

MINUTES

ESSEX AND SOUTHEND LINK: SOUTH EAST ESSEX LOCALITY AGM

Date and Time **14 April from 2.00pm – 4.00pm**

Location **Civic Centre, Victoria Avenue, Southend on Sea, Essex, SS2 6ER**

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

Attendees: Harry Chandler (Chair), Eddie Camp (Vice Chair), Ian Flack, Majzoub B Ali, Elaine Blatchford, Michael Bull, Linda Cook, Irene Grubb, Tony Hopper, Vic Tassell, Julie Lockhart, Gareth Gault, Celia Clark, Trevor Johnson, Lynn Kochen, Andrew Kochen, J Barrie Andrews, Denis Garne, Chris Gasper, Dave Poulten, Rosalind Matty, and Tony Wright), Michael Blackwell (Chair, Mid Essex, Locality), Sharon Wheeler, Southend Borough Council, Nicky Hart (NHS) SEE Beryl Furr (NHS SEE), Martin Emery, Southend Hospital.

	Topic	Discussion	Action
1	Welcome & Introduction	Harry welcomed everyone to the meeting.	
2	Apologies for absence	April Lawlor (ECC), Rosalind Matty, Peter Stroudley, Frances Cohen, Cliff Wallace and Hilary Lister.	
3	Declarations of potential conflict of interest	<p>Eddie Camp: Governor Hospital Foundation Trust and member of Patient & Public Voice.</p> <p>Harry Chandler: Member of Patient & Public Voice.</p> <p>Elaine Blatchford: Member of Patient & Public Voice.</p> <p>Beryl Furr: Non Executive Director NHS SEE and Ambassador for Equalities at the Cabinet Office</p> <p>Nicky Hart: NHS SEE</p> <p>Gareth Gault: Member of Patient & Public Voice, HOSC and SAVS Trustee</p> <p>Tony Hopper: Member of Patient & Public Voice and SSAFA (Soldiers, Sailors and Air Force Association)</p> <p>Michael Bull: Chair of Patient & Public Voice.</p> <p>Linda Cook: Part-time Voluntary work at Rochford Hospital.</p> <p>Sharon Wheeler: Southend Borough Council, LINK contract</p>	

4	Minutes of previous meeting	<p>a) To be agreed: The minutes of the meeting held on 10 March were agreed subject to the following clarification: Page 6, 8a: Line 5 to read: ‘care and is not a report to the Care Quality Commission’ Page 6, 8j to read: ‘Performance reports as submitted to the PCT should be forwarded to the HOSC’. Page 4, 6a: 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 this meeting.</p> <p>b) Matters Arising:</p> <ul style="list-style-type: none"> • Phlebotomy Services: Harry said that he had recently received reports that the service was not working as well as we had thought. Discussion ensued and members depicted their own experiences of the service. It was generally agreed by those with experience that waiting times for appointments varied dependent on which clinic people wished to attend. Tony said that he had telephoned the booking line and had been answered in 3 minutes. Nicky advised that if anyone needed an urgent appointment they could go to the hospital and wait to be seen Harry asked if it would be helpful to provide information on people’s experiences to the PCT. Nicky confirmed that it would be useful. Nicky added that the PCT had a meeting arranged with the hospital to discuss phlebotomy services. <p>Post meeting note: Tony Hopper has subsequently had a meeting with the John Gilham, Chief Executive and John Bruce, Chair, Southend Hospital and suggested that when a clinic has a long waiting list that the operator gives advice of another clinic with a shorter waiting time.</p>	All
5	Election – Chairs Remarks	<p>Harry said that this meeting marked the end of the year of office for the present Committee, the Chair and Vice Chair. The next step would be for the meeting to elect a new Committee, Chair and Vice Chair.</p> <p>Introducing Michael Blackwell, Chair of E&S, Mid Essex Locality Group Harry explained that he would stand down and Michael would take the chair during the election process.</p> <p>Harry said that he had decided not to stand for Chair at this election. He said that LINK had been funded by Central Government and we are in our final year of funding. The future is uncertain. The Host provides staff, accommodation, office equipment and furniture etc, and it would be difficult for the LINK to operate without a satisfactory Host. Referring to Patient and Public Involvement Forums, the predecessor to LINK, Harry said that they collapsed at the end of the contract. He said that he would write to his MP and if members were interested in keeping the LINK he suggested that they too might wish to contact their MPs.</p> <p>Harry expressed his thanks to all Members, Vice Chair, Steering Committee Members, Gill, Sharon and Partners in south east Essex. He also thanked, Nicky Hart, Beryl Furr, Katherine Kirk and Andrew</p>	All

