

MINUTES

ESSEX AND SOUTHEND LINK: SOUTH EAST ESSEX LOCALITY MEETING

Date and Time **12th May 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), Majzoub B Ali, Gordon Browne, Alan Grubb, Irene Grubb, John Sneyd, Cliff Wallace, Denis Garne, Linda Cook, Margaret O'Connor, Nicky Hart (NHS SEE), Gareth Gault (St. Luke's Healthy Living Centre CIC), Trevor Johnson, Dave Poulten, Tony Wright, Hilary Lister, Sue Nicholls (Disability Essex) , Barrie Andrews, Michael Bull and Martin Emery.
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	Mary Beckers, Paul Beckers, Cllr Alan Crystal, Beryl Furr, Julie Lockhart, Angela Garrard, Charles Newman, Ahmed Khwaja, Teresa Jago, Tony Le Masurier and Mary Green.	
3	Declarations of potential conflicts of interest	Eddie Camp – Governor, Southend Hospital Nicky Hart – SEE PCT Martin Emery – Southend hospital	
4	Minutes of previous meeting	a) To be agreed: The minutes of the meeting held on 08.04.09 were agreed. b) Matters Arising: There were no matters arising.	
5	Consultations / Discussion Documents	Harry Chandler announced that Anne Villegas the Project Manager for the LINK was no longer with CEMVO and that Nileema Vaswani had taken over the position in the interim. Harry hopes that there will be no adverse consequences. He has been invited to a meeting with Ian Flack, Peter Blackman and representatives from Essex County Council and Southend Borough Council and will keep us informed as any news arises. Gill Dawson stated that we are updating Nileema at the moment to bring her up to speed with the LINK's work to date. Nileema will be on leave from the 16 th May - 1 st of June. The Project manager's role will be advertised in 2/3 months to fill the role on a permanent basis. Harry said that the councils are aware of the changes and they also hope that there will not be too much disruption. Majzoub Ali said that he was very happy with the service he had received so far from the SE locality LINK, especially as a new member, he felt he has been very well informed.	

		<p>a) Proposal to reduce SEPT beds: The Committee attended a meeting with the trust. There will be no formal consultation on the matter but the proposal is to eliminate a ward in Basildon hospital. The SW and SE Essex PCT are looking at doing this for cost reduction as the beds are not being utilised and they would prefer to use the money elsewhere in the community. There is assurance that respite care will not be affected at all and that the 8 patients (SW Essex residents) that will be affected by this will be handled sensitively in the best possible way. The patients are currently on a general ward in the hospital, they will be moved to other accommodation paid for by the NHS from the current “pot of money” not social care. A concern was raised that formal feedback should be provided to the people that have been involved in the process, “Proposal to reduce SEPT beds” i.e. the people who received the letter informing them of the proposal.</p> <p>Actions agreed were that: The LINK need to be informed of the final outcome by form of a formal report or letter from the PCT. A letter needs to go to all that were involved in the process. Following the above actions members agreed that the matter would be resolved and that they would be happy to let the issue rest.</p> <p>b) Neonatal Review – response due 29.05.09: Eddie Camp reported on the consultation. He started by informing the members of a presentation taking place at Southend library on 14/05/09 between 10am – 12pm. Neonatal units need to be designated Level 1, Level 2 and Level 3, where Level 3 provides the most intensive level of care for the smallest and sickest babies. Level 3 care for people in south east Essex is likely to be provided at Homerton or London hospitals. The suggestion from the commissioners is to recommend that the 5 district general hospitals in Essex (Harlow, Basildon, Chelmsford, Colchester and Southend) all become level 2. The second option is that all Hospitals in Essex become level 1 or 2, to be brought up to level 2 within 5 years. This will mean the public travelling long distances for intensive neonatal care. The hospitals’ general feeling is that they should all become level 2 and that the providers would need to provide the money required to achieve level 2. A discussion ensued where a couple of issues arose. These included a concern that there was no information regarding disabilities in premature babies or how many babies in SE Essex are severely disabled due to their premature birth. Also that there is not enough data in the document regarding follow up support received by people in the community. Alan Grubb raised a question of the 2 London hospitals had there been any thoughts about referring cases to Gt Ormond Street. Gareth Gault said that he had some information regarding BLISS a premature baby charity that he would email to the office that may help. The consultation is due to be responded to by the 29th May 2009, if any member has any comments or would like to help please let Gill or Sharon in the LINK office know and they will pass them to Eddie Camp and Margaret O’Connor to help them respond. Harry Chandler will respond on behalf of members to the consultation.</p>	<p>NH</p> <p>NH</p> <p>GG</p> <p>EC, MOC</p> <p>HC</p>
--	--	--	--

