

MINUTES

ESSEX AND SOUTHEND LINK: WEST ESSEX LOCALITY MEETING

Date and Time Tuesday 13th April 2010 2.10pm – 4pm
Location Friends Meeting House, High Street, Saffron Walden
Organiser Julie Harkus (minute taker)

Attendees: John Carr, Chris Hudson, Michael Walker, Joy Smith, Sue Locke (UDC), Jeanette Curtis, Barbara Hughes, Zofia Everett, Sue Sumner, C Gilbey, Linda Robinson, James WJ Wallace-Jarvis, Sheilah Rengert, Jacky Fitzpatrick, R James, Ray Hardisty, Heather Eldred, Simon Carter, Jane Steer, Public Governors NEPFT – Andrew Smith, Patrick Hamilton and Pippa Ecclestone.

Guest speakers: **Jennifer Thomas** – Acting Area Team Manager west Essex – CAMHS (Children & Adolescents Mental Health Services) – North Essex Partnership NHS Foundation Trust (NEPFT)

Stephanie Rea – Clinical Manager Community Services (Epping & Uttlesford) NEPFT

Dale Atkins – Head of Performance & Planning NHS West Essex

Petra Knight – Project Manager NHS West Essex – Summary Care Records

	Topic	Discussion	Action by who/ when
1	Welcome, Introductions & house-keeping	John Carr, Chairman, welcomed everyone to the meeting and explained what the LINK is and that this was the first time that the locality group had held a meeting in the town. Julie ran through the housekeeping arrangements for the venue.	
2	Declarations of Interest	None.	
3	CAMHS – Children & Adolescent Mental Health Services – Jennifer Thomas (NEPFT)	<p>John introduced Jennifer Thomas and Julie explained that Jennifer was asked to attend to address a concern of Linda Robinson's (Home-Start Uttlesford).</p> <p>Linda explained that she is receiving complaints from families that follow up appointments, after referral, are being cancelled with no explanation being given. Jennifer reported that the government target for tier 3 services (those provided by secondary mental health providers) is 12 weeks from referral and a multi-disciplinary team will discuss the initial assessment. If the case is urgent it will be followed</p>	

3	<p>CAMHS – Children & Adolescent Mental Health Services – Jennifer Thomas (NEPFT)</p>	<p>up quickly and then go on the treatment list. Jennifer offered to investigate whether particular families are being affected by appointment cancellations and mentioned that the ill health of one member of staff last year did have an impact on service.</p> <p>More mental health workers are needed in Uttlesford and this is being addressed this financial year with 5 more staff across west Essex but there are problems with accommodation. Uttlesford has 20% of the client group which is being referred to Harlow – families on benefits do get expenses reimbursed. At present the service has 1 room a day at Saffron Walden Community Hospital and sometimes there is access to a second room. However, 2-3 rooms will be needed when the new staff come into post.</p> <p>Jennifer explained that it is difficult for someone to step in if staff are sick as they are working therapeutically; relationships are built up. Two or three more suitable rooms are required between 9am and 5pm Monday to Friday. Jennifer explained what the room requirements were and attendees made local suggestions for Jennifer to pursue.</p> <p>Jennifer was thanked for attending the meeting.</p>	
4	<p>Development of mental health services for older adults in west Essex – Stephanie Rea (NEPFT)</p>	<p>John introduced Stephanie Rea.</p> <p>Stephanie explained that she covers (mental health) secondary care services (community and inpatient) for west Essex. In north Uttlesford the inpatient service is provided by the Cambridgeshire & Peterborough NHS Foundation Trust.</p> <p>The older people’s service covers two types of mental illness – functional and organic. Functional illnesses are those commonly suffered by adults of working age, eg. schizophrenia, bipolar disorder and depression. Organic illnesses are dementias of various kinds. Functional and organic illnesses require different care regimes and therefore separate wards. Apart from acute care, the primary function of the service is diagnosis and assessment. The Trust is responsible for services and assessments for carers. The Epping mental health unit has 2 wards – Roding (inpatient functional) and Kitwood (organic). North Uttlesford is served by Fulbourn Hospital. The Community Mental Health Team – CMHT - (social workers, community psychiatric nurses and psychiatric input) works from Epping, Harlow, Dunmow and Saffron Walden. Day services are provided from Epping. Outpatient clinics for south Uttlesford are provided through local residential care homes and at Dunmow clinic and outpatient services for north Uttlesford are provided at Saffron Walden Hospital. When a dementia diagnosis has been made, a patient can be referred by their GP to the memory clinic where sophisticated diagnostic investigations will take place.</p> <p>The NEPFT is working in partnership with the Alzheimer’s Society to deliver a new initiative in line with the Dementia Strategy – to commission Dementia Advisors. They are available at the point of diagnosis and can be seen at the time or later. They will give practical advice, sign post to other services and be available for follow up</p>	

