

MINUTES

ESSEX AND SOUTHEND LINK: SOUTH EAST ESSEX LOCALITY MEETING

Date and Time **Wednesday, 8 July, 2009, 7.00-9.00pm**

Location **SAVS Centre, 29-31 Alexandra Street, Southend**

Organiser **Gill Dawson, Area Project Co-ordinator (note-taker)**

Attendees: Harry Chandler (Chair), Eddie Camp (Vice Chair), Majzoub B Ali, Alan Grubb, Irene Grubb, Martin Emery, Dave Poulten, Celia Clark, Michael Bull, Margaret O'Connor, Hilary Lister, Derek Sleigh, Sharon Wheeler, Linda Cook, Peter Payne, J Barrie Andrews, Beryl Furr, Frances Cohen, Nicky Hart, Gordon Browne, Lynne Brewis, April Lawlor, Cheryl Higgins, Charles Newman and Michael Bull (part of the meeting only).
LINK Staff: Gill Dawson, Area Project Co-ordinator.

	Topic	Discussion	Action
1	Welcome & Introductions	Harry welcomed everyone to the meeting and there were round the table introductions.	
2	Apologies for absence	Denis Garne, Gareth Gault, Tony Wright, Trevor Johnson, Tony Le Masurier, Dave Poulten, Pat Dalton, Jackie Brown and Mary Green.	
3	Declarations of potential conflicts of interest	Eddie Camp – Governor, Southend Hospital Martin Emery – Southend Hospital Nicky Hart – NHS South East Essex Beryl Furr – Non-executive Director, NHS South East Essex	
4	Minutes of previous meeting	a. To be agreed: Subject to the following minor amendment the minutes of the meeting held on 10.06.09 were agreed: Page 2b: 'statutory plan' to be amended to 'strategic plan'. Page 6, 7e, second para: 'loosing' to be amended to 'losing'. b. Matters arising: There were no matters arising.	
5	Presentation by Derek Sleigh, Southend on	Derek Sleigh presented 'Transforming Social Care in Southend'. Copies of the presentation were tabled and are available on request (telephone 01702 350477 or 350479).	

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After his presentation Derek responded to questions as follows:

Q: With regard to grants, how would people know their choices?
A: Derek agreed that they need to get the information to people and this would be addressed by 'Better information for local people'.

Q: Would the social worker be involved in conveying information to people?
A: All staff involved would need to be 'clued up' in order to provide up-to-date information.

Q: What is the timescale:
A: March, 2011

Q: Most people don't have the ability to manage their own budget and arrange their own care, it's like running a small business and is too complicated.
A: There is a spectrum of choices available; people can take up a level that suits them. There is more flexibility – one size doesn't fit all.

Q: As highlighted by a Panorama programme, what if someone wasn't getting the service that they were paying for?
A: We will arrange a care programme and it is incumbent on us to ensure that the contract is fulfilled.

Q: Will staff be properly trained?
A: There are national standards and training will be written into the contracts. They would look at the contractors training programme etc and this is always under review.

Q: What safeguards are there for people who arrange their own care?
A: That is our challenge, there are issues such as financial abuse but we do have 'Safeguarding Vulnerable Adults' and 'Child Protection', etc.

Q: How do you assess safety?
A: In the initial assessment, within the agreement and regular review.

Q: Care agencies don't always allow their staff travelling time and this cuts into the time spent with the client.
A: It is the responsibility of the authority to get value for money.

Q: When you are told that people aren't doing their jobs properly, cutting time etc., it is ignored.
A: We are introducing electronic time checks.

Q: What are your policies about sending a young male carer to an elderly lady who lives alone?
A: We have a robust complaints procedure and people will have the right to take their business elsewhere.

Q: You refer to new technology in home, where will this money come from?
A: The money is already in the system. Technology is getting smarter and cheaper.

Q: This new system seems better than direct payments, will it be available in Southend.
A: Yes, it is being rolled out across the country.

