

**MINUTES**

**ESSEX AND SOUTHEND LINK: SOUTH EAST ESSEX LOCALITY MEETING**

Date and Time                      11<sup>th</sup> March 2009    2pm – 4pm  
 Location                              SAVS, 29-31 Alexandra Street, Southend on Sea, Essex, SS1 1BW.  
 Organiser                              Gill Dawson                              Sharon Cohen (minute taker)

**Attendees:** Harry Chandler, Eddie Camp, Michael Bull, Gordon Browne, Margaret O'Connor, Alan Grubb (Resident Association Westborough), Irene Grubb (Resident Association Westborough), Gareth Gault (St Luke's Healthy Living Centre CIC), Nicky Hart (NHS SEE), Ron Kennedy (Southend Hospital Trust), Elaine Blatchford, Beryl Furr (NHS SEE), Linda Cook, Paul Beckers (OPA) Mary Beckers (OPA), Mary Green, Temi Awoyinfa (Alzheimer's Society), Martin Emery (Southend University Hospital), Dave Poulten, Ron Alexander (DIAL Southend), Trevor Johnson, Denis Garne, Glyn Jones (ECC), Carole Roast (SBC), Alan Crystal (SBC), Charles Newman, Barry Goodwin, Elaine Baltchford.  
 LINK Staff: Gill Dawson (LINK Project Coordinator), Sharon Cohen (LINK Project Administrator), Fahmida Ali (LINK Project Administrator).

	<b>Topic</b>	<b>Discussion</b>	<b>Action by who/when</b>
1	Welcome & Introductions	Harry welcomed everyone to the meeting and introduced the current Vice Chairs. Then he went on to explain that the current structure of the group had come to an end and that elections would be taking place to elect the Chair, Vice Chair and Committee members.	
2	Apologies for absence	Lesley Vale (PALS Southend University Hospital), Hilary Lister, Tony Wright (Ambulance Trust User Group), Teresa Jago (Alzheimer's Society), Cliff Wallace, George Malinowski (Turning Tides (SAVS), Tony Le Masurier (SAVS), John Mills, Peter Stroudley, Jill Poet, Celia Clarke, Jerry Moore.	
3	Declarations of potential conflicts of interest	Barry Goodwin – Committee member for Children and Life Long Service, Eddie Camp – Governor Southend Hospital, Beryl Furr – Non Exec Director SEE PCT, Ron Kennedy – Non Exec Director Southend Hospital, Margaret O'Connor – Carers Strategy Group Southend Borough Council, Irene Grubb – Southend Together Board of SAVS, Nicky Hart – SEE PCT, Martin Emery – Head of Patient Experience at Southend University Hospital.	
4	Approval of Minutes of previous meeting (18.02.09) & matters arising	<p><b>a)</b> The minutes of the previous meeting were approved, subject to the following changes:            i) The time for the public meeting at the Hollywood in December 2009 is 2pm - 4pm.</p> <p><b>b)Matters Arising:</b>            i) Eddie Camp raised the forthcoming presentation by the SEE</p>	

