

Suffolk Coastal Disability Forum

Minutes of the Meeting (via Zoom) on Tuesday, 15th July, 2025 at 2pm

Abbreviations used:

DAS	Disability Advice Service East Suffolk	DfT	Department for Transport
DID25	Disability Information Day 2025	DWP	Department for Work & Pension
EDF	Électricité de France	ESC	East Suffolk Council
HWS	Healthwatch Suffolk	ICB	NHS Integrated Care Board
PC	Parish Council	SCC	Suffolk County Council
SCDF	Suffolk Coastal Disability Forum	SZC	Sizewell C
WDF	Waveney Disability Forum		

Present:

Linda Hoggarth	Disability Forum for Suffolk [SCDF Chair]
Paul Kelly	Secretary, SCDF
Pati Ferreira-Whittaker	ESC Communities Officer for Kesgrave, Martlesham & villages
Simon Barnett	Integrated Transport Manager, SCC
Rachel Crawford	Service Delivery Lead, Shaftesbury Suffolk Memory & Dementia Support Service
Brenda Crichton	Engagement & Community Officer, HWS
Nigel Crisp	Staff Manager - Ipswich Depot, First Bus
Bryan Frost	Councillor - Trimley St Mary PC
Sharon Hobbs	Communities Together / 21 Young Hearts Café
Sue Peace	Councillor, Westerfield PC
Steve Race	Manager, DAS
Edward Thompson	Councillor - ESC & Martlesham PC

Guests:

Benedicta Adon-Mensah	PAPYRUS Prevention of Young Suicide
Rebecca Brooks-Dawes	Patient Experience Lead, Practice Plus Group
Jon Fulcher	Community Safety Officer for Sizewell C, ESC
Sharon Harkin	Community Safety Officer for Sizewell C, ESC
Zoë Pursglove	Quality & Patient Experience Manager, Practice Plus Group

Apologies:

Deborah Darby	Melton PC
Simon Daws	Vice-Chair, SCDF
Scilla Dyke	Volunteer with various organisations
Trudie Harkin	Co-production Co-ordinator, HWS
Steve Hodgkiss	Vice-Chair, Suffolk Sight

Nellie Kuma
Margaret Oldham
Yvonne Smart
Graham Walker

Project Officer, Community Action Suffolk
Chair, WDF
Trimley St Martin PC
Chair, DAS

1. Welcome

Linda welcomed everyone to the meeting and introductions were made.

2. Apologies

The above apologies were received and noted.

3. NHS 111

3.1 Zoë Pursglove, Quality & Patient Experience Manager and Rebecca Brooks-Dawes, Patient Experience Lead, both from Practice Plus Group, were welcomed to the meeting.

3.2 Zoë began by explaining that the NHS 111 Integrated Care Service for Suffolk & North Essex is managed by the Practice Plus Group who are based in Ipswich.

3.3 If a person needs urgent medical help, which is not life-threatening, then they can call the NHS 111 service on 111 or visit www.111.nhs.uk; for emergencies people should contact 999.

3.4 Integrated Urgent Care is to help a person get to the right place, and to offer advice, encompassing:

- NHS 111
- Clinical Assessment Service
- GP out-of-hours

3.5 More than 30,000 patient consultations are handled every month from callers in Suffolk and North-East Essex.

3.6 Practice Plus Group: This is made up of local people working in the community. They care about doing the best for their patients, treating them the way in which all families and friends would want to be treated.

3.7 Call handlers are specially trained, licensed to work in NHS 111 and are periodically audited.

3.8 A team of clinicians (doctors, nurses, pharmacists, dental nurses and paramedics) complete clinical consultations with patients and support the non-clinical team.

3.9 The core values of the service are to:

- Treat patients and each other as they would like to be treated
- Act with integrity
- Embrace diversity
- And strive to do things better together.

3.10 Methods of Access to NHS 111:

- Access 111 by phone or online
- Via Language Line - 240+ languages available
- Via Relay UK - enabling people with hearing and speech difficulties to communicate over the phone
- via British Sign Language
- Via video consultation
- Via hearing loops
- Via text messages

All methods are free, confidential and always open

3.11 The top reasons for calling are for:

- Dental problems
- Prescriptions
- Breathing difficulties
- Chest / upper back pain

3.12 Repeat prescriptions need to be ordered through the GP / Pharmacy medication service - but NHS 111 can help if a person has a problem.

