

ESSEX AND SOUTHEND LINK: SOUTH EAST ESSEX LOCALITY MEETING

Date and Time 10 March 2010 from 2.00pm – 4.00pm

Location Salvation Army Hadleigh Temple, 146-148 London Road, Hadleigh, Essex, SS7 2PF

LINK Support Staff Gill Dawson, Area Project Co-ordinator (notes)
 Sharon Cohen, Administration Assistant

Attendees: Harry Chandler (Chair), Eddie Camp (Vice Chair), Majzoub B Ali, Elaine Blatchford, Michael Bull, Linda Cook, Paul Beckers, Mary Beckers, Viv Barnes (NHS SEE), Beryl Furr (NHS SEE), Irene Grubb, Alan Grubb, Tony Hopper, Trevor Johnson, Lyn Kochen, Rosalind Matty, Denise Murphy (Rethink) Margaret O'Connor and John Sayer

	Topic	Discussion	Action
1	Welcome & Introductions	Harry welcomed everyone to the meeting.	
2	Apologies for absence	Kate Halliday (NHS South East Essex), Martin Emery (Southend Hospital), Barrie Andrews, Frances Cohen, Pat Dalton, Lynne Collins, Angela Garrard, Chris Gasper, Gareth Gault (St Luke's Healthy Living Centre), Nicky Hart (NHS South East Essex), April Lawlor (Essex County Council), Carol Orriss, Dave Poulten, Tony Wright and Jackie Brown (RRAVS). (belated apologies: Cliff Wallace and Hilary Lister).	
3	Declarations of potential conflict of interest	Eddie Camp: Governor Hospital Foundation Trust and member of Patient & Public Voice. Harry Chandler: member of Patient & Public Voice. Elaine Blatchford: member of Patient & Public Voice. Beryl Furr: Non Executive Director NHS SEE and Ambassador for Equalities at Home Office Tony Hopper: member of Patient & Public Voice and SSAFA (Soldiers, Sailors and Air Force Association) Michael Bull: Chair of Patient & Public Voice. Linda Cook: Part-time Voluntary work at Rochford Hospital.	
4	Minutes of previous meeting	a) To be agreed: The minutes of the meeting held on 10 February were agreed subject to the following clarification: <ul style="list-style-type: none"> • Page 3, Final Paragraph: Tony clarified that he had suggested that the 3 Surgeries in Westborough Road, Westcliff were, in fact, closer to the Leigh Primary Care Centre than to the proposed site in North Road Westcliff and that there was space in the Leigh Care Centre to 	

		<p>accommodate them.</p> <ul style="list-style-type: none"> • Harry asked members if they were happy with the style of minutes and members confirmed that they were. <p>b) Matters Arising:</p> <ul style="list-style-type: none"> • Page 3-4, Westcliff Primary Care Centre: Discussion continued around what would happen to the three GP surgeries in Westborough Road. Tony reiterated that they were closer to the Leigh Primary Care Centre than to the proposed site in North Road, Westcliff. Alan said that it was his understanding that none of the GPs in question had been approached. Leigh may be closer but some people are not physically able to get there. Tony said that the three single handed GPs were coming up for retirement and their surgeries were not DDA compliant and they would probably have to move anyway. In response to a question Beryl said that it was good to get a broader picture. Elaine said that there were a lot of questions asked about the Primary Care Centres at the previous meeting and that Beryl had agreed to pass these to Nicky Hart. In response it was noted that Nicky had arranged for Kate Halliday, Estates Services Planning Manager to attend this meeting to provide an update, but unfortunately Kate had since tendered her apologies. Viv said that the NHS SEE would pick up on the issues raised regarding Primary Care Centres. • Page 2, Summary Care Records (SCRs): Elaine asked Margaret if she had drafted a letter to SEPT regarding data protection and access to summary care records. Margaret said that she had not as we had a response from NHS SEE. It was agreed that Gill would recirculate the response. Several members had received letters seeking their agreement to 'sign up' to SCR's. Linda observed that the information was quite confusing for elderly people. Viv said that people could contact PALS and confirmed that they had received some queries. Discussion followed regarding the 'sharing' of personal information. John asked how many people were opting out to which Viv replied that it was too early to tell. It was also noted that if you wished to 'opt out' the responsibility was on you to request an 'opt out' form. Harry asked Beryl and Viv if the NHS SEE could do something to help clarify the situation with residents. In response it was suggested that posters in GP surgeries and/or a press release would be helpful. • Page 3, Hospital update: Martin Emery as unable to attend that last meeting and we were advised that he would provide a briefing paper to be attached to the notes of the meeting. Elaine asked if we had yet received the briefing paper. Gill advised that Martin had been on holiday and was now unwell. We would ask for a briefing on his return. • Alan Allman (Assistant Director DH Strategic Improving Information Programme): Harry advised Members that as Alan was unable to attend the last meeting he had been 	<p>Beryl Viv</p> <p>Gill</p> <p>Beryl Viv</p> <p>Gill Sharon</p> <p>Harry Gill</p>
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5	<p>SEE LINK Election (election date: 14 April 2010)</p>	<p>Harry presented the papers that had been circulated:</p> <ol style="list-style-type: none"> a. Notes of a committee meeting held on 12 February 2009 agreeing the structure (approved at a public meeting on 18 February 2009). b. Notes of a further committee meeting held on 22 February 2010 at which the process for forthcoming elections in April 2010 was considered. c. Draft Election Protocol & Procedures d. Current Member Representation e. Self Nomination Form for election of Chair, Vice Chair and Committee Members. <p>Harry explained that at the election last year we were short of one committee member, a member needed to be co-opted and this was agreed at the next public meeting. He added that this should be an option for us as it is allowed at countywide meetings.</p> <p>Margaret said that the 'Draft Election Protocol & Procedures' was not mentioned in the notes of the committee meeting held on 22 February 2010, when she had asked for it to be circulated to the committee. Gill and Sharon confirmed that it had been circulated to committee members for their meeting. Harry said that this document was considered by the Countywide Co-ordinating Group last year but not agreed or adopted.</p> <p>Tony said that he was puzzled as to why we had circulated a 'draft' document. Margaret said that she wanted it discussed as it had never</p>	

