



Public Minutes

Meeting: Healthwatch (HW) Southend Advisory Board
 Date: Tuesday 3RD September 2019
 Time: Public Meeting 17:00 – 18:00
 Location: Cambridge Road Children Centre, Southend-on-Sea,

In Attendance: Jean Broadbent (Chair), Freddie Dawkins, Chris Gasper, Sally Manzoni, Jan Symmonds, Sammi Wise (Minutes)

Apologies: Wendy Dodds, Mr Ali,

No	Item	Action
1.	<p>Welcome and introductions JB welcomed everyone to the meeting</p>	
2.	<p>Apologies for absence Apologies from Wendy Dodds, Mr Ali</p>	
3.	<p>Minutes of last meeting and matters arising There is an emerging issue regarding people being discharged without an address. The issue lies with disclosure, as people are not providing the information that they are homeless. JB is attending a meeting with HARP Homeless Action around the discharge policy. Update to follow.</p> <p>Mental Health / Project 49 – Discussion had around CCG putting together a read easy survey. Apologies HWS did not attend last forum, work around health checks has taken precedence.</p> <p>Southend Foundation Trust Annual Report & EPUT Annual reports requested for HWS to comment. It has been agreed that HWS will be included in the distribution of these reports.</p> <p>Local Strategy – CCG Last meeting was around developing Primary care.</p> <p>All events are now published on the website. Upcoming events in September include the Civic Centre and The Royals. More events to be included.</p> <p>Mr Ali’s question around the public involvement in commissioning was raised with CCG and they were unable to provide an answer.</p>	<p>JB action this</p>

	Green prescriptions have now been updated and new ones have been produced with the use of accessible language.	
4.	<p>Election of new Chair</p> <p>Introduction of Freddie Dawkins as new Chairperson for HWS Advisory Board.</p>	
5.	<p>Questions from members of the public</p> <p><i>Tricia C:</i></p> <p><i>With regards to the Ambulance Service in Shoeburyness, Can HWS influence the decision?</i></p> <p><i>Copy of the petition and letter to Chairperson handed to JB.</i></p> <p>JB: Thank you. HWS have been aware of this decision for the last month and received a number of enquires. HWS are in touch with East Anglia Ambulance Service Trust (EEAST) who offered a 'blanket statement'. HWS aims to secure a further statement and have written to the Chair of East of Anglia to gather some marketing info to distribute.</p> <p><i>Trisha C:</i></p> <p><i>It's not about closure, and more about movement of the ambulances in November to Aviation Way station. Shoeburyness will become a rest place and not a station.</i></p> <p>JB: Thanks Trisha.</p> <p><i>Roger Graham:</i></p> <p><i>This is concerning Rochford. Are HWS notified when the Council build new homes? Another 600 houses which will consist of 4/5 bedroom. How will SUH cope?</i></p> <p><i>Christin A:</i></p> <p><i>The government uses a windfall in order to ask the council to build many houses. Do you know what a windfall is?</i></p> <p>JB – Can you just explain what a windfall is?</p> <p><i>Christin A:</i></p> <p><i>Sites coming available and the Government asking for council to build more houses and the land has not been specifically allocated or identified in the Local Plan or any other planning document. Star Lane for example has over 600 properties which we were not aware off.</i></p> <p><i>Unfortunately there was a death due to an ambulance not being able to get down the Ashingdon road. It's gridlock and the roads aren't wide</i></p>	

enough and you cannot even make the roads bigger as the houses are literally built on the side of the road.

SM – Have you approached HW Essex? JB can you raise this with HW Essex?

Christin A:

I've written to the MP, Councillor and more and I am not getting a response from anyone. We have an online petition signed by residents.

Ken B;

Do people attend the Civic Centre drop in centre?

JB – List a small number of places in which HWS does attend including the Civic Centre. The Civic Centre is rather popular. We also ensure we attend at least one hub a month. Next event is at the Royals, Southend on 12th September.

Ken B:

How many people will attend on a Saturday? Website says Saturday.

Trisha apologies and leaves the meeting.

JB – HWS has been at weekend events at the Victoria Hub however more popular services are visible. We have more responses at the Royals.

CG – If you have any suggestions on the new website, how you would like to see certain things published, please do let us know.

