

MINUTES

ESSEX AND SOUTHEND LINK: SOUTH EAST ESSEX LOCALITY MEETING

Date and Time 26th November 2008 2pm – 4.00pm
 Location Clarence Road Baptist Church, Southend on Sea, SS1 1AN
 Organiser Gill Dawson Sharon Cohen (minute taker)

Attendees: Harry Chandler, Eddie Camp, Michael Bull, Gordon Browne, Margaret O'Connor, Mary Beckers (OPA), Paul Beckers (OPA), Jill Poet (Healthy Life Essex), Beryl Furr (NHS SEE), Irene Grubb (Westcliff Resident Association), Alan Grubb (Westcliff Resident Association), Gareth Gault (St Luke's Healthy Living Centre CIC), Ron Kennedy, Linda Cook, George Malinowski (Turning Tides (SAVS)), David Woods (Fairway Patients Committee), Cliff Wallace, Tony Wright, Tony Le Masurier (SAVS), Trevor Johnson, Gill Dawson (LINK Project Coordinator), Sharon Cohen (LINK Project Administrator), Rosalind Peek (LINK Policy & Research Manager).

	Topic	Discussion	Action by who/ when
1	Welcome & Introductions	Harry welcomed everyone to the meeting and introduced David Woods who was representing the Fairways Medical Centre Committee.	
2	Apologies for absence	Geoffrey King (Disability Essex), Teresa Jago (Alzheimer's Society), Elaine Blatchford (Patient & Public Voice), Celia Clark (SAVS), Mike Wilson, Angela Garrard, John Sayer , Rob Tocknell , Sarah Linzey, Cllr Alan Crystal, Lesley Vale, Gloria Baker, Mary Green.	
3	Declarations of potential conflicts of interest	Eddie Camp – Governor Southend Hospital Ron Kennedy – non executive Director SEE PCT Beryl Furr – non executive Director SEE PCT Tony Wright – Governor Southend Hospital, Ambulance Trust User Group, Member of Cardiac Stroke networking board.	
4	Approval of Minutes of previous meeting (29.10.08)	The minutes of the previous meeting were approved, subject to the following changes: <ul style="list-style-type: none"> Ron Kennedy is non executive Director of Southend Hospital not SEE PCT. Matters Arising: There were no matters arising.	

5	Why are we here?	Harry Chandler referred to the paper “Reminder of what the LINK is for” ref: HJC 150908 which will continue to be attached to future agendas. Until all members are clear on this. Suggestions to improve the paper are always welcome.	All
6	Healthcare Commission: PCT, Hospital, SEPT	<p>i) Healthcare Commission - Harry Chandler said that the LINK were invited to submit commentary for the PCT, hospital and SEPT. The committee would be following this up. A meeting is planned with the hospital and the Healthcare Commission.</p> <p>ii) Hospital – George Malinowski had agreed to represent the LINK at hospital board meetings. George and Harry will be meeting with John Bruce (Hospital Chairman). The meeting has been set up for Thursday the 11th December 5.30-7.30pm (this has been confirmed by John Bruce Chair of Southend Hospital). Eddie Camp said that the board of governors were considering approaching the LINK with a view to a joint declaration. Harry Chandler responded that we have a statutory duty to make a declaration to the Healthcare Commission, but that it would not be a joint declaration. It would be a declaration from the local involvement network only. We welcomed input from the hospital governors to help us provide a response. Jill Poet asked if there was a cut off date for submission of the declaration. Harry said he thought it is the end of March with a cut off in May. A discussion followed regarding gathering of information for the hospital. Harry Chandler proposed a structured approach, from which we could then agree how to go forwards. He asked for volunteers and Margaret O’Connor and Irene Grubb volunteered. Tony Wright and Eddie Camp also volunteered but would need to be aware of conflict of interest issues. A meeting would be arranged after the 11th December meeting.</p> <p>Gordon Browne asked if we are proposing an ongoing relationship between LINK and the hospital. Harry said not at the moment, this was just for the purposes of this response, but such an arrangement was very desirable.</p> <p>The response to the Healthcare Commission (and its successors) was an annual event. Trevor Johnson said that referring to his previous work with the PPI forums that this was an ongoing process of contact with the hospital, which was needed throughout the year. Trevor then referred to the previous visiting rights and closely working with the chair and director of nursing at Southend hospital. Harry then went on to say that we do not have inspection rights and that we do not have the resources to do what we did before. Enter and view is the final part of the process of preparing a report which must be evidence based. Anecdotal evidence was not likely to be sufficient for the Healthcare Commission.</p> <p>Harry asked all members to make contact with the previous Forum members to suggest that they might be interested in joining the LINK. Should members find interested people, it would be useful to refer them to Gill Dawson. Rosalind</p>	<p>HC GM</p> <p>MO’C IG TW & EC</p> <p>HC GD</p> <p>All</p>

