



Agenda

Meeting: Healthwatch (HW) Southend Advisory Board
 Date: Wednesday 5th September 2018
 Time: Public Meeting 17:00 – 18:00, Private Meeting 18:15 – 19:15
 Location: Friars Children Centre, Constable Way, Southend-on-Sea SS3 9SW

In Attendance: Jean Broadbent (Chair), Chris Gasper, Freddie Dawkins, Jan Symmonds, Sharon Auger-Forbes, Rosie Gorham (Minutes)

Apologies: Mr Ali, Mr Victor Tassell

Public Meeting

No	Item	Action
1.	<p>Welcome, introductions & apologies</p> <p>JB welcomed Denis Garne and Emily Turkington from the public to the meeting.</p> <p>Apologies from Mr Ali & Victor Tassell</p> <p>Introduced HW and the board. Handed out minutes and terms of reference along with annual report.</p>	
2.	<p>Minutes of last meeting and matters arising</p> <p>Formally agreed minutes of last meeting</p> <p>CG: HW should be gathering information and going to the source and trying to make a difference.</p> <p>JB: Advisory Board is a platform to raise queries then investigate what has taken place.</p> <p>Agreed terms of reference from previous minutes.</p>	
3.	<p>HWS Annual Report 2017/18</p> <p>CG – the report looked at priorities for next year and it highlighted the positive relations with the Early Years centres. Push locally for more support.</p> <ul style="list-style-type: none"> - Mental health-explore support in Southend - Raise the profile of HW <p>SA – newsletter is under way but must abide by GDP regulations</p> <p>Conversation between JB and CG about the HW Southend website</p>	
4.	<p>HWS Action Planning & Goals</p> <p>JB circulated handout with HWS action plan & the 9 goals</p> <p>CG & FD – change name of ‘Success Regime’ to ‘STP Regime’</p> <p>JB possible there will be another consultation</p> <p>Southend have not agreed to the 19 recommendations – will hear more at the next scrutiny meeting & wellbeing board.</p> <p>CG is the vice chair of the user group set up in 2016. Talked about the engagement operation.</p>	JB

	<p>The responses have been poor regarding consultation with Public and represents less than 3 per cent local population gave their views. CG commented that most people had opportunity to contribute but chose not to for various reasons e.g doesn't affect them directly, don't understand process, think change is going to happen anyway. JB will suggest to CCG that a range of creative ways to consult with local residents be looked at.</p> <p>JB addressed the implementation plan and the lack of response to them. CG highlighted that no action can be taken until the transport is in place. There is the need to be transparent r.e. feedback so people are aware of response. There should be meeting and the feedback discussed and documented so transparent.</p> <p>FD – appears to have been little consultation with NHS staff – have not seen any reports or explanation to hospital staff. Will there be transport for the staff as well? Conversation around this with JB and CG.</p> <p>Next meeting in 2 weeks' time – Tues 18 Sept. if JB can't attend then will feedback to us – will ask who is taking the minutes for this meeting. STP Programme board 3rd week of September. Open to the public.</p> <p>JB: first PPGF she attended the Director of Medicine addressed the NHS's responsibility to provide services but question mark over duty to transport patients there.</p> <p>JB covered remaining 8 HW Southend action plan goals and upcoming events.</p> <p>Also discussed the patient participation survey published in the Echo. JB to find out from the CCG what questions were asked & how they have extracted this data. Can also ask the patient reps how they were involved and what they have been asked.</p> <p>No questions or observations from this item.</p>	<p>JB</p> <p>JB</p>
<p>5.</p>	<p>Questions from members of the Public</p> <p>1. Victor Tassell (service user): "Please inform me why the members of LINKs were not given the opportunity to be a part of Healthwatch Southend"</p> <p>- Conversation around background and role of LINKs.</p> <p>CG advised that when LINKs transferred over to HW they did invite people to come forward and form a board. Posted on the LINKs website.</p> <p>2. Mr Ali: " Can you please provide the financial data for Healthwatch Southend for the years 2013 - 2018 showing funding received each year from Southend Borough Council and the underspend for these years and what happened to the monies that remained at the end of the years."</p> <p>- JB confirmed that any surplus was re-invested in HWS. All reports and figures are on HW Southend website. JB to respond to Mr Ali.</p> <p>3. Emily Turkington (HARP): ET works with mental health unit discharges and is very concerned that a lot of them are ending up on the street due to no fixed address. Would like it if HW can help highlight this issue. JB to look into.</p> <p>FD: raised question of how many people affected – ET to try and get figures.</p> <p>4. ET: "What other work do HWS do with the vulnerable?"</p>	<p>JB</p> <p>JB</p>

	<p>JB: outlined work with Project 49, SEC college and SACC. Meeting next week re assessment & diagnosis of Autism which JB hoping to attend.</p> <p>5. ET – how is training managed in GP surgeries managed as some are more helpful and proactive than others. Time To Learn is organised by the Chief Nurse, who puts together a training programme.</p> <p>ET – discussed issues regarding obtaining appointments for mental health patients and the challenges they face.</p>	JB
6.	<p>AOB CG shared SUFT Annual Report and says makes for interesting reading. JB will look at in and note any specific items of note.</p>	