

# MINUTES

## North East Essex Health Forum Committee (HFC)



Wednesday 7<sup>th</sup> December 2016  
2.30 pm to 4.30 pm

Ash Meeting Room, Aspen House, Stephenson Road, Severalls Business Park, Colchester, CO4 9QR

### Present:

Ray Hardisty (Chair)	RH	Chair, Colchester Representative (Elected)
Myrna Liles	ML	Tendring (exc, Harwich) Representative (Elected)
Hannah Madsen	HM	Young Persons Representative
Liz Norton	LN	Carers Representative
Robin Rennie	RR	Resilient Communities Programme Board Representative
Su Rhys-Jones	SRJ	Quality Committee Representative.
Kim Simmons	KS	Colchester Community Voluntary Service Representative

### In Attendance:

Jo Clifford	JC	Complaints Administrator, North East Essex Clinical Commissioning Group
Barbara Gillich	BG	Communications Officer, North East Essex Clinical Commissioning Group
Paula Martin	PM	Patient Engagement Officer, North East Essex Clinical Commissioning Group (Minutes)

Item		Action
765.0	<p><b>Welcome &amp; Introductions:</b></p> <p>The Chair welcomed everyone to the meeting and introduced two new members to the Committee. Hannah Madsen has joined as the Young Persons representative and Myrna Liles is a new Tendring (exc. Harwich) representative having been elected unopposed. The Chair reported that Ann Watson, Harwich representative had also now been elected unopposed. The Chair asked that ML and HM send a brief biography to PM for circulating to the rest of the Committee.</p> <p>The Chair then reported that 2 of the 4 candidates standing for election to the Colchester locality were present. These were himself and SRJ. The remaining 2 candidates are Yaa Dankwa Ampadu-Sackey who is the Joint Chair of the North Colchester Health Centre Patient Participation Group and Derek Saville, a Health Forum member and pharmaceutical company representative.</p>	HM/ML
766.0	<p><b>Apologies:</b></p> <p>Apologies were received from Marjorie Appleyard (End of Life Rep.), Maura Broad (Colchester Rep. (Elected), TDC Rep. &amp; F&amp;P Deputy Rep.), Keri Lawrence (CVST Rep.), Brian McKeown (Tendring Rep. (Elected), Jo Roosenbeek (Maternity Voices Joint Rep.), Emma Sarson (Tendring (exc, Harwich) Rep. (Elected), Maternity Voices Joint Rep.), Mark Tatham (RCPB Rep.), Ann Watson (Harwich Rep. (Elected)) and Karen Whitaker (Healthwatch Essex Rep.), Don Manhire (HFC Vice-Chair, Colchester Rep. (Elected), Ambulance &amp; Urgent Care Rep.).</p>	
767.0	<p><b>Declarations of Interest:</b></p> <p>The Chair drew attention to the document that had been circulated and PM reported that she had also received ML's Declaration of Interest which would be added. The Chair handed some further changes to his Declaration to PM. PM to make the necessary amendments and recirculate.</p> <p>HM to send her completed Declaration of Interest form to PM.</p>	PM HM
768.0	<p><b>Minutes of Meeting held on Wednesday 2<sup>nd</sup> November 2016:</b></p> <p>The minutes were agreed as a true and accurate record of the meeting.</p>	
769.0	<p><b>Actions from Previous Meetings:</b></p> <p>PM reported that she had not received the Inpatient Survey from RR in time for this meeting so this would be added as an agenda item for the January 2017 meeting.</p>	