		<p>Peek clarified the enter and view rights and said that she is presently working on a policy for this. There will only be 20 members countywide who will have the authorisation for enter & view.</p> <p>Harry Chandler suggested that PALS should be used as a useful resource to gain information about the performance of all NHS organisations.</p> <p>SEPT – A meeting has been agreed for Margaret O'Connor and Teresa Jago on the 4th of December to meet with Patrick Geoghegan and Mike Waddington. (Eddie Camp is unable to attend on this occasion because of a previous commitment). Margaret has been asked to produce a report on this for our next meeting.</p> <p>Harry Chandler stated that we should concentrate on the PCT, Southend Hospital and SEPT, as we do not have resources to do more than this at present. Gareth Gault said that the commission and the local authority were having a comprehensive assessment next year.</p>	MO'C TJ
7	Recording the location and details of all health and social care services in south east Essex.	<p>We had a request from the coordinating group to record the location and details of all health and social care services in south east Essex.</p> <p>Harry Chandler said that we have formed a group and that the process is already in the planning stages.</p> <ul style="list-style-type: none"> • Gill and Sharon are in the process of obtaining a large wall map of the Southend and Castle Point area. • An input form is being developed • Input will be collected and recorded • A filing system to record the information will be set up. <p>The process will be by ward in Southend. Castle Point and Rochford and will be based on county council constituencies.</p> <p>Local councillors have been contacted and there have been mixed reactions so far.</p> <p>Harry Chandler stated that before the process went ahead we needed agreement from all members present that they were in agreement with the above actions. This was agreed unanimously.</p> <p>With regard to councillor involvement Linda Cook asked if this would cross party. Harry said that it would and must as we were a non-political organisation. It was confirmed that we should involve RRAVS, SAVS and CAVS to help provide data for all of south east Essex.</p> <p>Harry Chandler said that now that this action has been agreed we need to have people to help in each of the wards to help. Margaret O'Connor advised that she and Ros Peek are developing a form regarding the information required. Linda Cook said she would help with this. It was agreed that a meeting would be arranged between Ros, Linda and Margaret to discuss a foundation of the</p>	<p>GD SC</p> <p>MO'C</p> <p>GD SC</p> <p>MO'C RP LC</p>

