

MINUTES

North East Essex Health Forum Committee (HFC)

Wednesday 1st November 2017

1.30 pm to 3.30 pm

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

Present:

Ray Hardisty (Chair)	RH	Chair, Colchester Representative (Elected), Ambrose Avenue Patient Participation Group (Secretary)
Marjorie Appleyard	MEA	End of Life Representative
Celia Crossley	CC	Finance & Performance Representative, Winstree Road Patient Participation Group (Chair)
Cari Hook	CH	Carers Representative
Bonnie Jarman	BJ	Community Voluntary Service 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)
J Brian Mckeown	JBM	Tendring (exc. Harwich) Representative (Elected), East Lynne Patient Participation Group (Chair)
Su Rhys Jones	SRJ	Colchester Representative (Elected) & Quality Committee Representative, West Mersea Patient Participation Group (Secretary)
Ann Watson	AW	Harwich Representative (Elected), North East Essex Clinical Commissioning Group (NEE CCG) Board Representative, Riverside Patient Participation Group (Chair)

In Attendance:

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

Item		Action
991.0	<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 (Outreach Rep. & Primary Care Operational Group Rep.), Maura Broad (Colchester Rep. (Elected), F&P Rep. (Deputy) & Winstree Road PPG), Julie Hocken (Carers Rep.), Patricia Paxon (End of Life Rep. (Deputy)), Robin Rennie (SCN Rep.) and Jo Roosenbeek (Maternity Voices Joint Representative).</p>	
992.0	<p>Declarations of Interest: All Declarations were noted as correct and no further declarations of interest received.</p>	
993.0	<p>Minutes of Meeting held on Wednesday 4th October 2017: The minutes were agreed as a true and accurate record of the meeting pending the following changes:-</p> <p>Page 3 – paragraph 1 – Replace “SRL” with “SRJ” and “Head Office” with “Colchester Group”.</p> <p>Page 4 – item 984.2 – paragraph 2 – Replace “SRL” with “SRJ”.</p>	
994.0	<p>Matters Arising: There were no matters raised.</p>	

<p>995.0</p>	<p>Actions from Previous Meetings: 997.1 (923.0 (6 Sep 17) & 911.1 (2 Aug 17)) RH advised this matter is still on-going.</p> <p><u>Celia Crossley</u> – Action 982.1: PM advised that she had been unable to ascertain the status of this action and would forward it again to CC. (NB. CC arrived late to the meeting and was not available for comment at this point.)</p> <p>All other actions were noted as complete.</p>	
<p>996.0 996.1</p>	<p>Issues Raised by Patients, Public, Carers & PPGs: Missed Appointments at CHUFT: The Chair drew attention to the report circulated previously. He reminded the Committee that the issue, in general, related to the discrepancies between hospital departments in relation to issuing of appointment letters and reminders. SRJ reported an incidence where she had received an appointment letter but it had been received after the day of the actual appointment. She stated that she had, luckily, rang the hospital previously so was aware of the appointment and was able to attend. However, had she not done this, she would have missed the appointment and been marked as a “did not attend” (DNA).</p> <p>PK reported that he had spoken with the appointments team at CHUFT who had said that, with hindsight, there were some instances where the process had not gone as it should. He then went on to say that examples such as SRJ’s were exactly what were needed for him to take this matter up with the hospital. He agreed to speak with SRJ to obtain full details for passing onto the hospital.</p> <p>CH reported that Essex Carers Support had recently supported a family carer who had to cancel a hospital appointment at the last minute and was consequently returned to the GP and needed to be referred again.</p> <p>AW asked whether others present had actually been reminded of appointments, saying that she had never received such a reminder. PK stated that patients had to opt into the text reminder service and agreed to send contact details of the relevant person, at the hospital, to AW.</p> <p>The Chair commented that the efficiency of the service did seem to vary between departments. MEA reported that her husband always received letters and reminders in good time regardless of department.</p>	<p>PK</p>
<p>996.2</p>	<p>Patient Transport – Eligibility Criteria: The Chair drew attention to the report previously circulated, saying that, although the NEECCG were not disclosing the actual questions asked, some examples had been given.</p> <p>SRJ reported that staff at the Walk In Centre (WIC) and some outpatient departments had stated that drivers should not simply leave patients unattended in reception, as staff members were then called away from other duties should the patient need assistance, such as visiting the toilet.</p> <p>CH replied that this was not the issue being raised in the circulated report. She explained that the concern was that a patient’s husband (who was her carer) was not eligible to travel with her on patient transport. She also mentioned that the husband had mobility issues himself. She went on to say that there had been discrepancies between responses received from the NEECCG and East of England Ambulance Service (EEAST) and Julie Hocken (JH) was querying these.</p> <p>PM then gave an update to the circulated report stating that JH had emailed her to say she would try to get permission to pass on the individual’s contact details.</p> <p>Returning to SRJ’s comments about drivers not leaving patients unattended, JBM stated that it was not a driver’s responsibility to attend to patients, and this should be done by a carer. SRJ agreed but also stated that this was not possible if the patient’s carer could not travel with them on patient transport and was not able to make their own way to the hospital.</p> <p>The Chair said that it was important that details of specific examples were provided in order they could then be passed back to the NEECCG and EEAST for investigation.</p>	<p>PM</p>

