

WARMINSTER AREA HEALTH AND WELLBEING FORUM
Notes of Meeting – Wednesday 19 March 2025 Noon
The Art Gallery, Warminster School

Present: Speakers have a * against their name.

Deborah Gogarty (DG) – Open Door and Chair *	David Reeves (DR) – Secretary and HWB Trustee
Marion Barton (MB)–HWB Trustee	Hayley Jarvis (HJ) – Living Well Team, Avenue Surgery
Kirsten Kerr (KK) – Age UK Wiltshire	Alan Goldsworthy (AG) – Independent member;
Cathy Lawrence (CL) – Alzheimer’s Support	Lisa Cook (LC) – Warminster School
Ann Merrills (AM) –Independent Member and Trustee	Sarah Burgess (SaB) – Avenue Surgery Social Prescriber
Julia Haes (JH) – Friends of Warminster Hospital	Sheelagh Wurr (SW)- Warminster Churches Together *
Jan Billinge (JB) - Independent	Caroline Le Quesne (CL) – Strategic Engagement Support
Tina Biggs (TB) – Community Team Manager, Warminster & Westbury Community Team	Chris Hewin (CH) – Wiltshire Trading Standards *
Janet Marshall (JM) – Warminster and Westbury Visually Impaired Club	Steve Kervell (SK) – Warminster and Westbury Visually Impaired Club
Lynda Hancock (LH) – Safe Families	Martin Randall (MR) - Independent
Tanya Ratcliffe (TR) – Wiltshire Council Prevention Officer	Tony Jackson (TJ) – HWB Trustee and Area Board member
Jenny Crossley (JC) – National Energy Action	Laura Gowers (LG) – Wessex Water
Lucy Steel (LS) – Wiltshire Council	Rachel Fear (PF) – Alzheimer’s Support
Annie Davis (AD) – Warminster Action Group	Debbie Jolliffe (DJ) – Warminster Action Group
Apologies from: Holly Pryer (HP) – Wiltshire Council; Zanne St John Marchmont (ZM) – We Are Men; Maggie Dee (MD) – Warminster U3A; Pip Ridout (PR) – Warminster Area Board; Rebecca Seymour (RS) – Celebrating Age Wiltshire; Fiona Bloom (FB) – Wiltshire Health and Care; Becky Bye (BB) – Rethink; Sarah Folker (SF) – Wessex MS Centre; Liam Cripps (LC) – Wiltshire Council; Vickey Radford (VR) – Avenue Surgery; Caroline Pugh (CP) – Friends of Warminster Hospital.	

1.	<u>Welcome and Introduction</u> After introductions, DG welcomed all members to a revised venue for the quarterly meeting and AGM. DG was encouraged by the turn-out with around 50% of the membership present and especially welcomed those new to the Forum. She reiterated the twin aims of the Forum – to ensure that local information was shared across organisational boundaries and spheres; and to encourage collaborative work between groups in order to meet local health and wellbeing needs.	<u>Action</u>
2.	<u>Actions Arising and other updates– Dave Reeves (DR)</u> DR had emailed members about the exciting “re-emergence” of the Warminster Journal and hoped that members had started to engage with the new owners, including a dedicated reporter in Kirsten Robertson. DR had already submitted a small piece on volunteering and the first edition of the fortnightly “new” Journal will be dated 27 March. He added that the editor is happy to consider reduced advertising rates for non-registered voluntary organisations, aligning with the costs for registered charities. The only other action was on members to consider stepping forward as Trustees and he had received one expression of interest which may crystallise over the next few months.	

	The meeting accepted the last meeting notes as an accurate representation.	
3.	<u>Essential Tremor (ET) – Sheelagh Wurr (SW)</u> March 2025 is National Tremor Awareness month. Long-standing Forum member SW opened by explaining that that tremor can be due to medication, Parkinson’s Disease and thyroid issues but ET is the most common cause and affects over 2 million people in the UK. While the physical symptoms can be mild with hand or head shaking, it is often the social impact of the condition that is most disabling. ET can affect anyone regardless of sex, race or age, though it often becomes more of a nuisance in your early 40s. ET is generally diagnosed by eliminating other causes but it often runs in families. There is no cure for ET though some medication and occasionally surgical intervention can be effective. ET does not shorten lifespan but it can be, at best, a nuisance and at worst, can be quite disabling. SW asserted that being open and humorous about the condition works well for her as does meeting up with others with ET through her “Salisbury Shakers” group who can be contacted through the National Tremor Foundation (NTF) website or email salisburyshakers@btinternet.com . The NTF website also has a lot of information to help those impacted by ET https://tremor.org.uk/ SW closed by citing famous people with ET including the actor Lord Julian Fellowes, Charles Schulz, the creator of Peanuts cartoon and the Tremulous Monk of Worcester c.1250. SW did not use her slide pack but it is attached. JM asked if SW could present at her group and such crossover initiatives are a key deliverable of the Forum. TJ asked about funding for Salisbury Shakers; SW replied that the meetings were informal, self-funded and always fun. DR described SW as inspirational in managing her condition, in supporting Churches Together Warminster and other groups as well as her dedication in helping others on their ET journey. DG thanked SW for her fascinating insight into this surprisingly common condition.	
4.	<u>Update on Forum Work and Strategic Direction – Deborah Gogarty (DG)</u> DG updated Forum members on progress and developments since the last meeting in January. Members will be aware that we were focussing on two strands of work – volunteering and accessibility, with the latter being part of the Integrated Care Board’s Neighbourhood Collaborative programme. At the February HWB Forum Trustee meeting, we agreed that we were not sufficiently resourced to take forward both strands of work and, reluctantly, we withdrew from the NC programme. DG’s vision is that Warminster becomes as well-known for its volunteering and community ethos as it is for its wonderful park and events. The Forum focus for 2025 will be working to promote existing routes for those seeking volunteers to find them – and vice versa. These will include Wiltshire Together as well as more conventional sources such as the Volunteering Notice Board in the Civic Centre. DG and DR had met with Tom Dommett, Town Clerk and they had shared their list of volunteering organisations with us. We will now look to compile a definitive list and then decide how to use this.	

