

MINUTES

ESSEX AND SOUTHEND LINK: SOUTH EAST ESSEX LOCALITY MEETING

Date and Time **9TH September 2009 from 2pm – 4pm**

Location **SAVS, 29-31 Alexandra Street, Southend on Sea, Essex, SS1 1BW**

Organiser **Gill Dawson (Project Co-ordinator)**
Minute taker: Sharon Cohen (Project Administrator)

Attendees: Harry Chandler (Chair), Eddie Camp (Vice Chair), Dave Poulton, Barrie Andrews, Elaine Blatchford, Gareth Gault (St Luke’s Healthy Living Centre CIC), Peter Payne, Nicky Hart (NHS SEE) Gerard Cronin (NHS SEE), Christine Ratcliffe (NHS SEE), Charles Newman, Margaret O’Connor, Linda Cook, Trevor Johnson, Tony Hopper, Sue Nicholls (Disability Essex), Jim Folwell (Older Peoples Assembly), Irene Grubb, Alan Grubb, Majzoub B Ali, Michael Bull, Simon Morton (Chair Older Peoples Assembly), Bill Sibley.
LINK Staff: Gill Dawson (LINK Area Project Co-ordinator), Sharon Cohen (LINK Project Administrator).

	Topic	Discussion	Action
1	Welcome & Introductions	Harry welcomed everyone to the meeting.	
2	Apologies for absence	Celia Clark (SAVS), Jackie Brown (RRAVS), Denis Garne, Pauline Holroyd, Ahmad Kwaja, Alan Crystal, April Lawlor, Tony Wright, Geoffrey Sharp, Beryl Furr (SEE NHS), Francis Cohen, Matt Ranguie, Dan Turpin (Southend V-Involved team), Hilary Lister.	
3	Declarations of potential conflicts of interest	Martin Emery – Head of Patient Experience Southend Hospital Beryl Furr – Non-Executive Director NHS SEE Eddie Camp – Governor Hospital Foundation Trust Nicky Hart – NHS SEE Christine Ratcliff – NHS SEE Gerard Cronin – NHS SEE	
4	Minutes of previous meeting	<p>a) To be agreed: The minutes of the meeting held on 12.08.09 were agreed subject to the following amendments: Item 6, last paragraph: questioned should read questions. Item 7, The PCT AGM is on 24th September. Item 10, Hospital parking, should read Parking around the hospital. Item 15 b, Countywide Group, should read Countywide Coordinating Group.</p> <p>b) Matters Arising: A question arose regarding the Patient Experience Tracker mentioned at the last meeting. It was asked if the figure of 17,000 questions asked was correct. The response was that 5 questions were asked of the 3540 patients surveyed, so the figure was correct. Alan Grub raised the issue that one of the bus companies are looking to withdraw a service around the hospital. Alan was asked</p>	

		to clarify the exact details of this with Gill Dawson in order for Harry Chandler to write a letter to Martin Emery to address this. A member asked what the relationship between Essex and Southend LINK and CEMVO. It was explained that CEMVO were the Host organisation for the LINK.	AG HC
5	Presentation on infection control – Matt Ranguie, NHS SEE	<p>Matt Ranguie was unable to attend due to work commitments, the presentation was made by Gerard Cronin (Patient Safety & Quality Lead for SEE NHS). Gerard distributed copies of the May 2009 infection report and talked members through the report. Gerard was asked to email a copy of this to Gill or Sharon in the LINK office so further copies would be available for members. The two main infections reported on were MRSA and C Dificile. A number of questions arose following the presentation.</p> <p>It wasn't clear what information was presented in some of the graphs in the report. Nicky Hart was asked to provide an explanation of the graphs to be emailed with the report.</p> <p>Gerard was asked if the report figures included pre admission infections as well as cases in the hospital and if they were looking at the "whole picture". It was suggested that Harry should write to Nicky Hart, providing specific questions that they would like responses to regarding this matter. Martin Emery requested to be CC'd on the letter so they could provide a joint response.</p> <p>Linda Cook queried the figures provided in the report. She was asked to provide suggestions for a letter to be sent to the PCT and Hospital to respond to.</p> <p>A question also arose regarding the ban on flowers being taken into the hospital. Martin Emery said he would circulate the letter/statement regarding this again.</p>	GC NH HC LC ME
6	Hospital update	<p>Martin Emery circulated the Department of Health Foundation Trust Network protocol (August 2009). He highlighted a section relating to the duties regarding LINKs which he thought would be of interest to members. Martin went on to mention the consultation regarding the Care Quality Accounts and asked if the LINK and the hospital should have 6 monthly updates rather than just once a year. Harry stated he understood that the Care Quality Commission had said that the reviews should be an ongoing process. He suggested arranging a meeting between Martin, Elaine Blatchford (the LINK hospital rep) and other members. Martin stated that the best person for the members to meet with would be Liz Mulvaney.</p> <p>Martin stated that the Patient Experience Tracker surveys were being carried out by trained volunteers not hospital staff.</p> <p>Martin said that there was no revised questionnaire available yet regarding the Way Finding project, as soon as this is available he will forward it to Harry. Martin also stated that the way finding and travel representatives would be happy to attend a committee meeting.</p>	EB ME
7	PCT Update	Nicky kindly agreed to give up her time allocated on the agenda to Christine Ratcliffe, Programme Manager for SEE NHS. Christine briefed the members about the PCT developing plans for an Urgent Care Centre at the front of A&E at Southend Hospital. Treatment in the urgent care centre will be provided by primary care practitioners (i.e. GPs and practice nurses). This will be a two year pilot which will be assessed and evaluated on a regular basis. If the pilot proves successful, NHS South East Essex will then go out to tender for the new service. It is hoped that the centre will be up and running by April 2010. A discussion arose and some interesting questions were asked about the new centre. It was decided that	