<p>996.3</p>	<p>Audiology – Changes to Service: The Chair drew attention to the report previously circulated. He then asked whether commissioners had made arrangements for the continued provision of hearing aid consumables following the change of service provider.</p> <p>PK replied that he chaired the Audiology Network and would follow this up with the Committee. BJ reported that some visitors to the CVST did not seem to be aware of the service provider change. PK stated that he would make sure the need for effective dissemination of information was re-iterated at the next Audiology meeting. PM will inform the member of the outcome.</p>	<p>PK/PM</p>
<p>996.4</p>	<p>Accessibility & Translation: The Chair drew attention to the report which was taken as read.</p>	
<p>997.0 997.1</p>	<p>Word on the Street: New Issues: PM reported that this item was for information only as it had now been resolved.</p> <p>MEA reported that patients could be seen at Clacton hospital for dermatology but would have to be prepared for a longer wait to get an appointment. She also reported having heard about concerns regarding transport to appointments at Ipswich Hospital. PM suggested that attendees at the Tendring Local Health Matters meeting be told of the possibility of dermatology appointments at Clacton Hospital. The Committee agreed that this should be done. JBM mentioned that the situation would, hopefully, improve with the development of the Clacton GP Alliance.</p>	
<p>998.0 998.1 998.2</p>	<p>PPG Matters: October 2017 PPG Liaison Minutes: The Chair drew attention to the circulated minutes.</p> <p>Self-Care Week 2017: The Chair reported that this would take place during the week beginning 13th November 2017. He went on to say that a meeting with the NEECCG Communications Team had taken place yesterday. PK asked for any HFC members willing to help man an information stall during Self-Care Week contact the Communications Team. The Chair stated that an email requesting help had been circulated and various members had already indicated their willingness to help.</p>	
<p>999.0 999.1 999.2</p>	<p>Update from Community Voluntary Services: Community 360: The Chair drew attention to the circulated report which was taken as read.</p> <p>CVST: BJ tabled a report. She drew attention to Action on Hearing loss saying this would continue until the end of March 2018. She then referred to the Winter Warmth campaign saying that a referral was needed and she would be happy to pass on a form to anyone that needed them.</p> <p>Finally, referring to the Harwich Wellbeing Catalyst, she reported that the CVST was working closely with Anglian Community Enterprise (ACE) on “My Weight Matters” and some participants had expressed a desire for blood pressure monitoring to be offered in conjunction with this.</p>	
<p>1000.0 1000.1 1000.2 1000.2.1 1000.2.2</p>	<p>Local Health Matters Meetings: Colchester September 2017 Meeting: The Chair drew attention to the minutes.</p> <p>October 2017 Meetings: Tendring: The Chair drew attention to the minutes and PM reported that there was a change to the details given for the December 2017 meeting venue. This will now be held at the CVST, Rosemary Road, Clacton, CO15 1NZ as the Council Chamber at Weeley was no longer available for the required date in December.</p> <p>Colchester: The Chair reported that he had not yet had a chance to approve the minutes of the Colchester meeting so they would be circulated with the agenda for the December 2017 HFC meeting.</p>	