		PCT for the Draft Strategic Plan 2009 – 2014 for the LINK. This will take place on Monday 16 <sup>th</sup> March 2009 at SAVS 29-31 Alexandra Street.	
5	Approval of Annual Report for year July 2008 - March 2009	<p>The Annual report was circulated to all members prior to the meeting. Harry asked members if they had any concerns or issues regarding the report.</p> <p>Trevor Johnson suggested that the report needs tidying up. The use of abbreviations throughout the report for organisations should be listed in full at the end of the report. People are also referred to by their first names; he suggested that full names should be used. Ron Kennedy asked if there should be any financial information included in the report. Harry Chandler responded that an annual financial report will be produced by the Countywide Coordinating Group so this was not necessary for this report. He stated that they hope to have the financial report cleared by June 2009.</p> <p>Ron Kennedy stated that the financial information needs to be in the public domain and must be published. Harry responded that a joint report by CEMVO and Essex &amp; Southend LINK would be produced and then approved by the Countywide Group.</p> <p>Eddie Camp referred to page 5 of the report under point 2 Southend Hospital last paragraph. He stated that the Hospital have also been doing listening exercises with patients.</p> <p>Mary Beckers said that there was no mention of out of hours services. Harry responded that it was not something that the LINK have been looking at yet.</p> <p>Harry then asked Martin Emery to explain what the hospital has been doing to improve patient experiences. Martin explained that they have introduced PEPI (Patient Experience and Public Involvement). A tracker programme has been piloted for 1 month and is now being rolled out to 20 wards. Volunteers from the patient board go round and ask patients questions regarding the overall monitoring of care. The results will eventually be published on the website and on the wards. A system will also be developed for carers as well and they are looking at developing a strategy for patient and carer experience.</p> <p>Harry stated that he was encouraged by what the hospital had done so far.</p> <p>Trevor Johnson referred to page 5 of the report under point 2 Southend Hospital. He stated that in the first sentence “a member” should state an “appointed member”. He also stated that “board meetings” should state “board of Directors meetings”.</p> <p>Margaret O’Connor referred to the meeting with SEPT mentioned at the top of page 5. She stated that Essex and Southend LINK members will be going to board meetings at SEPT. She also stated that it had been suggested that we arrange a liaison meeting for SEPT to explain what they do. A date for this is to be arranged soon.</p> <p>Trevor Johnson said that the end section of point 2 Southend Hospital on page 5, suggested that it was a cosy relationship with the hospital. Harry explained that the Enter and View was an end process now rather than a beginning point. He advised that it would be based on issues that arise and on evidence and that full training will be provided to all enter and view officers.</p> <p>Margaret O’Connor stated that the Governors were not allowed to bring the Trust into disrepute.</p> <p>It was agreed by members that the report was approved subject</p>	MOC

		to the modifications and fine to be circulated. Harry will provide a list for distribution and forward this to Gill and Sharon.	HC
6	Chair's remarks and resignation of the existing committee and what happens next	Harry Chandler thanked everyone for helping to set up the south east Essex LINK and for the running of the setup so far. He thanked the members for all of their hard work to enable us to be the most advanced group in our region. Elaine Blatchford said that she would like the meeting to pass a vote of thanks for all of the hard work Harry Chandler has put in with the support of the committee and the host organisation. Paul Beckers seconded this. Harry then stated that this was the end of the temporary arrangements for South East Essex LINK, all positions were now vacant and handed over the role of Chair to Gordon Browne to handle the election of the new Chair, the vice chair and the new committee members.	
7	Election of SEE Locality LINK Chair	<p>Gordon Browne started by asking if any one present had any objections or was unhappy in any way for him to carry out the election process. There were no objections.</p> <p>Gordon stated that he would not vote in the elections. Fahmida Ali a non resident of Essex and member of LINK staff based in the Chelmsford LINK office would assist him with the election process. Gordon explained that the vote for the new Chair would take place first. There would then be a break for counting votes, the meeting would then carry on with LINK business whilst the votes were being counted. Members previously agreed that the election would happen by self nomination. Ballot papers were prepared in advance and were distributed to all members who wished to vote. 27 ballot papers were distributed.</p> <p>Ron Alexander asked if we were accepting nominations from any other members who had not already nominated themselves. Harry Chandler explained that it had been agreed at the last full meeting that nominations were to be submitted by 4.30pm on Tuesday the 3<sup>rd</sup> of March to the Southend LINK office. Members were also free to nominate themselves at this meeting.</p> <p>Gordon explained that in order to be elected a person should receive at least 3 votes, but that this matter would possibly not arise. If two people received the same number of votes a blank sheet of paper would be handed out and members would need to write the name of the person they wished to vote for.</p> <p>Linda Cook advised that in the paperwork she had she did not have Tony Wright's self nomination form. Sharon Cohen explained that the spare papers for the meeting which Linda was given upon arrival did in fact have Tony's form missing but that all members had been circulated this form in advance of the meeting. Gordon Browne read aloud the details from Tony Wright's nomination form so that all members had knowledge of the content.</p> <p>Gordon then asked if any other members wished to nominate themselves for the position of Chair. No other member did. Harry was the only self nomination for Chair so Gordon proposed a show of hands. Twenty six members voted and Harry Chandler was duly elected as Chair.</p>	
8	Brief update of the progress of the Essex Countywide group	Harry Chandler stated that he had attended recent meetings of the Countywide Group. They feel that the two main issues that they are facing at the moment are publicity and membership. Harry stated that the south east Essex LINK currently has 61 members. He then went on to say that we need ideas on how to	

