

MINUTES
North East Essex Health Forum Committee (HFC)

Wednesday 3rd May 2017
1.30 pm to 3.30 pm
CVST, Rosemary Road, Clacton on Sea, CO15 1NZ

Present:

| Ray Hardisty (Chair) | RH | Chair, Colchester Representative (Elected) |
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| Marjorie Appleyard | MEA | End of Life Representative |
| Celia Crossley | CC | Finance & Performance Representative |
| Cari Hook | CH | Essex Carers Support Representative |
| Bonnie Jarmain | BJ | Community Voluntary Services Tendring (CVST) Representative |
| Myrna Liles | ML | Tendring (exc. Harwich) Representative (Elected), Transformation & Delivery Committee (TDC) Representative, North East Essex Clinical Commissioning Group (NEE CCG) Board Representative (Deputy) |
| Don Manhire | DM | Vice-Chair, Colchester Representative (Elected), Ambulance & System Resilience Operational Group (SROG) Representative |
| Robin Rennie | RR | Resilient Communities Programme Board (RCPB) Representative & CHUFT Governor |
| Su Rhys Jones | SRJ | Colchester Representative (Elected) & Quality Committee Representative |
| Emma Sarson | ES | Tendring exc. Harwich Representative (Elected) & Maternity Voices Joint Representative |
| Kim Simmons | KS | Community 360 Representative |
| Ann Watson | AW | Harwich Representative (Elected), North East Essex Clinical Commissioning Group (NEE CCG) Board Representative |

In Attendance:

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| Jo Clifford | JC | Complaints Officer, North East Essex Clinical Commissioning Group (NEE CCG) |
| Paula Martin | PM | Patient Engagement Officer, North East Essex Clinical Commissioning Group (NEE CCG) (Minutes) |

| Item | | Action |
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| 848.0 | <p>Welcome & Apologies: The Chair welcomed everyone to the meeting and noted that it was quorate.</p> <p>Apologies were received from Yaa Dankwa Ampadu-Sackey (Quality & TDC Deputy Rep. & Outreach Rep.), Maura Broad (Colchester Rep. (Elected), F&P Deputy Rep. & Outreach Rep.), Brian Mckeown (Tendring exc. Harwich Rep. (Elected), Patricia Paxon (End of Life Deputy Rep.), Jo Roosenbeek (Maternity Voices Joint Rep.) & Mark Tatham (RCPB Rep.)</p> | |
| 849.0 | <p>Declarations of Interest: No further declarations were received.</p> | |
| 850.0 | <p>Minutes of Meeting held on Wednesday 5th April 2017: The minutes were agreed as a true and accurate record of the meeting.</p> | |
| 851.0 | <p>Actions from Previous Meetings: <i>Paula Martin – 846.0 (5/4) Any Other Business:</i> <i>The Chair referred to a conversation he had recently had with Graham Facey from the Prosthetic Users concerning Colchester Hospital. Mr Facey had informed him that the Prosthetic Users had paid for a small garden at the hospital to aid users to exercise especially those with new limbs. Mr Facey has been advised that there is development taking place at the hospital which may affect this garden and there has been no consultation with the group. The HFC have been asked to provide support in this matter if required to do so. The Chair reported that he had spoken with Mr. Facey and will send a letter, on behalf of the HFC, to the hospital asking if they would consider relocating the proposed outbuilding to another area.</i></p> <p>All other actions were closed.</p> | RH |

