

**MINUTES**

**ESSEX AND SOUTHEND LINK: MID ESSEX LOCALITY GROUP MEETING**

**Date and Time**                    **14 October 2009, 2 pm to 4 pm**  
**Location**                            **Essex Coalition for Disabled People, enter address**  
**Organiser**                           **Varsha Goyal-Wright**  
**Minutes**                               **Charlene Gordon**

**Attendees:** Brian Mister (BM), Joe Breen (JB), Norman Heath (NH), Brain Bines (BB), Alec Morris (BM), Maurice Booth (MB), Cheryle Mack (CM, NHS Mid Essex), Margaret Cox (MC), Peter Blackman (PM) Sally Wallis-Boore (NHS Mid Essex), Maureen Croydon (MC, Deaf Planning Team), Professor Lewis Schnurr (LS), Michael Blackwell (MB, Chair), Carole Anne Cook (CC) Beryl Green (BG), Austen Green (AG), Rosalind Oakley (RO), Cathy Turland (CT), Charlene Gordon (CG, Area Coordinator), Nileema Vaswani (NV, Project Manager)

**Apologies:** Thelma Nickerson (TN)

	<b>Topic</b>	<b>Discussion</b>	<b>Action by who/when</b>
<b>1.</b>	<b>Welcome, introductions &amp; apologies</b>	The meeting was opened by Michael Blackwell and introductions were made.	
<b>2.</b>	<b>Declaration of Interest</b>	No declarations	
<b>3.</b>	<b>Cheryle Mack, PALS officer, Patient Experience (PEX), NHS Mid Essex</b>	Cheryle introduced the work of PALS and explained the complaints procedure. For any complaint the protocol is a response from PALS within three working days of initial reporting.  <u>Questions:</u> given to Cheryle were thematic to the issues of	

		<p>-logging of reports. Cheryle explained that a log of complaints is kept and a report is made every month and taken to the director of the strategic board. LINKs it was noted has the authority to make a request for the complaints database.</p> <p>-publicity of PALS. Attendees raised the problem of visibility of PALS in hospitals. Cheryle responded that a new pocket card and leaflet had been developed however the distribution of these materials varies and thus hinders accessibility.</p> <p><u>Suggested action for the LINK by members:</u></p> <p>-look at PALS publicity in hospitals, maybe through 'Enter and View'</p> <p>-Investigate how well PALS is being promoted through hospital discharge questionnaire</p> <p>-PALS networking meeting. Charlene to get information off Cheryle Mack.</p>	<b>CG</b>
4.	<p><b>Sally Wallis-Boore, Public Involvement Manager, NHS Mid Essex</b></p>	<p>Sally gave a presentation on the 'Patients and Public Panel'</p> <p>Members of the panel will have the opportunity to share their views and experiences of healthcare in mid Essex and to be involved in the development of new healthcare initiatives.</p> <p>Sub groups will be formed on specific issues and sharing meetings with the LINK was <i>suggested</i> if there is overlap to avoid duplication but to build on the collective voice – this will need to be an item for the group to discuss</p> <p><u>Questions:</u> given to Sally were thematic to the issues of</p> <p>-regularity. Sally said the panel would meet collectively once a year and the smaller theme groups more regularly</p> <p>-funding. Sally commented that little funding is available and that this is an issue for the PCT</p> <p>-power. The Panel will not have the power to change policy or statutes as such, but will 'do what it has the power to do'(?)</p> <p>The discussion moved on to the issue of hospital care. The concern of in hospital care was raised</p> <p><u>Suggested action for the LINK by members:</u></p>	

		<p>-Enter and View in hospitals to check how Patients are being looked after</p> <p>-Investigate how Nurses are trained pertaining to care. Anglia Ruskin University</p>	<b>CG</b>
<b>5.</b>	<b>Elaine Hook, Senior Self Directed Support Practitioner, Sensory Team, ESS</b>	<p>Elaine gave a presentation on 'Access needs of Deaf British Sign Language (BSL) users'</p> <p>Elaine introduced the topic by explaining the differences between BSL and the English language.</p> <p><u>Questions:</u> given to Elaine were thematic to</p> <p>-availability of services</p> <p>Sally responded by stating the biggest challenge facing BSL users is the lack of wide spread availability of services. The PCT are failing to provide interpreters for patients.</p>	
<b>6.</b>	<b>End of Life Care Strategy 2009-2014</b>	<p>Michael explained to the members that Jane Kinniburgh (Mid Essex PCT) had circulated the '<i>End of Life Care Strategy 2009-2014</i>' draft policy paper for the LINKs review and feedback.</p> <p><u>Action point for the LINK</u> it was agreed that all members would review the document and feedback to Michael and Charlene, who would then consolidate comments and send on a collective Mid Essex response.</p>	
<b>7.</b>	<b>Minutes of the last meeting</b>	<p>Minutes were accepted as an accurate record. Changes requested: Peter Blackman and Brian Mister had sent apologies but these were not recorded.</p> <p>Action: CG to amend</p>	<b>CG</b>
<b>8.</b>	<b>Matter Arising</b>	<p>Item 5: Nancy Freeman is still to write a report on MRI Scans. It was suggested by the group that this report is generic as individual cases are not covered by the LINK. However, in the case of MRI scans it is seen to be a widespread concern.</p> <p>Item 7: Move to Hospital Discharge Group</p>	<b>PM</b>
<b>9.</b>	<b>AOB</b>	No other business as time ran out	

10.	<b>Date, time and place of next meeting</b>	24 <sup>th</sup> November 2009  5:30-7:30pm  Chapter House tbc	
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