		<p>get members of the public to join us. Our main tasks are to hold existing statutory organisations to account, ensure that the needs of the population are met as a result of the LINK input on service commissioning and to ensure that statutory service providers were provided with accurate information about the needs and experiences of the health and social care services of the public and patients of south east Essex. We currently rely on members contact with the public to be informed of their experiences of these services to provide evidence to service providers. It is most important that members provide information based on evidence not members' opinion. This will be presented to the statutory authorities of Essex County Council, Southend Borough Council and SEPT, SEE PCT and Southend University Hospital Trust. We need to establish the best ways of talking to people and to get indisputable evidence where possible. We need to contact more groups of people, and make presentations to groups of the work of South East Essex LINK.</p>	
9	Election of SEE Locality Vice Chair	<p>This took place straight after the election of Chair because no votes needed to be counted for the Chair's election. The three members who stood for Vice Chair were Michael Bull, Eddie Camp and Margaret O'Connor. All three had also opted for self nomination for the position of committee member so the successful candidate's name would be removed from the Committee member ballot form. The vote took place and there was a tie between Eddie and Margaret so blank sheets were handed out for members to write the name of the candidate they wished to vote for. The votes were recounted and Eddie Camp was elected as Vice Chair.</p>	
10	Consultations	<p>a) <b>Proposal to reduce SEPT beds</b> - Harry Chandler stated that Margaret O'Connor was the main representative for this. Margaret stated that she has met with Patrick Geoghan regarding this matter. There are presently 20 beds that are being under used and they are costing lots of money. The possible reason for this is the criteria for health or social care is hard to distinguish/establish. There is a possibility that memory clinics will be opened and that new money will be used for centres in the community. Eddie Camp asked if the money is put in would it mean that the centres will be run by SEPT. The response given was that it would be run by Community Health. Linda Cook stated that some input would be made by Southend Hospital as they will be using some of the services. Ron Alexander also made the point that older people are mentioned quite a lot but that we do not hear so much about younger people's services. Harry asked that the reply from Patrick Geoghan should be re-circulated to all members. Margaret O'Connor stated that we have a further meeting with SEPT on 3<sup>rd</sup> of April 2009. She asked Ron Alexander to email any questions he has to Gill or Sharon in the LINK office and Margaret will take his questions to the meeting. Nicky Hart stated that she that she thought that this matter was going through to formal consultation stage. This needs to be looked into. Beryl Furr said that this needs to comply with the PCT's formal Dementia Strategy.</p> <p>b) <b>084 numbers consultation</b> – Margaret O'Connor is leading in this consultation. Eddie Camp mentioned that</p>	<p>GD/SC</p> <p>RA/ MOC</p> <p>NH</p>