		<p>Pike (NHS SEE), Martin Emery, John Gilham and John Bruce (Southend Hospital), Mike Waddington, Patrick Geoghegan and Lorraine Cabel (SEPT). Thanks also to Pauline Holroyd, and April Lawlor, ECC and Sharon Wheeler and Derek Sleight, SBC. Harry added that we had had a lot of support locally.</p> <p>It was his intention to remain involved with LINK, especially with regard to Care of the Elderly. He added that following issue of his draft reports on 'Dementia' and 'Hospital Discharge' he had been asked by ECC to extend these surveys to include more residents living in the districts of Castle Point and Rochford. Members agreed that reports should be extended.</p> <p>In conclusion Harry thanked everyone for their help and support during the past year.</p>	
6	<p>Annual Report April 2009 – March 2010</p>	<p>Harry presented the Annual Report and highlighted the following:</p> <p>As a result of the work of members, improvements to the following services were made by the appropriate Trusts.</p> <p>Phlebotomy Services: Members received adverse reports about the services; that changed to compliments after 1st April, 2009. We are now receiving complaints again. The hospital and the PCT are looking into the matter.</p> <p>Hospital Eye Clinic: This has been a longstanding concern. Complaints were not about clinical care but about the clinic environment and lengthy waits. These complaints were raised with the hospital and some improvements were made but not sustained. Martin Emery said that national feedback supported this and improvements were needed.</p> <p>Post meeting note: Tony Hopper raised these problems at his meeting with John Gilham, Chief Executive and John Bruce, Chairman, Southend Hospital. They were aware of the problems which had involved staff vacancies and difficulty in recruitment to non-consultancy grades. The vacancies are now covered.</p> <p>Hospital Food: Harry was pleased to report that since the introduction of Steamplivity' food had greatly improved and improvements had been sustained. Eddie said that he had participated in a Patient Environment Action Team (PEAT) visit and confirmed that the food was good.</p> <p>Southend Hospital Car Parking: Harry said that the situation previously was very bad, with people queuing to get into the car parks. The issue had been raised repeatedly with the hospital and PCT. Action was taken by the hospital management and patient car parking is now much improved.</p> <p>Reduction in Older People's Mental Health Continuing Care Beds: We were initially concerned at the lack of information provided and were anxious that the residents of south east Essex occupying these beds were not affected adversely by the proposals. Issues were discussed with SEPT and the PCT and members were satisfied that the proposals would not disadvantage vulnerable patients.</p> <p>Dementia Work Plan: Members were concerned that the proposed dementia work plan for south east Essex was not underpinned by a south east Essex dementia Strategy. LINK raised this with the PCT and Southend Borough Council. Members joined the dementia</p>	

