

**MINUTES**

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

**Date and Time** 12<sup>th</sup> August 2009 from 7pm – 9pm  
**Location** Under Spire Room, Holy Trinity Parish Centre, Hockley Road, Rayleigh, Essex, SS6 8BB.  
**Organiser** Gill Dawson (Project Co-ordinator)  
 Minute taker: Sharon Cohen (Project Administrator)

**Attendees:** Harry Chandler (Chair), Peter Payne, Tony Wright, Terry Dobbs, Dan Turpin (Southend V-Involved team), Majzoub B Ali, Alan Grubb, Irene Grubb, Denis Garne, Linda Cook, Martin Emery (Southend University Hospital), Beryl Furr (SEE NHS), Dave Poulten, Chris Gasper (Chair Rochford & Southend East Constituency Labour Party), Trevor Johnson, Tony Hopper, Barrie Andrews, Celia Clark (SAVS), Judith Wright (Vice Chair Mid Essex locality).  
**LINK Staff:** Gill Dawson (LINK Area Project Co-ordinator), Sharon Cohen (LINK Project Administrator).

	Topic	Discussion	Action
1	<b>Welcome &amp; Introductions</b>	Harry welcomed everyone to the meeting.	
2	<b>Apologies for absence</b>	Eddie Camp (Vice Chair), Hilary Lister, Teresa Jago, Ahmad Khwaja, Lynne Collins, Nicky Hart (NHS SEE), Elaine Blatchford, Margaret O'Connor, Jackie Brown (RRAVS), Mary Beckers, Paul Beckers, Michael Bull.	
3	<b>Declarations of potential conflicts of interest</b>	Martin Emery – Head of Patient Experience Southend Hospital Beryl Furr – Non-Executive Director NHS SEE	
4	<b>Minutes of previous meeting</b>	<b>a) To be agreed:</b> The minutes of the meeting held on 8.07.09 were agreed. <b>b) Matters Arising:</b> There were no matters arising.	
5	<b>Presentation on Enter &amp; View – Judith Wright</b>	Judith introduced herself as Vice Chair of the mid Essex LINK locality. She stated that in the last round of interviews for the authorised Enter & View representatives only 3 applicants were successful. The intention is to try and recruit more representatives from each locality. The hope is that 3 more can be gained in the south east locality in this round of interviews. Judith explained the enter & view process and went through the PowerPoint presentation and highlighted a useful report – <i>Code of Conduct relating to Local Involvement Networks – Visits to enter &amp; view services</i> , relating to enter & view. The closing date for applications is 20 <sup>th</sup> August 2009. Contact details for the Chelmsford & Southend offices were provided. A drop in session will be held at the Southend office 18 <sup>th</sup> August 10am - 12pm & 2pm – 4pm and at the Chelmsford office on 20 <sup>th</sup>	