	DG told attendees that she would be summarising our year in her Chair report later in the meeting. DR advised members that – subject to funding – we plan to run another Health Fair (along with the hugely popular booklet) in May 2026.	
5.	<u>Comfort Break</u> Attendees took full advantage of the opportunity to network over a lovely buffet lunch.	
6.	<u>Trading Standards - Christopher Hewin (CH) -. Public Protection Officer, Trading Standards, Wiltshire Council</u> CH opened by summarising the Trading Standards role in protecting the public and honest businesses from rogue traders and illegal practices. This includes: ensuring that consumers have a right to receive value for money; protecting traders and businesses from unfair competition from those operating outside of the law. Given that there are almost 300 separate laws applying in this area – and just seven staff in the Wiltshire team - the Trading Standards stance is one of education and persuasion (which have gleaned some success), with enforcement action used when these methods are ineffective. CH described a balance between encouraging economic growth and consumer protection. CH went through the range of responsibilities including: doorstep crime; fair trading; weights and measures; product safety; animal health; age restricted sales; illicit tobacco; and petrol and firework storage – a far larger range of tasks than most people imagine. An example of consumer rights is the right to goods and services being of a “satisfactory quality”, “as described” and “fit for purpose” – and these are sometimes “judgement calls”. Trading Standards has extensive powers of observation, entry, inspection and search and their aim is to disrupt illegal operations. They work closely with the local police and with other bodies like Citizens Advice. CH then showed slides showing some of the ingenious “tricks” used by dishonest traders in secreting goods and their smart nemesis – the cute Tobacco Dog! Helpfully, CH alerted members to the Buy With Confidence scheme in Wiltshire which CH felt was more trusted than the popular “Find a Trader” sites. CH ended by explaining how – and when – to contact Trading Standards. His slides are attached. https://www.buywithconfidence.gov.uk/ Following this informative and well-structured presentation CH responded to a few questions. MR asked about an item advertised at one price but being charged for more at a till. CH said that the store was not obliged to sell and there is more detail in the link: https://www.citizensadvice.org.uk/consumer/somethings-gone-wrong-with-a-purchase/if-something-is-advertised-at-the-wrong-price/ In response to DR’s question, CH accepted that the internet had made it much harder to police poor and dishonest practice. DG thanked CH for his presentation which gave a glimpse into a complex area that could affect any of us or those that we look after.	

7. Any Other Business and Member Updates

Kirsten Kerr (KK) – Age UK Wiltshire and Carers Together Wiltshire

KK advised that Carers Together Wiltshire is a partnership between Age UK Wiltshire, Community First, Alzheimer's Support, Wiltshire Service Users Network, Citizens Advice Wiltshire and Wessex Community Action, under the umbrella, 'Carers Together Wiltshire'. This partnership will allow them to provide tailored support to the thousands of people across Wiltshire identified as an unpaid Carer. KK reassured attendees that they will be taking over all the current Carers' Cafes in Wiltshire.

<https://carerstogetherwiltshire.org.uk/>

Alan Goldsworthy (AG) – Independent and Carers Support

Following on from KK's update, AG told members that there is no change to Carer Support Wiltshire Cafe dates of the last Tuesday of the month at The Bell 1400-1530 hours; and the third Monday of the month at Henford House 1030-1200 hours.

Marion Barton (MB) – Open Door

MB told members that Open Door Warminster (Chat Cafes) will be holding their Annual General Meeting at the Athenaeum on Thursday 27th March at 12:15 am and welcome any members who wish to attend.

Steve Kervell (SK) and Janet Marshall (JM) - Warminster and Westbury Visually Impaired Club

SK and JM advised that the Warminster and Westbury Visually Impaired Club had continued their weekly meetings throughout the working year. Their membership is mainly elderly, as mostly the elderly have visual impairments and, sadly, this is resulting in a dropping membership, through illness and natural death. They feel that the visual impairment side of the local NHS are not making new cases aware of their existence; despite being informed about what the Club offers. As always, they need volunteers to assist at our meetings and to drive members to St Johns Hall - the visually impaired do not normally keep their driving licence or cars.