		<p>information to move forwards. A meeting to take the entire process forward has been arranged in the meeting room at 6 Nelson Street on the 10th December 10am -12pm. All are welcome to attend.</p>	
8	<p>Progress with local involvement establishing contact and linkages with the people and other networks of south east Essex.</p>	<p>Harry Chandler said that the progress with local involvement establishing contact and linkages with the people and other networks of south east Essex had been fairly hit and miss so far.</p> <p>Harry said that we need to have information from RRAVS, SAVS, and CAVS and would welcome PCT contribution. Beryl Furr said she would take this back to the PCT. Barrie Andrews provided a pack giving information on Sheltered Housing in Southend from South Essex Homes.</p> <p>Harry said that contacting councillors is a good starting point</p> <ul style="list-style-type: none"> • We need to find out what information we have (to ensure it does not get duplicated). • Ensure that it is accurate • Keep it up to date <p>Harry said that a paper exercise to collate the information gathered would be a good idea.</p> <ul style="list-style-type: none"> • Gill & Sharon should collate the information • It will be kept at the Southend office • It can be referred to but should not be removed from the office. <p>Beryl Furr advised that there is a Patient and Public Involvement event on the 4th of December 10am - 4pm. This would be a good opportunity to meet people that we may not have come across before.</p> <p>Harry asked if members could provide details of their affiliations and memberships. Will members supply their details to Gill and Sharon and can Gill and Sharon design and produce a form for our next monthly meeting to give to members. Linda Cook said that Baptist Churches have a lot of involvement with older people. The Westcliff and Leigh Baptist Churches are particularly active. Tony Le Masurier said that there are associations that do a lot of work with Jews, Muslims, Hindus and Sikhs. He suggested that Rick Williams at St Saviours Church in Kings Road would be a good contact; also local strategic partnerships like Southend Together could be partners of services in the future as they are ward based. He also said that Sally Collins would be a good contact at Southend Borough Council to obtain a master schematic or a good blueprint. Beryl Furr suggested that Compact Coordinators would be worth speaking to and could possibly help.</p> <p>Margaret O'Connor asked if there were any volunteers to help with the pro-forma on how to contact other networks. Linda Cook said she would help and Tony Le Masurier said he would also help but he would probably do this via email rather than in person. A meeting will be arranged to discuss this.</p> <p>Jill Poet felt we need to have clarification of what the LINK</p>	<p>BF</p> <p>GD SC</p> <p>All GD SC</p> <p>MO'C LC TLM</p>

		<p>do and that there hasn't been a lot of publicity. Gill Dawson clarified that the LINK were looking to get the infrastructure in place get staff settled and after the launch on the 24th of January there would be more publicity and road shows in each locality.</p> <p>Harry said that we need to identify the health and social care issues, meet the public, and provide information to people regarding health and social care. We cannot give specific advice to the public, but may be able to give the public signposts like the Citizens Advice Bureaux and the NHS PCT, Hospital, SEPT and East of England Ambulance PALS for individual issues.</p> <p>Linda Cook said that there is a directory produced by the local council (Southend directory 2008/9). It does not show what organisations do or give a brief description of the services. She suggested that we go through the directory and then approach the council to advise them what we would like it to contain. Linda said she would be happy to do this.</p> <p>A discussion ensued regarding the mapping of the area. Tony Le Masurier mentioned that the SEE PCT have produced the 2009 – 2014 strategic plan which lists the key inequalities and would be worth reading when it comes out. Gareth Gault put himself forwards to cover the St Luke's ward. He said that each ward has a community partnership and that they would possibly like to help and have a say. He also said that we should identify a "champion" for each ward to represent the LINK.</p> <p>Tony Le Masurier said that out of the 8 most deprived wards 1 was based in Canvey and 7 were based in Southend.</p> <p>Harry was concerned that we did not have anyone from Canvey. Should members be aware of people who might be interested in becoming LINK members, could they let Gill know.</p>	<p>LC</p> <p>GG</p> <p>All</p> <p>All</p>
9	The health needs of the people of south east Essex (Joint Strategic Needs Assessment)	<p>Harry Chandler stated that it would be worth reading the Joint Strategic Needs Assessment report. (which can be found on the South East Essex NHS website) link below http://www.see-pct.nhs.uk/content.asp?page_id=240</p> <p>Should members wish to have a hard copy please contact Gill or Sharon in the Southend LINK office. There are 3 documents covering Southend, Rochford and Castle Point which are each approximately 200 pages long.</p> <p>Gareth Gault said that it was agreed that the JSNA would be a priority area of interest. Gareth stated that the conference he attended suggested that they were at an early stage at the moment and that a comprehensive area assessment was in progress. He provided a brief summary which he said would be useful to distribute to the members. A report from Gareth will follow. Eddie Camp also attended the JSNA conference. Eddie provided a brief report which was distributed to all members present.</p>	