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| 852.0 | <p>Matters Arising: There were no matters raised.</p> | |
| <p>853.0 853.1 853.1.1 853.1.2 853.1.3 853.1.4 853.1.5 853.2 853.2.1 853.2.2 853.2.3 853.2.4 853.2.5</p> | <p>Issues Raised by Patients, Public, Carers & PPGs:</p> <p>Issues Raised with HFC Members:</p> <p>Care Closer to Home Services: The Chair drew attention to the report that had been circulated. There were no further comments.</p> <p>Multiple Sclerosis Appointments: The Chair drew attention to the updated report and stated that as nothing further had been heard from the patient, he presumed they had been in touch with the Patient Advice & Liaison Service (PALS) themselves.</p> <p>Operation Florence: The Chair drew attention to the updated report and stated that the NEE CCG were taking no specific action over this issue.</p> <p>CHUFT Maternity: The Chair drew attention to the report circulated after distribution of the agenda stating that it related to staffing levels and holiday cover, during the early hours of New Year's Day 2017. Maternity facilities at Colchester Hospital had closed during this time due to staffing levels. In addition, there were no community midwives available, as they had been drafted in to the hospital. The Chair felt that the best course of action was to write to the Head of Midwifery at Colchester Hospital and ask whether this was likely to be an on-going situation. The Committee agreed that he should do this.</p> <p>Digital GP Services: The Chair drew attention to the report circulated after distribution of the agenda. SRJ asked if she could forward this to her Patient Participation Group (PPG). The Chair confirmed that she could. ES commented that an article regarding online GPs and prescription services had recently been published in the local press.</p> <p>Issues Raised by PPGs:</p> <p>April 2017 PPG Liaison Meetings: The Chair drew attention to the minutes of both Tendring and Colchester meetings. ML commented that Caradoc surgery was now taking used needles, from their patients, for disposal.</p> <p>Community Pharmacies: The Chair reported that a monitoring group was being populated at present in order to keep abreast of the situation facing community pharmacies.</p> <p>Closed GP Lists: The Chair drew attention to the report previously circulated. SRJ asked whether people would be informed of the procedure to be followed if they tried to sign up at a surgery whose lists were closed. The Chair confirmed that they would.</p> <p>PPG Awareness Week – 19th to 14th June 2017: The Chair reminded those present of the dates of this year's PPG Awareness week. He reported that he had mentioned, at the PPG Liaison meetings, that if any PPG wished a Health Forum representative to attend any events, they were organising during the week, this could be arranged.</p> <p>CC reported that, at the recent Finance & Performance (F&P) meeting she had raised the possibility of funding for some awareness events. The F&P committee had agreed to consider this. She commented that the NEE CCG, unlike other CCGs around the country, did not fund PPGs. The Chair asked that CC keep the HFC informed of any developments in regard to this matter.</p> <p>Sharps Disposal: The Chair drew attention to the report circulated after distribution of the agenda. Although ML had reported earlier in the meeting that Caradoc surgery was now accepting needles for disposal, Walton Surgery still did not. The Chair suggested that PM write to the practice</p> | <p>RH</p> |

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| <p>853.2.6</p> <p>853.3 853.3.1</p> | <p>manager, and a PPG representative at Walton surgery, saying that it had come to the HFC's attention that patients were having difficulties disposing of used needles. The Committee agreed that this should be done.</p> <p>Patient Route Between Walk In Centre (WIC) and A&E: The Chair drew attention to the report circulated after distribution of the agenda and stated that it had been raised by Yaa Dankwa Ampadu-Sackey (YDAS) at the recent Colchester PPG Liaison meeting. AW commented that she had never experienced any problems in travelling between the two locations. CC mentioned that there was also a need to drop some kerbs to provide better disabled access. After a brief discussion it was agreed that PM should contact YDAS and ask her to speak with the providers about looking into the provision of a map to be handed out as necessary.</p> <p>Word on the Street: New Issues: The Chair drew attention to the new issue. SRJ commented that the matter of hearing aid batteries arose frequently at her PPG meetings and there was a lot of confusion amongst patients. The Chair felt that there was a lack of communication between providers and patients. AW did not understand why the old system, which had worked well in her opinion, needed to change. The Chair explained that the contract had come up for renewal and had been awarded to Anglian Community Enterprise (ACE) as part of Care Closer to Home (CC2H). PM agreed to let the appropriate NEE CCG staff member know about the on-going confusion.</p> | <p>PM</p> <p>PM</p> <p>PM</p> |
| <p>854.0 854.1</p> <p>854.2</p> | <p>Update from Community 360 & CVST: Community 360: KS drew attention to her tabled report and explained that Community 360 was the new name for CCVS after its amalgamation with Braintree District Voluntary Support Agency.</p> <p>She then went on to report that the Home from Hospital scheme now has three volunteers and has been running since 1st April 2017. The volunteers befriend patients via the hospital discharge team in order to make their return home happen more smoothly and ensure that they take their belongings home with them. They will also ensure that they have basic food supplies at home and organise any equipment that the patient needs. The volunteer will then provide a follow up with the patient 6 weeks after discharge.</p> <p>Community 360 is also working with the hospital end of life team to provide a befriending and support service for patients and their families whilst they are in hospital.</p> <p>A new scheme has been set up in A&E called "Ask & Enable" which assists patients waiting in A&E.</p> <p>The Chair thanked KS and commented that the Home from Hospital scheme would be covered at the June 2017 Local Health Matters meetings.</p> <p>CVST: BJ reported that a launch event had been held to raise awareness of lung cancer. The recent networking breakfast had been successful, particularly in regard to Trusted Traders Tending.</p> <p>BJ also drew attention to the newly formed Clacton on Sea Leg Club and said that it was hoped to have some literature available on this shortly. The Chair stated that information on this would be sent out to the wider Health Forum membership.</p> <p>BJ reported that there were still some winter warmth boxes available.</p> | |
| <p>855.0 855.1</p> <p>855.2</p> | <p>Local Health Matters Meetings: April 2017 Meetings: The Chair drew attention to the minutes of both Colchester and Tending meetings.</p> <p>May 2017 Meetings: The Chair drew attention to the agendas for both Colchester and Tending meetings.</p> | |
| <p>856.0 856.1</p> | <p>Outreach and Engagement: Out and About: The Chair drew attention to his report previously circulated and stated that if anyone knew of any events where the Health Forum could have a presence, they should let him know.</p> | |