		<p>gone to the Countywide Co-ordinating Group for consideration. Tony replied that he had queried this document with Dr Nileema Vaswani, E&S LINK Project Manager. She in turn raised the matter with Ian Flack, E&S LINK Consultant and Peter Blackman, Chair of the Countywide Co-ordinating Group and they had advised that the draft document had been considered at a Countywide public meeting but was rejected.</p> <p>Trevor Johnson asked if E&S LINK had a countywide process for conducting elections. Harry replied that each locality agrees its own election process.</p> <p>The question of Postal Votes was then discussed. Harry said that we had agreed last year that only those in attendance at the meeting would be allowed to vote. Several Members expressed the view that all members should have the opportunity to vote whether or not they are able to attend the meeting.</p> <p>Irene proposed that we allow postal votes; this was seconded by Tony and unanimously agreed.</p> <p>The technicalities and timeframe of dealing with postal votes were discussed. It was noted that self nomination forms needed to be returned to the office by 5 April; they could then be circulated to all members on 6 April advising members that if they weren't able to attend the meeting and wished to vote they could submit a postal vote but emphasising that if they submitted a postal vote they could not also vote at the meeting. The meeting agreed that Gill and Sharon would provide the necessary administration arrangements for the election.</p> <p>Members agreed to adopt the notes of the two committee meeting held in February 2009 and February 2010 with an addition to allow postal votes for people who were unable to attend the public meeting.</p>	<p>Gill Sharon</p>
<p>6</p>	<p>Trust Progress Reports and Updates</p>	<p>a. Southend Hospital: A Member observed that we hadn't had an update from Southend Hospital at the last two meetings. It was noted that this was due to annual leave and sickness. Martin Emery would be giving an update and presentation at our next meeting. In the absence of Martin Emery there was no update provided by the Trust. Elaine Blatchford provided details of a meeting she had with Sarah Ballard-Smith (see also item 8).</p> <p>b. NHS SEE PCT: Viv Barnes reported as follows:</p> <ul style="list-style-type: none"> ● Strategic Plan for NHS South East Essex 2009-2014: The PCT was working on the revised strategic plan which should be ready by May/June. Margaret asked Viv to take note of the JSNA chapters which were coming out quickly now. ● Short Term 2010/2011 Plan: This should be available in March and will highlight the PCT's short term intentions. This can be shared with LINK members or they could have a presentation. ● Urgent Care Centre at Southend Hospital: There had been delays; there were issues around planning, etc. which were more complex than expected and they were now looking at completion in September rather than April 2010. The planning application is for a temporary building at the side of 	

