

# MINUTES

## ESSEX AND SOUTHEND LINK:

Date and Time Thursday 9<sup>th</sup> July 2009 1.30 – 3.30 pm

Location Bluebell Resource Centre, Colchester

Organiser: Hannah West

Minute taker: Hannah West

**Attendees:** Marguerite Crunden (MC), Marguerite Jenkins (MJ), Jill Towndrow (JT) (Independent Complaints Advocacy Service, ICAS), Peter Dennis (PD), Reg McKenna (RM), Tamana Hoque (TH), Nileema Vaswani (NV), Keith Biggar (KB), Tony Constable (TC), Betty Constable (BC), Harry Young (HY), Helen Whitting (HW) (Putting People First Programme), Hannah West (HW)

**Apologies:** Hazel Law, Toni Van Rooyen, David Evans, Carol Ann, Mike Chapman, Gina Pryor, Gillian Langley

	Topic	Discussion	Action by who/ when
1	<b>Welcomes and Introductions</b>	Keith Biggar, The Chair welcomed everyone to the meeting. Everyone present introduced themselves.	
2	<b>Minutes</b>	Minutes were agreed as a true record	
3	<b>Matters Arising</b>	<p><b>Joint Strategic Needs Assessment (JSNA) Update:</b></p> <p>The existing JSNA currently has no chapter for Mental Health. However, this is changing. Caroline Robinson is leading it and LINK has some representation. Margaret O’Conner attended JSNA Chapter meeting on Mental health. MC to tell KB details of next JSNA Chapter meeting.</p> <p>HW informed group that JSNA were commencing work on Alcohol and Substance Misuse and Learning Disabilities. HW to follow up on this and get details. HW also to send details from presentation by Luke Ward, Programme Lead for JSNA Social Care team to group explaining what JSNA is.</p>	<p>MC</p> <p>HW</p> <p>HW</p>

**Patient and Public Involvement (PPI) Legacy Group:**

Some aspects of this have been looked at through PEAT, for example, heat in maternity wards. Agreed that meeting about JSNA can incorporate discussion on legacy document. Idea suggested of a working day to discuss JSNA and PPI legacy Group.

**Mental Health and Substance Misuse Theme Group:  
Mental Health:**

Two meetings held so far, both in Chelmsford. Invited by Essex trust to visit Rochford Hospital. The next meeting will take place at Rochford Hospital, commencing with a tour of the hospital by the Chief Executive followed by the meeting. RM informed the group that until recently there were mental health forums running around Essex but due to a change in funding, the forums have now stopped. Forums were highly valuable and people are looking at recreating them and finding a way to run them through LINK. Need to identify what gaps there are and develop a questionnaire. Service Users and carers haven't had forum to discuss views.

**Substance Misuse:**

KB informed the group that in Southend the only service user group was organised by UNITES (user group) but were not involved in commissioning of services or consulted on any other treatment matters. The Commissioner has appointed a service user organiser. Both Essex and Southend Drug and Alcohol Action Team (DAAT's) are adamant no money is to be spent on alcohol treatment, just on drug treatment. TC queried where the funding came from. KB confirmed it is the National Treatment Agencies (who receive funding from the NHS, Home Office etc.)

MC asked what happened when young people came into Accident & Emergency (A & E) drunk? KB stated that under 18 year olds can't always be dealt with in A & E. KB to make enquiries about what the care path is. MC informed group that we can go through commissioning forum for this enquiry and that all services should be involved in care path.

KB

**Aspergers Syndrome Theme Group:**

Mike Chapman and Carol Ann have set up group. Mental Health Trust has been commissioned by Primary Care Trust (PCT) to investigate into what services are needed for people with Aspergers Syndrome. There will be a report early September. Other groups can contribute. MC raised the point about what training has been given to nurses, doctors etc who come into contact with people with Aspergers Syndrome or Autism who use services?

HW informed group Autism Anglia are interested in working with LINK in issue to do with adult diagnosis.