3.13 Staff are trained to manage emergency calls and can request ambulance resource and assist with telephone CPR until help arrives. Direct bookings can be arranged with GP surgeries and assistance can be provided with arrival times at Emergency Departments or Urgent Treatment Centres. Direct access to the Clinical Assessment Service and the GP out-of-hours service can also be arranged. It is also possible to send a prescription to a pharmacy – Pharmacy First.

3.14 NHS 111 runs admission avoidance services to support the local healthcare system and keep patients safe at home - often the patient's preference and frequently the best for them.

3.15 The staff are especially happy when they assist with a birth.

3.16 Zoe went on to explain that:

- Telephone consultations are complex: just imagine going to a GP surgery, standing outside the door and describing symptoms with the GP unable to see you, without any observations or completing any tests.
- They use a nationally-mandated clinical decision support tool called NHS Pathways (an algorithm), to consult with patients and getting them the best care in the most appropriate timeframe.
- All the Medical Royal Colleges feed into NHS Pathways - it is clinically governed, safe and effective.

In addition to NHS 111, urgent care can also be delivered locally:

- via the Clinical Assessment Service: A team of GPs, advanced nurse practitioners (ANPs), pharmacists and dental nurses available 24/7/365 delivering telephone and video consultations.
- via the Out of Hours Service: A team of GPs and ANPs available to see a patient face-to-face to sort your urgent care needs in a range of locations or in a person's own home.

3.17 NHS 111 uses NHS Pathways:

- A suite of thousands of questions organised into pathways based on presented symptoms.
- It works by 'ruling out' rather than diagnosing – as staff cannot see the person, take any observations or perform any tests.
- It starts by ruling out the immediately life-threatening - this is why questions are asked about breathing, blood loss and skin temperature.
- The more questions asked, the more likely the patient is to be less poorly - a good thing, but long-winded.
- Advice given is evidence-based and designed to be easy to remember and follow.
- Calls are always ended with safety net advice - to call back if anything new occurs, any changes, things worsen or if there are concerns.

3.18 Patient and Partner voices are heard via:

- Patient Survey feedback
- Patient and Community Outreach
- DATIX for Complaints, Compliments or Incidents
- Subject Access Requests (SARs)
- ICB and Regional Partnership work
- Healthcare Professional Feedback (HPF)

3.19 Rebecca then answered the following questions:

Q: How do people with hearing loss and speech difficulties access NHS 111?

A: The person would have to contact Relay UK first. Relay UK then contacts NHS 111 and acts as a middleman during the consultation process.

Q: Does the person have to own a smartphone to use Relay UK or can they use a landline?

A: Relay UK is essentially a text messaging service or an internet service; best achieved via a computer or a smartphone.

3.20 Zoë said that feedback via e-mail would be welcomed from anyone that has used the NHS 111 service recently. A QR code is available for smartphone users to click on.

3.21 Rebecca said that a lot of one-to-one work had been undertaken with adults who have learning difficulties or autism. She also added that there is a service within NHS 111 called a Social & Domestic Emergency. This service covers such things as a home carer not turning up; emergency care can be arranged via Social Services. Anyone who has a concern about their neighbours can also call this service.

3.22 There was concern in the meeting that the existence of the Social & Domestic Emergency service was not widely known or publicised. Rebecca said that this service is not widely publicised and that part of her job was to educate people about all aspects of the NHS 111 service.

3.23 In response to a question as to whether NHS 111 could be contacted by other professionals who worked with people with dementia or needed memory support; or who encountered safeguarding and other issues that need to be addressed rapidly, Rebecca said that they worked closely with Social Services and have a safeguarding hub that works closely with Suffolk & North Essex Social Services to support residents and patients and anyone else in the community.

3.24 Brenda mentioned that East Suffolk & North East Essex NHS ICB are asking the public to share their views on the future of urgent health and care services. Zoë said that the ICB would be pleased with publicity for their survey. She added that she had printed some copies of the surveys and had handed them out on the Be Well Bus recently.