		<p>A&E with a doorway through the waiting room in A&E.</p> <ul style="list-style-type: none"> ● Learning Disability Contract with GPS: This is an ongoing project to identify the number of patients with moderate to severe learning disabilities in South East Essex. GPs should identify patients on their lists with learning disabilities. Training will be available to all local practices. GPs will be required to undertake annual health checks for people on their registers with Learning Disabilities. ● Primary Care: The PCT was presently looking at the urban/rural distances patients have to travel to GP Surgeries. ● Alzheimer's Commissioning meetings with Elizabeth Palmer: It was noted that Linda Cook and Barrie Andrews were the LINK representatives on these meetings. Linda Cook had been unable to attend the last meeting. Linda asked for information about future meetings. Viv said that she would ask Elizabeth Parma to provide details. ● Additional Dental Services Hockley: Following a lengthy procurement process final recommendation was taken to the PCT Board in January. The Board agreed the procurement process and a new contract was offered. Whilst the procurement was being undertaken the PCT commissioned additional short term units of dental activity from the White Hart Lane Surgery; this arrangement is due to end on 31 March 2010, with the new provider starting in September. <p>The PCT is now seeking temporary cover for those patients who were being seen at White Hart Lane Surgery and this is likely to be delivered from Rayleigh. Viv confirmed that Ian Stidston, Director of Primary Care and Community Care would be meeting with Hockley Residents Association to explain the situation and that the PCT intends to write to all patients affected with details of the temporary arrangements. Michael Bull expressed his concern about the complete lack of communication. He was the patient representative on this group and none of this information had been relayed to him. Viv apologised and said that she would look into this.</p>	<p>Viv</p> <p>Viv</p>
7	<p>Progress Report on Projects / Outreach</p>	<ul style="list-style-type: none"> a. Hospital Discharge: Harry reported that they had undertaken about 50 surveys locally and countywide. b. Experience of Dementia Services: Harry said that the results of the surveys should be available in the next few weeks. c. Needs analysis (Chalkwell Ward Profile): Margaret said that this phase of the analysis should be signed off by the end of March. She had asked for a review of future CEMVO support for the project. d. Mapping Assets: Harry said that the map and database were complete and the final draft of the report should be complete by the end of March. e. Outreach update: Gill's written report was circulated detailing work in the following areas: <ul style="list-style-type: none"> ● Gypsies & Travellers ● Storehouse Community Centre ● NHS Health Service Trainers Launch ● Visual Disability Planning Group 	

		<p>f. Outreach Project: It was noted that this project had been agreed at the previous meeting.</p>	
8	Representatives': Reports / updates	<p>a. Elaine had attended a 'Quality Account for 2008-2009' meeting with Sarah Ballard-Smith at Southend Hospital. Elaine presented her written report which was tabled. She explained that the title was a little misleading as it was not about finances but quality of care and was not a report to the Care Quality Commission. This is part of a pilot scheme for the Strategic Health Authority, East of England and a maximum of 9 topics would be covered in the next year. For a copy of Elaine's report please contact the Southend Office.</p> <p>Elaine also drew Members' attention to 'The Look' Southend Hospital's newsletter, February 2010 which was tabled. Questions had been raised at the previous meeting regarding the new way of working on 15 medical wards. Elaine said that the article on the front-page addressed all of Members questions.</p> <p>b. Procurement of Dental Services, Central Southend: The PCT had asked for a LINK patient representative to join this group. Charles Cormack had put his name forward and it was agreed that he should represent our locality.</p> <p>c. East of England Ambulance Services – LINK regional working group: Members agreed that Tony Wright should represent our locality.</p> <p>d. Care of the elderly proposed committees (PCT/Councils joint review): Harry said that there would be 7 committees for which we would need representatives. Details will be provided in due course.</p> <p>e. County Co-ordinating Group and Terms of Reference: This should shortly be sorted.</p> <p>f. East of England regional cross border LINK proposal: Harry said that this proposal was still in discussion. He felt that it was not the right time to be contemplating cross border projects. Margaret concurred. It was noted that it would be voted on at the meeting on Thursday, 17 March 2010.</p> <p>g. Essex Social Care: Harry said he and Eddie were trying to set up a briefing meeting for the LINK from Essex County Council (ECC) Social Care. ECC had set up several social care forums and Harry had been informed that the LINK would be advised of future forum meeting arrangements.</p> <p>h. Southend Social Care: Harry said that there was to be a briefing meeting but it clashed with another appointment. He would request a further meeting with Southend Social Services.</p> <p>i. HOSC Children and Lifelong Learning: Irene said that there had been no further meeting since January.</p> <p>j. HOSC Adult Community Services: Eddie reported that the last meeting concerned 'Quality Accounts'. Performance reports as submitted to the PCT should be passed to the HOSC. Tony said that he had been to a meeting in Rochford recently and it was his feeling that HOSC should go to the PCT not the other way around. Viv replied that they do have a process in place for 'hot topics'.</p> <p>k. SEPT update: Alzheimer's: It was noted that Barrie and Linda had already been agreed as the LINK representatives. Margaret said that she</p>	<p>Charles</p> <p>Tony</p> <p>Harry</p> <p>Barrie</p>