		<p>commissioning workshops and the Joint Dementia Strategy Group and we understand that a strategy is now being developed.</p> <p>Projects completed: Please see minute item 7.</p> <p>Projects planned for 2010 / 2011:</p> <ul style="list-style-type: none"> • Continuation/conclusion of stage 1a of the south east Essex needs analysis project. Analysis of Chalkwell ward data in the public domain. • Outreach to the hard to reach groups as part of a countywide project. This is a countywide initiative and this project will take over the project approved for south east Essex. • Member support to Southend Borough Council and Essex County Council re transformation of social care • Patient and public experience of infection control (especially Clostridium Difficile and MRSA) in care homes in south east Essex. Nicky Hart said not only care homes but in general. Linda said that she wouldn't be involved in this via the LINK. • Qualitative analysis of patient experience of dental care. Harry said that CEMVO would provide a focus group on dental services. Nicky Hart asked how they would recruit to the group, a discussion group may be better. Martin agreed with Nicky. Ian said that we may need ethical clearance for this project. • Access to local General Practitioners. • Assistance to the PCT, Southend Hospital and South Essex Partnership Trust (SEPT) and local councils in Care of the Elderly. <p>Harry then briefly referred to the following items:</p> <ul style="list-style-type: none"> • Member representation at NHS Board Meetings and other local groups. • Member representation on the Essex and Southend LINK committees • Member representation on the Essex and Southend LINK regional group • Member representation on health and social care committees • Response to Consultations during the past year. • Involvement with the Care Quality Commission • Donations: Eddie Camp provided the LINK with donations to be used for the work of the south east Essex locality group. Linda Cook commended Eddie on his generosity and this was seconded by several members. <p>Subject to minor amendments Members agreed the Annual Report</p>	
7	<p>Approval to Publish Project Reports</p>	<p>Projects Completed:</p> <p>Harry presented the four reports which were tabled:</p> <ul style="list-style-type: none"> • 'Patient Experience of Hospital Choice and Dental Services' • 'Recording and Mapping Health and Social Care Assets by south east Essex Electoral Wards' • 'Dementia Carer Survey – the effectiveness of local health and social care services' • 'Survey of Patient Choice of Hospital and Access to Dental Services in Canvey.' <p>He said that that we had received significant support in producing the</p>	<p>Harry</p>

		<p>reports. The Hospital Discharge and Dementia surveys would be extended to include Castle Point & Rochford.</p> <p>Linda said that she believed that we needed ethical approval for some of the work that we had undertaken, adding that this had been raised by SEPT. Ian said that ethical approval was only needed in certain instances and he had been advised by the PCTs that it was not a requirement for any of the work we had done to date.</p> <p>If anyone would like hard copies of the reports please contact Gill or Sharon.</p> <p>Elaine said that she would like a copy of the Hospital Discharge Report.</p> <p>Barrie Andrews suggested that, to save postage, we could bring hard copies to the next meeting.</p> <p>Beryl asked that we make the reports available to the PEPI group. Ian said that we could also put the reports on the website.</p> <p>With regard to distribution, copies would be sent to ECC, SBC, Strategic Health Authority, Southend Hospital, PCT and SEPT. If anyone had any other suggestions please contact Sharon or Gill.</p> <p>If members wished to comment on the reports they were asked to let Gill or Sharon know within on week.</p> <p>Harry asked if, subject to minor amendments, members were happy for the reports to be published. Members agreed.</p> <p>Work in progress</p> <p>'Pilot Profile of Chalkwell Ward': Harry reported that Margaret had a meeting on 20 April, at which she hoped to sign off the report on this project.</p>	<p>All Members</p> <p>Gill / Sharon</p>
8	Hockley Dentistry	<p>Harry said the Chairman of Hockley Resident's Association had contacted LINK, expressing resident's concern about dental services. He wanted to be clear about our responsibility in this matter. Harry said that he had asked a number of questions of the Chairman relating to 'evidence' that the residents had experienced unsatisfactory services. In his response the Chairman had provided no evidence of residents' dissatisfaction. The questions and response were discussed at the last Steering Committee meeting and members had agreed to recommend to SEE LINK that, without evidence we were not in a position to pursue this on behalf of Hockley residents.</p> <p>Harry therefore asked Members if they were in agreement with this recommendation. Members agreed.</p>	
9	Progress Reports and Updates	<p>Southend Hospital – Martin Emery gave a presentation on 'National Outpatient Department Survey 2009 – Turning Patient Feedback into Service Improvement' Martin said that their objective was to be in the top 20% of NHS Trusts. . A copy of Martin's presentation is attached.</p> <p>In response to a question Martin said that the waiting times quoted were in relation to outpatient clinics.</p> <p>With regard to the Eye Clinic they acknowledged that there were problems and had moved someone in to oversee improvements. Linda observed that the eye clinic in Orsett was first class.</p> <p>Responding to a further question Martin confirmed that the surveys</p>	

