

**Coventry LINK Steering Group Meeting  
At 10.00 am on 21<sup>st</sup> September 2011  
Held At: Queens Road Baptist Church**

**Minutes**

**10:00 Steering Group – planning meeting**

**Attendees:** David Spurgeon (Chair), Abdi Ibrahim, Angela Kerrigan, Bhanu Dabhi, Gaile Allen, Karen Keates, Sheila Marston, Tom Stone, Ruth Light, Ranjna Sharma Narayan, Sam Townsend

**Apologies:** Moira Pendlebury; George Keay

***David Spurgeon welcomed Karen Keates as a new member of the Steering Group. Karen is from Council of Disabled People.***

***David said that between July's and this Steering Group meeting Alex Turner passed away. Ruth and Ranjna attended his funeral on behalf of Coventry LINK.***

**1) Project Manager's update**

Ruth gave an overview of the Project Manager's report: Tanya Patel has recently been recruited as the new LINK apprentice.

Ruth confirmed that the NHS Coventry Equalities and Human Rights Group will be ending and a new group will be created. It was agreed that the Steering Group will need to decide about any attendance from LINK at this group in its new form when they have more details.

Ruth confirmed that the Joint Strategic Needs Assessment (JSNA) event is currently being arranged for November. A paper is being presented to the budget holders in the City Council and more information will follow at a later date.

Ruth said that a second NHS Listening Exercise has been launched and the Future Forum is now looking at four new areas.

<b>Actions</b>
<ul style="list-style-type: none"><li>• Sam to send information on Listening Exercise (<i>Update on action – this information is within the handout which were given to you in the meeting</i>)</li></ul>



**2) CWPT proposal about recruiting user and carers representatives**

The meeting discussed a proposal from Coventry & Warwickshire Partnership Trust (CWPT) for LINK to run a recruitment process for a service user and carer

representative for the CWPT Board of Foundation Governors in 2012. This would need to be run with Warwickshire LINK and was not a request for direct LINK representation.

Gaile asked how other Foundation Trust governors were recruited and Ruth explained it was by election by the Foundation Trust membership. Concerns were raised about how effective a patient representative could be. It was agreed that it would be important that the user and carer representatives are connected to LINK and involved in other service user networks. Tom was concerned that local people did not understand the work of the Trust. The question of funding to undertake the recruitment piece of work was raised

<b>Actions</b>
<ul style="list-style-type: none"><li>• Ruth Gail and David to meet with Warwickshire LINK to discuss a joint response for agreement at October Steering Group.</li></ul>



### **3) LINK representation on external bodies**

Ruth introduced a paper setting out the work LINK had done with regard to having LINK Representatives on external groups and bodies and the challenges identified. With the progression to HealthWatch effective representation will become extremely important.

David attends Scrutiny Board and Shadow Health and Wellbeing Board but more requests will come through and there may not be enough members on the Steering Group who will have the time to commit to such roles. The meeting discussed options for developing representation including developing a more formal recruitment process for Representatives and whether representatives could be supported by a working group and therefore not necessarily need to always be Steering Group members. Tom felt strongly that representatives should be Steering Group members. The group noted the challenges of recruiting more people to the Steering Group.

It was agreed that 2 separate people should undertake the representative roles on Scrutiny Board 5. It was agreed that to allow time to put new processes in place that David would continue as representative on Scrutiny Board 5 until April, and as representative on the Shadow Health and Wellbeing Board with Ruth as support for its shadow period.

The Group also discussed the representative role on the Health and Wellbeing Board in detail. The Group supported the Project Manager acting as support and felt strongly that representations for two LINK/HealthWatch representatives on the Board would be made to the City Council.

<b>Actions</b>
<ul style="list-style-type: none"><li>• Representation to be made to the City Council regarding Health and Wellbeing Board representation</li></ul>

#### 4) Request from Council of Disabled People

The Steering Group agreed to undertake the action proposed by Council of Disabled People.

Actions
<ul style="list-style-type: none"><li>Ruth to liaise with Tony Walsh and create a draft letter to be signed off by Steering Group Chair.</li></ul>



#### 11:15 Steering Group: public meeting

**Additional attendees:** Esther Peapell (Head of Patient Public Involvement at Arden Cluster), Bob Marriott (Involvement, Access and Partnerships Officer at Coventry City Council).

#### 1) Minutes of the last meeting

The minutes were agreed with one small correction under item 3, in the second paragraph the contact should be contacted.

#### 2) Matters arising and actions

A meeting has been arranged on 11<sup>th</sup> October with Sue Smith (CWPT) to discuss LINK's recommendations from the review of inpatient activities at the Caludon Centre Recommendations report. Therefore CWPT's response will be available at the next Steering Group meeting.

Julia Flay had sent an email confirmation that UHCW provide chaplaincy services at the Caludon Centre.

Tom and David confirmed that they have reviewed the CQC consultation on changes to registration regulations and the Steering Group agreed with their recommendation not to send a response.

The Trauma Care Network News (paper 5) relates to previous discussions about the Trauma Services Review. The table giving milestones and next steps was highlighted. The Steering Group discussed the information and agreed that it would be helpful if the diagram used contained the name so of the hospitals. It was noted that there will be a public consultation between November and February. Esther said that she would find out who locally will be in charge of the consultation and confirm to Ranjna.

Quality Account response from UHCW (paper 6) was discussed. It was confirmed that this letter would be discussed in the Hospital Working Group.