1000.3	November 2017 Meetings: The Chair drew attention to the circulated agendas.	
1000.4	Tending Local Health Matters – Venue: PM reported that the venue for the alternate Tending LHM would be the Council Chamber at Weeley for 2018. This change had been decided upon following the declining attendance at the Harwich venue.	
1001.0 1001.1	Outreach and Engagement: Out and About: The Chair referred to the report that was circulated in advance of the meeting and thanked MEA for her event reports on the recent Crucial Crew event. He then asked members to let him, or PM, know of any upcoming events that the Outreach Representatives could attend.	
1002.0 1002.1	Health Forum Specific Issues: Action Plan: The Chair reported that a new lay member for patient representation had been appointed to the NEECCG Board.	
1002.2	Patient Representatives: The Chair referred to his circulated report which showed the need for deputy representatives for Quality, Finance & Performance and Urgent Care Committees. SRJ asked that details of who acted as HFC representative on each committee be circulated amongst the HFC. PM agreed to do this as soon as permission to share contact details had been given by all HFC members.	PM
1003.0	Healthwatch: The Chair's report was noted. SRJ asked whether there had been much advertising of the "Introduction to Lived Experience" course and handbook. The Chair replied that this was starting to happen in regard to the course, but he was unsure in regard to the handbook. CC agreed to take details of those members who would like a copy of the handbook and organise that these are sent out.	
1004.0 1004.1	NEE CCG Committees with Health Forum Representatives: Ambulance Service: There was no report.	
1004.2	NEECCG Board: It was agreed that the Chair's suggested topics, as per the circulated report, be added to the next HFC report to the NEECCG Board. The Chair will write this up in conjunction with AW.	AW
1004.3	Maternity Voices: There was no report.	
1004.4	End of Life: PM reported that PP had contacted her saying that the End of Life group was not meeting currently, hence there was no report. JBM asked why they were not meeting. MEA replied that the group was part of the Sustainability & Transformation Partnership (STP) and were now waiting to hear the outcome of their report to the STP Board in regard to the STP and the future.	
1004.5	Finance & Performance (F&P): CC apologised for not circulating her report in advance, saying that it was very difficult when the F&P meeting was held on the Friday before the HFC meeting. The Chair asked that CC take any questions on her report in preference to going through it. JBM suggested that members be allowed to take the report away to read in-depth prior to raising questions and queries at the next HFC meeting. This was agreed and PM will re-circulate CC's report with the agenda for the December 2017 meeting.	PM
1004.6	Quality: SRJ reported that the next Quality Committee meeting would be held on Thursday 2 nd November 2017 and she would report on this at the December 2017 HFC meeting.	
1004.7	Transformation & Delivery Committee (TDC): The Chair drew attention to the circulated report which was taken as read.	

