

# MINUTES

## North East Essex Health Forum Committee (HFC)



Wednesday 2<sup>nd</sup> November 2016  
1.30 pm to 3.30 pm

CVST, Rosemary Road, Clacton on Sea, CO15 1NZ

### Present:

Ray Hardisty (Chair)	RH	Chair, Colchester Representative (Elected)
Majorie Appleyard	MEA	End of Life Representative
Keri Lawrence	KL	CVST Representative
Don Manhire	DM	Vice-Chair, Colchester Rep. (Elected), Rep. Ambulance & System Resilience Operational Group Committees
Robin Rennie	RR	Resilient Communities Programme Board Representative
Su Rhys-Jones	SRJ	Quality Committee Rep.
Emma Sarson	ES	Tending Representative (Elected), Maternity Voices Representative
Karen Whitaker	KW	Healthwatch Essex Representative

### In Attendance:

Paul Kitson	PK	Complaints Manager, North East Essex Clinical Commissioning Group
Paula Martin	PM	Patient Engagement Officer, North East Essex Clinical Commissioning Group (Minutes)

Item		Action
747.0	<p><b>Apologies:</b> Apologies were received from Maura Broad (Colchester Rep. (Elected), TDC Rep. &amp; F&amp;P Deputy Rep.), Barbara Gillich, (Communications Officer, NEE CCG), Simon Morgan (Head of Communications &amp; Public Involvement, NEE CCG), Brian McKeown (Tending Rep. (Elected) Liz Norton (Carers Rep.), Jo Roosenbeek (Maternity Voices Joint Rep.), Kim Simmons (CCVS Rep.) and Mark Tatham (RCPB Rep.).</p>	
748.0	<p><b>Declarations of Interest:</b> There were no further declarations made.</p>	
749.0	<p><b>Minutes of Meeting held on Wednesday 5<sup>th</sup> October 2016:</b> The minutes were agreed as a true and accurate record of the meeting.</p>	
750.0	<p><b>Actions from Previous Meetings:</b> The following action was updated and is still ongoing:-</p> <p><u>Robin Rennie:</u> 743.1 <b>NEE CCG Press Releases: Adult In-Patient Survey:</b> RR confirmed that he was aware a survey was conducted by CHUFT for patients who had been in hospital during June and July and he would obtain a copy of this to circulate to the Committee members. RR reported that he had requested a copy of this but had not yet received it.</p> <p>All other actions have been closed.</p>	RR
751.0	<p><b>Matters Arising:</b> There were no matters raised.</p>	
752.0	<p>Due to members having to leave early, the Chair decided to take items 7.2 – CVST Update and 12.3 – Maternity Voices first.</p> <p><b>CVST Update:</b> KL drew attention to her report previously distributed and reported that the Warmer Homes event had been very successful. Lots of items had been distributed and other organisations here in attendance to talk about their services. KL stated that the event would be repeated at Brightlingsea in January 2017.</p> <p>KL went on to report that the CVST's next big event would be the Men's Health Day, hosted by CHAPS on 2<sup>nd</sup> December 2016. Its aim is to encourage men to have health screening tests and was being held in partnership with Rotary.</p>	



