

Minutes

Meeting: Healthwatch (HW) Southend Advisory Board
 Date: Monday 12th December 2016

Location: The Boardroom, Balmoral Community Centre, Salisbury Avenue, W-O-S SS0 7AU

In Attendance: Leanne Crabb (Chair), Chris Gasper, Aline Clayson, Jan Symmonds, Kim Paterson (Minutes)

Public Meeting

1.	Welcome No members of public attended.	
2.	Plan for 2016/2017 Priorities <ul style="list-style-type: none"> • Engagement with Children & Young People <ul style="list-style-type: none"> - LC updated that the Youth Council would like to have their own scrutiny committee for Mental Health for young people – LC has spoken to them about how Healthwatch would like to be involved. They have spoken to the CCG and they appear to be open to attending – LC to check the timeframes of this new committee. - Cambridge Road are holding a trial fluoride application at the centre for younger children of most deprived areas in Southend – Healthwatch will be attending. • Essex Success Regime <ul style="list-style-type: none"> - Communication aimed more at the public has been produced – LC to email whole document to everyone to look through but handed out one page from the document to give an idea of the language. LC felt the language was better. Official consultation looks like it will be more like March – Healthwatch will actively promote to everyone we can and will use the Board as well to promote. CG is attending a meeting next week and will be raising questions about selective and elective surgery and staffing problems. Need clearer and simplified details of what is going to be available at Southend and what is going elsewhere. - LC advised that the 111 service is up for tender shortly and Healthwatch are on the panel. • Access to GP Services <ul style="list-style-type: none"> - LC advised that Katherine who deals with the complaints is doing a project to get Mystery Shoppers to go to different GP surgeries and ask various questions about how to register, if need urgent appointment how quick will be seen? Etc – Katherine has been speaking to other projects who do this and has been sent their training packs. - Now that CCG have equal responsibility to NHS England with GP surgeries so can do things about contracts and under performing surgeries so we can feed the results back to the CCG to action. 	<p>LC</p> <p>LC</p>

	<ul style="list-style-type: none"> - AC advised that Queensway Surgery is very disappointing – LC suggested could do an Enter and View there. - CG suggested the Mystery Shoppers could ask about PPG's as well. - LC advised when this is up and running they would like the input of the Board for some questions. - CG to speak to Janice about the most recent meeting attended as was not very well promoted – feels CCG communication needs to be better. <ul style="list-style-type: none"> • Domiciliary Care LC is meeting Karen Peters at the council regarding which care homes and domiciliary care we can complete enter and views on and to discuss any concerns we have. • PPG's Need to look at new boundaries before approaching surgeries to join together to form a PPG. CG suggested that we use evidence of how PPG's help the practice to help promote to the surgeries that don't have one yet. 	
3.	<p>Southend, Essex and Thurrock Mental Health and Wellbeing Strategy (Draft)</p> <p>LC circulated a page of the plan, is a large document but will email the whole document to the board.</p> <p>It was agreed in theory it would be a good plan if can deliver what they are suggesting.</p> <p>The 3rd sector is mentioned a lot but it is not clear if they will fund this.</p> <p>AC agreed to circulate the document – any views to be passed back to LC.</p>	LC/AC
4.	<p>Attracting new board members</p> <p>If anyone can think of anyone that would be suitable to join the board let LC have their details.</p> <p>Would ideally like another 2 members.</p> <p>CG suggested putting topics on the adverts to gain professionals attention.</p> <p>AC attends child conferences and would look at bringing this up at the meetings.</p> <p>JS suggested putting ads up in the professionals rooms at the children's centres.</p>	AC
5.	<p>Any Other Business</p> <p>Mind – AC Update</p> <p>Therapy For You – not able to just phone up for clients to access they now have to ring themselves so that a phone assessment can be arranged.</p> <p>Pohwer advocacy has now moved into the MIND Office – can ring MIND to be put through to them. Some of the staff were tuped over from Southend advocacy.</p> <p>MIND Project – funding ends 31st March and at present are not aware of any further funding. Some staff have already been made redundant and Aline expects to be any day.</p> <p>BME group is moving back to Centre Place after Christmas.</p> <p>AC to continue as a Board Member for Healthwatch.</p>	
6.	<p>Confirm date and time of next meeting</p> <p>Kim to check availability at Balmoral for either 6th or 13th March and then circulate the date and time to the Board.</p>	KP