1007.8	<p>Urgent Care (System Resilience Operational Group (SROG)): The Chair drew attention to the preliminary report from Robert Harrington (RHrr) the newly appointed patient representative to Urgent Care.</p>	
1004.9	<p>Strengthening Communities Network: There was no report.</p>	
1004.10	<p>Patient Advice & Liaison Service (PALS): PK reported continued enquires regarding ear syringing. Although steps had been taken to ensure GPs were advising supported self-care initially before following up with syringing, where necessary, one surgery was still not prepared to offer any syringing service whatsoever. PK stated that, although consistency across the region was preferable, surgeries could not be made to provide the service.</p>	
1004.11	<p>Sustainability & Transformation Partnership (STP): The Chair reported that presentations on the STP had been made to the October 2017 LHMs. The recent planned meeting of the STP Monitoring Group had been postponed to early December 2017.</p>	
1004.12	<p>Quicker Treatment Leaflet: PM drew attention to this leaflet and asked members to take supplies for distribution as widely as possible. PK reported that information on opticians had now been included and there was also discussion around a future version containing dentistry information too.</p> <p>CC asked when the newly re-commissioned 111 service would be on-line. PM will refer back to the Urgent Care team to find out.</p> <p>JBM reported that patients calling one of the GP Alliance surgeries on a Saturday or Sunday would be referred to the 111 service. MEA asked whether 111 call handlers would be better trained. PK replied that the newly commissioned service would have more clinical staff available.</p>	PM
1005.0	<p>NEE CCG & CHUFT Press Releases: The following press releases were noted:-</p> <ul style="list-style-type: none"> • Join us for the GP Commissioning Committee • Clinicians urges smokers to stub out • CCG supports World Mental Health Day • Re-furbished practice opens its doors • Clinicians remind people to get flu jabs • Tips for people with LTCs to stay well over winter • Board Meeting notice • Tackling Climate Change 	
1006.0	<p>Reports from Outside Organisations: The Chair referred to a recent local press report on queues of people, outside Frinton Road Medical Centre, waiting for appointments. MEA commented that even after queuing some patients were unable to get an appointment. SRJ stated that the same situation happened at West Mersea surgery. PK said that the NEECCG were not able to provide any comment to the press as the surgery was run by ACE in conjunction with NHS England. ACE had been asked to comment and had recognised a problem, saying they were training care navigators with the aim of streamlining the system.</p> <p>JBM reported that East Lynne surgery had recently recruited an additional GP from Eastern Europe and now had 5 Advanced Nurse Practitioners. He felt the surgery was running better now than it had in the previous two years. He also mentioned that the PPG were organising a thank you party for the staff in December 2017.</p> <p>The Chair reported that the NEECCG were organising an information learning event with voluntary organisation representatives. This would be held at St. Helena Hospice on Tuesday 8th November 2017 and anyone representing a voluntary organisation was welcome to attend. However, the event was not aimed at PPGs.</p> <p>Referring to Urgent Care, the Chair reported on new funding that was available to innovative schemes for reducing A&E attendance and hospital admission. He explained that this was being pushed out to voluntary organisations and replies co-ordinated by Community 360.</p>	

	<p>The Chair then went on to report that Community 360 were holding a Community Marketplace on 23rd November 2017 at Firstsite in Colchester and drew attention to the circulated flyer. Finally, he mentioned that a conference on dispelling myths surrounding sexual violence and child sexual abuse was being held on Tuesday 6th February 2018, also at Firstsite, Colchester. A flyer advertising this had also been circulated to HFC members.</p>	
1007.0	<p>Any Other Business: SRJ reported that, in her capacity of Secretary to West Mersea PPG, she had recently minuted a PPG meeting which had been attended by a surgery staff member in the place of the Practice Manager. After having produced and circulated the minutes amongst the attendees at the meeting she sent a list of actions to the Practice Manager which generated a response from him asking her to meet with him to discuss the re-writing of the minutes. She went on to say that although she was reluctant to do so, she did agree, with the Chair's permission, to re-write the minutes with updated information that had not been given at the meeting. These minutes were then re-circulated and it was made clear that they had been re-written in conjunction with the Practice Manager.</p> <p>SRJ went on to say that the original set of minutes had not yet been published in the local press so she was able to submit the re-written set for publication. SRJ then mentioned that some of the PPG members thought that the minutes should not have been re-written. JBM agreed with this view. The Practice Manager had promised to attend future PPG meetings.</p> <p>The Chair thanked SRJ for the information but stated that this was not a matter for the HFC.</p> <p>As there was no other business, the Chair thanked everyone for attending and closed the meeting at 2.45pm.</p>	
1008.0	<p>Date of Next Meeting: Wednesday 6th December 2017 1.30 pm to 3.30 pm Ash Meeting Room, Aspen House, Stephenson Road, Severalls Business Park, Colchester, CO4 9QR</p>	