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Democratic Services



HEALTH LIAISON PANEL

Wednesday 21 January 2026 at 7.00 pm

Place: Council Chamber - Epsom Town Hall

The members listed below are summoned to attend the Health Liaison Panel meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Councillor Christine Cleveland (Chair)	Councillor Bernice Froud
Councillor Alex Coley	Councillor Bernie Muir
Councillor Liz Frost	Councillor Kim Spickett

Yours sincerely

A handwritten signature in black ink, appearing to read 'B. King'.

Chief Executive

For further information, please contact democraticservices@epsom-ewell.gov.uk or tel: 01372 732000

EMERGENCY EVACUATION PROCEDURE

No emergency drill is planned to take place during the meeting. If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by council staff. It is vital that you follow their instructions.

- You should proceed calmly; do not run and do not use the lifts;
- Do not stop to collect personal belongings;
- Once you are outside, please do not wait immediately next to the building, but move to the assembly point at Dullshot Green and await further instructions; and
- Do not re-enter the building until told that it is safe to do so.

Public information

This meeting will be held at the Town Hall, Epsom. A limited number of seats will be available on a first-come first-served basis in the public gallery at the Town Hall. If you wish to observe the meeting from the public gallery, please arrive at the Town Hall reception before the start of the meeting. A member of staff will show you to the seating area. For further information please contact Democratic Services, email: democraticservices@epsom-ewell.gov.uk, telephone: 01372 732000.

Information about the terms of reference and membership of this Committee are available on the [Council's website](#). The website also provides copies of agendas, reports and minutes.

Agendas, reports and minutes for this Committee are also available on the free Modern.Gov app for iPad, Android and Windows devices. For further information on how to access information regarding this Committee, please email us at [Democraticservices@epsom-ewell.gov.uk](mailto:democraticservices@epsom-ewell.gov.uk).

Exclusion of the Press and the Public

There are no matters scheduled to be discussed at this meeting that would appear to disclose confidential or exempt information under the provisions Schedule 12A of the Local Government Act 1972 (as amended). Should any such matters arise during the course of discussion of the below items or should the Chair agree to discuss any other such matters on the grounds of urgency, the Committee may wish to resolve to exclude the press and public by virtue of the private nature of the business to be transacted.

Questions and statements from the Public

Questions and statements from the public are not permitted at meetings of this Committee. [Annex 4.2](#) of the Epsom & Ewell Borough Council Operating Framework sets out which Committees are able to receive public questions and statements, and the procedure for doing so.

Filming and recording of meetings

The Council allows filming, recording and photography at its public meetings. By entering the Council Chamber and using the public gallery, you are consenting to being filmed and to the possible use of those images and sound recordings.

Members of the Press who wish to film, record or photograph a public meeting should contact the Council's Communications team prior to the meeting by email at: communications@epsom-ewell.gov.uk

Filming or recording must be overt and persons filming should not move around the room whilst filming nor should they obstruct proceedings or the public from viewing the meeting. The use of flash photography, additional lighting or any non-handheld devices, including tripods, will not be allowed.

AGENDA

1. DECLARATIONS OF INTEREST

To receive declarations of any Disclosable Pecuniary Interests or other registrable or non-registrable interests from Members in respect of any item to be considered at the meeting.

2. MINUTES OF THE PREVIOUS MEETING (Pages 5 - 8)

The Panel is asked to confirm as a true record the Minutes of the Meeting of the Panel held on 1 July 2025 (attached) and to authorise the Chair to sign them.

3. EPSOM AND ST HELIER UNIVERSITY HOSPITAL NHS TRUST

The Panel shall be provided with information on the impact of winter pressures, industrial action and up-dates on improvement and development plans for the Trust.

Speakers:

- Alex Shaw (Interim Managing Director)

4. INTEGRATED CARE PARTNERSHIP

The Panel shall be provided with a service update.

Speakers:

- Laura-Rose Hall (Integrated Care Partnership)
- Jane Vincent (Integrated Care Partnership)
- Arif Ladha (Integrated Care Partnership)

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Minutes of the Meeting of the HEALTH LIAISON PANEL held at the Council Chamber, Epsom Town Hall on 1 July 2025

PRESENT -

Councillor Christine Cleveland (Chair); Councillor Liz Frost, Councillor Bernice Froud, Councillor Julie Morris (as nominated substitute for Councillor Alex Coley) and Councillor Kim Spickett.