		August 10am - 12pm & 2pm – 4pm. Any members who are interested in training to become an authorised Enter and View representative may wish to attend these sessions.	
6	<b>Hospital update</b>	<p>Martin Emery introduced himself as Head of Patient Experience Southend Hospital.</p> <p>He proposed on behalf of John Gilham &amp; Sarah Dawson that LINK members were invited to attend the Hospital to have a talk on a subject matter that may be of interest to them. If members could liaise with Harry Chandler or the staff in the Southend LINK office to indicate any suggestions.</p> <p>Martin reported that the hospital way finding signage has recently gone out to tender. This is something that does need to be improved and standardised. Martin has given Harry a copy of the way finding policy and has asked members to comment on this.</p> <p>Martin stated that if we require a presentation on this matter to let him know. Harry asked if any members had experience of and suggestions to make about hospital signage to let Sharon &amp; Gill in the Southend LINK office know so they can feed back to Martin.</p> <p>Beryl Furr from SEE NHS will also feed back any relevant input from the PCT to us.</p> <p>A discussion ensued and some of the suggestions that arose included:</p> <ul style="list-style-type: none"> <li>• Signage should not just be clinically accurate, but also in plain English</li> <li>• Signage should be in other languages</li> <li>• Volunteers should be available to point people in the right direction.</li> </ul> <p>Martin highlighted that the hospital had an agreement in place with a local interpreter service. The service operates both face to face and over the telephone.</p> <p>Martin is also establishing a relationship with Harry regarding the patient discharge process.</p> <p>Martin reported that the Patient Experience Tracker has finished its first quarter, between February &amp; July 3540 patients were surveyed 17000 questions were asked. Southend University Hospital Trust has achieved a mid score of the top 20% of trusts in the UK. For the next quarter, starting in August, some of the questions will be changed. The questions will continue to be changed quarterly over the next 3 years.</p>	<p>ALL</p> <p>ALL</p> <p>BF</p>
7	<b>PCT Update</b>	<p>In Nicky Hart's absence Beryl Furr agreed to provide an update. This will be appended to the minutes.</p> <p>Harry informed members that the NHS South East Essex strategic plan 2009-2014 has now been approved by the strategic Health Authority and is available on the SEE NHS website. A hard copy of this document is available for viewing in the Southend LINK office.</p> <p>Beryl Furr will get back to the group to advise when the PCT will be able to give us a presentation of the plan.</p> <p>The PCT Annual General Meeting will be held at the Mazenod Hall in Eastwood on Thursday September 24<sup>th</sup> 2009 at 12.30pm and will be followed by the board meeting, this event will allow people the opportunity to ask questions.</p> <p>Harry asked members as we have updates from the PCT, Southend Hospital, Southend-on-Sea Borough Council and Essex County Council should we include SEPT in our updates. Members agreed that we should. Gill to follow up with Mike Waddington.</p>	<p>BF</p> <p>GD</p>
8	<b>South East Essex Projects</b>	<p>Harry presented the SE locality projects list to the members (the list was distributed with the meeting paperwork, a copy of this is</p>	

		available on request). He asked for approval of the immediate projects and asked if once approved they should go ahead as soon as possible. One member raised the point that he was worried that we may be taking a lot on. It was noted that this was the case but that the projects would need to be prioritised. The project list was approved.	
9	Progress report on projects	<p>a) <b>Needs assessment (ward profile):</b> in absence of Margaret O'Connor Linda Cook provided a brief update. In addition to this the meeting notes were distributed with the meeting paperwork.</p> <p>b) <b>Mapping Assets:</b> It was reported that the project is going well a list of services (non exhaustive) has been transferred onto record cards. This is available for access/viewing in the Southend LINK office. The next stage of the project will be to plot the services on the Map provided by the PCT. This will show current services but will be too arduous to keep fully up to date. The final stage of the project will be to transfer the list of services available on a database which will eventually be available for viewing online via the Essex and Southend website.</p> <p>c) <b>Gypsies and Travellers:</b> Gill reported that the project was agreed at Countywide level and started in April 2009. She started the project with Rosalind Peek and has so far visited sites in Maldon, Braintree and Basildon. Leaflets and newsletters were distributed and residents of the site were talked to. Now Rosalind Peek has left, the visits to the other sites will be conducted with Coordinators for the appropriate areas. There are 180 families on 11 council run sites in Essex. Two visits have been arranged for sites in the Harlow area on 24<sup>th</sup> August. Gill will be attending the Gypsy and Traveller Health Improvement Stakeholder Event on 27<sup>th</sup> August 2009. It is hoped that a report will be available on the project by the end of September.</p> <p>It was suggested that local specialised radio stations may be a good way to reach the Gypsy &amp; Traveller sites. It was also discussed that the unofficial sites may be the ones with the greater health needs. It was stated that the project is only set up to look at the official sites at present but that it would be a good idea to perhaps look at al of the sites. Gill Dawson will raise expansion of the project with the host organisation CEMVO.</p>	GD
10	Consultations	<p>A couple of the recent consultations taking place were listed on the agenda. It was stated that we need a complete list of consultations so that members can respond to these on behalf of the LINK. Responses will need to be agreed by the Committee prior to being submitted.</p> <p>Celia Clark advised that there is a link on the SAVS website to consultations. Judith Wright stated that she has a list of all of the current consultations which she would forward to Gill in the Southend LINK office. Judith asked if this could be circulated to the Countywide Group. If Martin Emery or Beryl Furr are aware of any consultations they will inform us also.</p> <p>Peter Payne advised that there is an initial and informal consultation being conducted by Southend Borough Council currently running relating to parking around the Hospital, (drop in sessions are being held on Thurs 20<sup>th</sup> August 6.30pm-8.30pm &amp; Sat 22<sup>nd</sup> August 10am -12pm in the hospital boardroom). A discussion ensued regarding this subject and Martin Emery advised that the Hospital have recently appointed a transport coordinator.</p>	All  JW BF/ME  GD &