	<p>RR asked whether there was any data available on the number of people who relocated to Clacton from other local authority areas, particularly London. KL replied that there wasn't any firm data available. She agreed that there were a lot of seasonal variations as well as a lot of temporary and transient residents. She felt that some individuals moved into the area to be closer to family but then those networks, or ties were broken and the individual was left without a support network. She stressed that lots of the CVST projects were designed to prevent social isolation.</p> <p>Referring back to the Men's Health Day, PK commented that 150 checks were carried out at last year's event and potentially saved 4 lives. He felt that this was a tremendous success and asked how well promoted these numbers were. KL replied that a lot of promotion was done through social media and Rotary. RR suggested that the Gazette were keen to support and promote this type of event. PK stated that he would pass the details on to the NEE CCG Communications Team with a request to promote the event.</p>	PK
753.0	<p><b>Maternity Voices:</b> ES reported that following the recent survey the group had been rather stuck as to how to manipulate and present the data. However Jo Roosenbeek had met with the NEE CCG Communications Team and they were drawing up a plan to place the survey on the NEE CCG website, following some slight amendments to the questions. They have also offered a data analysis service.</p> <p>ES then went on to report that not that many service users had attended the last Maternity Voices meeting. A decision had been made, therefore, to hold the next meeting on the same day that something else was being held at the Children's Centre, in the hope that more mothers would be likely to attend if they were already at the centre for something else.</p> <p>ES reported that meetings of the Children's Services and Maternity programme board would not continue to be held. She stated that she had asked how Maternity Voices and the HFC would feed into the new system going forward and had been told that they would report to the Resilient Communities Programme Board. The Chair felt that it was likely that there would still be some sort of Children's Services &amp; Maternity Committee on which patient representatives could sit.</p> <p>Moving on to the Harwich Maternity Unit engagement event, ES reported that she and the Chair had attended. The Chair drew attention to the short report included in the meeting documentation. He reported that there had been two engagement events but both had been held after a decision to close the unit was already made. He stated that he had pointed this out to Nick Hulme, Chief Executive at Colchester Hospital, at the meeting, saying that this was the wrong way round. The Chair then reported that the numbers that had attended the two meetings were 26 at the evening event and 14 at the event held in the morning.</p> <p>The Chair then explained that Colchester Hospital rented a maternity unit at the Fryatt Hospital in Harwich at a cost of £350,000 per year. In the year ending March 2016 there were 44 births at the unit, which worked out at £8,000 per birth for the cost of the premises. The NEE CCG pays £2,000 per birth. Only mothers classed as low risk, or having low complication potential, can give birth at the unit. These mothers could also elect to have a home birth or give birth elsewhere. From a comparison point of view, the Chair reported that the unit at Clacton hosted 125 births during the same timeframe.</p> <p>He then went on to say that from looking at the figures, closure of the unit did seem a logical option. However, what seemed illogical was that Harwich had had its own hospital for a number of years, built to serve the local community, but the only services running from it were those run by community providers. He stressed that ante-natal services would continue to be provided at Harwich and the cost of renting a room within the hospital, to provide these would be a maximum of £25,000 a year. There would be the same numbers of midwives serving the local community. Going back to the issue of the hospital, the Chair stated that there had been a number of problems, largely relating to the operating theatre being out of date before it had even opened, as well as staffing costs. This isn't helped by the fact that GPs are not clamouring to carry out the sort of procedures that they had in the past.</p> <p>The Chair stated that ultimately, all expenses were from NHS money and although Colchester Hospital would be saving some, they still had a large deficit. NHS Property would still have to be paid and Fryatt Hospital lettings would be losing £350,000 a year.</p>	