		Christine should be invited back early next year when the development plans are further advanced.	
8	South East Essex Projects Update	<p>Harry reported that good progress was being made on some of the projects and others were yet to be started. The Older Peoples Assembly are giving us a helping hand by distributing questionnaires for the Patient experience of choice and dental care project.</p> <p>We have made contact with RRAVS, CAVS & SAVS who are willing to provide volunteers and assistance.</p> <p>If any of the members wish to help out with any of the projects please either let Harry, Gill or Sharon know.</p>	
9	Progress report on projects	<p>a) Needs assessment (ward profile): Margaret O'Connor reported that following a meeting with Harry Chandler and Ian Flack she has been allocated 100 hours of skilled administration support for the project. The pilot on Chalkwell ward is going well so far and a report will be written on the progress so far. The representatives from the local authority and public health JSNA will be making a presentation in the October full locality meeting and more information will be available by then. Following the completion of the pilot ward roll out to other wards will be looked at. At that stage it would be helpful to have input from individuals in those wards. Margaret thanked the representatives from the local authority and public health, and in particular Nicky Hart and Nicola Prop for their help so far with the project.</p> <p>b) Mapping Assets: Harry Chandler reported that good progress is being made so far. The wall map in the Southend office now has the services plotted on it and shows the concentration of services in each ward. The database which will be linked to the website is currently being populated. Completion of the project should be around the end of October and Southend-on-Sea Library Services has agreed to take over the upkeep from then. Details are yet to be agreed.</p> <p>c) Gypsies and Travellers: Gill Dawson gave the background to the project for those who were not aware of it already. This is a countywide outreach project looking at the 11 council run sites Gypsy & Traveller sites in Essex. Gill started the project with Rosalind Peek who has now left the employ of the LINk and will now be conducting visits with the coordinators from the appropriate localities. Gill reported that she has recently been to two sites in the Harlow area with Julie Harkus. The visits proved to be interesting and informative. A discussion ensued and some interesting questions were asked.</p> <p>d) Carers Project: Harry Chandler reported that although we had thought that this project has been concluded it has been opened again. The reason for this is to ensure that approval was gained from all parties. The process will be: Carer project Social Care Committee approval of the report, Overview and Scrutiny Committee approval, and then submission to the Southend-on-Sea Cabinet for Council approval.</p> <p>e) GP Access and Dental Care Project Harry reported that there had been good feedback from the questionnaires that were distributed on Canvey. 180 (out of 500 issued) were completed and returned and some interesting information came out once the data was analysed. Further data analysis is currently in hand by Host personnel.</p>	MO'C

