



Purfleet-on-Thames Community Forum

For ease of reference topics appear as separate subjects rather than in the order discussed. Items do not appear in any order of priority, and may appear under an unlinked agenda item (e.g. AOB)

Meeting Minutes 25th May 2021

1. Welcome

John welcomed everyone to the meeting, the code of conduct was explained as well as how to use/where to find Zoom buttons.

2. Apologies

Jim Smith, Qaisar Abbas, Rev Matt Drummond.

3. Speakers

Thurrock CCG - IMC

Louise Banks, colleague from IMC and Rahul Chaudhari, Director of Primarycare at NHS Thurrock CCG.

No answer could be given as to what services will be within the local IMC due to ongoing clinical discussions. As the building will not be finished until early 2024 the core offer will be primary care with a GP service and wider primary care team such as diagnostics, blood tests, mobile x-ray, and mental health services offered by IAPS. They are working with Mid and South Essex to see what out of hospital services are most needed in our area.

There will be an opportunity for the community to name the centre via a competition when the building is closer to completion, and it was raised that they need to make sure that the name reflects Purfleet-on-Thames.

Health service provision transformation continues with services being provided in new ways so that patients get the right treatment at the right time without bouncing from one service to another and with the ability to see more specialists within the GP surgery such as a physiotherapist or mental health practitioner and the opportunity to have a paramedic make home visits. There will be enough space to accommodate these newer roles and wrap-around services.

Rather than needing to be referred to hospital consultants for certain conditions patients will be able to be seen by specialists at the IMC for the 5 top conditions deemed most needed for Purfleet-on-Thames, South Ockendon and Aveley residents.

Complementary therapy and community services will be available under the same roof to provide a one stop shop for the community. Specialist services also need phlebotomy and x-ray facilities which will be taken account of when developing the clinical model.

Cllr Holloway expressed concerns that the IMC is meant to increase capacity but if the premises are only slightly larger this will not have the necessary capacity for growing needs and requested written assurance that the IMC will be bigger and better and that there will not be any reduction to Purfleet-on-Thames' existing medical centre services.

The aim is to improve on what is currently offered and not to close the surgery but for it to move to the new centre and increase its list size from 6,000 to 15,000 for predominantly Purfleet-on-Thames residents. Rahul will try to confirm this formally.



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The aim and intention is to have one site deliver all services. The intention is to close the existing medical facilities, but no decision has been made yet.

Generic offers and specialist services will also need to be accessed outside of Purfleet-on-Thames and they are currently looking at staffing and resources, wanting centres of excellence as multiple sites spread staff too thinly.

As the creation of the IMCs were to circumvent the closing of Orsett Hospital how come the existing medical centre is likely to close, and surely staff will be moving across from Orsett? Facilities need to remain open and work in conjunction with each other especially due to a huge population increase with the regeneration.

There are 4 IMCs, Corringham opening spring next year.

How many staff, or minimum/maximum numbers are required to run the IMC?

No idea, this will be fleshed out later. There will be staff from the existing workforce and also looking at growth, working with NELFT and EPUT to see what the model may look like and the workforce needed.

Cllr Holloway raised the point that no detail has been made available as to what services will be placed into which IMC and this information is required to address our worries and fears about how practically this will work out and asked when a timeline for detailed information will be received. Rahul said there was a clinical and professional forum meeting taking place later in the week and once it has gone through the committee he will go through the timeline and talk through the model.

How do you choose the top 5 specialist needs of residents so that they can be seen at the IMC for these conditions rather than be referred to hospital, and as the population increases and needs change how do you adapt to those needs?

Intelligence data comes in on a continuing basis and service delivery is adjusted accordingly.

Residents are having to travel long distances to access services which is a problem. During the pandemic Orsett has been utilised to free up space for COVID cases at Basildon. What pandemic planning has been put in place?

This will be looked at and there will be flex within the service to account for such problems.

It was put that so far nothing has come of it all, schemes like this never really work for the benefit of people, and how are they going to assess our needs without asking us?

Data from hospital attendance is used to work out what can be treated in the community and a joint strategic needs assessment is made from this. There are x4 primary care networks in Thurrock and all GPs who work together in the GP led services, including pharmacists, all share intelligence and from that report what the residents need, e.g. renal care. These primary care networks will be part of the alliance along with NELFT and small micro enterprises which is why it is so complicated.

The current medical centre has 20-25 parking spaces and is generally fairly full. How many parking spaces will be built for IMC users separate to the town centre parking especially considering many more people will be attending this building and also travelling across from Aveley and other places? Louise said she would defer this to Christopher as this is with the council. Garrett will obtain an answer and inform the Forum.



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It was asked if there was a way of measuring the large numbers of dropped calls from people who cannot even get through to the existing surgery so that these numbers can be added into the equation when measuring footfall at hospitals and surgeries.

There is no way dropped calls can be measured and the only feedback about this would be via patient satisfaction surveys.

Rahul responded that during normal times people would be able to walk into the surgery if they could not get through on the phone but due to going virtual as a result of the pandemic the lines are very busy. There is an element where telecoms need upgrading and to be made more accessible and this is part of the work plan of expanding and modernising so that patients can easily get through to their GP.

