



**Annual Report**  
**May 2021 – April 2022**

**OH WHAT ANOTHER YEAR!**

**15 July 2021: The present & future of SWF's NHS is crucial. What do we want? When do we want it? and AGM 2021; Keynote Guests 'Mac' McKeever, Executive Lead, Mid & South Essex Health & Care Partnership + Dan Doherty, Alliance Director, Mid Essex Clinical Commissioning Group**

**29 March 2022: Reorganisation of South Woodham Ferrers health and social care; Keynote Guests Mac' McKeever, Executive Lead, Mid & South Essex Health & Care Partnership + Dan Doherty, Alliance Director, Mid Essex Clinical Commissioning Group**

**Covid pandemic continued**

**Voluntary health & welfare support scheme continued**

**1. Background**

South Woodham Ferrers (SWF) Healthcare 2000 Group was formed as a Millennium project in 1999. South Woodham Ferrers Town Council (SWFTC) ran quarterly Care Lunches for many years. The increasing close combination of health and social care by the relevant authorities and organisations was recognised. As a result, as described in the next section, this hereditary joint organisation was established to enable SWF to mirror that development.

SWF Healthcare 2000 Group had an excellent reputation and ability to engage with all NHS and social care authorities and organisations at the highest, as well as operational, levels. The new SWF Health & Social Care Group ('the Group') inherited that and built upon it. This continues to give the Group access to, and have the confidence of, the highest-level officials including Councillors holding Cabinet portfolios, Chairs, Non-Executive Directors, Chief Executives and Executive Directors of all relevant health and social care authorities and organisations.

As a result, the Group is able to bring top level speakers and information to SWF. One important reason for this is that we are told attendances at our meetings in SWF attract consistently larger audiences than similar meetings held elsewhere. The Group is flexible, adapts to requests from the authorities to fit in with their planning and developmental schedules, holds effective meetings which are purposeful and not held for the sake of meeting. As said later, we have recognised that in person meetings are no longer as popular nor as well attended as in the past and so have moved to other ways to inform and represent the patients, service users and public of SWF in the full range of health, social care and wellbeing issues.

## **2. Formation & Governance**

Proposals for the establishment of the Group were considered as Agenda Item 106 by SWF Town Council (SWFTC) and the agreement to this was Minuted as Item 106 in the Minutes of SWFTC's Meeting held on 19 April 2016.

The Inaugural Public General Meeting of the Group was held on 28 June 2016. That meeting adopted the Group's Governance, which has been slightly updated at the 2017, 2018 and 2021 AGMs

- Appendix 1 is the present Governance document of the Group
- Appendix 2 is the Role Descriptions for the Group's Officers
- Appendix 3 is the Role Description for the Group's Administrator
- Appendix 4 is the Group's financial report for the last year

## **Our Organisation**

South Woodham Ferrers Health & Social Care Group ("the Group" was established to look after the health and social care interests of the people of South Woodham Ferrers, recognising the roles of health and social care related professionals, volunteers and the Patient Participation Groups. SWF H&SCG incorporates a Task Force, which convenes when consultation or representation is required to consider major health and social care issues affecting the Town; it includes members from all constituencies in the Town. The Group is open to anyone who lives, works, has a local need to access health and social care, or is involved in health and social care in SWF.

It has been clear from the work carried out in preparation for the Crouch Vale Medical Centre (CVMC), that a closer relationship between the Group and the Patient Participation Groups has many benefits. Working together enabled a number of significant improvements to the original plan. As the demarcation lines between General Practice and other Primary Care Services become increasingly blurred, it is important that our close collaboration is maintained. Additionally, the COVID-19 Pandemic has emphasised the need for Social Care to be integrated with traditional Primary Care and this gives rise to challenges for both groups.

## **3. Report**

On 15 July 2021, the Group held our AGM virtually. This is fully reported on our website.

### **In September 2021 we reported that:**

Since the last Town Council meeting on 23rd June, the South Woodham Ferrers Health & Social Care Group has held its Annual General Meeting on 15th July. Our 2020-2021 Annual Report, presented to your last meeting, was received and adopted. This was coupled with a virtual Public Meeting with the keynote presentation by Dan Doherty giving updates on the local and national strategies of the NHS. A short summary of the meeting can be found here:

<https://swfhealthsocial.files.wordpress.com/2022/07/agm-minutes-2021.pdf>

A full recording of the meeting is available on the Health & Social Care Group website at:

<https://swfhealthsocial.co.uk/2021/07/12/the-present-future-of-swfs-nhs-is-crucial-what-do-we-want-when-do-we-want-it-and-agm-2021/>

The other major activity of the Group has been the continued operation of the volunteer system which has continued to be busy since lockdown restrictions were eased. [We publish a weekly

report about the situation with the pandemic; reference was made to the latest one. These reports are published on our website, on the Town's social media and in the fortnightly issues of Focus. The Group continues to publish regular items of interest and importance. In addition to the material issued by the Health Agencies, assistance was given to Kingsway Surgery by publicising details of the merger [between Kingsway and Brickfields Practices] at the beginning of July.