		<p>British Telecom have a new service which does include free calls to 084 numbers. Several members said that this should be approached with caution as it depends on the service contract with them. Margaret has is contacting surgeries with the 084 number and a control group without. Questionnaires will be sent to the surgeries and the information will then be collated.</p> <p>Any members who have any experience of surgeries, good or bad, are asked to let Gill and Sharon in the LINK office know.</p> <p>Ron Kennedy suggested that we contact Patient User Groups to help us. Mary Green was asked to give her evidence of her use of the 084 numbers from the patient group she is associated with.</p> <p>c) <b>Proposed Strategic Plan for South East Essex 2009-2014</b> – Harry stated that 75% of Shoebury residents voted against the proposed Primary Care Centre. The residents thought that this would mean that they would lose their GP, Pharmacy etc. Beryl Furr said that people were angry because they didn't understand the proposal correctly. She said that there were lessons to be learnt on both sides and that she hoped that the plan could go forward. Harry asked members to read the plan and to express their views as individuals. He also stated that we would need to provide a response on behalf of the LINK. Nicky Hart stated that the PCT are holding workshops for 5 areas to inform the public of the details of the 5 year strategic plan, she circulated the dates to all present and advised that everyone was welcome to attend. Harry state that the LINK have a workshop arranged for members this will be held on Monday the 16<sup>th</sup> March 2009 at SAVS, 29-31 Alexandra Street between 7pm and 9pm. Eddie Camp's report (Meetings of Southend Borough Council Health and Social Care Scrutiny Committee held on 20 Jan &amp; 3<sup>rd</sup> Feb 09) was tabled and re-circulated.</p>	<p>MOC</p> <p>ALL</p> <p>MG</p>
11	Election of SEE Locality LINK Committee (5 members)	<p>Following the election of the Vice Chair there were 5 self nominated members standing for the position of Committee member. Ron Kennedy proposed that we move on a block vote to elect the committee. Ron Alexander seconded this proposal and the 5 members were elected. The 5 members elected were Margaret O'Connor, Michael Bull, Irene Grubb, Linda Cook and Tony Wright.</p>	
12	Progress re representation at Essex County Council	<p>Harry reported that he had had a very useful meeting with the Pauline Holroyd who is responsible for social care issues in Castle Point and Rochford. He hoped we could build on the discussions to hold the service providers to account and be involved in future service commissioning. There is no progress to report about having formal representation with South East Essex LINK and Essex County Council. This issue is currently being handled by the countywide group.</p>	
13	New Chair's remarks	<p>Harry thanked everyone for coming and for helping to create the new committee. He expressed his appreciation for the work put in by previous committee members and the work of Gordon Browne, Gareth Gault, Gill and Sharon for sorting out the arrangements and running the election. He singled out Gordon and said that without his hard wok and patients things would not</p>	