		<p>were broken down to individual clinics. Martin said that the sampling technique was set by the Department of Health nationally and there was a random selection. Harry asked if individual clinic information was available and Martin said that he would get back to LINK. When asked when the next survey would be undertaken Martin said that they would be held to account locally and report to directors quarterly.</p> <p>LINK had a meeting with Jan China about signage and car parking and other issues: Martin's written response to questions raised at that meeting were tabled.</p> <p>In conclusion Martin said that he was sorry that Harry was standing down as Chair and thanked him for his hard work.</p> <p>NHS SEE PCT: Nicky Hart reported as follows:</p> <p>Urgent Care Centre: There had been a delay in the opening of the Centre and it had now been delayed from April to September 2010. Christine Ratcliff would attend the SEE LINK meeting in May to give an update.</p> <p>NHS SE Essex: 'Your guide to local health services 2009/10': Every household should have received a copy of this comprehensive guide. Nicky asked members to let Sharon or Gill know if they had not received a copy.</p> <p>Summary Care Records: At the last meeting members had asked the PCT to advertise the summary care records and advise people where they could obtain advice. Nicky said that in response they had sent posters to all GP surgeries but it was up to the surgery whether or not they were displayed. She urged people to call PALS if they experienced any problems.</p> <p>Nicky asked for volunteers for the following projects:</p> <ul style="list-style-type: none"> • Osteoporosis and falls prevention • Dermatology • Carpel Tunnel <p>Infection Control: Nicky tabled a briefing paper on infection control. A copy is available on request. Nicky said that what they would now like to do, if agreed by this meeting, is to work with one or two representatives from LINK, in conjunction with other patient representatives, to set up a Task & Finish group to review and produce a leaflet on living with or caring for someone with c.diff. Through this leaflet, media articles and training it is hoped to further reduce the number of infections and re-infections. If this is successful, they would then like to do the same for MRSA and Norovirus.</p> <p>In conclusion Nicky Hart thanked Harry and said that it had been a pleasure to work with him.</p>	<p>All</p> <p>All</p>
10	Representatives' Reports and	<p>a. SE Essex list of LINK representatives: A list was circulated with the agenda but in light of recent changes it was noted that this would need to be updated and brought to the next meeting.</p>	Gill

	<p>Updates</p>	<p>b. Southend Hospital – Quality Accounts: Elaine said that as previously reported they would be looking at 9 topics in the next year.</p> <p>c. Community Pharmacy Services: In the absence of Hilary Lister a report would be requested.</p> <p>d. Dental Services, Central Southend: In the absence of Charles Cormack Nicky said that the procurement group had been agreed and a timetable of meetings would be circulated in a couple of days.</p> <p>e. East of England Ambulance Services: Tony Wright was pleased to report that Peter Blackman, Co-ordinator, Countywide Co-ordinating Group, Essex & Southend LINK had set up a LINK East of England regional ambulance service working group. He added that we are now in our third year and he wished it had been done sooner. Linda said that she had heard lots of complaints about the EOE Ambulance Services. Other members said that they had heard only praise. Harry asked Linda to pass on any complaints to Tony.</p> <p>f. HOSC Children and Lifelong Learning (Eddie deputised for Irene at this meeting).</p> <p>g. HOSC Adult Community Services: Eddie said that the outcome of both of these HOSC meetings was the same. There had been an area-wide HOSC meeting from which there was a proposal that health and social care scrutiny should be devolved to district councils and not to ECC. If agreed this would facilitate easier consultation between SEE NHS PCT, i.e. Castle Point, Rochford and Southend councils.</p> <p>h. SEPT update: In the absence of Margaret O'Connor there was no SEPT update.</p>	<p>Gill</p> <p>Linda</p>
<p>11</p>	<p>Consultations</p>	<p>‘Your choice of GP Practices’ closing date 28 May 2010: Harry advised members to respond to this consultation document but to be mindful of the implications of patients potentially registering with a GP almost anywhere. Mr Ali was concerned at the length of the document and other members concurred. Harry said that he had asked CEMVO for a briefing paper on this consultation.</p>	<p>All</p>
<p>12</p>	<p>Election Process / Handover to new Chair, Vice Chair and Committee Members</p>	<p>Harry stood down from the Chair and handed the chair of the meeting to Michael Blackwell, Chair, Mid Essex locality, LINK.</p> <p>Eddie thanked Harry for his hard work over the past 2 years.</p> <p>Elaine also expressed a formal note of thanks to the Chair, Vice Chair and Committee members for all of their hard work.</p> <p>Michael took the Chair to conduct the election process. He reported that, as circulated with the agenda, we had received one nomination for Chair (Tony Hopper), one for Vice Chair (Eddie Camp) and two for committee members (Irene Grubb and Michael Bull).</p> <p>As there was no contest for positions Michael asked for a show of hands:</p> <p>Tony Hopper, Chair: 16 in favour, 0 against and 5 abstentions</p>	

