

**Coventry LINK Steering Group Meeting**  
**At 10.00 am on 17<sup>th</sup> MAY 2011**  
**Held At: Coventry Central Methodist Church**

**Minutes**

**Attendees:**

David Spurgeon (CHAIR), Gaile Allen, Alex Turner, George Keay, Donna Kelsey, Andrew Christie, Moira Pendlebury, Sheila Marston, Ruth Light (LINK Project Manager), Barinder Johal (LINK Administrator), Ranjna Sharma-Narayan (LINK Project Officer).

Rob Allison from **Voluntary Action Coventry**.

**1) Apologies**

Bhanu Dabhi, Tom Stone

**2) Project Manager's update (paper 1)**

Ruth gave an update on the work of the staff team and introduced Ranjna Sharma-Narayan who has started in the role of LINK Project Officer (30 hours).

HealthWatch Pathfinder application

A meeting was held with Esther Peapell, Bob Marriott, Peter Barnett, Rob Allison, David Spurgeon and Ruth Light in attendance to discuss and agree the application. It was submitted for the deadline by Coventry City Council.

Physical and Sensory Impairment Combined Reference Group

There are opportunities for LINK/HealthWatch to be one of the places the group refers issues of concern to. The group had carried out a mystery shopper visit to the Opal Centre. This had identified a number of issues and LINK could consider joint work regarding this. Donna said she was a mystery shopper at the Opal Centre and felt the location amongst other things need addressing.

Care Quality Commission – LINKs advisory group

This meeting focused on providing feedback from a series of action learning sets between different LINKs and the Care Quality Commission (CQC).

Meeting with InSpires

David and Ruth met with Dr Peter O'Brien, Dr Andy Beaumont and Easter Peapell and discussed the roles of LINK and the PCT PPI team and the work they do and a broader discussion of the duty to involve GP Consortia have and good patient public engagement.

### PCT Equality and Human Rights Group

There was also some discussion about the way patients who are categorised as violent and aggressive are handled. Patients are moved to Dr Dosange for GP access. There was discussion about how patients are assessed to be no longer violent or aggressive so that they can access other GPs.

### **3) Quality Accounts – to approve response to UHCW Quality Account and discuss CWPT process (paper 2)**

A response to UHCW's Quality Account has been put together by the Hospital Services Working Group (HSWG), supported by Ranjna, Rob and Ruth's input. Ruth said page 2, paragraph 4 could possibly be re-worded as LINK's main opportunity not first to input into the Quality Account. No further amendments were made. **The draft was agreed.**

Andrew highlighted his concern at being unable to reach someone at the PALS service at UHCW on several occasions. The group discussed the situation and it was thought that this could be an area for future investigation.

### Quality Account for Coventry and Warwickshire Partnership Trust

It was agreed that David as Chair would approve the final document after drafting by the Mental Health Working Group as the response must be submitted before the next Steering Group meeting and the draft Quality Account will arrive from CWPT at the end of May.

### West Midland's Ambulance Service (WMAS) Quality Account

Ruth said a response was required by the end of the month and suggested she draft this and it be agreed by David. **This was agreed.** The meeting discussed some of the recommendations LINK had made which should be reflected in the commentary.

Ruth reported that new categories are being used to record ambulance response times:

<b>CODE</b>	<b>MEANING</b>	<b>RESPONSE TIME</b>
Red 1	Immediate, life threatening	8 Minutes
Red 2	Other life threatening	8 Minutes
Green 1	Serious – not life threatening	20 Minutes
Green 2	Not life threatening	30 Minutes
Green 3	Triage by phone	20 Minutes
Green 4	Other triage (coughs, colds, finger injuries)	60 Minutes

<b>Actions</b>
<ul style="list-style-type: none"><li>• Ruth to re-word paragraph in UHCW Quality Account Commentary slightly and submit the response</li><li>• Ruth to co-ordinate production and agreement of the two other commentaries on Quality Accounts</li></ul>



#### **4) HealthWatch Transition Plan**

Ruth informed the meeting she had extracted the key elements from the main document to produce the summary report (paper 3).