		Gill Dawson and Sharon Cohen to follow up.	SC
11	Representatives ' reports	<p>a) <b>Commissioning for EMI (Elderly &amp; Mentally ill):</b> Linda Cook reported that the PCT have recently had a brainstorming meeting. This is one of 3 meetings scheduled to take place. The next meeting will be held in the care homes. Linda provided a document titled; <i>Living well with dementia: A National Dementia Strategy</i>. If anyone requires a copy of the summary of the document please contact the Southend LINK office.</p> <p>b) <b>SEPT</b> – The next board meeting will be taking place on 14<sup>th</sup> August. Details of mystery shoppers to be requested. Margaret O'Connor will report following this meeting.</p>	M'OC
12	Countywide Coordinating Group update	Harry reported that the website construction and database was going well and that they are making real progress. The date of completion has not been confirmed yet. If any members would like to access the development web site please let Gill know and Harry will provide access details. Should members have comments about the development web site, please let Gill know.	All
13	Publicity	<p>a) <b>Southend Tenants &amp; Residents Federation Tie in Day – 24<sup>th</sup> July</b> – Gill reported that this was a very well attended event. The freebees went down well but we did not attract many new members.</p> <p>b) <b>Stay Safe 2009 27<sup>th</sup> August 2009</b> – Due to other work commitments Gill will not be able to help Sharon with this event. Member volunteers to assist on the day were asked for. Linda Cook &amp; Terry Dobbs offered to help.</p> <p>c) <b>Older Peoples Assembly (OPA)</b> – Harry attended this he said there was an excellent presentation about Hospital Discharge by the Hospital discharge Manager and the Southend Council officer The OPA suggested it would be helpful for the LINK and the OPA to work together. Harry suggested doing a presentation at one of their meetings regarding the LINK. Members agreed</p>	HC
14	Planned presentations for future meetings	<p>Various presentations have been arranged or are in the process of being confirmed.</p> <p>a. <b>Infection control</b> (Matt Rague PCT) – September – Confirmed</p> <p>b. <b>JSNA</b> (local authority &amp; public health) – October Date confirmed just awaiting confirmation of speakers.</p> <p>c. <b>Hospital Discharge</b> – November Harry Chandler making arrangements for this.</p> <p>d. <b>Podiatry and other services</b> (Pam Sabine PCT) – December - Confirmed</p> <p>e. <b>Update from Essex County Council</b> – date TBC Harry Chandler making arrangements for this.</p> <p>It was suggested that the SEE NHS could come to present the strategic plan 2009-2014 at one of our meetings. The September meeting was agreed as a possibility if this could be arranged in time. Beryl Furr will let us know if this is possible. The September meeting will be extended by half an hour if this goes ahead (from 2pm to 4.30pm).</p>	BF
15	Any Other Business	a) Harry advised that we have had a response regarding the anti coagulant service. Tony Wright to comment on the	

		<p>letter.</p> <p>b) Harry stated that the Chair of the Countywide Coordinating Group had been told by CEMVO that he must not enter the LINK offices. As this matter is confidential no further details were available.</p>	TW
16	<p><b>Date &amp; Place of Next Meetings</b></p>	<p>The next meeting will take place on:  <b>Wednesday 9<sup>th</sup> September 2009</b>  2pm – 4.30pm at SAVS 29-31 Alexandra Street, Southend on Sea, Essex, SS1 1BW.</p> <p><b><u>Future meeting dates:</u></b>  <b>Wednesday 14<sup>th</sup> October 2009</b>  2.00 - 4.00pm Hadleigh Methodist Church, Chapel Lane, Benfleet, Essex, SS7 2PQ  <b>Wednesday 11<sup>th</sup> November 2009</b>  2pm – 4pm at SAVS 29-31 Alexandra Street, Southend on Sea, Essex, SS1 1BW.  <b>Wednesday 9<sup>th</sup> December 2009</b>  2pm -4pm The Hollywood, 140 Shipwrights Drive, Thundersley, Benfleet, Essex, SS7 1RF.</p>	