	<p>The Chair re-iterated that both he, and ES, had raised the point that the consultation had been carried out the wrong way round. However, the response had been that the service was not actually closing but re-locating. He mentioned that he had been offered a meeting with the Colchester Hospital team, and although this would not change the decision it would, at least, make the point known for future engagement.</p> <p>MEA joined the meeting at this point.</p> <p>KL stated that women were not always given the option to have their babies at home and left the meeting at this point.</p>	
<p><b>754.0</b> <b>754.1</b> <b>754.1.1</b></p>	<p><b>Issues Raised by Patients, Public, Carers &amp; PPGs:</b></p> <p><b>Issues Raised with HFC Members:</b></p> <p><b>Audiology:</b></p> <p>The Chair drew attention to the report and asked for any comments. He stated that he thought it would be a good idea to check back with the patient to see if the matter had been resolved. PK agreed to do this. The Chair also asked PK to thank Anglian Community Enterprise, on behalf of the HFC, for their effort in sorting out this issue.</p>	<b>PK</b>
<b>754.1.2</b>	<p><b>Pathology Laboratory Relocation:</b></p> <p>The Chair drew attention to the report previously circulated, particularly in regard to the comments made by Lisa Llewellyn, Director of Nursing &amp; Clinical Quality, NEE CCG. He thought it was likely that more issues would be raised regarding this topic. He felt that it would be worthwhile to keep a log of any issues raised. SRJ reported that a member of the Mersea PPG was concerned that the practice should differentiate between patients requiring a repeat blood test because it had not been suitable for testing, from those needed because of an abnormal result. ES agreed that patients were often worried when asked to attend for a repeat blood test and it would be good to be able to assure them when it was due to the sample not being viable.</p> <p>RR stated that he would try to find out how many repeat tests were required by Colchester Hospital because of samples not being viable.</p>	<b>RR</b>
<p><b>754.2.</b> <b>754.2.1</b></p>	<p><b>Issues Raised by PPGs:</b></p> <p><b>Ratio of GPs to Patients:</b></p> <p>The Chair drew attention to the draft letters that he had been asked to send to local MPs by the PPG Liaison Groups and asked the meeting for its approval to send them. All present agreed they should be sent and PM will organise this.</p>	<b>PM</b>
<b>754.2.2</b>	<p><b>Proposed Hub at Kennedy Way:</b></p> <p>The Chair drew attention to the updated report. He felt that the fact that conversations were still happening with the original practices involved was positive.</p>	
<b>754.2.3</b>	<p><b>East Lynn GP Resignations:</b></p> <p>The Chair drew attention to the updated report. He explained that it contained an update from Brian Mckeown who had attended a meeting on 28<sup>th</sup> September 2016 where the company now running the practice had met with PPG members and the Practice Manager. He felt that time was now needed to see how things settled down.</p>	
<b>754.2.4</b>	<p><b>PPG Publicity:</b></p> <p>The Chair drew attention to the report he had prepared at the request of the PPG Liaison groups. KW commented that she felt it strange PPGs were only now feeling the need for information on what they were and what they did, when some had been in existence for some time.</p>	
<b>754.2.5</b>	<p><b>Community Pharmacies:</b></p> <p>The Chair drew attention to the reported previously circulated. It will also be distributed to the PPG liaison Groups.</p>	<b>PM</b>
<b>754.2.6</b>	<p><b>Liaison Meetings – October 2016:</b></p> <p>The Chair drew attention to the two sets of minutes of the PPG Liaison meetings held in October 2016. He reported that the next meeting would be held in January 2017.</p>	



754.3	<p><b>Word on the Street:</b> The Chair explained that the correct response in regard to one of the Medicines Management issues had now been added to the document.</p> <p>There were no further updates or new issues.</p>	
755.0 755.1  755.2	<p><b>Update from CVST &amp; CVSS:</b> <b>CVST:</b> This item was covered earlier under item 752.1.</p> <p><b>CCVS:</b> PM reported that KS had telephoned her before the meeting saying that she would email her report. PM will forward this to HFC members upon receipt.</p>	PM
756.0 756.1  756.1.1  756.2          756.3	<p><b>Local Health Matters Meetings – October 2016:</b> <b>Tendring:</b> The Chair drew attention to the minutes and explained that these had not yet been approved by Ann Watson who had chaired the meeting. PK reported that he was still awaiting a response from Anglian Community Enterprise regarding the physiotherapy query.</p> <p><b>Proposed Closure of Harwich Maternity Unit:</b> This item was discussed under item 753.0.</p> <p><b>Colchester:</b> The Chair drew attention to the minutes of the meeting. Referring to the presentation on the Five Year Forward View given at both meetings, MEA commented that there were still major problems in regard to dermatology. She gave the example of one patient who was 94 years old and lived in a care home. He had attended Colchester Hospital for the removal of a cancerous mole, arriving at the hospital at 12 noon and remaining until 4pm before being told that he was in the wrong part of the department and they did not have the correct equipment to perform the procedure. He was not given anything to eat or drink and was finally sent home at 8pm without having the procedure done.</p> <p>RR suggested that this issue be raised with the hospital PALS team but MEA replied that they family did not wish to make a complaint. PM suggested that she log the issue, anonymously, on Word on the Street and forward to the NEE CCG Quality Committee and Tammy Diles, Head of Patient Experience at Colchester Hospital. The Committee agreed that she should do this.</p> <p>Commenting on the numbers that had attended the Colchester meeting, PK asked if it was known why they had increased. The Chair felt that it was down to the agenda items and stated that the Five Year Forward View was something that many people were interested in.</p> <p><b>November 2016 Meetings:</b> The Chair drew attention to the agendas and stated that he hoped to get someone along from Medicines Management to co-present on Self-Care.</p> <p>Referring to the Tendring meeting, the Chair explained that Ann Watson had said that she would chair in Brian Mckeown's absence. KW agreed to act as a reserve should it be necessary.</p>	PM
757.0 757.1	<p><b>Outreach and Engagement:</b> <b>Out and About:</b> The Chair drew attention to his report that was tabled and explained that PALS and Medicines Management would also be attending the Self-Care week outreach sessions.</p> <p>He reported that he would be talking to various organisations about the Health Forum at the CCVS Lunch and Learn session on 7<sup>th</sup> November 2016.</p> <p>The Chair mentioned that he would also be going along to a PPG meeting at the North Colchester Healthcare Centre on 8<sup>th</sup> November 2016. He explained that this PPG had recently been revitalised and he was going along to talk to them about the Health Forum and operation of a PPG in his capacity as Secretary of Ambrose Avenue PPG.</p> <p>RR suggested that the Chair contact BBC Essex about going along to promote the Health Forum. The Chair agreed to the idea fitting in to Out and About plans.</p>	