Laura Gowers (LG) – Wessex Water

LG advised that Wessex Water holds a regular drop-in at Warminster Library, to allow their customers to come and talk to her face to face about anything water related. LG can help with billing enquiries, refer customers for support if they are struggling to pay, and offer help and advice about saving water and preventing blockages and answer questions regarding supply or waste water.

Cathy Lawrence (CL) – Alzheimer's Support

CL had to leave the meeting early but wanted to alert Forum members to the new Warminster Memory Group starting 29th April in Christ Church foyer on Tuesdays from 100 to 1530 hours (see attached flier).

David Reves (DR) – Secretary and independent Mamber

DR advised that progress on the third pharmacy seems to have stalled. The estimated decision date on the temporary pharmacy application was 10 January and we are advised that this is still awaiting some documentation from the applicant's agent. Meanwhile, the application for a permanent structure at Broadway roundabout has been submitted with

	a consultation deadline of 27 March. Anecdotal evidence suggest that Boots have honoured the commitments made to Town Council representatives re: opening at lunchtime and additional resources which has eased – but not resolved – the issues. Finally, DR had heard back from DHSC clarifying that local HWB Boards should not assume that any gaps in provision will be met by distance-selling pharmacies and this response has been sent on to the Wiltshire HWB Board. DR thanked the representatives from Warminster School, Cornerstone, Warminster Library and Warminster Action Group for their collective action - and combined representation to the Avenue Surgery – to help ease patients transitioning to digital ordering of repeat prescriptions. <u>Tony Jackson (TJ) - Warminster Area Board</u> TJ alerted Forum members to the Wiltshire and Swindon Local Nature Recovery Strategy Consultation with a consultation end date of 16th April. https://www.wiltshire.gov.uk/article/12479/Wiltshire-and-Swindon-Local-Nature-Recovery-Strategy-Consultation-to-Launch DG thanked attendees before moving into the AGM part of the agenda. Date of next meeting: Wednesday 25th June 2025 1200 hours at Warminster School – additional parking available at Minster Church overflow unless told otherwise	
8.	<u>Annual General Meeting 2025</u> Chair, Deborah Gogarty, described the break time conversations as “where the magic happens” and asked attendees who had learned something new – and most had. In itself, this is beneficial but DG went on to summarise key achievements of the Forum over the past year including: • Lobbying for and securing approval for a replacement third pharmacy; • Running a Valuing Volunteering event in June along with a follow-up Volunteering Workshop in October; • Reprinting another 300 HWB booklets, all of which have now been distributed; • Holding four meetings with an interesting variety of speakers; • Participating in – and supporting - the recent energy events at the Civic Centre; • Validating the value of the Forum through the 2025 Membership Survey; • Engaging proactively with the Warminster Area Board and with the Town Council; • Using our resources sustainably and minimising our costs – with special thanks to Lisa Cook and Warminster School for the free use of the rooms and catering. A truly impressive list for a volunteer-led body and DG paid tribute to Ann, Marion, David and Tony for their support as Trustees. TJ is standing down as a Trustee and DG expressed her thanks to him as well as inviting others to step forward in this important role. DG concluded by describing her attendance at the Salisbury “Rule of Law Service” in March, at which she felt somewhat nonplussed at the pomp, ceremony and many dignitaries including judges, the military and High Sheriff of Wiltshire. For her the real lesson came in the assertion that:	

“Volunteer organisations are rebalancing the scales of justice”

As time was short, **DR referred attendees to the Treasurer’s statement** in the pre-meeting pack where the finances remain sound, although they cover running costs only. Any project costs (such as for a 2026 Health Fair and booklet) will have to be sought from other funding sources. DR reiterated his appreciation to Lisa Cook but alerted attendees to the fact that catering at Warminster School is now outsourced and our previously free buffet would now cost £8-50 plus VAT (later Lisa said she has managed to reduce this to £5 plus VAT per head). DR advised that the Trustees had agreed to fund the AGM lunch from Forum funds (cost £136 for 27 people (bought from local supermarkets) but DR asserted that doing so for future meetings would quickly drain our funding. Instead, he proposed reverting to tea, coffee and biscuits, which longer-serving members would recall was the model when we used the Civic Centre. Attendees declared themselves happy with this proposal.

Finally, four Forum members submitted their names to be Trustees – Deborah, David, Marion and Ann and attendees were content for them to be nominated for the 2025/26 year.

Post-meeting Note

The appointed Trustees met and voted Deborah to remain as Chair and David to remain as Secretary and Treasurer, providing welcome continuity as the Forum grow from strength to strength.

Dates of future meetings –				
<u>2025</u>	HWB Forum	Trustee Meetings	Area Board	Other
Apr				
May		Thu 8 th * +	Tue 20 th	
Jun	Wed 25 th			
Jul		Thu 10 th * +	Thu 10 th	
Aug				
Sep	Wed 24 th	Thu 18 th * +		
Oct			Thu 9 th	
Nov				
Dec		Thu 11 th * +		
<u>2026</u>				
Jan	Wed 7 th			
* To discuss any funding needed by AB; + to discuss and agree content of next Forum event.				