Ruth said that there should be a process to engage with the local Council/public to ask what HealthWatch should be through the HealthWatch Pathfinder work. David said a verbal agreement had been received from the Council for the same amount of funding for 2011-12 for LINK as for the previous year. Ruth said there is a delay in HealthWatch transitions now until possibly July 2012.

The meeting discussed the section 'How effective is your LINK'. Including the organisational behaviour checklist and the questions to assess how effective LINK was.

It was agreed that progress had been made regarding discussion with the Local Authority regarding HealthWatch and that the work in the Pathfinder plan to take this forward was important.

Members felt that they had a reasonably good understanding of the proposals for reforming the NHS. Briefings had been received and work was undertaken to understand and respond to the NHS White Paper consultations.

Further work was needed regarding the Joint Strategic Needs Assessment (JSNA). The group felt that there should be greater patient public involvement and influence on the JSNA.

The membership of LINK was diverse and the voluntary sector members contributed a lot in terms of working as a network of networks.

There was discussion of the HealthWatch function of providing information and signposting to the public. Moria explained some of the work of advice services Coventry and suggested Ruth speak to Caroline Murray.

### **OPEN MEETING**

**Additional attendees:** **Bob Marriott** (Service User Involvement Development Officer – Coventry City Council), **Esther Peapell** (Head of Patient and Public Involvement – NHS Coventry)

**Apologies:** **Julia Flay** (Patient Involvement Facilitator – UHCW)

*Welcome and introductions were done on behalf of the additional attendees.*

Ruth mentioned Ellen Alcock from the Grapevine has been unable to attend Steering Group meetings recently and has asked if her colleague Angela Kerrigan could take her place. **The Steering Group agreed this change.**

<b>Actions</b>
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| <ul style="list-style-type: none"><li>• Ruth/Barinder to contact Ellen and Angela regarding change of representation from the Grapevine for future LINK Steering Group meetings</li></ul> |
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## **5) Minutes of the last meeting, matters arising and actions**

**The minutes were agreed** with one correction. David said he and Tom had also attended the quarterly meeting with Coventry LINK to see Stephen Jones Chief Executive of NHS Coventry.

Ruth provided an update on the actions from the last meeting

<b>Actions</b>
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| <ul style="list-style-type: none"><li>• Barinder to amend the March minutes to reflect attendees for the meeting with Stephen Jones</li><li>• Information is awaited from Julia information regarding the role description and names of the new discharge facilitators at UHCW</li><li>• Fiona Goodall from the Care Quality Commission has been invited to the next meeting as she was unable to attend the May Steering Group meeting</li></ul> |
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## **6) LINK work programme and HealthWatch pathfinder application**

Ruth provided an update on LINK work programme and working group activity over the previous month.

The LINK report and recommendations regarding patient transport for renal patients had been submitted to Commissioners. The deadline was the following week. Esther said she would chase up the response to the report and feedback to Coventry LINK.

David attended a focus group at UHCW about a new draft patient discharge leaflet. He said this was aimed at addressing the issue of 'bed blocking'. Esther said that she thought the intention was to use this leaflet only in certain instances, not for every patient. Ruth wondered if more than one leaflet was required, one setting out what patients should expect regarding discharge.

Ruth said that the Hospital Services Working Group would be following this leaflet up at their next meeting.

A further 'Enter and View' visit had been organised to gather feedback on in-patient activities at the Caludon Centre. This was taking place at Willow View and talking to patients recently discharged.

Via a meeting with Terry Twomey Operational Manager Adult Acute In patient, Coventry and Warwickshire Partnership Trust, LINK had learnt that new information was being developed for the public and patients about out of hours services and changes had been made to how services were accessed out of hours. Outside of office hours the mental health helpline act as a contact number and point of triage for mental health services therefore meaning that Crisis Resolution Home Treatment Team. Therefore staff no longer need to answer calls on mobiles whilst potentially providing treatment for other service users.

Ruth said Esther had been chasing up further information regarding the actions identified by NHS Coventry as a result of LINK's recommendations on out of hours mental health services. Esther said this was still ongoing.

A meeting had been held with Rachel Upton about progress on actions regarding Personalisation. A number of small pieces of work LINK could be involved in had been identified.