10	Work plan and achievements	<p>i) Blood taking – It was asked if the service was working successfully. Members believed it needed further improvement. Eddie Camp said that Andrew Pike had discussed this and said that it isn't at the moment but that it is being worked on. He said that surgeries that had provided the service before could resume. The main issue was that surgeries were not being paid for this. Our achievement was that we had consistently raised this issue with the PCT and the PCT was now following it up with the hospital.</p> <p>ii) Formal work plan - we need to work on this in 2009.</p>	
11	Appointments to the scrutiny committees of Southend-on Sea	<p>Irene Grubb and Eddie Camp have attended their 1st meeting. Irene thought that there were no points raised that the LINK should get involved in. She will provide a report.</p> <p>Harry Chandler said that Irene and Eddie were being paid for their participation.</p> <p>Eddie said that he was willing to give his £1000 payment for the year back to CEMVO to use as they feel fit.</p> <p>Ros Peek said that she was very impressed with the relationship they had developed with the south east locality group and would arrange to speak to Eddie Camp and Irene Grubb to conduct a case study.</p>	<p>IG</p> <p>RP</p>
12	Progress with Essex County Council	<p>Harry Chandler advised that Graham Regwell would come to the next meeting to make a presentation about Scrutiny in Essex (apart from Southend).</p>	
13	Status of Fairways.	<p>Harry asked David Woods to come to our meeting to bring members up-to-date about the patients who had been registered at the Fairways Medical Centre. He informed the members that the Primary Care Trust would be closing the Fairways Medical Centre at the end of the year.</p> <p>Andrew Pike (Chief Executive of the SE Essex PCT) advised that there were still 900 patients registered at the surgery.</p> <p>David is concerned that it is a bad time of year for patients to change surgery.</p> <p>A second letter has been sent out to patients advising them that they need to register with an alternative surgery. When patients tried to register with other surgeries they were obstructed by the GPs they were going to. At first the PCT did not believe the situation but it became apparent that surgeries were being selective as to which patients they would take. Elaine Rowe contacted surgeries and advised them that they could not just pick and choose patients. Surgeries are still being selective.</p> <p>Beryl Furr said that the information provided was very useful and that the current situation was unsatisfactory.</p>	

		<p>She stated that David Woods has done the right thing so far, in working with Andrew Pike and Elaine Rowe. She advised that PALS do have a presence at the surgery one day a week.</p> <p>Beryl stated evidence is being provided by the information being given from patients and that she would take it back to the PCT and look into it.</p> <p>Harry Chandler suggested that the following actions should be taken</p> <ul style="list-style-type: none"> • We should express a concern in writing from the LINK (Gill Dawson will write to Andrew Pike) • A physical presence should be available at the centre for at least 2 months. <p>Alan Grubb asked if the PCT can assign a doctor to the patients. Beryl Furr responded to this by advising that the PCT can do this. The patient will try 3 surgeries if they do not manage to get into any of these 3 then they will be assigned to a temporary surgery for a limited period.</p>	<p>BF</p> <p>HC GD</p> <p>BF</p>
14	Consultations	<p>i) Proposal to reduce SEPT beds. We received a letter from Patrick Geohegan advising us that the number of beds might change. This is not a formal consultation yet, although a consultation is likely to be soon. This matter was not discussed due to lack of time.</p> <p>A letter requesting clarification of the situation has been sent to PPI SEPT, to SW Essex PCT and to SE Essex PCT.</p>	
15	Proposal for restructuring the LINK	<ul style="list-style-type: none"> • It has been agreed at the first meeting that the structure currently in place would be temporary until the end of the year. Harry Chandler produced a document titled "SEE Locality LINK organisation after January 2009". He said that this matter should be discussed in the January meeting. Could members give their views about improving the structure to Gill. 	ALL
16	Chair's report	<p>i) Report on East Of England scrutiny seminar – Harry Chandler attended the East of England scrutiny committee. Harry said it was a very useful meeting as it demonstrated how local authority scrutiny could be used to improve the health and wellbeing of residents. The organisers gave the attendees exercises on how to develop the scrutiny process. He said that further training was required for local government officers and members. As a result he had asked Graham Redgwell from Essex CC to give a presentation about Essex scrutiny to our members.</p> <p>ii) Knowledge Management System – CEMVO agreed to take on the KMS from the PPI Forums. This will give members access to the work of the Forums and provide continuity to</p>	