The recent accident at One Stop in Hullbridge Road only interrupted the Village Pharmacy service there for a few hours. We were glad to hear that the injuries sustained were not more serious. We held a Task Group meeting in July to consult about the forthcoming Essex Community Wellbeing Service which is due to come into operation in April 2022 and combine some health and welfare services.

We have continued to contribute to Mid Essex Clinical Commissioning Group's Community Summits and Livewell Chelmsford as they respectively continue considerations of the present, short and longer term situations for health and welfare provisions.

Over the summer we have undertaken two research projects, one about patient & public engagement with health and social care services and the other about the provision of rehabilitation services for major trauma and other patients with the most complex neuro-muscular-skeletal injuries. These were done in conjunction with the University of Warwick's internship scheme. The Group is commissioned to continue its Covid-related support until the end of March 2022. It is good to see Covid cases in SWF declining after the recent serious spike. Our local NHS and hospitals are under unprecedented demand. Various models for managing the coming winter are being prepared. However, at present the incidence and severity of flu and respiratory illnesses during the winter is unpredictable, although forecasts about how Covid will behave are more predictable unless a new variant emerges.

### **In January 2022 we reported that:**

Since the last Town Council meeting on 1st September 2021, the South Woodham Ferrers Health & Social Care Group (HSCG) has been very busy in its communications role. The main health challenges of the last quarter of the year involved the continuation of vaccination against Covid 19 plus the annual influenza vaccination programmes. On top of these in the latter part of 2021 came the increasing imperative to carry out the booster vaccinations as a protection against the Omicron variant. There was a vast amount of information published by the government and NHS Agencies. The HSCG attempted to extract and summarise the most important messages and publicise them on its website, through social media and in Focus magazine.

Inevitably these vaccination programmes and the continued need to observe precautions against the spread of Covid put a great deal of pressure on the Primary Care services at Crouch Vale Medical Centre (CVMC). This gave rise to numerous complaints from patients, particularly through social media. The Mid & South Essex Clinical Commissioning Group Communications Team decided to set up a campaign to support all the Primary Care Staff in the Region. Their proposals were built on the assumption that by explaining the pressures and appealing to the public's good nature, matters would improve, and criticisms would reduce. The HSCG emphasised that this campaign would not be effective without changes to the working practices in the surgeries. As a result of this input the CCGs modified their campaign to allow local input to be the major driver. The staff at Greenwood & Kingsway Practices have made changes to procedures to allow better access for patients. These changes were publicised through the Practices' websites and through the HSCG's communications channels. The HSCG continues to be in close contact with the Practices so that future changes to services will be appropriately publicised. The prioritising of staff time at CVMC has meant that the work of Patient Participation Groups (PPGs) has taken a back seat, but the PPGs have offered help

as needed. Working with the Primary Care Network has also been curtailed by illness of the local director.

The other major activity of the HSCG has been the continued operation of the volunteer system which has continued to be busy since lockdown restrictions were eased. A copy of the latest week's report is [not] attached for information; as usual this is to be published in Focus, on our website and promoted on all the Town's social media. The HSCG remains commissioned and funded to continue its essential health & welfare support activities until the end of March 2022. This will be reviewed shortly. The recent and present huge rise in Covid infections in the Town to our highest ever level is of considerable concern.

Following on from the research undertaken last summer, HSCG has now been allocated a Warwick University Medical School Masters' Research programme student to undertake further research into patient & public engagement with health and social care systems, and rehabilitation services for patients with the most complex neuro-muscular-skeletal injuries. Our engagement with various groups continues, including: Livewell Chelmsford; ARU Medical School; East of England Major Trauma Network; East of England Rehabilitation Network; and, East of England MSK (muscular skeletal) Network.

### **In March 2022 we reported that:**

Since the last Town Council meeting on 11th January 2022 the South Woodham Ferrers Health & Social Care Group (HSCG) has continued to be very busy in its communications role. The vaccination programme has constantly evolved over the last quarter and the recent easing of restrictions has meant that there has been lots of information coming from the Government and NHS Agencies. The HSCG has attempted to extract and summarise the most important messages and publicise them on its website, through social media and in the Focus magazine. A few slides showing our reach [were] below [full statistics for the year are part of this Annual Report]. We have 323 subscribers to our weekly newsletter.