In Attendance: Councillor Rod Ashford (Reigate and Banstead Borough Council), Sharn Dev (Superintendent Pharmacist) (NHS Pharmacy) and Allen Price (Charity Coordinator) (Love Me Love My Mind)

Absent: Councillor Alex Coley and Councillor Bernie Muir

Officers present: Rachel Epton (Community Development Manager) and Lucy Buckland (Arts, Culture and Heritage Programme Officer)

1 DECLARATIONS OF INTEREST

No declarations of interest were made by Members in respect of any items of business discussed at the meeting.

2 MINUTES OF THE PREVIOUS MEETING

The Minutes of the meeting of the Health Liaison Panel held on 4th March 2025 were reviewed by the Panel. The Panel agreed that they were a true record and authorised the Chair to sign them.

3 NHS PHARMACY PRESENTATION - PHARMACY FIRST SERVICE

The Panel received a presentation from Sharn Dev, Superintendent Pharmacist - Horton Pharmacy. (Subsequent to the meeting, the presentation slides were published as an addendum to the agenda).

The following matters were considered by the Panel:

- a) A Councillor asked whether pharmacists are happy to provide the service and are they being renumerated for their time on the service. Feedback was given saying that pharmacists are willing to adapt, supported via new technologies. In terms of renumeration, the Speaker explained that it is based on meeting targets, objectives and criteria to the programme.

- b) A Councillor asked about issues around patients failing to attend appointments. The speaker stated that clinical responsibility lies with the pharmacy, if the patient has been referred via GP. The pharmacist must make three separate attempts to contact the patient. The Speaker shared that no local issues had been detected to date – lots of improvements had been seen, aided through the support of technology. The Speaker noted that as a community we must embrace technology, to support growth of the service locally.
- c) A Councillor asked a question around walk-in appointments – are they common within surgeries across the borough? Feedback was given stating that there is consistency across pharmacies in the Epsom area, which helps support community support networks.
- d) A Councillor asked how we can get the message to residents that this form of service is growing and that it is a route for care that they may like to consider? The Speaker shared that they were keen to discuss more avenues for promotion and increasing awareness to support residents learn about the service. The Councillor followed up stating that the Speaker may wish to consider local Ward newsletters as a route for exploration. This suggestion was noted by the Speaker.
- e) A Councillor asked whether residents are required to exclusively visit one pharmacy to receive their care. The Speaker stated that no, residents are welcome to visit a practice suitable to them. The Speaker shared that the service is in place to look after people, rather than creating obstacles to care.

4 LOVE ME LOVE MY MIND PRESENTATION

The Panel received a presentation from Allen Price – Charity Coordinator for Love Me Love My Mind. (Subsequent to the meeting, the presentation slides were published as an addendum to the agenda).

The following matters were considered by the Panel:

- a) A Councillor asked whether information about Love Me Love My Mind is available in local hospitals/doctor surgeries. Feedback was given stating that it's a tall order for a small charity to coordinate and distribute printed material around the Borough. The Speaker suggested that an alternative could be a touring show around the Borough, to share information at a local, targeted level.
- b) A Councillor asked whether the Speaker has looked at Corporate Social Responsibility (CSR) of larger companies within the Borough to amplify the work of Love Me Love My Mind within the Borough. The Speaker thanked the Councillor for their suggestion.
- c) A Councillor praised the Saturday events held at Epsom Social and noted they are a good way to foster healthy habits and behaviours.

- d) The Speaker highlighted details of a forthcoming community event taking place on 19th July at Court Recreation Ground, Epsom.

5 HOSPITAL PAPER - NEW ONLINE PATIENT SYSTEM

The panel received an information paper from Epsom and St Helier Hospital Group regarding an update on the launch of the new groupwide electronic patient record system – iClipPro.

The following matters were considered by the Panel:

- a) A Councillor questioned whether the iClipPro system ‘talks’ to all local GP surgeries and both local hospitals, or if it is just based around patients using the Trust services.
- b) A Councillor commented on difficulties with iClipPro with respect to time delays using the system. The Councillor stated that the principle of the service is good but feels like the positive impact and effectiveness is not there yet.
- c) The Chair requested an invitation to be sent to James Blythe, Managing Director - Epsom and St Helier University Hospitals NHS Trust to attend the next Health Liaison Panel meeting on 20th November 2025.

The meeting began at 7.07 pm and ended at 8.10 pm

COUNCILLOR CHRISTINE CLEVELAND (CHAIR)

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