[Post-meeting note: the ICB Survey closing date was 30th July, so the survey link had been distributed to SCDF via e-mail on 23rd July]

3.25 Zoë and Rebecca were thanked for attending the meeting and providing so much detail about NHS 111 services.

4. Sizewell C

4.1 Sharon Harkin and Jon Fulcher, who are Community Safety Officers (Sizewell C) at ESC, were welcomed to the meeting and invited to give members some information about Sizewell C.

4.2 It is Sizewell C's most visible year so far; infrastructure work needed for the development of Sizewell C is occurring mainly along the A12 in Farnham, Friday Street and Yoxford. Work is continuing on the park-and-ride sites at Wickham Market and Yoxford.

4.3 Some facts about Sizewell C (SZC)

- The Government has invested more than £14 billion in SZC for a further 4-5 years of construction
- EDF has a 12.5% stake in the project
- Final funding to be secured by end of summer 2025.

4.4 SZC workers:

- Sizewell A, Sizewell B & SZC are all run by different organisations, whose workers all wear the same orange uniforms. It can be difficult to determine the difference.
- By the end of 2025 there will be some 2000 workers, but at peak year of construction (year seven - 2030) there will be over 5,700 non-home-based workers, predominantly male. A Workforce Projection Workshop has been set up to determine where these workers will be living and the impact on the community.

4.5 Areas of potential SZC impact:

- Travel e.g. longer journeys because of speed restrictions
- Access to GPs
- Parking / Access to footpaths
- Noise
- Air Quality / Dust
- Accommodation / Housing
- Environmental changes
- Mental Health and Wellbeing
- Employment opportunities
- Lack of local tradespeople for maintenance / repairs etc.

4.6 Local councils, Suffolk Constabulary and many more organisations are working together to mitigate the impact of SZC; there are 31 different governance groups. An SZC Worker Code of Conduct has been adopted.

4.7 A Diverse Abilities, Carers & Parents Network has been set up under a Diversity & Inclusion Charter with Paul Lennon, Senior Community Relations Manager, as its Chair. Paul signs, being hard of hearing since childhood.

4.8 Contact details for SZC:

- Freephone - 0800 197 6102
- Freepost - FREEPOST SZC
- E-mail - info@sizewellc.com
- Website - www.sizewellc.com
- Works Tracker - www.szcworkstracker.co.uk
- Post - 48-50 High Street Leiston (9:30 am - 5 pm, Monday to Friday)

4.9 SZC Mitigation Funding to ESC

- £13m Housing Fund (4 posts; elements to boost private and tourist accommodation and to support housing and homelessness services measures)
- £4.2m Economic Development Fund to cover all staff resources and support communities
- £12m Tourism Fund (ESC) and up to £3m for a Tourism Fund Manager and Marketing Manager
- £1.6m Public Services Resilience Fund (Communities - including staffing resources)
- Additional resources - 2 x Planning, 1 x Natural Environment Implementation Officer; plus £150,000 per annum during construction
- Leiston Sports Facilities - £1.1m to design & build a 3G pitch; plus 2 x Multi-Use Games Areas and £55,000 annually for maintenance

4.10 Contact East Suffolk Council for support with:

- Housing (grants or advice)
- Environmental Protection (noise or dust pollution)
- Communities (anti-social behaviour)

Or for Customer Services:

- Main phone number - 0333 016 2000
- Email - customerservices@eastsuffolk.gov.uk

4.11 Jon asked for comments or questions -

4.11.1 Paul said that there were too many unnecessary speed limits imposed on the A12 extending far beyond the SZC infrastructure work sites causing tailbacks at times and affecting ambulances, bus schedules etc. He also said that it had been reported that police motorcyclists escorting large loads on the Wickham Market bypass were not allowing overtaking past the escorted lorries, thus further restricting traffic flow.

Sharon said that that the new speed limits might have imposed by Parish Councils concerned over safety. The Wickham Market bypass overtaking manoeuvres were prevented by the police motorcyclists because the motorcyclists were not static, but constantly changing places from the front to the back of the heavy lorries being escorted.

4.11.2 Paul made a further point that only SZC-related heavy loads were being escorted by the police, but similar-sized non-SZC lorries were unescorted. Jon thought this was because the police were being paid by SZC to escort their heavy loads.