<p>758.0 758.1</p> <p>758.2</p> <p>758.3</p>	<p><b>Health Forum Specific Issues: Health Forum Representatives</b> The Chair reported that four people had responded to his original request for Health Forum members to become patient representatives on NEE CCG committees. He and PM had met with them and of those four, one had decided not to pursue the application at the moment, as he had been offered a patient representative role with a national organisation. Another has a potential conflict of interest as he is employed by a company dealing with the NHS. A third, who is a pharmacist, has not been back in contact following the meeting. Finally the fourth applicant, who was a former Chief Officer of a Community Health Council is planning on standing for election to the Tendring (excluding Harwich) locality. If elected, this would be the easiest route in for her to become a patient representative on a NEE CCG committee.</p> <p>In regard to the ophthalmology network representative role, the Chair explained that this had been held up as the NEE CCG was hoping that Anglian Community Enterprise would take over the organisation of it. However, this was now unlikely and he hoped that things would progress on this front shortly.</p> <p><b>2017 Elections</b> The Chair reported that the process was underway and it was likely that there would be an election required for the Colchester locality. PM reminded attendees that, if they wished to stand, their forms must be back with her by 14<sup>th</sup> November 2016.</p> <p><b>2017 Dates:</b> The Chair drew attention to the list of dates previously circulated.</p>	
<p>759.0</p>	<p><b>Healthwatch:</b> KW drew attention to her report. She stated that the Feedback Centre was up and running in its entirety now and gave people the chance both to see what others thought of a service, and to leave their own comments and reviews. She felt it was an excellent opportunity for people to share experiences.</p> <p>KW drew attendees' particular attention to the link to a video relating to dementia care and explained that this was being used as a training aid in Broomfield Hospital.</p> <p>PM will send out information on the Feedback Centre to the Health Forum membership. The Chair will liaise with KW regarding a presentation on this at future Local Health Matters meetings.</p>	<p>PM RH</p>
<p>760.0 760.1</p> <p>760.2</p> <p>760.3</p> <p>760.4</p> <p>760.5</p>	<p><b>NEE CCG Committees with Health Forum Representatives: Ambulance Service:</b> DM reported that he had not yet received the monthly update and had been unable to chase it as he had been on holiday.</p> <p><b>NEE CCG Board (including Topics for Board Report):</b> The Chair reported that Ann Watson had attended the last NEE CCG Board meeting, but not in an official capacity as the Health Forum representative. He then asked for topics to be included in the next report to the Board. It was agreed that these should be:-</p> <ul style="list-style-type: none"> <li>• HFC's work with PPGs via PPG Liaison meetings, including the letter to local MPs</li> <li>• Pathology laboratory relocation issues and concerns</li> <li>• Out and about engagement and outreach</li> </ul> <p>The Chair agreed to draft the report.</p> <p><b>Maternity Voices:</b> This item was covered under item 753.0</p> <p><b>End of Life:</b> MEA reported that meetings were not being held at present. However there was a Governance meeting scheduled for Wednesday 16<sup>th</sup> November 2016 but she would not be able to attend. She hoped that Jane Cockram would attend in her place.</p> <p><b>Finance &amp; Performance:</b> PM drew attention to the report and explained that she had written this on Maura Broad's behalf and, although she had sent it to MB for approval, this had not yet been received.</p>	<p>RH</p>





