

DRAFT MINUTES

ESSEX AND SOUTHEND LINK: SOUTH EAST ESSEX LOCALITY AGM

Date and Time **12 May 2010, from 2.00pm – 4.00pm**

Location **The Hollywood, 140 Shipwrights Drive, Thundersley, Essex, SS7 1RF**

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

Attendees: Tony Hopper, Chair, Eddie Camp, Vice Chair, Majzoub B Ali (part of the meeting), Mary Beckers, Paul Beckers, Frances Cohen, Linda Cook, Vic Tassell, Denis Garne, Chris Gasper, Charles Newman, Ron Kennedy, Margaret O-Connor, Dave Poulten, John Sayer, Tony Wright, Ian Flack, Duncan Taylor, Southend Borough Council (SBC), Sharon Wheeler, SBC, Martin Emery, Southend Hospital, Nicky Hart, NHS SEE, Christine Ratcliff, NHS SEE, (for part of the meeting) Dave Fazey, NHS SEE (for part of the meeting), Jenny Mazerelo, NHS SEE (for part of the meeting)

| | Topic | Discussion | Action |
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| 1 | Welcome & Introduction | Tony welcomed everyone to the meeting. | |
| 2 | Apologies for absence | Barrie Andrews, Elaine Blatchford, Jackie Brown, Michael Bull, Harry Chandler, Celia Clark, Beryl Furr, Alan Grubb, Irene Grubb, Hilary Lister, Rosalind Matty, Simon Morton, Cliff Wallace, Tony Wright and Pat Dalton. | |
| 3 | Declarations of potential conflict of interest | Please see the attached list and note that a register will be available in the LINK office. Members were asked to please check the list and let Sharon or Gill no if they would like any other 'interests' registered. | All |
| 4 | Minutes of the Previous Meeting | <p>a. To be agreed: The notes of the meeting held on 14 April 2010 were agreed.</p> <p>b. Matters arising:</p> <p>Page 2 - Phlebotomy Services: With regard to booking an appointment Tony H said that he tried two different lines on the first he got through in three minutes and on the second in for minutes. Nicky said that if anyone wanted to report back to her please do so. Ron said that there weren't any appointments available at his surgery for a few day; he went to Southend Hospital at 7.50am and was out within twenty minutes. Tony H referred to his meeting with John Gilham, Chief Executive and John Bruce, Chair, Southend Hospital. He said that he had suggested that when a clinic has a long waiting list that the operator provides information on other clinics with shorter waiting times.</p> <p>Page 6, Summary Care Records (SCRs): Tony H said that he</p> | |

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| | | <p>had mentioned SCRs to his garage mechanic but he knew nothing about them. The following day he told Tony that he had asked his wife and she said that only one person out of their family of five had received a letter. Nicky said that letters did go out a couple of months ago and perhaps people had overlooked receipt.</p> <p>Page 6, Osteoporosis and falls prevention: Nicky reminded members that she still needed volunteers for this project. Mary Beckers put her name forward.</p> <p>Page 1: Declarations of Interest: Ron expressed concern that declarations of interest would not be sought at the beginning of each meeting. Tony said that we would keep a register in the office. Gill confirmed that she would circulate a list with the agenda for each meeting.</p> | Gill |
| 5 | Election of Steering Committee | <p>Tony H said that at the last meeting we had two self nominations for Committee Members, Michael Bull and Irene Grubb who were both appointed. At that meeting three other people expressed an interest, Tony Wright, Alan Grubb and Denis Garne and it was agreed that they should be co-opted and asked to submit a personal profile to this meeting. The invitation to self-nominate for Committee Members was opened up again to all Members and we had now also received a self nomination form from Vic Tassell. Tony H therefore proposed that all four applicants be appointed as Committee Members. The proposal was seconded by Ron Kennedy and Paul Beckers.</p> <p>Members were asked for a show of hands in support of the proposal. Thirteen members were in favour and there were 3 abstentions.</p> <p>Tony Wright, Alan Grubb, Denis Garne and Vic Tassell were duly appointed Committee Members.</p> | |
| 6 | Member Representatives | <p>An updated list of proposed SEE LINK representatives was circulated.</p> <p>Care of the Elderly Committees: Nicky said that she wouldn't need representatives for all of the seven Care of the Elderly Committees; other people would also be involved. Nicky would keep us informed.</p> <p>Westcliff Primary Care Centre: Three names had been put forward and Nicky said that the PCT would only need one representative on the group. We would need to agree one representative.</p> <p>Community Care: Frances Cohen said that community care needs a great overhaul. Her personal experiences of Red Spot since her accident had not been good; they were not a good provider. Nicky said that Red Spot was an independent care agency.</p> <p>Tony H asked for clarification on social care and community care. Sharon referred to 'Transforming Community Care' which must be up and running by 1 April, 2011. There was presently a review of care of the elderly reviewing lots of different streams, different ways and collaboration.</p> <p>Nicky and Sharon W agreed to speak to Frances after the meeting.</p> | <p>Nicky</p> <p>Committee</p> <p>Nicky and</p> |