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| 856.2 | <p>DM asked what the Colchester Citizens' Assembly was. The Chair replied that the inaugural meeting would be held this evening and it was part of Citizens' UK who were hoping to form a Colchester branch.</p> <p>AW asked if she could attend the Tendring Show as a Health Forum representative. It was agreed that she could.</p> <p>Forum Focus: The Chair drew attention to his report asking the Committee's permission to write to the Health Forum membership explaining that, due to purdah in the run up to the General Election, there would not be a May issue of Forum Focus. The Committee agreed that this should be done.</p> | PM |
| <p>857.0 857.1</p> <p>851.2</p> <p>857.3</p> <p>857.4 857.4.1</p> <p>857.4.2</p> | <p>Health Forum Specific Issues: Frequently Asked Questions: The Chair drew attention to his report previously circulated, which was noted. SRJ asked that a question be added to explain how to join the Health Forum. The Chair agreed that this would be included and PM will design an information leaflet containing the questions which could be added to if required.</p> <p>Patient Representatives – Update: The Chair drew attention to his report previously circulated. He then formally introduced Celia Crossley who is the newly appointed patient representative to the NEE CCG Finance & Performance Committee. She is also the Chair of Winstree Road PPG and on the Board of Healthwatch Essex.</p> <p>DM asked whether a deputy representative for ambulance and SROG had been found. The Chair replied not to date.</p> <p>Action Plan: The Chair's report was noted.</p> <p>Task & Finish Groups: Sustainability & Transformation Monitoring Group: The Chair drew attention to the report circulated after the agenda distribution. He explained that representatives of the above group had attended the STP Community Organisations Conference in Ipswich and, initially, had not found it to be particularly helpful. However, he had since received some comments that later sessions had been beneficial, in as much as it had showed how community services in Suffolk operated differently to those in North East Essex.</p> <p>The Chair also reported that the key speaker had not attended and asked for the Committee's consent for him to write to the relevant person regarding this. The Committee agreed he should.</p> <p>Operational Plan: The Chair drew attention to his report which was noted.</p> | <p>PM</p> <p>RH</p> |
| 858.0 | <p>Healthwatch: The Chair referred to the report which was noted.</p> | |
| 859.0 859.1 | <p>NEE CCG Committees with Health Forum Representatives: Ambulance Service: DM stated that he had nothing to report at this time; however he would contact Helen Rowland at the NEE CCG as he had not received the usual monthly update.</p> <p>CC mentioned that F&P meeting papers had contained reports on the current status of the ambulance service. DM felt that the problems stemmed from too high a demand on the system and informed CC that the HFC had, in the past, made some suggestions in regard to resolving issues, but these were already being employed by the service. CC commented that the report submitted to F&P indicated that the figures for February this year were slightly better than January and the whole year to date was slightly better than the same period last year. DM said that the desired standard was still not being achieved.</p> <p>KS mentioned that some pressure would be taken off of the service by the introduction of the service provided by Care Line and Help Line to assist people who had fallen and needed help</p> | |