<p><b>760.6</b></p> <p><b>Quality:</b> SRJ explained that the last meeting had been a Focus Group and drew attention to her report.</p> <p>PK clarified a point regarding Tammy Diles explaining that there was now a Complaints Manager in post at Colchester Hospital.</p> <p><b>760.7</b></p> <p><b>Transformation &amp; Delivery Committee:</b> PM drew attention to the report and explained that she had written this on Maura Broad's behalf and, although she had sent it to MB for approval this had not yet been received. Therefore the report was in draft format.</p> <p><b>760.8</b></p> <p><b>System Resilience Operational Group (SROG) (formerly Urgent Care):</b> DM reported that the next meeting would be held on Friday 4<sup>th</sup> November 2016.</p> <p><b>760.8.1</b></p> <p><b>Frailty Strategy:</b> The Chair drew attention to his report and explained that this group would be reporting back to the System Resilience Operational Group.</p> <p><b>760.9</b></p> <p><b>Resilient Communities Programme Board (RCPB):</b> RR reported that the next meeting due to be held on 15<sup>th</sup> November 2016 had been cancelled. The December meeting will concentrate on the various work streams. DM commented that he was confused how RCPB would fit in with SROG. The Chair suggested he raise this during his next bi-monthly meeting with Sam Hepplewhite, Chief Officer of the NEE CCG.</p> <p>The Chair then drew attention to the Power Point slides that were tabled and stressed that these were an internal document only at this stage.</p> <p><b>760.10</b></p> <p><b>Ophthalmology Network:</b> This topic was covered under item 758.1.</p> <p><b>760.11</b></p> <p><b>PALS:</b> PK drew attention to his report which had been distributed electronically. PM will sent it out again in case some people did not receive it. PK reported that the team measured how long enquiries took and stated that they ranged from up to 15 minutes to up to a week. He stated that this demonstrated how complex some issues could be. SRJ asked whether she could share the report with her PPG. PK confirmed that she could.</p> <p>PK then reported that Colchester Hospital were channelling more of their enquiries through the PALS route which had led to a drop in the number of complaints and a corresponding rise in PALS enquiries.</p>	<p>Therefore the report was in draft format.</p>	<p>PM</p>
<p><b>761.0</b></p>	<p><b>NEE CCG &amp; CHUFT Press Releases:</b> All press releases were noted.</p> <p>In regard to the CHUFT Press Releases RR explained that the new department was cellular pathology which was now housed in a villa on the hospital site. The new appointments were Barbara Buckley, Managing Director. She has formerly been working as a medical advisor to the Board. Secondly, Catherine Morgan, who would be replacing Barbara Stuttle who would be retiring at the end of the year.</p>	
<p><b>762.0</b> <b>762.1</b></p> <p><b>762.2</b></p>	<p><b>Reports from Outside Organisations:</b> <b>Will Quince Mental Health Forum, October 7, Highwoods Community Centre:</b> The Chair reported that the next steps that had been discussed at the meeting were due for circulation within the next couple of days. He therefore hoped to make a fuller report at the next HFC meeting. It was not expected that a second meeting would be called by Will Quince until 2017.</p> <p><b>Cancer Research Report focussing on GP Receptionists:</b> The Chair drew attention to the report. SRJ commented that this was an item frequently raised at PPG meetings.</p>	



762.3	<p><b>Patient Association – NHS Survey:</b> The Chair reported that this was a survey being carried out by a national organisation. He will send a link to HFC members and also to the PPG Liaison groups.</p>	RH
763.0	<p><b>Any Other Business:</b> There were no other matters raised.</p> <p>The Chair thanked everyone for attending and closed the meeting.</p>	
764.0	<p><b>Date of Next Meeting:</b> Wednesday 7<sup>th</sup> December 2016 <b>PLEASE NOTE REVISED TIME FOR THIS MEETING ONLY – 2.30pm to 4.30pm</b> Ash Meeting Room, Aspen House, Stephenson Road, Severalls Business Park, Colchester, CO4 9QR</p>	

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