Although restrictions have eased the work of the volunteers has proceeded at pace and HSCG has been funded until June. However, it is appreciated that this work cannot go on for ever. In this context, HSCG has suggested Essex County Council needs to research to see whether lessons learned and demand identified may lead to the development of some sort of permanent framework for ongoing sustainable local support for the vulnerable and needy. HSCG is now in partnership with ECC to do this and is using a template for people to just indicate what the changing needs have evolved over the period of the pandemic. A copy of the template is below and Councillors and staff may wish to let us have your thoughts about this, which will be very welcome.

The staff at Greenwood and Kingsway Practices continue to make changes to procedures to allow better access for patients. These changes were publicised through the Practice websites and through HSCG communications channels. The HSCG continues to be in close contact with the Practices so that future changes can be communicated.

At the recent meeting of the Mid Essex Patient and Community Representative Group we were given a presentation about the Integrated Care System. This is a far-reaching initiative to manage peoples' wellbeing as a whole, covering preventative measures, primary and hospital care and social care. The HSCG is in the process of arranging a virtual public meeting (provisionally 1800-2030 on Tuesday 29 March), with guests Anthony 'Mac' McKeever and Dan Doherty giving the most up to date picture of how this initiative is progressing as the shackles of Covid are lifted. The speakers are the most senior NHS managers covering our area.

The HSCG is also involved with helping the Mid Essex Pharmacy Research project by suggesting that people should fill in a questionnaire. We are also helping in the critiquing of leaflets. A copy of our latest weekly article from Sunday 27 February was attached. With the changes to testing, restrictions and the Dashboard, we now include the ONS analysis which is regarded as a world leader. To have delivered over 10,000 tasks and activities with our voluntary support team in less than two years is a notable landmark.

Following on from the research undertaken last summer, HSCG is now in partnership with a Warwick University Medical School Masters' Research programme student undertaking further research into patient & public engagement with health and social care systems, and rehabilitation services for patients with the most complex neuro-muscular-skeletal injuries. Our engagement with various groups continues, including: Livewell Chelmsford; EPUT; Essex County Council; ARU Medical School; East of England Major Trauma Network; East of England Rehabilitation Network; and, East of England MSK (muscular skeletal) Network.

**Reflection**

When completing this form please think about the last 6 months, this has been a time of tremendous change and we would like to capture the emerging challenges you see in your role. Please return to [swfhealthsocial@outlook.com](mailto:swfhealthsocial@outlook.com)

<b>Organisation/project</b>
<b>What was the original key problem in your area?</b>
<b>Has it changed? How?</b>
<b>Have any new or unexpected challenges come up?</b>
<b>What do you think is the key challenge moving forward?</b>

**On 3 May 2022 we reported that:**

Since the last Town Council meeting on 9 March 2022 the South Woodham Ferrers Health & Social Care Group (HSCG) has continued to be very busy in its communications role. The vaccination programme has continued to evolve. The removal on 1 April of all restrictions has meant that there has been lots of information coming from the Government and NHS Agencies. The HSCG has attempted to extract and summarise the most important messages and publicise them on its website, through social media and in the Focus magazine.

However, with the huge spike of Omicron infections the work of the volunteers has proceeded at pace and HSCG has been funded by Essex County Council (ECC) to continue with this until June. However, this work cannot go on for ever. HSCG is working with ECC to research the lessons learned and demand identified, and develop some sort of framework for ongoing sustainable local support for the vulnerable and needy.

The staff at Greenwood and Kingsway Practices continue to make changes to procedures to allow better access for patients. These changes were publicised through the Practice websites and through HSCG communications channels. The HSCG continues to be in close contact with the Practices so that future changes can be communicated.

On 29 March HSCG held a virtual public meeting about the forthcoming reorganisation of SWF's health and social care services with the legislation for our new Integrated Care System (ICS) to launch in July. We were graced with keynote contributions from the Executive Lead for Mid & South Essex ICS and the Alliance Director for Mid Essex. A recording of the meeting and all the papers are published on our website at <https://swfhealthsocial.co.uk/2022/03/26/reorganisation-of-south-woodham-ferrers-health-and-social-care/>. This change offers opportunities for Townsfolk to benefit from economies of scale at ICS level and attention to localities via our Alliance Place. Taking all major health and social care providers and commissioners into a single organisation will improve joined-up working and make patient and public engagement with them all easier.