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| | | <p>Dementia Carers Survey: Eddie Camp referred to Harry Chandler's survey which needed to be extended to include more carers from Rochford and Castle Point. He urged people to contact Gill or Sharon if they knew of anyone who would be willing to be interviewed.</p> <p>JSNA: Margaret said that there should be two representatives on this group but since the resignation of Judith Wright she was the only representative for E&S LINK. Linda said that she would be willing to represent SEE Locality, but it was felt that this should be someone from one of the other localities. Duncan said that he would put in a request to the Countywide group. Sharon suggested he could do this through her as she minutes the meetings.</p> <p>Subject to minor amendments the list was unanimously agreed (3 abstentions). Amendments would be made and the list re-circulated.</p> | <p>Sharon W</p> <p>All</p> <p>Duncan / Sharon C</p> <p>Gill</p> |
| 7 | <p>Presentation on 'Pilot Profile of Chalkwell Ward'</p> | <p>Margaret, Linda and Duncan gave a presentation on the group's 'Pilot Profile of Chalkwell Ward – Using quantitative data to establish the health and social care needs of a locality'. A copy of the presentation is attached to these minutes. Three reports were circulated copies of which are available on request from the SEE locality office:</p> <ul style="list-style-type: none"> • 'Pilot Profile Chalkwell Ward' – Full Report • 'Pilot Profile Chalkwell Ward' - Summary Document • 'Pilot Profile Chalkwell Ward' – The History of Health Information <p>Margaret said that for the next stage of the project they would need volunteers who live in Chalkwell to help collect information on the local 'voice'. She would also welcome non-Chalkwell residents who were willing to help with the project.</p> <p>Linda stressed the importance of getting correct data for commissioning purposes. She initially thought that Chalkwell was quite a wealthy ward but was surprised to find that it had a large amount of deprivation.</p> <p>Duncan thanked the group for involving him in the project; Linda also added her thanks to Margaret.</p> <p>Sharon W thanked the group and said that it would be good to get people's views.</p> <p>Following the presentation Margaret, Linda and Duncan answered members' questions.</p> <p>Vic asked if there were plans to extend the project to the rest of the wards in Southend. Margaret said that the summary document would act as a template that could be used for other wards.</p> <p>Tony H thanked the group on behalf of the SEE LINK, but wondered how they were going to move the project forward? It was his understanding that it would need to go forward under a different auspices. Margaret replied that the group would be meeting on 2 June and they would like Chalkwell residents and volunteers to take this on</p> | |