		<p>c) Community Services Scrutiny Committee – work evaluation – response due 21.05.09: Eddie Camp stated that we have only been members of HOSC for the last few months and the evaluation is asking us to comment on the whole year's work. Harry Chandler asked the members if they were agreeable for Eddie and him to respond. Members agreed.</p> <p>Eddie then advised that the HOSC's are asking the public if there are any in depth review issues that they wanted them to pursue. Previous issues included breast cancer, a presentation was made by Mr Rothney. It was asked if perhaps this could be resurrected as a full response was not received.</p> <p>Other suggestions included investigating "hot spots" of cancer in Canvey Island. Nicky Hart said that there had recently been an article in the newspaper regarding this which she would look for. With the present outbreak of Swine Flu it was suggested that we look at how the current defences are holding up, and how well the emergency programme is working. It was asked if a report would be made available in the public domain and it was stated that a public statement would be made.</p>	<p>EC, HC</p> <p>NH</p> <p>NH</p>
6	Representatives report's	<p>a) SEPT Complaints System: Tony Wright recently went to a briefing led by Mike Waddington on this matter. He reported that it was very interesting; they are currently getting more compliments than complaints. Reasons that people may not complain include: fear of reprisal, scepticism that the matter will not be dealt with satisfactorily and not wanting to get the member of staff they were complaining about in trouble. There are currently posters going out welcoming complaints, the Care Quality Commission are taking this very seriously, the main aim is to welcome and deal with complaints without reprisals. The overall outcome was that Tony felt that complaints would be dealt with clearly and well by SEPT.</p> <p>Tony then went on to invite questions from members. A lively discussion ensued with questions including: Is there a single complaints service? Are there any leaflets and formal procedures to deal with complaints? Margaret O'Connor agreed to take a list of questions following on from the presentation attended to SEPT for response. If any members have questions they would like responses to please contact Gill or Sharon in the LINK office and they will be passed onto Margaret.</p> <p>A member asked about staff complaints in the NHS Trusts, it was stated that our remit is to the patient and public only. If problems are identified we bring them to the appropriate service or authority to follow up. Martin Emery elaborated on the staff complaints process. Harry suggested to Martin Emery and Nicky Hart that perhaps they could get together and look at the process and maybe include someone from Social Care. Members agreed that they would like to have presentations set up by the PCT/SEPT/Hospital and the two local authorities (Southend Borough Council and Essex County Council) regarding complaints procedures.</p> <p>b) Southend Hospital - Patient Experience Group: Eddie Camp reported on this subject. He stated that infection in the hospital has reduced in the last 4/5 months. The hospital is now within the MRSA "standards". Martin Emery stated that the target</p>	<p>MOC</p> <p>ME, NH GD</p> <p>GD, HC</p>

		<p>Lakes Hotel and County Club, Maldon. It is a free event and all are welcome. Please return completed registration forms to Lindsey Dixon, Essex Cardiac and Stroke Network, Colchester Primary Care Centre, First Floor, Turner Road, Colchester, Essex, CO4 5JR, fax to 01206 286768 or e-mail to ecn@neessexpct.nhs.uk.</p> <p>Margaret O'Connor updated members on the 084 survey sent to patient participation groups in GP surgeries. She stated that apart from one response from one surgery who no longer uses the 084 number there was nil response to the surveys. Nicky Hart suggested that the patient participation groups were not aware of who LINKs are. Nicky said she would be happy to provide a list of surgeries so we can contact them and perhaps present to them information about the LINK.</p> <p>Harry Chandler highlighted the latest information from the department of Health on the future of 084 telephone numbers. (This was tabled at the meeting).</p> <p>Nicky Hart wanted to thank all of the representatives who took part in the hernia, endoscope and enlarged prostate surveys. Without their help they would not have been able to go ahead. Harry Chandler said that there would be more forthcoming items and encouraged members to continue to volunteer.</p>	<p>All</p> <p>NH</p> <p>All</p>
13	Date & Place of Next Meetings	<p>The next meeting will take place on: Wednesday 10th June 2009 7pm – 9pm Under Spire Room, Holy Trinity Parish Centre, Hockley Road, Rayleigh, Essex, SS6 8BB.</p> <p>Harry Chandler advised of his apologies and stated that Eddie Camp will be Chairing the meeting on his behalf.</p> <p><u>Future meeting dates:</u> Wednesday 8th July 2009 7pm – 9pm at SAVS 29-31 Alexandra Street, Southend on Sea, Essex, SS1 1BW. Wednesday 12th August 2009 7pm – 9pm Under Spire Room, Holy Trinity Parish Centre, Hockley Road, Rayleigh, Essex, SS6 8BB. 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>	