Q: You talk about hospital avoidance but the hospital is a business and they want more business.

		<p>A: This is about avoiding people going into hospital unnecessarily.</p> <p>Harry thanked Derek for his presentation and for his invitation for LINK involvement. It was, he added, critical that we work with both Essex County Council (ECC) and Southend on Sea Borough Council (SBC). Harry asked April Lawlor of ECC if she could arrange to provide an ECC version of the SBC at the earliest possibility. Gill to agree a suitable date with ECC.</p> <p>Harry informed the meeting that he had had a meeting at Chelmsford and at that meeting it had been agreed that Pauline Holroyd and April Lawlor should be the contacts for South East Essex LINK. (see also 10)</p>	Gill
6	Work Plans / Progress on Projects	<p>a. Process and Management of Projects: Harry said that the committee had met with CEMVO regarding the process and management of projects. It is envisaged that small projects can be approved locally. Larger projects would have to be approved with the assistance of another locality chair and CEMVO. Projects would then be agreed at a meeting in public.</p> <p>b. Needs Assessment (ward profile): Margaret O'Connor presented her written report which was circulated with the agenda. She said that they were looking at five wards and wanted a 'worm's eye view'. She said that they had initially asked group members to obtain information but it was very difficult. Public Health, the JSNA and local authorities were keen to help as they too wanted qualitative as well as quantitative data. Public Health was swamped with work at the moment due to swine flu. She was submitting a bid for money for the project as they needed a consultant researcher. The aim was to help commissioners meet people's needs, not demands. Margaret added that she had been invited to attend the Southend Observatory and also attended Essex wide JSNA meetings.</p> <p>Majzoub said that he thought that they LINK had plenty of money and wondered why the group needed funds. Harry explained that each locality had been allocated £20,000 but this is public money and we need to go through the agreed process.</p> <p>With reference to Margaret's bid for funds, Harry said that he would try to get a response to her by next Wednesday.</p>	Harry
7	Representatives report's	<p>a) SEPT Liaison Update: Margaret said that they usually have a quarterly meeting with SEPT but the meeting on 10 July had been cancelled. She added that if anyone has an interest in Mental Health and Learning Disabilities could they please contact the LINK office.</p> <p>b) SEPT Workshop: Margaret reported on the SEPT workshop at which they had given us a presentation on their services. She added that Patrick Geoghegan, Chief Executive of SEPT</p>	All

		<p>had been called in to look at Luton and Beds Mental Health Trust. If they can't obtain foundation status SEPT may take them on board.</p> <p>c) JSNA: Margaret said that the JSNA, together with Public Health, wanted to give a presentation to a future LINK meeting. The meeting on 14 October was proposed.</p> <p>d) Hospital Discharge (local and countywide): Harry said that he had requested some information from Martin Emery and Martin had suggested a meeting with himself and the discharge manager. The countywide group had developed a discharge questionnaire and they were also contacting GPs for their opinions. They would be looking at discharge from other organisations, but not SEPT or NEMHT. The group hoped to be in a position to issue a report by December 2009.</p> <p>e) Shoebury Primary Care Centre (PCC): Harry reported that he was presently involved in the planning meetings for the proposed Shoebury PCC.</p> <p>Children and Lifelong Learning Scrutiny Committee: Irene said that at the last meeting she attended the Southend Youth Offending Service gave an interesting presentation. Their aim is to work with young offenders and their families to prevent imprisonment or admission to Borstal.</p>	<p>Harry / Martin Discharge Manager</p>
<p>8</p>	<p>SEE NHS PCT Update</p>	<p>Nicky Hart reported as follows:</p> <p>a. Older people mental health continuing care beds: A leaving party was held on Cherrydown Ward for the 8 patients, who have now all been re-located to either their first or second choice destination. When the destination has been their second choice, this has been agreed with the carer as the most appropriate clinical area to the client's individual needs. 3 patients have transferred to Clifton Lodge, 3 to Rawreth Court, 1 to Mountnessing Court and 1 to Mayfield Ward at Thurrock Hospital.</p> <p>The funding released by the reduction of 20 commissioned in-patient continuing care beds across south Essex will be used to develop local dementia services in line with the aims of the National Dementia Strategy.</p> <p>b. Swine flu: As reported in the media, we are no longer in a containment phase and are now in the treatment phase. Antivirals will be offered to people who are diagnosed with swine flu. Diagnosis will be clinical and there will no longer be routine swabbing of patients.</p> <p>Symptoms of swine flu are: fever, fatigue, lack of appetite, coughing, sore throat, pain in the muscles and joints, headache and chills and in some cases vomiting and diarrhoea. If anyone suspects they have swine flu they should phone their GP (do not go the surgery). A diagnosis will be made over the phone. If the GP confirms Swine flu, they will give the patient a voucher number which their 'flu friend' can use to pick up antivirals for them from the local collection centre. Everyone should ensure that they have identified a 'flu friend' or several.</p>	

