

Public Discussion Event Meeting Notes
Chantry House, Billericay
17th January 2018



Q&A

Q

Are we going to outsource the implementation to a big American insurance company like they have in Nottingham?

A

No

Comments & Suggestions:

- Reassured that the changes are not as drastic as thought.
- I have a concern about the merger – I fear lines of communication stretched from senior management even further
- Clearly this plan is to cut down numbers going to A&E and going to hospital – concern of the consequences of that on social care and care in home. Concern about receptionists being trained as care navigators – needs to be good training.
- There are problems at the moment well recognised by hospitals, to start with a negative not great place to be – look forward to positive and try and make work – end of journey – all about better outcomes – if that’s what it achieves then I am happy with it.
- Concern about transfer to Southend – I have experience of waiting for ambulance which went to wrong address – I am worried this could mean more delays.
- Concerned about ambulatory service mentioned in the presentation – what sort of experience would patients have if not in bed – in a poorly condition – I would want to know more about that.
- I would support getting diagnostics in a local situation – I know if a lot of GP’s could get you to an ultrasound more quickly there is no need to see a consultant
- You need to have the IT in place to support your clinical teams from the start.

Other Comments & Suggestions from table discussions:

Transport

- Will be tricky to get transport right. Doing something different for staff would be good – help alleviate car park problems.

Emergency transport

- Need to give thought to how we staff. Have a dedicated team so not pulling on other

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services.

- Discharge processes need to improve
- GP services are under pressure too so need to improve that
- Concern about the care navigator plans
- Outpatients follow ups going locally – could we run very efficiently
- Must not outsource to private sector

A member of the audience asked for vote.

Full support for proposals in a show of hands