	All other actions have been closed.	
770.0	<b>Matters Arising:</b> There were no matters raised.	
770.0 770.1 770.1.1	<b>Issues Raised by Patients, Public, Carers &amp; PPGs:</b> <b>Issues Raised with HFC Members:</b> <b>Audiology:</b> PM reported that this issue had been raised originally at a Tendring Local Health Matters meeting held in Harwich. She had now heard that the patient who raised the issue had received an appointment with another provider and was very happy with the service and her new hearing aids.	
770.1.2	<b>Cardiac Blood Tests:</b> This was another issue raised at a Tendring Local Health Matters meeting, this time held in Clacton, following a national newspaper article relating to a particular cardiac blood test. PM reported that Penny Lansdown, Interim Head of Primary Care, NEE CCG had confirmed that the NEE CCG would fund these tests should they be deemed necessary by the patient's GP.	
770.1.3	<b>Hearing Aid Batteries:</b> The Chair drew attention to the report previously circulated and reported that the NEE CCG were in the process of setting up a group to look at the pathways. A patient who had raised complaints regarding this had been asked to sit on the group and the Chair will speak with him about making reports to the HFC. He also stated that he had spoken with NEE CCG staff regarding the usual way of recruiting patient representatives to NEE CCG committees and work groups.	
770.1.4	<b>Pharmacy 2 U:</b> The Chair drew attention to the letter, addressed to him personally, that had been previously circulated. He reminded attendees that this was an issue that had arisen approximately two years ago and the HFC were concerned that the wording on the letter indicated that GPs had provided patient information and were endorsing the service. Pharmacy 2 U have now changed the wording to state that patients' details were not being provided by GPs.	
770.1.5	<b>Ear Syringing:</b> The Chair drew attention to the last entries on the tabled report and said that this centred around information given on the West Mersea surgery website. He also asked for the Committee's approval for PM to ask the Practice Manager what safeguards were in place relating to the home use of ear syringe bulbs. The Committee agreed that PM should do this on their behalf.	PM
770.2 770.2.1	<b>Issues Raised by PPGs:</b> <b>PPG Publicity:</b> The Chair drew attention to the PPG leaflet previously circulated and asked for the Committee's approval that this be circulated to PPGs via the PPG Liaison Groups. The Committee agreed that this should be done. BG offered to have the leaflet professionally designed and printed in order to maintain the NEE CCC corporate image. The Chair thanked her for this offer and accepted. PM to forward an electronic copy of the document to BG.	PM
770.3 770.3.1	<b>Word on the Street:</b> <b>New Issues:</b> The new issues were discussed and PM was asked to pass them on to the relevant NEE CCG committees as appropriate.	PM
771.0 771.1	<b>Update from CVST &amp; CVSS:</b> <b>CCVS:</b> The Chair drew attention to KS's report previously circulated. KS added that the CCVS was due to start a new Hospital to Home scheme within Colchester Hospital. This is designed to befriend patients when discharged from hospital to ensure that those without care packages in place had the basic things that they needed. This would be run by a permanent, full time member of staff.	
771.2	<b>CVST:</b> There was no report.	
772.0 772.1	<b>Local Health Matters Meetings – November 2016:</b> <b>Tendring:</b>	



772.1.1	<p>The Chair drew attention to the minutes.</p> <p><b>Proposed Closure of the Harwich Maternity Unit:</b> The Chair reported that, following issues raised in regard to the above, he, AW and PM had met with representatives at Colchester Hospital to discuss their engagement with the public over the issue. He reported that they had been receptive to the suggestion that it had not been carried out in the best way and felt that their argument had been that the service was not being withdrawn but transferred to a different location, which was already used by a high percentage of Harwich residents. He stated that as a result of the meeting, there would be a presentation, at Local Health Matters meetings in the New Year, on the different birth options available for mothers in the area.</p>	
772.2	<p><b>Colchester:</b> The Chair drew attention to the minutes.</p>	
772.2.1	<p><b>Health Forum Member Proposal that Emergency Care Line be Run by NHS 111:</b> The Chair reported that this had been raised at the meeting by a Health Forum member who had recently had a need to sign up to an emergency home response care line. She had to pay for this service and suggested that it could be run by NHS 111. The Chair did not think that this would be likely, but felt it was worth exploring, with the relevant councils, whether the service could be means tested, enabling the cost to be subsidised for qualifying individuals.</p> <p>LN commented that the NEE CCG and Colchester Hospital were promoting more self-care and therefore these types of services should be freely available to those that needed them and could not afford to pay. KS commented that such services were usually free for the first three months. RR commented that there could be complications due to geographic boundaries. JC reported that she had worked for Suffolk Care Line and offered to contact them to see what she could find out. The Committee agreed that she should do this.</p> <p>The Committee asked PM to contact the relevant councils in Colchester and Tendring to suggest that the service could be means tested and subsidised.</p>	<p>JC</p> <p>PM</p>
772.3	<p><b>December 2016 Meetings:</b> The Chair drew attention to the agendas previously circulated. PM drew attention to the date of the Colchester meeting and explained that, due to the festive season, the Colchester meeting would be held on the third Wednesday of the month instead of the usual fourth.</p>	
773.0 773.1	<p><b>Outreach and Engagement:</b> <b>Out and About:</b> The Chair drew attention to his report previously circulated, which was taken as read. He then explained that MB was currently unwell and would therefore be out of action until after the New Year. He asked that Committee members still pass on event information to him but they should understand that there may not be a Health Forum presence until January or February 2017.</p> <p>The engagement forms attached to the back of the Chair's report were approved. PM will provide copies of these for MB.</p>	<p>PM</p>
774.0 774.1	<p><b>Health Forum Specific Issues:</b> <b>2017 Elections:</b> The Chair reported that the process was on-going. PM reported that 220 ballot forms had been sent out to the Colchester locality of the Health Forum membership and, to date, 26 had been returned.</p>	
775.0	<p><b>Healthwatch:</b> The Chair drew attention to the report which was noted.</p>	
776.0 776.1  776.2	<p><b>NEE CCG Committees with Health Forum Representatives:</b> <b>Ambulance Service:</b> The Chair drew attention to both reports submitted by DM.</p> <p><b>NEE CCG Board:</b> The Chair drew attention to the report previously circulated and explained that he had written this on AW's behalf because she had not been able to attend the HFC at which they were discussed. He stated that he had attended the recent Board meeting as a member of the public and a lot of the meeting had been concerned with the Sustainability and Transformation Plan and Urgent Care Review. The Committee asked PM to contact AW regarding writing a formal report of the meeting for inclusion on the January 2017 agenda.</p>	<p>PM</p>



