



## Minutes

Meeting: Healthwatch (HW) Southend Advisory Board  
Date: Tuesday 4<sup>th</sup> December 2018  
Time: Public Meeting 17:00 – 18:00; Private meeting: Cancelled  
Location: Friars Children Centre, Constable Way, Southend-on-Sea SS3 9SW

In Attendance: Jean Broadbent (Chair), Freddie Dawkins, Sally Manzoni, Jan Symmonds, Rosie Gorham (Minutes)

Apologies: Chris Gasper, Wendy Dodds

### Public Meeting

No	Item	Action
1.	<b>Welcome and introductions</b> JB welcomed Majzoub Ali from the public to the meeting. Introduced HW and the board.	
2.	<b>Apologies for absence</b> Apologies from Chris Gasper, Wendy Dodds and Bill Glanville	
3.	<b>Minutes of last meeting and matters arising</b> - Name changed to STP Regime as per action in minutes from last meeting. - Implementation plan – referred to 19 page document from June. No response to query as to whether they are formally withdrawing implementation. - CG to feedback re transport which is based on 19 page documentation - Discussion re patient participation survey - JB met with Emily Turkington from HARP –putting together a reference guide to better facilitate discharge of mental health patients. - Project 49 – more training required. JB meeting with Southend Care (Tony Levine). - JB made annotations to SUFT Annual report. FD-conversation took place around referral from council to the secretary of state General feeling is transport was always weakest part.  JB-grateful to members of public for attending meetings and feeding back, particularly those HWS can't attend. Rely on public to raise issues.	
4.	<b>Data Management</b>  JB discuss possibility of HWS implementing new CRM software in line with rest of HW England. This system is quicker and easier than current software however unfortunately it does mean we have to enter data twice. David Solace assisting with this.	

5.	<p><b>Questions from members of the Public</b></p> <p>Majzoub Ali posed 3 questions:</p> <p>1. <i>“Southend Borough Council Healthwatch Southend (HWS) has a seat on SBC People Scrutiny Committee and a seat on SBC Health and Wellbeing Board. Has a representative from HWS attended all sessions of the SBC People scrutiny Committee and SBC Health and Wellbeing Board, and what influence has it had to improve the health and wellbeing of the people of Southend?”</i></p> <p>JB: HW Southend have not attended all of the SBC Scrutiny Meetings or HW Board Meetings. HWS review the minutes accordingly when occasion unable to attend.</p> <p>HWS are working with HARP &amp; Discharge Team to improve pathways for homeless. HWS are monitoring transition of patient from Maple Ward Rochford to Meadowview Ward in Thurrock. HWS respond to regular requests from members of the public regarding accessing services and offer support. HWS are part of the Tender Evaluation and procurement process at SBC regarding commissioning intentions. HWS are working with Mental Health Forum to compile a survey, in response to Service Users concerns. HWS working with other providers to offer drop in sessions across the borough to widen access. HWS are managing a case load of Health Advocacy Complaints.</p> <p>2. <i>“How many new PPGs has HWS been able to help establish and support?”</i></p> <p>HWS are contacting PP Representatives directly at Surgeries to engage volunteers and develop links.</p> <p>3. <i>“How many PPGs are currently actively functioning?”</i></p> <p>HWS understand from NHS Southend CCG that 26 out of 28 Practices has representation at each Surgery.</p> <p>M Ali feels HWS are in a strong position to be more influence on PPGs. Discussion around this and importance of HWS using opportunities to intervene with PPGs.</p> <p>Bill Glanville question via M. Ali: Why can he not get prescription given at hospital at their pharmacy? Discussion regarding private pharmacies and GP issues.</p>	
6.	<p><b>AOB</b></p> <p>No other issues</p>	

7.	Date of next meeting: Tues 5 <sup>th</sup> March	
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**Private meeting not going ahead due to insufficient number of board members.**