

MINUTES

ESSEX AND SOUTHEND LINK: WEST ESSEX LOCALITY MEETING

Date and Time Tuesday 14th July 09 2.15pm – 4.30pm
Location Latton Bush Business Centre, Southern Way, Harlow
Organiser Julie Harkus / Fahmida Ali (Minutes)

Attendees: John Carr, Andrew Smith, Jean Wynch, Micheal Walker, Mollie Pattenden, Linna Howard, Sheila Bass, Heather Paget, David Paget, Sandra Stickland, Chris Hudson, Manjit Bedi, Terry Payne, Carmen Welch, Roy Howland, , Margaret Fitch, Ken Hearn, Marlene Croydon.

Lip Speakers: Olive Young, Anna Constantinou

Panel Members:

Joanna Petts – Acting Team Manager Epping Forest Hospital Team, Adults Health & Wellbeing
 Louise Barnes – Discharge Manager, Princess Alexandra Hospital
 Joyce Williams – Senior Discharge Coordinator, Whipps Cross Hospital

	Topic	Discussion	Action by who/ when
1	Welcome Intro & House-keeping	John Carr, Chairman, welcomed everyone to the meeting and introduced the panel members; Joanna Petts, Jocelyn Williams and Louise Barnes. Housekeeping of the venue was carried out by Julie Harkus and members were reminded to complete a participation monitoring form and sign in on the register before leaving.	
2	Introductions and background to Countywide Discharge from Hospital theme group	Julie informed members that there is a Countywide discharge from hospital theme group. The group is collecting information from PALS (Patient Advice Liaison Service) and requesting hospital discharge policies to look at anomalies. Julie explained that LINK is piloting a survey on discharge from hospital and members were asked to complete a discharge questionnaire available to them before they leave. Comments on the form itself are welcomed.	
3	Discussion with local hospital	A member commented on Whipps Cross Hospital and how she was disappointed with the treatment of her husband. She explained that he	

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was discharged and re-admitted five times; on all occasions he was discharged without notice and was left alone in the discharge lounge. Whipps Cross Hospital is reviewing its policy.

A member questioned whether staff on the ward are aware of all discharge policies and procedures? A situation was described at Whipps Cross Hospital where discharge was prolonged due to paper work and medicines not being ready. Joyce explained that this is a simple procedure and Whipps Cross Hospital relies on junior medical staff to arrange and administer medicines. Trust policies are on the hospital intranet and these are updated annually.

A member pointed out that there should be more information about patients on their admission sheets. Louise remarked that contact should be made with next of kin to ascertain whether the patient is going back to an empty house.

Patient Line was highlighted which is an electronic discharge summary; a system recently launched. It enables medical staff to start dispensing medicines before completing the discharge process. The advantage of electronic discharge is that it is legible for patients and GPs.

Joanna Petts explained that PALS are in all hospitals to support patients with any queries they have. Concern was raised with regards to Whipps Cross Hospital that PALS is located in a different part of the building and this doesn't help patients.

Home care after discharge was discussed with regards to appropriate services not being available. Joanna explained that patient care is organised by all parties and referrals are made by the ward to social care. Patients will not be discharged without all necessary arrangements being set in place. Part of the role of the social worker is to liaise with occupational therapy to ensure that care and equipment are in place. If the necessary procedures are not followed then this is an unsafe discharge and social care need to be kept informed. This discharge procedure has been in place since 1996.

Louise Barnes explained that in some palliative care circumstances it is more important for the patient to be at home rather than wait for special equipment to be provided. The risk is assessed with family and district nurses.

John asked what involvement patients have with the discharge policy. At Whipps Cross all policies and procedures are circulated to Age Concern. At PAH there is no standardisation as they are working with different providers. Alternative methods for after care were discussed; the Age Concern Welcome Home Service being one of them. Members were not happy that in some places the initial visits are free and then there is a charge.

The issue of people in sheltered housing being discharged late at night was raised. The night officer is available for emergencies and not to receive people back into their homes. Joanna explained that all discharges are referred to social care and liaison with carers ensures

		<p>that services are restarted when the patient returns home. Louise commented that it helps if the wardens ring the hospital to notify that the patient is a sheltered housing resident. Mollie Pattenden was due to meet some sheltered housing residents the following day to discuss this subject and would share her findings with Joanna.</p> <p>Members discussed that there is no information on discharge for patients at hospitals to help patients or to familiarise them with the discharge procedure. Louise explained that nurses will brief patients about the discharge procedure the night before the discharge and introduce them to the discharge lounge. Nurses have a checklist that they follow. Members agreed that discharge needs to be completed face to face.</p> <p>Free copies of patients' records was raised. At Whipps Cross Hospital there is a £10 charge. At PAH the process is to apply in writing with the patient's authority. It takes 40 working days to receive records and an admin fee of £10 is made for copies.</p> <p>Discussion took place about carrying ID for medical conditions / medication. Louise commented that alert bracelets are available and Medi Alert is available via pharmacies. Joanna highlighted a new Essex County Council scheme where free ID cards are issued to carers.</p> <p>The panel were thanked for their contributions to the meeting.</p>	MP
4	Approval of previous minutes	The minutes were approved	
5	Matters Arising	<p>Page 3 item 4 (matters arising): The paper regarding lack of support for young adults with special needs when they leave care or school at 16+ is still awaited.</p> <p>Page 4 item AOB: John gave an update on the Uttlesford MIND networking event he attended at Saffron Walden.</p>	
6	Update on Enter & View recruitment	<p>Julie explained that the Enter and View authorised representatives are recruited to visit health and social care settings. The figure of 20 representatives is in the contract with Essex County Council and Southend Borough Council. Three representatives have already been appointed from West Essex, South West Essex and South East Essex. The volunteering commitment is 4 – 16 hours per month. A comprehensive training programme will be provided.</p> <p>The recruitment campaign will include informal drop in sessions at Chelmsford & Southend. Completed applications need to be returned to Julie by the 11th September; interviews will take place weeks commencing 28th September 09 & 5th October 09.</p> <p>The application form and person specification have been toned down to make them more volunteer friendly. Enter and View is about how services are being delivered and not about monitoring cleanliness and catering services in hospitals.</p>	

7	AOB	<ul style="list-style-type: none"> • Julie pointed out to that there is a draft Equality and Diversity policy for members to read and provide feedback to Ros Peek by 22nd July 09. • John Carr informed members that Aiden Thomas is leaving and will start working for the Norfolk Mental Health Trust on 1st October. John has been asked to sit on the interview panel for his successor. • The Sun Street surgery in Waltham Abbey was closed without public consultation but will be re-opened by the previous doctor's relatives as an alternative medical practice. There are alternative practices within the area. • Andrew Smith updated that the next Mental Health Substance Misuse meeting is on 27th July 2009. The North Essex Mental Health Trust is holding its annual public meeting on Wednesday 9th September 2009 at the University of Essex at 4.15pm. • Carrie Welch is representing the locality group on the West Essex PCT Clinical Priorities Group. Cathy Gooding has agreed to sit on a tender panel for catering and cleaning services for West Essex PCT. • Julie informed members that the steering group meeting with Alison Cowie had been cancelled due to priorities of reopening the pandemic flu incident room. 	
8	Dates of future meetings	8 th September 2009 – Stansted Mountfitchet College, 7pm – 9pm. 13 th October 2009 – 5pm – 7pm Murray Hall, Loughton NOTE DATE CHANGE 11 th November 2009 – Harlow area 8 th December 2009 – Uttlesford area	ALL

