as posters, leaflets, menus and window stickers.)</p>
Slide 9 – Contact Details	<p>Sugar Smart Website: www.sugarsmartuk.org</p> <p>Facebook: www.facebook.com/sugarsmartbanes</p> <p>Twitter: www.twitter.com/sugarsmartbanes #sugarsmartbanes</p> <p>Sophie Kirk - Corporate and Communities Sustainability Officer (food)</p> <p>E-mail: Sophie_Kirk@BATHNES.GOV.UK</p>

Questions and Answers

Q1: Is the sugar added to the orange juice or is it naturally occurring?

A1: It is natural sugar – fructose – but it affects the body in the same way. There is a lot of confusion around it.

Q2: Surely that information is on the bottle?

A2: Yes but if you don't know the recommended daily allowance, it can be confusing.

Q3: People do have a sweet tooth – will you be promoting what they can have?

A3: Yes – there are suggested swaps and messages to be aware of healthier alternatives on offer.

Comment 1: Your presentation does not mention a link with the effect on children's teeth.

Response 1: It is mentioned in some of our other resources.

Comment 2: I think this is very positive and had not heard of it previously. The Community Trust in Midsomer Norton wants to work with the local health food shop to offer healthy alternatives. It can often be difficult to get healthy food when you work late – the offer is pizzas, burgers etc.

Response 2: The emphasis has been on individuals before but this time we are keen to change the environment as well as educate people.


Presentation: Rural Links with the Village Agents

Presenter: Denise Perrin from the West of England Rural Network

To view the presentation click [here](#).

The presentation was also circulated to Forum members electronically on 14-7-17.

Slide	Comment
Slide 1 – Title Slide	
Slide 2 – Village Agents in B&NES	<p>An overview of their work:</p> <ul style="list-style-type: none"> • Identifying those at most risk. • Help people live independently • Reduce social isolation. • Improving health and wellbeing • Add fun and companionship. <p>The Village Agents started working in the Somerset Valley in 2015, not 2013 – apologies for the typo.</p>
Slide 3 – Parishes we now cover	<p>Farrington Gurney contacted us to ask for the service as an extension to our work in Chew Valley. While our work has mainly focussed on Chew Valley, we do not turn anyone away and, if we get calls to support someone 1 – 1, we will do.</p> <p>The people we help are those not accessing the information and support available to them. The scheme began in Gloucestershire – they found that people respond better if they get information from a trusted source. Our aim is to help people live as independently as possible.</p> <p>We would like to extend further to the Bath rural areas as well if we can. People seek us out and ask why there are no Village Agents in their areas.</p>
Slide 4 – Independent but Lonely	<p>Having kept people safe and well in their own homes (most people we help are in their mid-80s), they then start to get lonely.</p> <p>Early intervention means encouraging people to go to their GPs for medication checks etc, keeping appointments and self-managing conditions. We found that people couldn't get to appointments as they did not have cars. They don't like to ask for help, so don't turn up for their appointment. We have now set up a local car scheme with 14 volunteers who assist with this.</p> <p>There is more talk around Wellbeing lately. It is a new concept to those we help. We have been working with St Monica's Trust on this.</p>
Slide 5 – Village Agent Events	<p>We hold events to bring people together for gentle exercise, reminiscence, companionship and opportunities to share.</p>
Slides 6, 7	<p>We got a group of people together to ask them what helps them to be well and can</p>

<p>and 8 – What helps you to be well.</p>	<p>build on this. This is what they said:-</p> <ul style="list-style-type: none"> Family and friends Being appreciated Meeting new people Talking and sharing Going on trips Hugs Exercise Keeping busy Singing and music Sunshine and fresh air Being outside Active mind Computer skills Feeding the birds Helping neighbours Creativity and art Good weather Walks with friends
<p>Slide 9 – Five Ways to Wellbeing</p>	<p>These can be translated into the Five Ways to Wellbeing</p> 
<p>Slide 10 - Transport</p>	<p>Some of the people we support are so housebound it is difficult to get them out to activities and classes but we do have networks to help. We are applying for funding to try and organise more trips out. These activities are relatively low cost but have a big impact.</p> <p>Transport is the biggest limiting factor and needs to be considered. When we hold our events, we provide transport.</p>
<p>Slides 11, 12 and 13 – Chew Valley Children’s Centre</p>	<p>There is an opportunity at the Children’s Centre at Chew Valley School to provide a community hub. Other partner organisations are involved as well – as shown at slide 12.</p> <p>We are trying to create a ‘One Stop Shop’ to provide activities, meals, transport, podiatry services, a pharmacy, cookery classes etc. The aim is to support people to become more responsible for their own health.</p>
<p>Slide 14 – Contact</p>	<p>Your local Village Agent is:-</p> <p>Ken Webb Mob: 07919 006708 or Tel: 01275 333700 (office) E-mail: ken@wern.org.uk</p>

Questions and Answers

Q1: Do you need more volunteers? How can we help you promote the service?

