

**Coventry LINK Steering Group Meeting**  
**At 10.00 am on 1<sup>st</sup> December 2010**  
**Held At: Coventry Foyer**

**FINAL Minutes**

**Attendees:**

Tom Stone (CHAIR), David Spurgeon, Gaile Allen, George Keay, Bhanu Dabhi, Sheila Marston, Moira Pendlebury Christine Upton, Ruth Light (LINK Project Manager), and Rob Allison from Voluntary Action Coventry.

**1) Apologies**

Ellen Alcock, Alex Turner, Wendy Donnelly

**2) Project Manager's Update**

Ruth updated the meeting on the work of the staff team since the last meeting. The focus group event on proposals for information in the NHS on 2 December was fully booked.

Ruth had attended the VAC Providers Forum which included presentations by Brian Walsh from the City Council and Alison Walshe from NHS Coventry. The PCT will have to cut its management costs by 50% over the next 2 years.

LINK has been invited to 2 sub groups of the Safeguarding Board: Prevention and Stakeholders.

Latifah is running a stall today at the health focussed event organised by CEMAP.

Ruth also talked through the information sent to the City Council for the last quarter including membership demographics. Membership continues to grow. Gaile asked how Coventry LINK's membership numbers compared with other LINKs. It was felt that Coventry LINK's membership figure is meaningful in that a high proportion of members engage in the LINK, rather than signing up people who do not then engage.

There have been some problems with post re-direction following the move from Coventry Point.

**3) Report from LINK Finance subgroup**

Ruth talked through the minutes of the LINK Finance Subgroup including the decision to use under spend budget to retain Latifah until the end of March 2011 to carry out outreach work (Latifah has accepted this) and to support extra hours to cover for Ruth's absence for an operation. This was agreed by the Steering Group.

#### **4) Hospital discharge – follow up discussion of meeting held at UHCW**

David talked through notes from a meeting between LINK members and with Michelle Linnane and Kerry Manning from UHCW. David said that this had been a positive meeting. The Trust is rolling out its pilot of a new discharge form to all medical and, as a trial, one surgical ward.

David explained that the Trust is releasing money for discharge facilitators for each ward. Part of their role is to organise a daily meeting to look at the progress of patients towards discharge and they also work to unblock issues in the discharge process. However it was not known whether discharge facilitators carried out other roles as well as discharge co-ordination. George said it was important that discharge planning started early at the beginning of care and therefore the name patient pathway co-ordinator might be better.

It's important to ensure that vulnerable people are discharged safely with appropriate care in place after their discharge. Ruth said that expectations that carers will collect relatives at short notice have also been flagged up to LINK. There has been some discussion by the Government as to whether hospitals should remain responsible for patients during the first 30 days following discharge.

David reported that the Hospitality Lounge is now known as the Discharge Lounge (the costs of re-signing are preventing new signs around the hospital). The area is now is only used for patients being discharged.

The Hospital Working Group was happy that the hospital is addressing the issues and proposed to meet again with hospital staff in February. This was agreed.

#### **5) Government policy and consultations**

##### **A) Coventry Sustainable Communities Strategy**

Tom had reviewed this document and found it interesting in terms of statistical information and issues but felt that a LINK response was not necessary.

##### **B) The NHS Constitution and Whistleblowing**

This is a consultation on inserting a provision on Whistleblowing into the NHS Constitution. David noted the good job Ruth had done on summarising the Government's consultation document. He had read the full document.

The group discussed issues of anonymity and confidential and the need for the supporting policy within NHS employment procedures and practices when someone does whistle blow.

The group agreed specific LINK responses to the consultation questions: agreement with questions 1-7. The group also wanted to make reference to

confidentiality and the need for supporting policy within the NHS employment practices.

**C) Cancer Drugs Fund**

There is a Government consultation until 9<sup>th</sup> January on a Cancer Drugs Fund.

**D) Social Care**

The Government's vision for social care has been launched with personalisation as a key theme. There is a related Government consultation until 9<sup>th</sup> February on transparency in outcomes.

**E) Public Health**

The Public Health White Paper has just come out. Ruth suggested that the new working group on personalisation could look at this.

**F) NHS White Paper**

Ruth gave an update on the timetable for the Health Bill. It was now anticipated that the Bill will become law in autumn 2011. The group discussed some of the implications for LINK. Funding will now come as part of the formula grant for Local Authorities. Potentially there may be less funding for the transitional year next year. A national working group is looking at different models of LINKs around the country. It is still unclear what will be expected of Healthwatches.