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| | | <p>to the next stage; need team work and officers support.</p> <p>Ian said that at the outset about £8,500 was allocated to the project and there was probably about £5.500 left. He had been in negotiation with Anglia Ruskin and Southend Universities with the view to getting graduates/under graduates to volunteer, with a fee, to help with research and data. Margaret asked if she could be included in these discussions. Ian said that at the moment he had negotiated with regard to other projects but not this one.</p> <p>If anyone would like to help with the project Margaret asked them to please contact Gill or Sharon.</p> <p>Please note that later on in the meeting Margaret asked for approval to take this project to the next stage. Ron Kennedy put forward the proposal and this was seconded by Mary Beckers. Members agreed.</p> | All |
| 8. | Trust Reports & Updates | <p>Southend Hospital:</p> <p>Martin Emery said that John Gilham, Chief Executive would be retiring at the end of the financial year. John Bruce, Chair had agreed to stand until 31 November 2011 to allow for a hand-over period with the new Chief Executive.</p> <p>Since our last meeting Martin said that he had received several emails expressing concern regarding the refurbishment of the A&E Department and the WRVS café. He said that the Trust had invited tenders for the PFI contract but the WRVS did not submit a tender. Tony H said that the WRVS donated £80,000 per year to the hospital and the contract with the private company would be for a £3m refurbishment which wouldn't cost the hospital anything.</p> <p>Majoub expressed concern because the experience of the WRVS may deter others from volunteering. In response Ron said that the hospital had 300 other opportunities for volunteers and they were always welcome, even if just for an hour a week. Ron added that the Chair had met with the WRVS to explain the situation. Martin said that he would contact Christine Miller and ask her to circulate to the WRVS details of alternative voluntary work within the hospital.</p> <p>Chris asked about price restrictions in the new cafeteria? Martin said that he would enquire and let us know. Ron Kennedy said that the restaurant on the first floor would still be open.</p> <p>Martin then reported that the Trust would be involved in five national patient surveys this year: Maternity; Cancer; Neonatal Care; Inpatients and Outpatients.</p> <p>Dave Poulten suggested that the hospital should forward press releases to the SEE locality offices for circulation in the same way as the PCT. Martin said that he would make this suggestion to their communications department.</p> <p>NHS SEE PCT:</p> <p>Urgent Care Centre (UCC), Southend Hospital: Christine Ratcliff gave an update on the progress of the UCC. She said that the opening had been delayed and was now expected to be 1 December 2010.</p> | <p>Martin</p> <p>Martin.</p> <p>Martin</p> |

She explained that they needed the service model to be correct and that it was hugely complex. They now had a detailed action plan (building in one month contingencies) which would go through to planning on 4 June, 2010. They would be using the same computer systems as GPs to ensure consistency.

In response to questions Christine said that the UCC would be open 365 days a year and that all patients who walk/wheelchair into A&E will be seen immediately and triaged by a GP who would assess and categorise them (A diagramme of the service model is available on request). Patients brought in by ambulance would go directly to A&E. Christine also confirmed that there was a financial saving in being seen at the UCC as opposed to the A&E Department. Responding to a further question she said that people who were drunk but walking/wheelchair would also be seen by the UCC, if not they would go straight to A&E. Security would be the same as for the hospital.

Ron said that manning of 'out of hours' would be by GPs on the PCT's register (Care UK was the provider).

Vic said that elderly people were afraid that there would be a charge, to which Christine gave the assurance that it was an NHS service, free at the point of delivery. She added that they had asked EEAST/Care UK to undertake the initial pilot, as they already delivered the out of hours service, but they would then go out to tender following the pilot.

Tony H referred to the St Luke's Health Centre, in Pantile Avenue which was also open from 8.00am-8.00pm 365 days a year.

Chris said that these services were only as good as the transport to get there. He urged the PCT to put pressure on the council to provide public transport links. Tony said that we had two Members who were also concerned about public transport to the hospital – Elaine Blatchford and Alan Grubb. Elaine had taken up her concerns with the bus company about the cut in services from Canvey to Southend Hospital.

Tony thanked Christine for her update.

Dermatology: Dave Fazey gave an update on provision of Dermatology Services. He said that dermatology provision was mainly at Out Patient Departments. Southend commissions services from Basildon Hospital, but patients are seen at Southend Hospital. Inpatient Services are provided by St Thomas's specialist unit. At the moment very few GPs have specific training in dermatology. Therefore there are lots of referrals to hospital because GPs are uncertain of the diagnosis. The proposal is to work with dermatologists at Basildon Hospital and with GPs to improve skills in primary care. The process would be that GPs would see and treat or refer to secondary care. If the patient has an ongoing condition the PCT want management in the community at the GP Practice; health centre or community centre. As part of the service they want to increase communications with GPs. Tony H asked if there was a cost efficiency involved, Dave responded that about 7% of referrals could be treated in primary care. Although they know where patients are referred from they have non-specific information. GPs all receive summaries of patients care, but they do not necessarily collate this information for the PCT.