<b>Actions</b>
<ul style="list-style-type: none"><li>• Esther to chase up response to renal patient transport report and feedback to LINK</li><li>• Esther to continue to chase up information regarding actions on out of hours mental health services with colleagues in the PCT.</li><li>• Ruth to liaise with Terry Twomey regarding the new leaflets</li></ul>



#### HealthWatch Pathfinder application

It was agreed that a copy of the application be circulated to the Steering Group. Esther said she'd recently attended a NICE conference and had spoken to the person responsible for Pathfinders at the Department of Health. She was told an official response would likely to be received by mid June/July.

There was discussion about HealthWatch and its proposed functions. Bob explained the duty which will be placed on Local Authorities regarding HealthWatch.

Esther mentioned the PALS service at NHS Coventry would remain until 2013 and PALS at UHCW will remain ongoing.

<b>Actions</b>
<ul style="list-style-type: none"><li>• Barinder to circulate the HealthWatch Pathfinder application with the meeting minutes</li></ul>

## 7) Coventry LINK Draft Annual Report (paper 5)

Ruth said that the annual report must be submitted to the Secretary of State by 30<sup>th</sup> June 2011 and asked for the meeting to agree the content of the report.

The following amendments were agreed:

- The representative from Citizens Advice Bureau is added to the list of Steering Group members on page 5
- Amend the wording of the box on stating how many people had participated
- Ruth to add figures to the Finance section of the report

**All agreed the report (once changes made) was ready and signed off.**

Actions
<ul style="list-style-type: none"><li>• Ruth to make amendments to the report before sending it to the designers to print</li></ul>



## 8) Feedback from meetings and events

### Scrutiny Board 5 (David)

The main items were the healthy child programme and delivery of the health care programme.

The healthy child programme was developed by the Department of Health and Department for Children, Schools and Families. Aim is to develop a national universal framework for preservative health for children. The programme has two key strands, one covering pregnancy and the first 5 years and one from ages 5-19 years. 10 expected outcomes were outlined by various health professionals. The delivery of the health care programme is the key element in a plan to increase the number of health visitors. Every child will be seen at key times.

### LINK up for Quality event

David also thanked Ranjna, Barinder and Sheila Marston for their excellent support at the LINK up for quality event run by Coventry and Warwickshire Partnership Trust on May 13<sup>th</sup>.

### Godiva Commissioning

George informed the meeting that both InSpires and Godiva GP Consortia have been accepted for Pathfinder status.

Godiva held a meeting regarding patient participation activities and it was agreed that they would promote patient panels further.

George said that a standard formulary (or list) of medication which GPs could prescribe was being rolled out through practices. Esther said this should save money on prescribing costs.

### Feedback from other meetings and events

Moira attended a Coventry Partnership meeting as a LINK representative. The event focussed on health inequalities in Coventry and the City is recorded as being worse than average. Bob suggested LINK hosts an event in the future to promote discussion of what contributes to health inequalities.

*Andrew left at this point.*

### Invites to events

HealthWatch and the NHS event – 16<sup>th</sup> June, London. Ruth suggested if anyone was interested in attending that they contact her.

### Consultations

The CQC have launched a consultation on Excellence in Social Care which runs until 1<sup>st</sup> August. David volunteered to read and feedback on it.

<b>Actions</b>
<ul style="list-style-type: none"><li>Ruth to give David the information on the CQC consultation to enable him to review and feedback</li></ul>



## **9) Any Other Business**

### a) Summary Care Records

Esther said there will be a national roll out of summary care records letter sent out to all Coventry residents by July 4<sup>th</sup>. Everyone will get a letter to ask if they'd like to opt out of the summary care records. These will cover medication prescribed within the last 6 months, reactions, allergies and more. She mentioned there will be drop in sessions/road shows set up around the City for people to find out more including a session on July 18<sup>th</sup> at Coventry Central Hall.

### b) LINK's Annual Review Meeting

Coventry LINK will be hosting its annual review meeting on **June 8<sup>th</sup>** at Queen's Road Baptist Church, Coventry. Bookings now being taken

<b>Actions</b>
<ul style="list-style-type: none"><li>Esther to give Ruth and Moira the details for the sessions/road shows</li></ul>



**Date and time of next meeting: 10am on 28<sup>th</sup> June in the Eadon Room at Methodist Central Hall.**