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| | <p>to be picked up, but did not need medical assistance. There was a brief discussion on this and some Committee members were concerned that there could be risks regarding this. The Chair suggested that PM write to Helen Rowland asking for further details of this initiative. The Committee agreed.</p> | <p>PM</p> |
| <p>859.2</p> | <p>NEE CCG Board: The Chair drew attention to the report containing suggestions for the next HFC report to the NEE CCG Board. CC asked whether something regarding GP contracts and co-commissioning could be included. The Chair felt that this would be best left to a future report. He then stated that he would draft the report for the May 2017 Board meeting and forward to AW.</p> | <p>RH</p> |
| <p>859.3</p> | <p>Maternity Voices: The Chair drew attention to the report and stated that ES, JR and others had co-ordinated an event held in Castle Park, Colchester. ES stated that this had been designed to follow on from a previous event last August and was designed to encourage service users to talk about their views on maternity services in North East Essex. This event had concentrated on continuity of care and asked women how important they felt it was to know their midwives. In addition, women were asked how they would suggest any problems they experienced could be resolved. Refreshments had kindly been donated by Tescos and other organisations had been involved in the event, including soft play facilities for children.</p> <p>ES went on to say that all the data collected would be used alongside a further online survey. MEA asked whether specialist midwives had been involved. ES replied that there had been specialist midwives, including breastfeed support counsellors as well as community midwives. She then reported that a further event would be held on 31st August 2017, at the same venue.</p> <p>The Chair thanked ES and JR for all their hard work in organising these events.</p> | |
| <p>859.4</p> | <p>End of Life: MEA reported that the last meeting had been cancelled and the next would be held on 30th May, 2017 which Patricia Paxon would be attending.</p> | |
| <p>859.5</p> | <p>Finance & Performance (F&P): CC apologised for the late report which was tabled at the meeting, but explained that the F&P meeting had only taken place on the previous Friday. She also mentioned that she had had a meeting with a member of NEE CCG staff, which helped to explain some of the procedures followed by the organisation, prior to her attendance at the F&P meeting.</p> <p>CC reported that there was to be a change in the way money was paid. Currently it was on a tariff basis, i.e. a set amount per patient for each procedure or service carried out. However, going forward, payments to all providers would be made on a block payment basis. Expected volumes and costings had been worked out with all providers, and payments of one twelfth of the total would be made monthly. DM was concerned that treatments might be withheld if the money ran out. CC replied that the providers had been involved in discussions to agree the amounts and were happy with the figures. <i>(MEA left the meeting at this point.)</i> CC also stated that the amount of money the NEE CCG received from NHS England was a block payment. AW commented that this method did not take into account unpredictability. ES mentioned that previous years' figures would have been taken into consideration. DM wondered whether the change had been nationally instigated, but CC did not know but did not think the NEE CCG was the only CCG to adopt block payments. DM felt it would be necessary to monitor progress.</p> | |
| <p>859.6</p> | <p>Quality: There was no report.</p> | |
| <p>859.7</p> | <p>Transformation & Delivery Committee (TDC): ML apologised that her report would be verbal but explained that this was because the meeting had only taken place yesterday. There had been some discussion on Urgent Care and it was likely that this would not be presented to the May 2017 NEE CCG Board meeting due to purdah in the run up to the General Election. The Committee then discussed the Urgent Care review, particularly in relation to the data gathered from the engagement events and online survey. The Committee asked the Chair to contact the TDC Chair to discuss how</p> | |

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| | <p>this would be incorporated into any decisions made.</p> <p>The discussion then moved to the creation of “super-surgeries” and the impact this may have on Urgent Care. AW commented that, in many areas, there were no suitable buildings to house super surgeries. <i>(ES left the meeting at this point.)</i></p> | RH |
| 859.8 | <p>System Resilience Operational Group (SROG) (formerly Urgent Care): DM reported that he had been unable to attend the last meeting due to a meeting clash.</p> | |
| 859.9 | <p>Resilient Communities Programme Board (RCPB): RR reported that there had been discussion at the last meeting regarding a pilot scheme, involving two GP surgeries, to look at frailty. Each practice would nominate 20 patients to take part who would be tracked over the next 5-6 months until mid-September to look at how much they have to rely on friends and family, how many visits to hospital they made etc. He felt that the results would make interesting reading.</p> | |
| 859.10 | <p>Patient Advice & Liaison Service (PALS): There was no report.</p> | |
| 859.11 | <p>Primary Care: There was no report.</p> | |
| 860.0 | <p>NEE CCG & CHUFT Press Releases: All press releases were noted.</p> | |
| 861.0 | <p>Reports from Outside Organisations: All reports were noted.</p> | |
| 862.0 | <p>Any Other Business: As there was no other matters to be discussed, the Chair thanked everyone for attending and closed the meeting at 3.50 pm.</p> | |
| 863.0 | <p>Date of Next Meeting: Wednesday 7th June 2017 1.30 pm to 3.30 pm Ash Meeting Room, Aspen House, Stephenson Road, Severalls Business Park, Colchester, CO4 9QR</p> | |