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Development of services for older adults in west Essex – Stephanie Rea (NEPFT)

sessions. They will be based with the CMHT and will increase the knowledge of carers and everyone in the community and ensure that special needs are taken on board when a sufferer is in hospital. They will enable a timely and effective diagnosis and develop a wide range of services to meet individual needs.

Jacky Fitzpatrick (Uttlesford Alzheimer's Society) reported that 3 new Dementia Advisors will be employed from 1st June to cover Epping Forest, Harlow and Uttlesford. This is in addition to 5 support workers for Uttlesford. The advisor will make people aware of everything that is available from the point of diagnosis – in the past it was left to the individual to get information – now they will have support readily available.

Stephanie went on to say that the Trust wants to 1) develop a crisis service for older adults – one currently exists for working adults which helps prevent hospital admissions, 2) extend and enhance the memory service and 3) develop services for carers.

The following questions were posed:

Why does it take 6 months to get a visit from an occupational therapist for an 84 year old? It is unacceptable and not right that after 6 calls have to be made to social services, the daughter had to write an assertive letter to her MP after the GP and specialist nurses had made referrals.

Stephanie replied that clearer patient pathways are needed – social care partners need to increase their knowledge of this area of work.

You've hinted that parts of the service are under-developed - where are the deficiencies in Uttlesford? The quality is not questionable but the quantity is.

Stephanie commented that there is parity in Uttlesford in terms of community services - provider hubs sit outside Uttlesford and people are expected to travel in. Demand is growing and the Trust is able to meet that demand at the moment and it is projecting what demands will be in the future.

Who is looking at the projections?

The PCT – NHS West Essex – is involved in an advisory role and we are working with the commissioners to feed back demand.

Stephanie commented that it would be useful to have examples from the public of delays – where help has been sought and the need has not been recognised or the help was not adequate.

Stephanie's email address is: Stephanie.rea@nepft.nhs.uk or telephone her PA – Kelly Dean on 01279 827489.

Discussion followed on crisis resolution and the need for this to be available for older adults.

John thanked Stephanie for attending the meeting.