Actions
<ul style="list-style-type: none"><li>Esther find out who locally will lead on the consultation and confirm to Ranjna.</li></ul>

### 3) LINK work Programme updates

Ruth provided an update on work programme activity:

- i. Renal patient transport**  
It is proposed that LINK revisit this in January/February to see if there has been an improvement for patients.
- ii. Hospital discharge**  
The meeting with Michelle Linnane did not take place on 19 September. Ranjna is looking at a new date for this meeting.
- iii. In-patient activities**  
Karen asked if the report/recommendations were published. Ruth explained that usually LINK did not publish reports until after a response was received from the provider or commissioner concerned so that this could be included in the final report. The Steering Group agreed that they did not wish to publish the report until after the meeting with CWPT on 11<sup>th</sup> October.
- iv. Out of hours crisis support recommendations follow up**  
It was agreed that the letter received from Anima Thawait re: follow up of LINK conclusions and recommendations regarding mental health commissioning could be placed on the LINK website for public to view.
- v. Personalisation in adult social care**  
The LINK mystery shopping on the Coventry City Council website was on hold awaiting actions by the City Council.
- vi. Macmillan project: barriers to accessing cancer screening and diagnosis**  
The initial meeting for the subgroup has taken place.
- vii HealthWatch**  
The group noted the project plan for the HealthWatch Pathfinder work

<b>Actions</b>
<ul style="list-style-type: none"><li>• Ranjna to re-arrange meeting with Michelle Linnane</li><li>• Letter from Anima Thawait to be placed on LINK website</li></ul>



### 4) Decision on next LINK work programme

There was a discussion on the feedback received on the LINK's draft work programme from CWPT and UHCW. The Group noted the work UHCW was doing to address hospital car parking and the pathway for cancer patients. It was agreed that LINK could still make a positive contribution to car parking through a focused piece of work. It was agreed that rather than doing a detailed investigation LINK would follow developments in the work being undertaken by UHCW to address the pathway for cancer patients.

The new projects for the work programme were agreed as:

1. Hospital car parking
2. Services provided by the Opal Centre – disability equipment centre
3. Care planning for mental health patients
4. Outpatient booking processes at University Hospital Coventry
5. Pathway for cancer patients via A&E

## **5) Government consultation on funding allocation for HealthWatch**

Ruth introduced this consultation on two options for setting the formula to be used to calculate how much money will go to local authorities for functions of HealthWatch. Bob explained the difference between the two options and confirmed that option two would be best for Coventry as the formula is weighted more on the need rather than the population number.

Bob confirmed that he has a Cabinet report which discussed the rationale behind the formula. It was agreed that this would be sent to Ruth and Ruth would draft a response to be signed off by Steering Group members.

<b>Actions</b>
<ul style="list-style-type: none"><li>• Bob to forward cabinet report to Ruth and Ruth to draft a response ready for the next Steering Group meeting.</li></ul>



## **6) Feedback from meetings and events**

### **i. Scrutiny Board 5**

David gave a report of two Scrutiny Board 5 meetings he had attended:

On July 27<sup>th</sup> the Board received a petition calling for the cessation of water fluoridation. It was passed on to the Scrutiny Co-ordination Committee and no further action was taken.

The main item was the Annual Report of The Director of Public Health for Coventry, 2011. The Acting Director reported that in areas such as teenage pregnancy, heart disease and obesity, Coventry compared unfavourably to comparative data from other similar authorities. Members asked for further information on a variety of health trends as well as a breakdown of the financial costs of programme marketing schemes, such as the CHIP programme.

The Board considered a report on home meals provision. It has been decided to commission an external meals service to replace the very expensive in-house arrangements.

A further meeting took place on August 15<sup>th</sup>. The Board received a joint paper drawn up by the Council Adult Social Care and NHS Coventry

regarding Assuring Quality in Regulated Care Services. This report stemmed from the Southern Cross and Castledene issues. We were given detailed information on how overall care provision was assessed and how the Care Quality Commission performed as an independent regulator. Fiona Goodall, from CQC, provided a presentation and along with Social Care and NHS Coventry managers, answered questions. Members were somewhat reassured as to the inspection procedures, but felt they needed to be more frequent and 'inadequate' issues rectified immediately.

**ii. Shadow Health & Wellbeing Board**

David fed back that the last meeting had looked at the link between worklessness and ill health.

**iii. Commissioning Groups**

Esther said that new guidance for commissioning groups was expected soon and may mean further changes to how they are organised in Coventry.

**iv. CQC lunch**

Tom gave a brief overview of the CQC lunch he attended in Birmingham and gave Ruth the documents received in the meeting.

**Invites to events:**

- NALM conference on 30<sup>th</sup> September – Tom agreed he would attend.
- West Midlands Ambulance AGM on 28<sup>th</sup> September – Karen agreed she would attend.

## **7) Any other business**

David thanked Ruth, Ranjna and Sam for attending the Coventry and Warwickshire Partnership Trust AGM at Ricoh arena.

Ruth said that a query has been received about whether further work will be done on the access to GP appointments work. It was noted and this will be considered at the next work planning session.

Esther confirmed that Brian Stotton has stepped down as Chair of NHS Warwickshire and Alison Gingell will be the Chair for Arden Cluster.

## **8) Date and time of next meeting:**

Tuesday 18<sup>th</sup> October, Methodist Central Hall

**Dates of future meetings:** Tuesday 29<sup>th</sup> November, Methodist Central Hall.