JB – A new addition to the website is a new form which is found under 'contact us'. This is sent to us via email. The idea was for all HW to have something in common with a theme.

Leanne K:

I and my group arrived at the civic centre expecting to speak to HWS but dates and times were wrong. Do we agree you need more volunteers?

JB – a formal response has been given and apologies given. We will tighten our process to ensure that communication is provided in such event that HWS need to cancel.

Yes, we already have 2 volunteers who are office based but do help with events and we are always advertising for new volunteers. Now schools are back, we will use this advantage to get more volunteers.

SM – Please feel free to advertise on our behalf.

JB – We are looking for advisory board volunteers and admin.

Is Sharon based at CP?

JB – Yes, we have a hot desk policy so sometimes at CP or CRCC.

Chris A:

Patients in Rochford are making 300 calls for GP appts and waiting 3 weeks to see a GP.

JB – With the combining of resources, we have raised this with CCQ, Scrutiny.

Chris A:

This is going to make the problem bigger with more people.

JB – CCQ response was the role out of a digital service will make services better. HWS is attending PPGF, the item will be discussed.

Chris A:

Does HWS have an input in developments?

SM – It is extremely hard with 2 Councils to challenge but we will certainly raise it. Has MP been contacted?

Chris A:

Several times.

JB – We sit at the Scrutiny People Committee at Southend Borough Council (SBC) so work overlaps.

CG – An increase in NHS funding for an area is triggered when new residents register on the electoral roll. This determines the money given to the CCG for doctors etc. Staffing in NHS is the biggest issue. We are trying to get a talking shop with NHS to find out where the problem lies. JB is on other boards so have influences and the STP website is not yet live.

Chris A: Social housing is not for local people.

CG – This can be brought up at the Wellbeing meeting at SBC.

Chris A: Do we communicate with people outside the area?

FD – The Local Government Association in London may be able to provide useful information to you.

Discussion held around the impact of the new football stadium being built.

	<p><i>Emergency planning goes into each new project. There are teams in place to review these plans. The Emergency plan is revised yearly and there is a whole team based in Chelmsford.</i></p> <p>JB – There is a massive issue around recruitment and there is a national shortness. Within the next 5 years it is estimated that 42 GP’s will retire in the Southend area.</p> <p><i>There is a retention scheme and CCQ have a work force team who are training nurses and GPs and a lot of work is being put into it.</i></p> <p><i>Ken B: In the CCG report there is a report of the over use of teams. There was a press release regarding it not being beneficial for the tax they pay.</i></p> <p><i>Amanda: To help GPs, within Primary Care there are what they call navigators to guide patients on medication, provide advice and guidance. This is currently being piloted for specialist MSK providers. This will relieve GP for those who need to be seen. There is also talk of Skype consultations.</i></p> <p>JB – Thanks everyone for their attendance.</p> <p><i>Amanda – Just before you go, we have a patient-facing newsletter for Southend and Castle Point. It includes Primary Care. It is being distributed in GP Practices and we are wanting feedback as to what the public like to see.</i></p> <p>FD – Has the document been published to the public via Facebook and other social media? Have hard copies distributed to all GP’s within South East Essex?</p> <p><i>Amanda – all copies have been hand delivered.</i></p> <p>FD – Can HWS have hard copies? Action for this to be published on HWS Website.</p> <p><i>Suggestion from Chris.A to locate foot soldiers online via Facebook on Rochford Supporters.</i></p>	
6.	<p>Any Other Business Offer of Annual Report.</p>	
7.	<p>Date of next meeting: Tuesday 5th November 2019</p>	

Glossary of Abbreviations:

EPUT: Essex Partnership University NHS Foundation Trust

CCG: Clinical Commissioning Group

PPGF: Patient Participation Group Forum

STP: Sustainability and Transformation Partnership

CAB: Citizens' Advice Bureau

MH MDT: Mental Health Multi-Disciplinary Team

CEAG: Community Engagement Advisory Group

SAVS: Southend Association of Voluntary Services

SUAG: Service Users Advisory Group

SUHFT: Southend University Hospital NHS Foundation Trust

SUH: Southend University Hospital

SBC: Southend Borough Council

MSK: Musculoskeletal