A1: A couple of people from the Somer Valley area have offered to become volunteer drivers. We will come back when we have made some more progress. A community hub would be possible in Timsbury too. However, the desire has to come from grassroots up – there needs to be feedback from the local community to support funding bids.

Presentation: Meet the Provider – Virgin Care and Health Team with an introduction from B&NES CCG.

Presenters: Tamsin May, Head of Communications, B&NES CCG
Jo Scammell, Head of Transformation
Martha Cox, Engagement Lead from Virgin Care

To view the presentation click [here](#).

The presentation was also circulated to Forum members electronically on 14-7-17.

Tamsin May, Head of Communications, B&NES CCG

1. TM said the B&NES CCG has a £260m budget to commission all health care services across the district. Their AGM is taking place on 27th July (details circulated to the Forum on 14-7-17) and they will be discussing their financial pressures at this.
2. In 2015, the B&NES CCG came to the Somerset Valley Forum to discuss a change of provider. Following a 2 year review and procurement process, Virgin Care was appointed. The transfer began on 1st April 2017 and now that the first 100 days have ended, we are coming back to Forums to update them on progress. She handed over to Jo Scammell.

Jo Scammell, Head of Transformation

3. JS introduced herself as the Bid Director for the service. Her first job was as a Practice Manager for GP services in Bath. She said Martha Cox was working for Sirona prior to being transferred to Virgin.
4. JS said she would not be using the presentation as this would be sent out but would give an overview.
5. Your Care Your Way was the name of a large, umbrella procurement exercise. It includes housing services, mental health, Age UK etc. Half the budget is Virgin Care but the other is split between 42 other organisations. Virgin Care will deliver services and directly employ staff but the Carers Centre and Village Agents, for example, are still separate services. It is about working in partnership. Care can become fragmented and the ability to share information on patients has not been there. Joining up information and care is key.
6. During the first 100 days, Virgin Care has not changed anything in terms of services but internally, many of the systems have changed such as IT. They have also been working with the RUH on early response services (eg if someone falls at home, the aim is to try and keep them there rather than admit them to hospital). We have also been working on the Home First service which is around whether it is safe for someone to return home from hospital/be assessed to be at home. The RUH has struggled to get people in and out quickly. There has been some restructure and a 'deep dive' on social work. In the past, those that have been medically fit have not gone home from the RUH because of a backlog of social work assessment.
7. Virgin Care has started some key pieces of work but there is still a lot to do – 65 projects this year. They have access to expertise across the UK that ordinarily, health services would not be able to afford.

8. They are now focussing on joining up people's care. They will then look at partner organisations and records. Virgin Care is looking for volunteers who use services to get involved in the re-design.

Martha Cox, Engagement Lead from Virgin Care

9. MC said there was a lot of community involvement in Your Care Your Way. Virgin Care is keen to continue this. All of us use health care services but how can Virgin do it better?
10. Virgin Care already has a national Citizen's Panel model to follow. There is also a website. Some people have time to come to meetings and may want to sign up to be INVOLVED. If people just want to be consulted, they can sign up to be ASKED. If people have limited time, they can sign up to be INFORMED and just receive updates. There is also a PLUS level for those that want to be very involved.
11. There is a list of services on the website that Virgin Care will be focussing on first but this is not exclusive. Do tell us which services you are most interested in.
12. Virgin Care's engagement will be tailored so activities will be different. There will be a lot of focus groups around mental health for example. We want to make the involvement as representatives as possible of the local community.

Link to Citizens' Panel website: <http://bathneshealthandcare.nhs.uk/citizenspanel/>

Questions and Answers

Q1: Laurel Gardens Care Home in Timsbury is closing and up for sale. Why haven't Virgin Care/the CCG bought it to prevent this closure?

A1: One of our Directors is a Care Home provider but Virgin Care is not – there is a lot of other work to do at present.

Comment 1: This is not good enough – residents are being moved.

Response 1: It is a question for the Council, the NHS does not have a budget for it.

There was an offer of putting the enquirer in touch with the relevant Cabinet Member, Cllr Vic Pritchard.

Comment 2: Virgin Care are out to make money – it is privatisation of the NHS.

Response 2: Any surplus funds will be reinvested. The NHS is stretched. Health care is not a business in which to invest to make money.

Q2: Virgin Care is not there to make money is it?

A2: It is a limited company so could if it chose to do so. However, there is a clause in its contract around this.

Q3: Has the NHS tried to combine computer systems across the UK to track patients?

A3: The answer is bringing systems together. Virgin Care has invested in a system used in the US which aims to take data from a range of systems to create one record, rather than trying to get everyone on a single system.