		<p>the people of England.</p> <p>iii) Carers' consultation – A survey being run by Southend council is about to take place. 1600 survey forms are to be distributed.</p>	
17	Members reports	<p>JSNA (Joint Strategic Needs Assessment) Conference - Eddie Camp provided a report from the conference attended on the 21st of November 2008. He reported that it was apparent that councils have been collating information since April and that they were making headway. He suggested that the presentation from Norfolk county council could possibly be used in the template that we will be approaching councils for information. A CD was also provided from the conference which contained all of the presentations.</p> <p>Shoebury Primary Care Centre – Harry Chandler attended a scrutiny meeting in Southend on 25th November. Andrew presented the PCT proposals. The councillors were broadly supportive of the proposal to establish a primary care centre in Shoebury. Councillors were concerned about continuity of GP access. The proposal will be submitted to the PCT board for a decision on the 27th November. Margaret and Eddie would be attending the Board meeting on our behalf). Many Shoebury residents believed that the decision was a foregone conclusion but were advised that it could still go either way. 4.5% of the population responded to the consultation. 75% of attendees were against the single Health Centre.</p> <p>Westcliff Primary Care Centre – Harry Chandler said that this was still in the early stages at the moment no decision will be made at their next meeting and the PCT will do a through review and explore all options available.</p> <p>Improving Access to Psychological Therapies – Margaret O'Connor responded on behalf of the LINK. She was the only member of the public to attend the consultation. The decision had been made to provide 100 psychotherapists (60 high risk, 40 moderate) the emphasis will be on early intervention and primary care in the community. This was commissioned by the PCT.</p>	
18	Host report	Gill Dawson advised that the Southend office is up and running and that we are all settled in. We now have signage in the windows. Sharon Cohen was introduced as the new project administrator.	
19	Any other business	<p>i) A copy of the 1st Newsletter has been produced by the Essex and Southend LINK Harry Chandler asked for members to take copies of this and distribute.</p> <p>ii) Linda Cook had spoken to 2 student nurses who were on a work placement at Rochford Hospital regarding the LINK. They were interested in joining she did not</p>	GD

		<p>manage to catch up with them prior to them returning to University so asked if Gill Dawson could forward a couple of application forms to the Institute of Health Care studies at Anglia Ruskin University.</p> <p>iii) Alan Grubb raised the issue relating to the public consultation document regarding developing a primary care centre in Westcliff. He has sent 2 letters, one to the PCT and one to CEMVO but received no response from either. Beryl Furr advised that he would not get a response from the PCT until the end of the consultation. Gill Dawson was asked to write to Ian Flack to follow this up.</p> <p>iv) Harry Chandler advised that he was being pressed by the PCT to have a meeting with them. He asked if members were now happy for us to meet up with them all. Members agreed they were. He agreed to provide a report to members of the meetings.</p> <p>v) Margaret O'Connor has set up a meeting with SEPT on 4th of December.</p> <p>vi) Ron Kennedy mentioned dates of 3 presentations to members of the foundation and the public that he thought members may be interested in attending.</p> <ul style="list-style-type: none"> • Monday 1st of December 7.30-9.30pm – Rectory Road Hawkwell • Thursday 15th January 1.00 – 3 .00pm – Richmond Hall, High Road, Benfleet • Thursday 29th January 1.00 – 3.00pm – Salvation Army, Shoeburyness 	<p>GD</p> <p>HC</p> <p>MO'C</p>
	Date & Place of Next Meetings	<p>10th December 2008 2pm – 4pm at 6 Nelson Street, Southend on Sea, Essex, SS1 1EF. (Sub group meeting)</p> <p>17th December 2pm – 3.45pm at Holy Trinity Parish, Rayleigh (SEE LINK Locality meeting)</p>	