Tony H said that maybe the referral rates indicated a training requirement. Responding Dave said that low referral rates are not always good and high referral rates are not always bad.

Ron asked if some of this work would be done by the Fortis Group? In response Dave said that they may be when the PCT goes out to tender, but at the moment it was a one-year pilot.

Eddie asked about the use of teledermatology? Dave said that this was not popular with existing consultants.

Tony H thanked Dave Fazey.

GP Boundary Consultation: Jenny Mazarelo, Associate Director of Primary Care, Performance & Contraction spoke about the Department of Health's consultation of 'Your GP, your Choice, your say'.

Jenny said that the aim of the consultation was to improve choice of GP Practice with which patients could register by looking to remove practice catchment areas. Since 1948 patients have been restricted to register with a GP within their own catchment area. People may have a variety of reasons for wishing to have a GP elsewhere, e.g. close to their place of work or with a GP who specialised in certain conditions.

Issues to take into consideration were:

- Access to medical records – but with the rolling out of Summary Care Records this should alleviate the problem.
- Home Visits – It is the GPs decision as to whether or not a patient needs a home visit, but this would be a problem if their GP was not 'local'; the PCT would have to organise home visits.
- Access to community-based services – these are usually commissioned locally.

The consultation ends on 28 May 2010 and the new arrangements are likely to be published in the Autumn of 2010. New arrangements would take effect from April 2011.

Paul Beckers said that he had heard nothing about this consultation and asked why it hadn't been publicised? Jenny explained that this was due to 'purdah' restrictions placed on the PCT during the election process. Linda Cook said that, due to this, she thought there should be an extension on the response date. Jenny said that she would look into this. In response to Paul's comments Nicky said that she would circulate to Practice Managers to publicise the consultation to Patient Participation Groups.

Tony Hopper said that a briefing on this consultation had been provided by Wai Yeung. Copies were tabled and are available from the SEE locality office.

Tony H thanked Jenny Mazarelo.

Post Meeting Note: *'The closing date for this consultation was originally 28 May. However all Department of Health consultation promotional activity ceased following the election announcement on 6 April 2010. Following the formation of the new government on 11 May,*

Jenny

Nicky

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| | | <p><i>consultation promotional activity can now resume. This consultation has now therefore been extended and the new closing date is 2nd July 2010.</i></p> <p>PCT Update – Nicky Hart: Infection Control: Nicky said that Linda and Eddie were helping with the ‘task and finish’ group on c.diff. If anyone else would like to help they were welcome to attend the next meeting at 3.00pm on 1st June.</p> <p>Westcliff Primary Care Centre: Dave Poulten expressed concern in the delay in progress. In response it was noted that Margaret Hathaway would be giving an update at our next meeting.</p> | |
| 9 | Chair’s Report | <p>Tony reported:</p> <ul style="list-style-type: none"> a. WRVS: As far as Tony was aware the contract had not yet been signed. Martin had agreed to come back to us (please see earlier note) b. Patient Experience & Public Involvement (PEPI): This group had now disbanded. c. Meeting with John Gilham, Chief Executive and John Bruce, Chair, Southend Hospital: Tony referred to the notes of the meeting which were circulated with the agenda. d. Quality Audit Report for Southend Hospital: Eddie and Elaine were formulating a response. | <p>Martin</p> <p>Elaine & Eddie</p> |
| 10 | Representatives’ Reports | Representatives’ reports would be brought to the next meeting. | |
| 11 | Consultations | ‘Your Choice of GP Practice’: This was dealt with earlier in the meeting. | |
| 12 | Any other business | Southend Ethnic Minority Forum Health Fayre, Southend High School for Boys: Nicky reminded members about this health fayre which was on Saturday, 22 May 2010. | |
| 13 | Details of next meeting | Wednesday, 9 June, 2010, <u>7.00-9.00pm</u> at SAVS Centre, 29-31 Alexandra Street, Southend on Sea, Essex, SS1 1BW | |