		<p>had contacted Claire Lance, Services Manager, Alzheimer's Society, but no reply had been received. Linda volunteered to be the delegate for dementia and Michael Bull volunteered to represent learning difficulties. The delegates from SEE Locality Group to liaise with SEPT are Michael, Linda and Margaret.</p> <p>Meeting with SEPT, 09.03.10: Meeting between SWE Locality Group SEE Locality Group and the Countywide Mental Health and Substance Misuse theme group representatives and Patrick Geoghegan, Chief Executive which, as well as South Essex, includes Bedford and Luton Partnership Trust (BLPT). Representatives at Board meetings and Committees. This issue was discussed and agreed that LINKs were more than welcome to attend board meetings just like any other member of the public and that, like other members of the public, we will be given a chance to raise any issues or questions. If possible, questions to be sent in prior to the meeting, as it would give others an opportunity to ensure an appropriate response. We also agreed that, if possible, it would be good to have the same person attend the meetings for continuity purposes. Apart from the four board meetings per annum, there were boards of governors and constituency meetings that LINK members, as well as delegates were welcome to attend. Margaret said that she would circulate dates to LINK delegates and members as soon as possible.</p> <p>Mike Waddington's successor, Debbie Dunning has been appointed as Director of Public and Patient Involvement. Debbie will be in post within the next couple of weeks and one of her main objectives will be to meet up with organisations such as LINKs.</p> <p>Bedford and Luton Partnership Trust (BLPT) LINKs contact has been made with the Chief Officer of Luton LINKs, Nizar Mohammed. The Care Quality Commission (CQC) highlighted that it would be the LINK in the catchment area where the majority of services are provided who will make the declaration to the CQC. Patrick stated that it will be South Essex LINKs who will be making the declaration but it is important that Bedford and Luton LINKs are also involved. South Essex and Beds & Luton representatives need to meet.</p> <p>The CQC ratings on Access to Community Services, Drug & Alcohol Services plus the service users' survey and also the Dementia Services were briefly discussed. Concerns about partnership working were raised. Often organisations 'work in silos'. It was agreed that LINK representation on Commissioners joint strategy groups should strive to address this issue.</p> <p>Margaret would contact Sally Morris, Director of Operations and Phillip Howe, Director of Partnerships for further information on these services, to be the subject on the agenda for future quarterly meetings and / or SEPT LINK sessions.</p> <p>Patrick ended the meeting by offering his full support in terms of the provision of written evidence if required and that we should contact him directly if any difficulties are experienced by LINK that</p>	<p>Linda</p> <p>Michael Linda Margaret</p> <p>Margaret</p> <p>SE and BL LINK Reps to meet</p> <p>Members</p> <p>Margaret</p>
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		have not been possible to overcome through the usual channels. He thanked the LINK delegates for the interest shown in Mental Health and Learning Disabilities.	
9	Consultations	<p>a. 'The future of community services in mid and south east Essex': submitted.</p> <p>b. 'Car Parking in the NHS': submitted. Discussion ensued about parking in residential streets around Southend Hospital. Harry suggested that if people had problems they should write to Cllr Anna Waite.</p> <p>c. Proposals to implement generic substitution in primary care': Hilary Lister, LINK representative. Closing date: 30.03.10</p> <p>d. 'Southend Together Engagement Strategy': Harry said that we had missed the closing date (07.03.10) but that they had agreed to accept a late submission. Members agreed for Harry to submit a response on their behalf.</p> <p>e. 'Your Choice of GP': This consultation document was tabled. Closing date: 28 May 2010.</p>	Hilary Harry
12	Any Other Business	<p>a) Linda referred to Care Home Registration and Infection Control. Linda suggested that a representative from the Care Quality Commission (CQC) should come and speak to our locality group. Lyn said that they had spoken to the Enter & View Group and it was very helpful. Margaret said they were in a state of transition and it would be best to wait a couple of months before inviting them.</p> <p>b) Alan referred to a press article in which it stated that a £2.00 a day heart pill was too expensive, but it could save lives. Viv & Beryl said that they would look into this.</p> <p>c) Alan Grubb also raised concerns that 'Fast Responders', sent ahead of ambulances, were not as qualified as ambulance crew. Viv said that she would look into this.</p>	Invite CQC after May Viv Beryl Viv
13	Details of next meeting	Wednesday, 14 April, 2.00-4.00pm, Committee Room 10, Civic Centre, Victoria Avenue, Southend on Sea, Essex, SS2 6ER	