4.11.3 Bryan asked if there were still plans for an HGV park near the Seven Hills Junction (58) on the A12/A14. Jon said that the Orwell Logistics Hub on the A14 has been leased by SZC for office space, warehousing and an HGV / Logistics park. Vehicles would be held there to reduce congestion if incidents occurred on local roads. For further information on this topic, see: [Sizewell C leases Orwell Logistics Park in Ipswich - Sizewell C](#)

4.12 Sharon and Jon were thanked for attending the meeting. The presentation slides will be distributed with the minutes.

5. PAPYRUS - Prevention of Young Suicide

5.1 Benedicta Adom-Mensah, Suicide Prevention Officer, PAPYRUS, was welcomed to the meeting and invited to speak about this organisation.

5.2 Benedicta asked members to watch a short video at <https://www.youtube.com/c/PAPYRUSCharity> before explaining PAPYRUS' work in helping to prevent young suicides.

5.3 Suicide is one of the main causes of death among young people in the UK. PAPYRUS was established 28 years ago and works with people under the age of 35. PAPYRUS equips and empowers through training sessions and community development projects:

5.4 Training Sessions:

- SPARK - Suicide Prevention Awareness, Resource, Knowledge - a 30-minute introduction to PAPYRUS and suicide prevention; increase awareness of suicide and suicide prevention; provide information about PAPYRUS Prevention of Young Suicide; develop hope and encourage action for a suicide-safer community; understand the importance of self-care. Face-to-face or online.
- SPOT - Suicide Prevention Overview Tutorial - a 90-minute tutorial - what everyone needs to know; understand the prevalence and impact of suicide; explore the language & the challenges, when openly talking

about suicide; recognise the signs that may indicate someone is thinking of suicide; consider how everyone can contribute to a suicide-safer community. Face-to-face or online.

- SPEAK - Suicide Prevention, Explore, Ask, Keep-Safe - 3.5 hours session to consider the attitudes, myths and stigma that surround suicide; recognise and explore the signs that may indicate someone is having thoughts of suicide; encourage an open, safe and sensitive conversation about suicide with a person having thoughts of suicide; support a safety plan with someone thinking of suicide. Face-to-face or online.
- ASIST - Applied Suicide Intervention Skills Training - a 2-day workshop to prepare caregivers to provide suicide first aid interventions; consider personal and societal attitudes to suicide; learn the most widely-used suicide prevention model in the world; recognise, and act on, the signs that someone is having thoughts of suicide; seek a shared understanding of the reasons for thoughts of suicide and identify reasons for living; review current risk and develop a joint plan to keep someone safe from suicide, signposting for further help and community resources as needed. Face-to-face only.

5.4 Helpline:

- HOPELINE247 - is a free 24/7 helpline for children and young people under the age of 35 who are experiencing thoughts of suicide or for anyone concerned that a young person could be thinking about suicide. If a person is concerned that a young person is feeling suicidal, advisers can support them to start a conversation about suicide and explore options of how best to offer support.
- Phone: 0800 068 4141
- Text: 88247
- E-mail: pat@papyrus-uk.org

5.5 HOPELINK Safety Plan - is PAPYRUS's digital platform that is helping HOPELINE247 callers to revisit and update their suicide safety plans, online. This unique two-way safety plan is simple to set up, secure and will help save lives. It is available to users 24/7, with round the clock support for anyone using the service.

5.6 HOPECAST is a podcast series from PAPYRUS making suicide part of the everyday conversation. Listen to all episodes of HOPECAST on Spotify.

5.7 Brenda said she would provide a link for Benedicta to be able to access the My Health, Our Future reports that HWS had produced concerning young people's mental and physical health.

5.8 Benedicta was thanked for her presentation.

6. Minutes from the Meeting held on the 15th April, 2025

6.1 The minutes were agreed.

7. Matters Arising

7.1 Item 6.2 Beach Wheelchair at Aldeburgh: Pati said that it was reported at the last meeting that a beach wheelchair had gone missing from Aldeburgh. However, ESC has never owned a beach wheelchair at Aldeburgh, which means that it was probably a local charity that had donated the wheelchair. Aldeburgh TC would investigate further.