10	Consultations	A list of current consultations was provided and discussed. Harry asked any members who wished to help respond to the consultations to let either him or Sharon & Gill in the Southend LINK office know.	
11	Representatives ' reports	<p>a) Commissioning for EMI (Elderly & Mentally ill): This item was not reported on.</p> <p>b) SEPT – Margaret O'Connor attended the quarterly meeting between the managers at SEPT, E & S LINK and Thurrock LINK, which took place at SEPT on 14th September. She reported that the Alzheimer's services are progressing well, she was reassured that in relation to the memory clinics staff were not being taken away from other departments. The New Horizons consultation still needs to be responded to. Margaret also reported back on the mystery shoppers. She stated that feedback was being given relating to the mystery shoppers experience. Data gathered where there are concerns are raised directly with the staff concerned as well as praise being fed back. It appears that there is no systematic way of sharing information or PALS feedback at present. Margaret will provide a more detailed picture in the minutes of the meeting once she has had the opportunity to write them up. Margaret also highlighted the LINKs event taking place at SEPT on Friday 23rd October 10am -12.30pm in the Lodge at Runwell Hospital in Wickford. Members will be briefed on Improving Access to Psychological Services and Secure Services.</p> <p>c) HOSC – Children & Lifelong Learning: Irene Grubb reported that the last meeting she had attended was back in June and will provide an update from the next meeting she attends.</p> <p>d) HOSC – Community Services: Eddie Camp reported that there was a new investigation on breast cancer. He could not release any further details at this stage.</p>	
12	Countywide Coordinating Group update	Harry reminded members of the Countywide Coordinating Group public meeting taking place on 16 th September 3.30pm - 5.30pm in the Essex Records Office, Wharf Road, Chelmsford, CM2 6YT. Members were reminded about the presentations to be provided. These will be: Joan Sadler OBE National Director for Patient and Public Affairs at the Department of Health – The future of patient & public empowerment and Marlene Winfield OBE Director for Patients and Public at NHS Connecting for Health – How information technology helps patients.	
13	Publicity	<p>a) Stay Safe 2009 27th August 2009 – Sharon Cohen reported that the event went well and Terry Dobbs kindly helped out on the day. No new members were signed up but it was good publicity to get the LINKs name out in the community. The free giveaways also went down well.</p> <p>b) Older Peoples Assembly (OPA) – Harry Chandler will be making a presentation about the LINK on 23rd September in the Council Chamber, Civic Centre, Victoria Avenue at 1.30pm. Any members who wish to attend the OPA public meeting would be welcome.</p> <p>c) Southend Freshers' Fair – Sharon & Gill will be holding a stall at the Southend College Freshers' fair on 8th October 2009.</p>	
14	Planned presentations for our future meetings – to note	The following presentations will be taking place for the forthcoming meetings; 14 October:	
		<ul style="list-style-type: none"> • Guest speakers from the local authority and public health will be giving a presentation on the work of the Joint Strategic Needs 	

		<p>Assessment</p> <ul style="list-style-type: none"> • David Griffiths, Finance Director will be giving a presentation on the Primary Care Trust Strategy. • Infection Control by the PCT (see below) <p>11 November:</p> <ul style="list-style-type: none"> • Presentation on Hospital Discharge <p>9 December:</p> <ul style="list-style-type: none"> • Pam Sabine, Director of Specialist Services and Head of Podiatric Surgery, SEE NHS, will give a presentation on Podiatry and other services <p>Harry Chandler will liaise with Martin Emery regarding the hospital discharge presentation in November. Sharon & Gill to look into extending the October meeting by half an hour as Matt Ranguie (SEE NHS) has indicated that he would like to come to this meeting to clarify some of the questions that arose from the infection control presentation.</p>	<p>HC</p> <p>SC/GD</p>
15	Any Other Business	<p>a) Eddie Camp reported that Southend Hospital received a 3 day visit from the Health & Safety Executives. The inspectors were satisfied with what they saw.</p> <p>b) Nicky Hart said that if any members would like further copies of the Emergency Care Centre briefing or questionnaires to let Gill or Sharon know. Nicky will email copies of this to the Southend LINK office.</p> <p>c) Michael Bull stated that with regard to Disability Services in the area we are “quite low on the list”. The Disability Forum for ECC which covers Rochford, Rayleigh, Castle Point and Basildon, rated quite badly on healthcare issues.</p> <p>d) Simon Morton (Chair of the OPA) said he was looking forward to working in harmony with the LINK and sharing information and affiliation with us. He also said that he was looking forward to seeing Harry on 23rd September at the OPA public meeting.</p> <p>e) Jim Folwell highlighted a consultation Shaping the Future of Care Together. The consultation end date is 13th November 2009. Jim will provide a hard copy of this to the Southend LINK office.</p> <p>f) Alan Grub raised the subject of Carer and Carer Companion free bus passes. Harry Chandler suggested that he raise this issue with Peter Stroudly at the Carers Forum.</p>	<p>NH</p> <p>JF</p> <p>AG</p>
16	Date & Place of Next Meetings	<p>The next meeting will take place on: Wednesday 14th October 2009 2.00 - 4.00pm Hadleigh Methodist Church, Chapel Lane, Benfleet, Essex, SS7 2PQ</p> <p><u>Future meeting dates:</u> 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>	