		<p>have run so smoothly.</p> <p>Harry then went on to say that now we have a foundation in place we can make an effective contribution to the improvement of health and wellbeing of the people of south east Essex. He stated that we have two main tasks; to hold the providers of health and social care services to account and to ensure that the services commissioned by the statutory services meet the needs of the people of south east Essex. We are also expected to help statutory service providers by providing reliable information.</p> <p>Harry stated that we have a reputation as having made the most progress of the 5 localities in the Essex LINK. We need to build on this success Harry asked members to let Gill and Sharon in the LINK office know what their skills are and what they may be interested in helping with. So we can get members to be involved and help out. He also asked members to advise of any training needs that arise.</p> <p>Margaret advised that there is a Service User Spring School on 30th March 2009. This is a one week course based in Colchester which covers matters including public research. There is a fee waiver for all LINK members. If anyone is interested in attending this please let Gill or Sharon in the LINK office know.</p> <p>Harry mentioned 2 projects that we are working on one to map the services available in SE Essex and the other a more in depth needs analysis at ward level. Harry then went on to say that we need to create a work plan that is adaptable to changing circumstances and ensure that we have the capacity and capability to carry it out. We need members to make recommendations of what should be included in our work plan, tell us about the skills they have and projects they would like to be involved in, help recruit more enthusiastic members and assess members training and research needs. Harry said that the LINK is a flexible organisation but where members can be as involved as they wish and that it doesn't demand a full time commitment from them. Harry concluded by saying that we have started well. We must now build on our past achievements and play a vital role in improving the health and well being of all south east Essex residents.</p>	<p>ALL</p> <p>ALL</p>
14	Commentary on Local NHS Trust's Health Commission declarations	<p>Harry stated that he has a meeting with LINK members on the 12<sup>th</sup> of March to discuss our commentary about the PCT and hospital declarations. We have a meeting arranged with SEPT on 24<sup>th</sup> March 2009 at 9.30am to discuss their declaration.</p> <p>South East Essex LINK will be commenting on all 3 local Health Trusts healthcare declarations.</p>	
15	SEE Locality LINK key representatives Election (Self nominations at the meeting)	<p>Nomination for key representatives followed and the positions were allocated see below:</p> <p><b><u>a) Southend-on-Sea Borough Council committees</u></b>  Irene Grubb - Children and life long learning  Eddie Camp – Adult services  <b>i)Southend-on-Sea Borough Council Social Care</b>  Harry Chandler with Ron Kennedy as a back up representative</p> <p><b>ii)Essex County Council social services</b>  <b>No representative yet</b>  <b>iii)Rochford Social Services - Mary Beckers</b></p> <p><b><u>b) PCT</u></b>  <b>i)PCT - Harry Chandler</b></p>	

- ii) **PPI** – Eddie Camp, Michael Bull, Margaret O’Connor and Harry Chandler.
- iii) **Board meetings** – Harry Chandler and Margaret O’Connor
- iv) **Patient Experience and Patient Involvement** – Harry
- v) **Commissioning (Russ Platt)** – Harry Chandler until other representation needs are established.
- v) **Choose and Book Board** – Harry Chandler

**c) SEPT**

Margaret O’Connor and Teresa Jago

**d) Hospital**

- i) **Hospital** – Harry Chandler
- ii) **Board meetings** – Elaine Blatchford with George Malinowski as a deputy representative.
- iii) **PPI** - Harry Chandler + 2 reps still to be elected.

**e) Essex and Southend LINK**

- i) **Chairs group** – Harry Chandler
- ii) **CP & R** – Michael Bull
- iii) **Independent members** – Margaret O’Connor
- iv) **Theme groups** – Margaret O’Connor (Travellers) & Harry Chandler (Hospital Discharge)

**f) Database and Website specification and ICT lead**

Harry Chandler

**g) Additional Representation**

To be continued at another time.

Various discussions ensued around the election of the key representatives points that arose are as follows:

Paul Beckers asked if the rep for Rochford Social Services (a iii) was a mistake. Harry pointed out that he was meeting Pauline Holroyd and April Lawlor from Essex County Council for initial contact only. Glynn Jones added that Rochford is part of ECC but that it looks more at the local area and it does cover Castle Point. Gordon Brown asked if he still needed to write a letter to ECC bearing in mind the fact that the 4<sup>th</sup> of February meeting has been re-scheduled to the 1<sup>st</sup> of April. Harry responded that he did.

GB

Elaine Blatchford suggested that we should perhaps have a 2<sup>nd</sup> representative in most appointments to ensure that there was continuity. She also suggested that the second representative be “in on it” from the beginning.

Margaret O’Connor (b i) said that with the commissioning changes should we look at having a commissioning and provider as separate representatives. Beryl Furr said that Margaret was right we do need to look at both patient input and involvement. This is a very large part of what they are looking at and she asked people to bear with the PCT. Gareth Gault said that commissioning is important and we need to have a dialogue early on in the process. Also possibly to have a representative on the provider boards. He also suggested that a possible dialogue with SAVS could help with this as they held several events last year with commissioners.