A copy of our latest weekly article from Sunday 24 April [was] attached. [Our latest weekly article is always to be found on the home page of our website at <https://swfhealthsocial.co.uk/>] Our regular articles have covered all the changes during the last two months and the recent huge spike in infections.

Our other activities have continued. The project with a Warwick University Medical School Masters' Research programme student undertaking further research into patient & public engagement with health and social care systems, and rehabilitation services for patients with the most complex neuro-muscular-skeletal injuries, continues and is due for completion in June. Our engagement with various groups continues, including: Livewell Chelmsford; EPUT; Essex County Council; ARU Medical School; East of England Major Trauma Network; East of England Rehabilitation Network; and, East of England MSK (muscular skeletal) Network.

### **Other things:**

- Thanks to our invaluable Administrator Nikki Boreham. Nikki has managed our website, social media and communications to great effect. This has enabled us to provide the crucial public health and welfare information throughout the pandemic. The statistics for the last year and latest two months are in Appendix 5.
- Nikki has also managed the rota for our voluntary health and welfare support to the seriously vulnerable, isolating and housebound people in SWF and our surrounds who don't have a local support network. Between 23 March 2022 and 30 June 2022 we delivered 11,677 tasks and activities, being deliveries of prescription medications.
- In addition, we have answered an average of around 500 enquiries per annum about health and social care issues and services.
- We also provided various welfare checks and visits at the request of clinicians and agencies. This included checks when vulnerable people were out of contact, requiring assistance and needing initial assessments as to their capabilities and needs.
- We are most grateful to Chelmsford CVS and Essex County Council for their Covid grants to commission our voluntary health and welfare support services. We continue to be incredibly grateful for SWF Town Council's support too.
- The Town Nurse project remains suspended due to the pandemic and the intense pressures on NHS staff.

- We are extremely grateful to the Essex Association of Local Councils for their grant of £5000 which is to enable us to produce a video documentary about the effects of Covid on dying, death and bereavement. This is now due to be produced by the end of 2022.
- Mid and South Essex Hospitals (Broomfield, Basildon and Southend) merged on 1 April 2020. Their transformation development has been delayed due to COVID-19.
- The five Clinical Commissioning Groups (PPGs) for Mid & South Essex joined in partnership in 2021.
- Kingsway Practice and Brickfields Practice amalgamated as Kingsway Practice on 1 July 2021.
- The GP Practices and other providers using Crouch Vale Medical Centre have worked extremely hard during the last year in the context of the fluctuating situations with the pandemic.
- A lot of attention and effort has been made to prepare for the launch of the new Mid & South Essex Integrated Care System, Board and Partnership which came into being in 1 July 2022. Our Group has held two virtual events about this during the last year and has engaged heavily with this reorganisation.
- Two other important issues on our horizon remain:
  - the impact of the Chelmsford City Council Local Plan, with its overall proposal for 20,000+ new houses to be built during the life of the Plan, with 1000+ of them in SWF, and other such developments in our surrounds, will have on Hospitals, Primary Care and Social Care; and
  - the possible development of Bradwell B nuclear power station.
- We have decided, like so many others, to hold another virtual AGM and Public Meeting in July 2022 as once again we experience a spike in Covid infections.

### **Health, Social Care & Wellbeing**

Our local GP services are of huge significance but there are also very many other health and social care services much used and needed by SWF people. In no particular order in the last year this Group has engaged in and with:

- Chelmsford CVS (Council for Voluntary Service)
- Livewell Chelmsford
- Mid Essex CCG
- Mid & South Essex joint CCGs
- Mid & South Essex Health & Care Partnership
- Mid & South Essex NHS Foundation Trust (managing our three local acute hospitals)
- Essex Healthwatch
- Essex County Council Public Health & Community Engagement
- Essex County Council Social Services
- Essex Cares
- Dying Matters in Essex
- Essex Partnership University Trust – provider of mental health services

Group representatives have attended, engaged with, been involved with and/or contributed to:

- The Essex Health & Wellbeing Strategy
- SWF pharmaceutical matters
- SWF dental matters
- SWF ophthalmology services including opticians
- East of England Ambulance which serves SWF
- MECCG's local community and primary health care strategy and that of NHS England
- Local NHS funding
- Carers' services including with Essex County Council, Carers First and Action for Family Carers
- Chetwood Healthy Family Delivery Site, part of Chelmsford Central Family Hub
- Some Accessibility & Disabled People's services
- Bereavement and Death Matters
- SWF Foodbank
- SWF Chatty Bus
- Social Prescribing
- CQC (Care Quality Commission) re various health and social care regulatory issues and their voluntary & community involvement
- ARU (Anglia Ruskin University) Patient Partnership group supporting training of medical students
- UK, Eastern Region and Essex Acquired Brain Injury Fora.
- The Essex Wellbeing Service (launched April 2022).