		<p><b>Hospital Discharge Form:</b></p> <p>The Hospital Discharge Group is developing a new survey form. MJ commented that the form didn't include social care services. Patient Advice and Liaison Service (PALS) Managers have been informed about form. PALS do not collect complaints about hospital discharge. Someone from our locality to liaise with PALS. TC to have a word with Relatives and Residents Association (RRA) association as there is a lot of overlap. HW informed group that the Hospital Discharge Policy for North East Essex was currently under review.</p> <p>A pilot scheme in Southend is trying an electronic discharge system. However, this software wasn't compatible across whole country. .</p> <p>MJ informed group that from 18<sup>th</sup> September there will be a National NHS number, which will be a central place to refer to.</p> <p>TC to pass details of particular case he knows of to Linda Tubb, the Hospital Discharge Coordinator.</p> <p><b>Enter and View (E &amp; V):</b></p> <p>Some people expressed concern that 20 people is not enough to undertake E&amp;V duties and that people are unwilling to sign up as it is a lot of work and some criteria is limited. NV informed group that the requirement to travel across Essex has been removed and that 20 people has been agreed in contract. Judith Wright to attend locality meeting to explain in more detail the criteria for doing E &amp; V. NV to look at how much scope to change the number of people from 20. MC commented that we won't get younger people involved in E &amp; V as they work during the day.</p>	<p>? TC</p> <p>TC</p> <p>NV</p>
4	ICAS	<p>JT asked the group what information they want from ICAS? JT informed group that the Department of Health tells ICAS which items to report on, then these issues are recorded on the database. Currently, they report on all aspects of Clinical treatment, under 5 main headings, e.g. attitude of staff. JT could tell us of the issues which are coming through to the office. MJ asked if they could be area specific and give us a copy of a report specifically for N.E Essex? NV asked how specific the information could be without compromising confidentiality? JT said she will take all comments back to Manager. She can also put clients in touch with LINK to discuss complaints/concern in more detail. HY raised the concern about the attitude of hospital staff towards people with mental health issues and that there has never been an attempt to communicate with people with mental health issues. JT said that ICAS can help to write a comprehensive</p>	<p>JT</p>

		letter to the Chief Executive regarding this issue and other issues.	
5	<b>Universal Guidance Portal</b>	HWh gave the group an introduction of what the Universal Advice Portal is. She informed everyone that it had been set up as a response to the white paper 'Our Health, Our Care, Our Say' to promote independence and choice and promote health and wellbeing. Essex County Council decided to devise an information portal on the internet which can put all information about services in one place, through hyperlinks to other sites. This will allow people to see what is out there and make an informed decision. Portal was set up in Oct 2008, since then they have received over 5000 hits and this is increasing every month. Advert for portal will be on plasma television screens around Essex. HWh asked group what they would like on it? It was agreed that LINK would have a hyperlink on their website. HW to follow this up	HW
6	<b>Meetings</b>	<p><b>Report back on Countywide meeting:</b></p> <p>RM &amp; MC reported that somewhere in literature there was reference to 'pig flu'. RM &amp; MC to try and identify where they saw this if they can find the literature and forward onto NV. NV to try and locate this and change it.</p> <p><b>Report back on other meetings of relevance:</b></p> <p>MC attended Maternity Services Liason Committee Meeting. MC informed group that Cervical Screening has increased by 600% in response to publicity about Jade Goody. The rate of women smoking in North East Essex has reduced by 1.5 % but is still the highest in Essex.</p> <p>MJ attended Opening of Walk in Centre in Colchester. There was a good reception. Centre will be open from 7am – 10pm then be taken over by 'Out of hours'.</p> <p>TC reported back from National Voices conference. He identified that other LINKs were not working with curriculum set by government and that a lot of people didn't know the potential of a Host's role. KB stated that the LINK was not supporting him in the work he's trying to carry out. He needs the support of the LINK. KB stated that we have to make sure the structure is there.</p> <p>TC reported back on Stroke Awareness Conference. He informed the group it was an excellent conference and provided lots of information about what happens to you if you have a stroke and information about the recovery process.</p> <p>HW reported back from the LINK Regional Workshop on Social Care. She informed the group that Henrietta Brown, the Operational Service Manager at Essex County Council did a presentation outlining structure of Social Care in Essex.</p>	RM & MC NV

		HW to forward presentation to group. HW informed group that she was going to arrange a meeting with the Service Managers for Social Care in North East Essex. TC, HY and KB want to attend meeting also	HW HW
7	<b>GP Appointments</b>	RM informed group there is little investigation into what systems are in place. It appears that the GP surgeries in Essex are compliant with the standards set by the Department of Health. If you need an emergency appointment, you have to get up early. RM is sitting on panel of Consumers Association which are currently undertaking a National Survey on how effective GP surgeries are. We should know results in near future.	
8	<b>Outreach update</b>	HW informed the group that she and TH had a really successful outreach day on Mon 6 <sup>th</sup> July. New organisations are interested in working with the LINK including Age Concern, Autism Anglia, Emmaus (Homeless charity). HW will continue regular outreach work.	
9	<b>Elections</b>	It was agreed that once again the election should be postponed as many members of the meeting had left already. Agreed to do the nominations for the elections electronically.	
	<b>AOB</b>	Agreed we need to discuss the North East Essex locality Groups funding allocation soon.  HW informed the group that Nanette Wright from 'Putting People First', Essex County Council was setting up a user reference group. She asked if anyone in the group wanted to participate or knows anyone who would like to participate to contact her.	
	<b>Date and Time of Next Meetings</b>	Thursday 16 <sup>th</sup> July 09 – Meeting to discuss funding allocation – CANCELLED  Thursday 13 <sup>th</sup> August, 5.30 – 7.30pm, Venue TBC  Tuesday 8 <sup>th</sup> September, 12.00 -2.00 pm, Venue TBC	