5	<p>Summary Care Records (SCR) – Dale Atkins (NHS West Essex)</p>	<p>John introduced Dale Atkins and Petra Knight.</p> <p>Dale explained that during March a letter and information leaflet, from the PCT chief executive, was sent to 235,000 west Essex residents regarding the Summary Care Records project. A 12 week consultation period ends on 5th June, allowing people to opt out though decisions are not set in stone. This is part of a national project – 1.3m records have already been created across the country and nationally the opt out-rate is less than 1%.</p> <p>More information can be found on the NHS West Essex website: http://www.westessexpct.nhs.uk/yourhealth/summarycarerecords.php</p> <p>The record is an electronic summary of parts of the patient record and covers repeat prescriptions, allergies and allergic reactions. This facility will enable access to patient information for staff working in A&E, walk in centres, ambulance services, and out of hours.</p> <p>Petra commented that issues around security may be of concern to people. Only authorised people can access the information (on the NHS central spine) and smart cards, with photo ID are provided that allow access to certain parts of the record dependant on job role. All PCTs have to have a privacy officer – NHS West Essex has 2. The smart card is the “signature” for the clinician and when accessed produces an audit trail for the privacy officer to see. Before the clinician can access the record, the patient has to give their authority and in the case of an unconscious patient, the clinician presses a special button which alerts the privacy officer. Only people involved in patient care can access the record – receptionists will have access to demographic rather than clinical information.</p> <p>The SCR is a secure electronic record which is accessed via a web portal and in the future it will be available to patients. An attendee remarked that the computer at her surgery had recently crashed and asked if the NHS spine would be able to cope. Petra replied that next year GPs are moving to a hosted IT system with a server off site so that there is less chance of failure and more back ups.</p> <p>Dale left leaflets and a frequently asked questions sheet for attendees to take away. John thanked Dale and Petra for attending.</p>	
6	<p>Health provision in Saffron Walden</p>	<p>John introduced Sue Sumner, Chief Officer UCVS, who explained that she is Chair of the Healthy Communities & Older People Group (HCOP) – part of the Uttlesford Local Strategic Partnership. Sue asked to be informed (via Julie) of gaps in services so that key issues for Uttlesford can be prioritised into an action plan. Sue commented that she had picked up on dementia services for older people and CAMHS from today’s meeting.</p>	
7	<p>Approval of minutes for previous meeting – 16th March 2010</p>	<p>The minutes were approved by Michael Walker and seconded by Andrew Smith.</p>	

8	Matters arising	<ul style="list-style-type: none"> • Page 4 item 6 matters arising – update on NNIC at PAH – Chris Hudson explained that all 5 Essex maternity units transfer neonatal babies to outside of Essex – most go to Addenbrokes and those born at Broomfield Hospital or Princess Alexandra Hospital (PAH) may also have emergency transfer to Addenbrokes. Premature babies born in the south of the district are sent to London. The locality group has concerns that PAH is sending babies further into London than is necessary. Chris reported that PAH has suggested that the LINK meets with the clinical staff and commissioners to take this forward. Chris also feels that the Maternity Services Liaison Committee should be represented at this meeting as they also have concerns. <p>John thanked Chris for his assistance with handling this situation which is helped by Chris being the LINK representative on the East of England Specialised Commissioning Group.</p> <ul style="list-style-type: none"> • Page 4 item 6 – Delivering high quality hospital health services for the people of north east London – Julie confirmed that the locality response had been sent for this consultation. • Page 5 item 8 AOB Julie confirmed that the draft annual report for PAH had been circulated to the membership for feedback by 9th April. • Page 6 item 8 AOB John reported that Linna Howard had followed up the locality’s request for speaking rights at board meetings and that a letter had subsequently been received from Gerald Coteman, Chairman PAH. Cathy Gooding will be the LINK representative. 	
9	Any other business	<ul style="list-style-type: none"> • John explained that self nominations would be sought for locality Chairman and 3 Vice-Chairmen (Epping Forest, Harlow & Uttlesford) at the AGM on 8th June. • John reported that the PCT is setting up a West Essex Diabetes Forum and meetings will be held all over the district. • A Stansted Mountfitchet resident asked for an update from the PCT on the provision of the new GP surgery and to inform the parish council of the response. 	JC
10	Dates of future meetings	<p>Wednesday 12th May 2010 7pm – 9pm Budworth Hall, Ongar Tuesday 8th June 2010 – AGM Park Inn Hotel, Harlow 7pm – 9pm Tuesday 13th July – Uttlesford area Wednesday 15th September – Epping Forest area Tuesday 12th October – Harlow Tuesday 9th November – Uttlesford area Tuesday 7th December – Epping Forest area</p>	