		<p>Harry asked Beryl Furr to let us know the best way to engage with the commissioners. She said she would look into it and get back to us.</p> <p>Margaret O'Connor said she would provide a breakdown of how the relationship with SEPT is working so far (c).</p> <p>Harry asked for the summary of actions agreed by Patrick Geoghan to be re-circulated to all members.</p> <p>Harry suggested that they should have a monthly meeting with the hospital (d). He asked Martin Emery if he was happy with this arrangement (i.e. an informal meeting, and a point of contact to address letters to). Martin said that he was and the members agreed that this was acceptable.</p>	<p>BF</p> <p>M'OC</p> <p>GD/SC</p>
16	Any other business	<p>a) Members were reminded of the presentation for LINK on the Proposed Strategic Plan for NHS SEE 2009-2014. This will be taking place at SAVS on Monday the 16<sup>th</sup> March 2009 7pm to 9pm.</p> <p>b) Regarding the matter of access to Southend Hospital we have had a reply from Brian Shipley regarding the planning. Currently there is no short term solution. Eddie said that the position at the moment isn't good but under the PCT's five year plan outpatients and diagnostics will be put into the community so this should change in the next five years.</p> <p>c) Carbon reduction – Harry had written to the local NHS Chief executives regarding restricting the use of graphics and logos on internal emails to reduce the IT and communications resources needed. This would help Trusts to reduce carbon and he had had a positive response from Patrick Geoghan (SEPT).</p> <p>d) "My Doctor" – People in Essex say their relationship with their GP is critical to their health and do not want to see this relationship threatened. He had written to the PCT about this issue. Nicky Hart advised that the new Canvey Primary Care Centre has been opened and each practice has their own reception area with its name and is colour coded to separate each GP.</p> <p>e) Ron Kennedy advised of his apologies for not being able to attend the LINK PCT 5 year plan meeting on the 16<sup>th</sup> March.</p> <p>f) Elaine asked if members had attended one of the PCT's 5 Year Plan presentations already did they need to attend another. Nicky Hart responded no they do not.</p> <p>g) Alan Grubb raised the point that he had seen on Television that some hospitals are buying in private ambulance companies. A question was raised as to whether they are being vetted properly. Alan asked if we use this service and if we do are the commissioned services being vetted. Nicky said she would look into this.</p>	NH
17	Date & Place of Next Meetings	<p>Wednesday 8<sup>th</sup> April 2009 2pm to 4pm at Lake View Hall, Winter Gardens Primary School, Hilton Road, Canvey Island, SS8 9QA</p> <p>Tuesday 12<sup>th</sup> May 2009 2pm – 4pm at SAVS 29-31 Alexandra Street, Southend on Sea, Essex, SS1 1BW.</p> <p>Wednesday 10<sup>th</sup> June 2009</p>	

	<p>7pm – 9pm Under Spire Room, Holy Trinity Parish Centre, Hockley Road, Rayleigh, Essex, SS6 8BB.</p> <p>Wednesday 8<sup>th</sup> July 2009 7pm – 9pm at SAVS 29-31 Alexandra Street, Southend on Sea, Essex, SS1 1BW.</p> <p>Wednesday 12<sup>th</sup> August 2009 7pm – 9pm Under Spire Room, Holy Trinity Parish Centre, Hockley Road, Rayleigh, Essex, SS6 8BB.</p> <p>Wednesday 9<sup>th</sup> September 2009 2pm – 4pm at SAVS 29-31 Alexandra Street, Southend on Sea, Essex, SS1 1BW.</p> <p>Wednesday 14<sup>th</sup> October 2009 Location TBC</p> <p>Wednesday 11<sup>th</sup> November 2009 2pm – 4pm at SAVS 29-31 Alexandra Street, Southend on Sea, Essex, SS1 1BW.</p> <p>Wednesday 9<sup>th</sup> December 2009 2pm -4pm The Hollywood, 140 Shipwrights Drive, Thundersley, Benfleet, Essex, SS7 1RF.</p>	
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