		<p>Tony Hopper was duly appointed Chair</p> <p>Eddie Camp, Vice Chair: 21 in favour, 0 against and 3 abstentions</p> <p>Eddie was duly appointed Vice Chair</p> <p>Tony Hopper said that we had only had two self nominations for Committee Member but since the circulation of the papers he had been approached by two other people who would like to stand, Tony Wright and Alan Grubb. Dennis Garne had now also expressed an interest. As agreed at the last meeting, anyone expressing an interest at this meeting would be co-opted and asked to submit a self nomination form prior to the next meeting when, if more than three nominations, a further election would take place.</p> <p>Michael then asked for a show of hands for the two committee members:</p> <p>Michael Bull, Committee Member: 22 in favour, 0 against 1 abstention.</p> <p>Michael Bull was duly appointed Committee Member.</p> <p>Irene Grubb , Committee Member: 22 in favour, 0 against, 1 abstention.</p> <p>Irene Grubb was duly appointed Committee Member.</p> <p>Michael Blackwell handed over to Tony Hopper, Chair.</p> <p>Tony Hopper thanked Members and said that Harry would be a hard act to follow. He said that he had been involved with the LINK for about 7 months and he initially became involved due to Phlebotomy Services. His past experience over the years has been a considerable amount of business management; experience in retail, etc. He was looking forward to working hard over the next twelve months and would try hard to ensure that we carry the Essex & Southend LINK forward. Tony said that he was looking for total transparency and should anyone have any problems please bring them to his attention.</p> <p>Finally Tony reminded members that those who wished to self-nominate for Committee Members should submit their forms to Sharon or Gill.</p>	
13	Any Other Business	<p>a. Topics for Presentations: Tony referred Members to a list of suggested topics for future presentations which was previously circulated. Gill confirmed that it had been circulated with requests for suggestions but there had been no response. The list would be re-circulated.</p> <p>b. HOSC Children & Lifelong Learning: Eddie said that they too were looking for ideas for presentations. Any suggestions would be welcome.</p> <p>c. SE Essex List of LINK Representatives: Tony said that in view of recent changes this list would need to be reviewed and he would hold a Committee meeting shortly.</p> <p>d. Essex & Southend LINK, AGM, 16 June, 2010, 1.00-5.00pm: Ian</p>	<p>Gill</p> <p>All</p>

		<p>reminded Members that the E&S LINK AGM would be held at the Cliffs Pavilion, Southend on Sea. As well as the business meeting there would be a presentation on Mental Health and Substance Misuse. Ian strongly urged Members to attend.</p> <p>e. Signage for St Luke’s Walk-in Centre: Tony said that the signage on Eastern Avenue and Royal Artillery Way was non-existent. Gareth said that this was not his responsibility but he would feed back Tony’s comments. Gareth added that the centre was well sign-posted on Bournemouth Park Road, Hamstel Road and Cluny Square.</p> <p>f. Long Agendas: Elaine said that the agendas were too long and meetings tended to over-run.</p> <p>g. Venue for next meeting: Barrie Andrews expressed concern that the Hollywood, Shipwright’s Drive, Thundersley, was difficult to access by public transport.</p>	<p>All</p> <p>Gareth</p> <p>Chair</p>
13	Details of next meeting	<p>Wednesday, 12 May, 2.00-4.00pm at The Hollywood, 140 Shipwright’s Drive, Thundersley, Benfleet, Essex, SS7 1RF</p>	