776.3	<p><b>Maternity Voices:</b> There was no report.</p>	
776.4	<p><b>End of Life:</b> There was no report.</p>	
776.5	<p><b>Finance &amp; Performance:</b> There was no report.</p>	
776.6	<p><b>Quality:</b> The Chair drew attention to SRJ's report which was taken as read.</p>	
776.7	<p><b>Transformation &amp; Delivery Committee:</b> The Chair drew attention to the report that PM had written on MB's behalf. RR reported that he had been asked to comment on the draft medicines optimisation strategy. PM to ask Medicines Management to clarify what sort of patient forum is to be used for engagement.</p>	PM
776.8	<p><b>System Resilience Operational Group (SROG) (formerly Urgent Care):</b> The Chair drew attention to the report submitted by DM which was noted.</p>	
776.8.1	<p><b>Frailty Strategy:</b> The Chair drew attention to the report and strategy that had been previously circulated and asked whether attendees had any comments or anything to add. SRJ asked whether the HFC would fall under patient representation and public. The Chair confirmed they would.</p> <p>The Chair then decided to move to agenda item 12.12 NEE Operational Plan as Anthony West, Head of Planned Care Transformation, NEE CCG joined the meeting.</p>	
776.9	<p><b>NEE CCG Operational Plan:</b> The Chair stated that the Committee was interested to know how the Operational Plan (OP) fitted together with the Sustainability &amp; Transformation Plan (STP) and Urgent Care Review.</p> <p>AW began by thanking the Committee for accommodating him at short notice and explained that all CCGs have to produce annual operational plans. He felt that in the past, the NEE CCG's OPs had been rather wordy and difficult to understand. This one however, had been designed to be simple and concise, as well as describing how it fitted into the STP, NHS mandates and five year forward view. The element of mandates could be seen in the actions and outcomes as well as how the NEE CCG could be measured. This would mean they would be more accountable going forward.</p> <p>AW stated he was keen to hear the HFC's thoughts on the document and would be happy for them to comment today or, alternatively to email him. He explained that the document was aimed at staff so it may be that another version would be needed for public view that would not be so jargon heavy. He then stated that the final submission of the document needed to be made to NHS England by 23<sup>rd</sup> December 2016. However, if another, public facing, document was to be produced there was no reason this could not be done after the submission date. SRJ commented that the timing was rather tight but she felt that the idea of a public facing document that could also be shared with PPGs was a good idea.</p> <p>The Chair suggested that a meeting take place on 19<sup>th</sup> December 2016 at 10am between those HFC members that wanted to comment on the plan in order that these could be collated and passed back to AW. PM is to email all members with the details.</p> <p>Moving on to how the various plans fit together, AW explained that the STP is strategic, the OP describes the delivery of the STP in an operational way and the Urgent Care review is an action of the OP.</p> <p>RR asked whether there may be difficulties due to on-going discussions with Ipswich Hospital. AW explained that it was still early days and although problems may arise the relevant organisations would work through them. Openness and transparency was important and input from stakeholders was being encouraged. RR felt the document was very useful. SRJ and LN agreed. The Chair thanked AW for coming along and sharing the document with</p>	