If that is the case how can you work out the demands for the new IMC?

GP and nurse appointment average waiting times are looked at along with some data such as how many visits are made for the same condition, what conditions are being referred on and pick up on trend analysis. Some elements are unknown, and it is very difficult to capture information. If you have trouble getting through to your GP contact Healthwatch, try e-consult and doctor link.

Cllr Holloway responded that there are a lot of 'not sure' responses, gaps in data and far too many unknowns such as infrastructure, staffing, transport, what services will be available and where. A plan giving details needs to be seen quickly.

Kim Vasa, new Community Builder with CVS for Purfleet-on-Thames, Aveley and South Ockendon

Key role is to engage with residents, groups and service providers to encourage, support and link into how local decisions are made. Also to influence decisions and see change, build better joined up approaches, share information and signpost.

Kim was informed that a few years ago the forum tried linking community groups together but despite enthusiasm nothing came of the venture. Kim said she would look at ways to revive this and maintain interest with key workshops, training, speakers, networking etc.

Contact kim.vasa@thurrockcvs.org or telephone 07951492819

4. General Updates/Any Other Business

Highways

It was asked if residents wanted the 20mph zone to remain.

It was reported a slightly positive impact has been noticed. This will be fed back to Highways.

CRO

Car deck for 10,000+ vehicles situated on corner of old Purfleet Farm - only supposed to use bottom 2 floors but it is nearly full. This has been brought to the attention of Highways who will investigate to make sure CRO do not breach conditions otherwise action will be taken. Roundabout to reduce HGV traffic going past Jarrah should have been built last year but remains unfinished.

Travel Plan

Something needs to happen due to the lack of a school travel plan for Purfleet-on-Thames Primary School with people parking on hatches and double yellow lines. A request has been made for parking and speeding enforcement. Kim Vasa would like to become involved with this.

Resident Parking

Extend permit parking time to 09:00-18:00? Contact John with your thoughts.



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Possible Speakers

Steel company moving into Cygnet Way is keen on community engagement and involvement, so will be invited to speak.

If we invite Highways we will need to submit a list of questions prior to the meeting to enable them to provide responses.

Neil Brand Community Safety Engagement Officer Thurrock

Speeding – after the last meeting a traffic officer attended. This will remain a focus point.

Parking and double yellow lines comes under the local Parking Enforcement team and there is a rota for attending the borough's 49 schools.

Botany Quarry – Met Police attended a container yard last week and discovered drugs, cash and vehicles.

Anti-Social Behaviour

Of 25 days in May 11 ASB incidents, 4 around vehicle related items.

Operation Caesar going through a refresh to look at better ways to deal with off road bikes.

Name Change

Trevor is chasing various organisations to update their information and signs.

NHS Property Services for the Purfleet-on-Thames Care Centre have agreed to update their records and have ordered new signs.

PCRL have been referring to 'Purfleet' in their paperwork due to convenience but agree to use the new name moving forwards.

Ordnance Survey have updated their system.

Land Registry have been contacted as have Network Rail who say contact C2C; awaiting responses.

CCG will have a chat about what to call the IMC so that is on hold.

Royal Mail will only change database name if there is a postcode changes and this has been raised with the council. There is no money available to change the name at The Hub.

Litter Pick with Keltbray

Litter picks recommencing, next date 12 June 10:00-12:00.

Kinetica

Lots going on all over Essex but communication is poor.

Dickens Theatre Company

Wish to put on a free tongue-in-cheek play in the barn at High House based on Dracula which will run alongside an open day with attractions and stalls.

Heritage Centre

27th June – Armed Forces Day

TBC July – silhouette unveiling and VE Day anniversary remembrance

8th August – Gurkha Family Day

5th September – Bikers Day including Air Training Corp 80th Anniversary

7th November – Purfleet-on-Thames Remembrance Day

14th November – National Remembrance Day



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Local Buildings Past and Present

We do not have much in the way of physical structures.

Van den Burgh & Jurgen's head office has been demolished recently and the site is now owned by CRO Ports.

The Grade 2 listed chapel has a full planning application 20/00189/FUL lodged with the council to develop the site and restore the chapel as a house.

Rose Cottage is up for sale.

Lee Watson was asked if there is any method or appetite to acquire Rose Cottage as a community asset.

Lynn Gittins will forward a community right to bid link to John and Trevor although as this property is up for auction there is little time to follow through with this.

Cllr Holloway has already been in contact with the Planning Department to find out what the options are. If there are proposals to demolish the building objections can be raised as the property is in a conservation area and to knock it down would significantly alter the area.

Both Lee and Victoria will make Planning aware of objections at this point so that any enquiries raised with Planning as to options for the site will be made aware of objections already logged.

Local Election

Lee Watson was introduced as our new councillor, replacing Oliver. She is interested in the local history and very aware of some of the big issues such as PCRL, HGVs, parking and is looking forward to working with the residents.

Next Meeting

27th July 2021

Looking at possibility of a joint virtual and face to face meeting.

Venue – to be confirmed, dependant on what restrictions may still be in place.