7.2 Item 6.2 Beach Wheelchairs at Other Resorts: Pati said that she had received no updates on the beach wheelchairs at Lowestoft, Southwold and Felixstowe despite making numerous prompts. It is understood that there have been issues about maintenance, storage and the booking process at Felixstowe. These issues were to be resolved by a new strategy for this summer.

7.3 Item 6.2 Boardwalk on Felixstowe Beach: Pati said that it is not possible to locate a boardwalk on Felixstowe Beach because of the changing tides and the close proximity to the promenade.

7.4 Item 6.3 Bus Services: Simon B said that all changes had been finalised and should start on Sunday 31st August depending on registrations needed from First Bus; this is about the 64 route going through Martlesham village; the 71 route from Orford to Woodbridge; the Martlesham to Ipswich Park & Ride service going into Ipswich Hospital grounds.

Bryan asked if there was any update about route 73 servicing the Grove Medical Centre in Felixstowe. Simon B said that there was no news and, at the moment, SCC had run out of funds and were waiting for the next tranche of money from the DfT. Bryan stated that this was a great disappointment now that route 76 had been withdrawn.

7.5 Item 6.4 Ipswich Hospital Issues: Linda said there were some matters outstanding following the submission of concerns sent to Steve Bruce, our contact at the Ipswich Hospital. He would be contacted before the next meeting to ascertain if he had made any progress with answers to our many queries.

7.6 Item 7.1 Disability Information Day 2025:

7.6.1 It was hoped that everyone had the 17th September inked in on their calendars. Members were urged to come along to join in the event at

Woodbridge Community Hall and to assist by publicising the event. Volunteers are required to help with refreshments and washing up on the day.

7.6.2 All stallholders had been asked to turn up at 9 am to set up for the 9:30 am start and it was hoped that information about the event would be publicised by all. An event flyer would be sent out with the minutes.

7.6.3 Linda said that the event is being organised in partnership with the DAS and it was presumed that the DAS is publicising the event and will be able to provide some volunteer assistance. Steve said that every person that comes in to DAS is told about the event and that DAS had printed out information sheets about DID25.

7.7 Item 9.1 Felixstowe Seafront Development: The Planning Group had met to discuss the Felixstowe Seafront Development Strategy with the ESC Programme Manager for this Project. Subsequent to the meeting, the Planning Group had provided a full response. Members had also had the opportunity to respond individually to the consultation.

7.8 A-boards: Due to continuing anxiety over the obstructive nature of A-boards on pavements, SCDF have produced flyers re A-boards that have been sent to all members. There are specific flyers for Woodbridge, Felixstowe and Saxmundham but requests for other shopping areas can be considered for additional flyers. Members are asked to distribute these flyers to encourage businesses to think carefully when using A-Boards.

8. Issues, Concerns and News from Members:

8.1 Parking Problems at Ipswich Hospital: Bryan asked if there had been any progress made concerning the parking problems at Ipswich Hospital, adding that the current and future housing developments would only exacerbate the problems. It is not unusual to spend 45 minutes attempting to find a parking space for blue badge holders. This view was echoed by other members. It was agreed to contact Steve Bruce at the Ipswich Hospital to reiterate our concerns. Upcoming changes to a couple of bus services could alleviate problem but not to any great degree.

9. Update from Healthwatch Suffolk:

9.1 Brenda Crichton, Engagement & Community Officer at HWS, assured members that despite the announcement that Healthwatch organisations across England were to be discontinued by the Government under its proposed 10 year plan, it is business as usual for Healthwatch Suffolk until the future is clear. Brenda provided a written update which is attached with these minutes.

10. Information Round / Any Other Business:

There was none.

11. Topics for Meetings

11.1 21 Young Hearts Café: Sharon Hobbs asked for a slot on the agenda to tell members about the 21 Young Hearts Café.

11.2 Topics for Next Meeting: The Planning Group would work on the agenda items for the next meeting.

12. Date of Next Meeting:

The next meeting of the SCDF would be on Tuesday, 21st October, 2025, from 2pm to 4pm, via Zoom. The link for the meeting would be sent out in due course.