<p>776.10</p>	<p>them. AW left the meeting at this point.</p> <p>The Chair then decided to take agenda items 12.13 and 12.14 together and next.</p> <p><b>Sustainability &amp; Transformation Plan (STP) &amp; Urgent Care:</b> The Chair explained that the STP documents covered a wide remit including some areas where the HFC was not involved, including South Suffolk. However it does refer to possible situations which could affect patients and their families in the future. For example, if certain hospitals became centres of speciality, meaning NEE patients may have to travel to other locations. This would impact on families visiting them, particularly as transport links across NEE and South Suffolk are not good.</p> <p>In view of this, the Chair recommended that Task &amp; Finish groups be set up for both the STP and Urgent Care review to provide input into the NEE CCG from the HFC.</p> <p>Referring to the Urgent Care review documentation the Chair felt this was a “ground level” document as to what the NEE CCG may be doing. Any decisions taken will have a direct effect on patients in NEE immediately. He reported that Urgent Care contracts were up for renegotiation by Spring 2018 and that at the recent Board meeting, it had been stated that nothing had been ruled out or in. The Chair reported that 10 public engagement events were being organised and tabled a poster giving details of these. PM to contact Simon Morgan, Head of Communications &amp; Public Involvement requesting all the information on the Urgent Care review and engagement events in order to send out to the Health Forum membership and PPG Liaison groups before the end of the year.</p> <p>BG stated that, as well as the events listed, there would be lots of engagement with various support groups. RR commented that there was a national initiative looking into the appropriateness of facilities such as Walk-In Centres, GPs, nurses, NHS Choices and other alternatives to A &amp; E.</p> <p>BG left the meeting at this point. The Chair asked for the Committee’s agreement to set up Task &amp; Finish Groups to look at the STP and Urgent Care review. The Committee agreed this should be done. PM is to email the HFC asking for volunteers to take part. The Chair suggested that such meetings should commence in the New Year. He stated that DM had agreed to lead the Urgent Care review Task &amp; Finish Group. LN, ML and the Chair also agreed to be involved. The Chair suggested that KW, RR, HM &amp; KS, as well as himself, should be involved in the STP Task &amp; Finish Group.</p> <p>The Chair then suggested that volunteers could also be sought from the wider Health Forum membership via the December 2016 Local Health Matters meetings as well as the PPG Liaison Groups which were due to meet in January 2017.</p>	<p>PM</p> <p>PM</p>
<p>776.11</p>	<p><b>Resilient Communities Programme Board (RCPB):</b> RR reported that this group had been incorporated into the Operational Plan presented by AW earlier.</p>	<p>PM</p>
<p>776.12</p>	<p><b>Ophthalmology Network:</b> There was no report.</p>	
<p>776.13</p>	<p><b>PALS:</b> There was no report.</p>	
<p>777.0</p>	<p><b>NEE CCG &amp; CHUFT Press Releases:</b> All press releases were noted.</p>	
<p>778.0</p>	<p><b>Reports from Outside Organisations:</b></p>	
<p>778.1</p>	<p><b>ACE Health Improvement Service – Youth Drop In Sessions:</b> The Chair drew attention to the information sheet.</p>	
<p>778.2</p>	<p><b>Colchester Hospital Pioneering Procedure:</b> The Chair drew attention to the report.</p>	
<p>778.3</p>	<p><b>Will Quince Mental Health Forum, October 7, Highwoods Community Centre:</b> The Chair drew attention to the report he had written from the notes of the meeting provided by Will Quince. Another meeting is planned for the New Year.</p>	



778.4	<p><b>Tendring Mental Health Support; Big lottery Grant for New Health &amp; Wellbeing Service:</b> The Chair deferred this until the January 2017 meeting.</p>	
779.0	<p><b>Any Other Business:</b> There were no other matters raised.</p> <p>The Chair thanked everyone for attending, wished them a happy Christmas and New Year and closed the meeting.</p>	
780.0	<p><b>Date of Next Meeting:</b> Wednesday 4<sup>th</sup> January 2017 1.30pm to 3.30pm Sams Hall, CVST, Rosemary Road, Clacton on Sea, CO15 1NZ.</p>	