In response to requests from the local media, ie newspapers, radio and regional tv stations, officers have made personal contributions to reports, discussions and items about various health & social care issues. We are extremely grateful to SW Focus who publish our informative articles.

By invitation, the Chair is the Chair of Trauma East Voices, the patient & public engagement group for the East of England Major Trauma Network. In that capacity he has, inter alia, promoted the provision of support for families and friends of major trauma patients; is promoting the review of, maintenance of and increase in rehabilitation resources; is working with regional rehabilitation coordinators, rehabilitation service providers, social care providers, public health authorities, planning authorities, NHS & Department of Health and university researchers.

In this capacity:

- He continues to lobby for rehabilitation resources for major trauma patients in Essex. Unfortunately the scheme for the first high level complex needs rehabilitation 25 bed unit in Essex has been suspended during the pandemic.
- As invited, he provides patient & public input to key national major trauma research projects mainly to do with pre-hospital care and treatment.

The Group's Chair represents SWF on the Livewell Chelmsford Group. Livewell Chelmsford has multi-agency and organisation membership and is linked to Mid Essex CCG, Essex Public Health and to the Essex Health & Wellbeing Board.

Its main roles are to:

- Be a decision-making body in respect of setting and delivering small projects including the funding of such
- Be a locality group to inform the CCG and ECC of local health and wellbeing issues, and translate Mid-Essex and countywide initiatives into local action, and
- Be a forum for disseminating and discussing information relevant to partners.

The Group's Chair has also been invited to chair the Access Stakeholder Group for the Essex E-Scooter Trials.

The Group has worked with the University of Warwick on research projects into patient & public engagement with health and care systems and rehabilitation resources for major trauma patients. Initially this was with the Team Works undergraduate interns' scheme during the Summer of 2021. In 2022 this is being undertaken in conjunction with the Warwick Medical School's Masters' Research programme.

As required and requested, the Group liaises with local health service providers, our MP and SWF's local authority Councillors about individual and generic issues of concern/interest to them.

#### **4. Our Organisation & Future Activities**

This Group has run since 1999 and in that time has delivered benefits and ensured that SWF is heard and represented about a wide range of health and social care issues. This has been delivered entirely by voluntary time and effort. Succession and sustainability is required. If SWF values this and wants it to continue then fresh people need to join and contribute please.

This is a critical time. Health and social care services are under enormous pressures. Does SWF want to play its part in the development of the future of these vital services?

The launch of the Mid & South Essex (M&SE) Integrated Care System (ICS), Board and Partnership, and within that framework the Mid Essex Alliance and the Dengie & SWF Primary Care Network, is potentially an important opportunity. Under the umbrella of that organisation health and social care are joined up. It includes: the M&SE health board, Essex County Council, Southend-on-Sea City Council, Thurrock Council, the seven district councils including those for Chelmsford & Maldon, the acute hospitals trust, the mental health trusts, the ambulance trust, the Primary Care Networks and GP Practices, and others.

The most important activity for the coming months is expected to be coming to terms with the communications policy of the M&SE ICS. How will this fit in the present arrangements for the involvement of patients and people? How will this be developed to deliver the best results for SWF? How can we do our best to represent SWF's interests?

In the present circumstances it is difficult to plan and develop. We welcome comments and suggestions now and in the coming months about our activities as they are and as people would like them to be.

#### **5. Officers & contact details**

Chair: Peter Blackman  
Task Force Chair: David Birch  
Minutes Secretary: Jackie Birch  
Administrator: Nikki Boreham

Contact details:

Email: [swfhealthsocial@outlook.com](mailto:swfhealthsocial@outlook.com)  
Website: <https://swfhealthsocial.co.uk/>  
Facebook: [www.facebook.com/swfhealthsocial](https://www.facebook.com/swfhealthsocial)  
Twitter: <https://twitter.com/SWFhealthsocial>

## **6. Recommendations & Request**

We commend the work of the Group and this Report to SWF Town Council (SWFTC) and the people of South Woodham Ferrers.

We request that our virtual AGM in July 2022 adopt this Report and SWFTC considers and accepts this Report at a subsequent meeting.

As far as possible, the Group has delivered value for money. The remaining funding will enable the Group to deliver an integrated approach to all levels and types of health and social care as they affect and apply to the patients and population of SWF.

The Group requests continuation of SWFTC's support and in due course further funding towards its future administration. We will continue to consult and keep everyone advised of developments, progress and future arrangements.

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