		<p>In response to a question Nicky said that the Public Health Department was heavily involved with swine flu at the moment but were coping. If necessary at a later stage they may call on the LINK for help.</p> <p>c. Dental Helpline: At the previous meeting a member had raised his perception at the lack of NHS dental services available. Nicky asked members if anyone knew of any difficulty in obtaining an NHS dentist – no-one had. She circulated a flyer for the PALS dental helpline which has also been circulated locally through libraries etc. Harry observed that he had also seen adverts on local buses. Nicky emphasised that there are NHS dentists locally who are taking on new NHS patients and asked those present to publicise the helpline. A member suggested that if your dentist writes to inform you that he is no longer seeing NHS patients the PCT should ask him to advise patients of their nearest NHS dentist. Nicky said that they couldn't do that but could ask them to include contact details for the helpline.</p> <p>d. MRSA and C.diff: In response to LINK enquiries a letter from Andrew Pike, Chief Executive was received and circulated with the agenda. Nicky said that Gerard Cronin would be happy to come to a future meeting to talk about infection control. It was noted that Gerard was also setting up a Patients Safety and Quality Group and would like to involve a LINK representative. Nicky would provide further information. It was agreed to invite Gerard Cronin to the meeting on 11 November 2009.</p> <p>e. Pier Medical Centre: It was noted that a press release and letter to patients had previously been circulated and Nicky provided further information. The need for additional GP services in this particular area was established during 2004/5 when patients in that area were unable to register with a GP. The Northumberland Avenue site first opened as a PCT managed service on 12 June 2006 and the invitation to tender went out in August 2006. This was an open tender process and attracted a number of expressions of interest from local practices as well as from other organisations. In February 2009 ChilversMcCrea gave NHS SEE one year's notice (as required by the contract). It has now been mutually agreed between NHS SEE and ChilversMcCrea that NHS SEE will take back management of the Pier Medical Centre on 24 July 2009. The new tender went out to advertisement on 3 June 2009. It is planned that the new provider from the tender will take over management of the practice from 25 February 2010. Margaret said that she would like to know about provision of continuity of care. How many GPs are employed at the practice and on what basis? Eddie Camp said that he understood that, although the PCT were taking over management, the patients would not be adversely affected.</p>	<p>Nicky Gill</p> <p>Nicky</p>
9	Hospital Update	<p>Phlebotomy Services: Martin Emery said that previously the largest number of complaints that they received were about</p>	

		<p>phlebotomy services. However since the improvements have been made they have not received any formal complaints in the past three months.</p> <p>Patient Surveys: One inpatient and one outpatient survey would be undertaken this year.</p> <p>The questions for the Patient Experience Tracker will be changing in August. 2 of the 20 trackers will ask Carers for their comments and the remaining 18 will focus on inpatient feedback.</p>	
10	Essex Social Care Update	Harry said that he had met with Cathy Mitchell, Essex County Council and that we would carry on liaising with Pauline Holroyd and April Lawlor.	
11	Finance	Harry said that financial information was still not forthcoming from CEMVO. However, we are expecting a report in 3 months and monthly thereafter.	
12	Publicity	Gill said that we had participated in SAVS Volunteers' Fair at the Kursaal on 5 June and at the Southend Community in Harmony Event on 21 June. They were both good opportunities to publicise the LINK. We would also be taking part in Turning Tides 'Stay Safe Event on Thursday 27 August.	Gill / Sharon
13	Any Other Business	<p>a. Projects: Harry said that he would like members to sign up to the proposed projects.</p> <p>b. Primary Care Centres: Harry said that he had been advised that due to the telephone system at Canvey Primary Care Centre patients were having difficulty getting through. He asked if anyone had any further information on this could they please let him know. Nicky said that there were 5 practices at the centre and they were separate phone systems. If people contact Harry they need to specify which system was causing difficulties. Harry proposed that the LINK, in conjunction with CEMVO should discover the experiences of patients using the new Primary Care Centres.</p> <p>c. Access to Dental Services: Harry said that CEMVO had offered to set up a focus group. Harry to provide a draft list of questions to be asked.</p> <p>d. Dementia: Dementia is a serious local problem covering both health and social care. Harry proposed that a project be set up and CEMVO should assist with research into the experience of patients, carers and the public of the dementia services in south east Essex. Harry reported that the Essex and Southend LINK may set up a countyside group.</p> <p>e. LINK Stakeholder Dementia Workshop, 30 July, 2.00-4.00pm: Harry asked if any Members were interested in participating in this workshop. (See attached which describes what the PCT expects from LINK members' contribution). Margaret said that she had already asked if Teresa Jago and Linda Cook could represent the LINK. It was noted that Teresa</p>	<p>All</p> <p>All</p> <p>Harry</p> <p>Harry</p> <p>Harry</p>

		<p>had been invited in her role within the Alzheimer's Society. Barrie said that he was very interested in participating. It was agreed that Linda and Barrie would attend as LINK representatives. Harry to confirm this arrangement with the PCT.</p> <p>f. Making Choice and Control a Reality for Disabled People: Details of this Community Consultation Event to be held at the SAVS Centre on 23 July were tabled.</p> <p>g. Advance Training Programmed (SAVS working in partnership with Southend Adult Community College): Details of this training programme from July – November were tabled.</p> <p>h. Stakeholder Feedback Form (Members' view of the services provided by CEMVO): Harry reported that we were required to complete this form as feedback from the LINK as one element which ECC and SBC can inform their judgement on the effectiveness of the Host. He said that a draft response had been considered by the steering committee, which had made two amendments and asked members for their agreement to send the amended version to the two councils. Members agreed.</p>	<p>Linda & Barrie</p> <p>Harry & Gill</p> <p>Harry</p>
14	Date & Place of Next Meetings	<p>The next meeting will take place on: Wednesday 12th August 2009 7pm – 9pm Under Spire Room, Holy Trinity Parish Centre, Hockley Road, Rayleigh, Essex, SS6 8BB.</p> <p><u>Future meeting dates:</u> Wednesday 9th September 2009 2pm – 4pm at SAVS 29-31 Alexandra Street, Southend on Sea, Essex, SS1 1BW. Wednesday 14th October 2009 2.00 - 4.00pm Hadleigh Methodist Church, Chapel Lane, Benfleet, Essex, SS7 2PQ Wednesday 11th November 2009 2pm – 4pm at SAVS 29-31 Alexandra Street, Southend on Sea, Essex, SS1 1BW. Wednesday 9th December 2009 2pm -4pm The Hollywood, 140 Shipwrights Drive, Thundersley, Benfleet, Essex, SS7 1RF.</p>	