<b>Actions</b>
<ul style="list-style-type: none"><li>• Ruth to draft response to Whistleblowing consultation</li></ul>



**OPEN MEETING**

**Additional attendees:** Jackie Price (Project Lead – Coventry City Council), Bob Marriott (Service User Involvement Development Officer – Coventry City Council), Neelam Pankhania Jadav (Agincare UK).

**Item 7 was discussed prior to item 6.**

**7) Integrated mental health provided by Coventry and Warwickshire Partnership Trust and Coventry City Council – presented to the Steering Group by Jackie Price**

Jackie Price is working for the City Council and Coventry and Warwickshire Partnership Trust on an integrated approach to mental health. The original 2001 agreement on integrated services has expired prompting this work which will ensure that joint work by the Partnership Trust and the City Council is more formally underpinned.

A section 75 arrangement would enable the City Council to delegate some of its functions (but not responsibility) for mental health to the Partnership Trust. This enables greater use of common systems rather than cross agency referrals and it will make operational matters easier and clearer for staff.

Approved Mental Health Professional (AMHP) accountability will remain with the City Council although the Social Workers will be based within the Partnership Trust team (they will still be employees of the City Council) and managed by Partnership Trust staff with appropriate professional social work support.

The scope of the agreement is for adults and older people’s mental health but not Lamb Street, Axholme House, Children and Adolescents Mental Health Services (CAMHS), Learning Disabilities or Substance Misuse. As PCT’s Community Services are also moving to the Partnership Trust, there are opportunities to improve joint working between practitioners.

Work started with a consultation in October. Proposals will be developed by February/March for implementation from April.

Moira asked how much difference there will be as the two organisations are already working together. Jackie replied that some working arrangements are already in place – the agreement clarifies this and how it works and places these services in the one place i.e. The Partnership Trust.

George enquired if there was a similar agreement covering Warwickshire. Jackie said she did the agreement for Warwickshire services last year but the circumstances and integration were different to Coventry.

Ruth noted the LINK’s work on the Out-of-hours mental health services could be relevant to Jackie’s colleagues. Jackie said she would suggest who to send it to.

Sheila asked if there had been any consultation with service users. Jackie said that letters had been sent out to voluntary groups. There is still the opportunity for Jackie to come and hear the group’s views on the proposals.

Action
<ul style="list-style-type: none"><li>• Ruth to send copies of LINK report to contact provided by Jackie</li><li>• LINK/AIMHs to review list of vcs groups consultation has gone to</li></ul>

**6) Minutes of the last meeting and matters arising**

Correction on page 3 should read Peter Hodder not David Hodder, otherwise agreed as an accurate record.

**Matters arising**

- Men’s Health Information to be circulated
- Letter to Chief Executive regarding Outpatients has been sent – no response has been received yet. No similar work has emerged yet from other LINKs
- Everyone now has the next three Steering Group meeting dates
- On 9<sup>th</sup> December there is a meeting on what the Local Authority is doing about Dignity Champions

- Andrea Soonius, a LINK volunteer is interested in being co-opted onto the Steering Group
- 10<sup>th</sup> December deadline on Voluntary Sector nominations for the Steering Group – one has been received so far.

## 8) LINK work programme

Ruth talked through the report on the LINK work programme, including:

### A) Choose and book

The Hospital Working Group meeting with Natalie Fuller (Choice Team Leader) from NHS Coventry about choose and book. The group gave LINK feedback on the new patient choice leaflet

### B) Hospital services

The discharge meeting was discussed earlier in the meeting.

A fact finding meeting regarding patient transport for renal patients had been carried out.

### C) Mental health

The group had received a presentation on the new single point of entry for accessing mental health services but was concerned that this might not actually be very different from previous arrangements. The group had received two leaflets relating to this. The Steering Group discussed the leaflet aimed at patients and was concerned about the language it used, lack of reference to other services and about whether individuals could actually use the telephone number given. It was agreed that a LINK should write to the lead for this work expressing concerns.

A further meeting was also follow up on other LINK recommendations with the commissioner. The single point of entry does not resolve the LINK's previous concerns regulating the Crisis Resolution Home Treatment Team and the vital times after 9.30pm (rather than 'twilight').

### D) Social care

Still awaiting the formal response from the City Council regarding Personalisation – the LINK will publicise its report at the end of this week.

### E) Quality Accounts

The Partnership Trust would like to speak to the Steering Group about their Quality Account. It would be helpful to have similar discussions with UHCW. It was agreed to have a slot for this at the next two Steering Group meetings.

Action
<ul style="list-style-type: none"> <li>• RL/WD to arrange an update on their Quality Account from UHCW in January and the Partnership Trust in February.</li> <li>• MHWG and Wendy to follow up on points regarding single point of entry and MH commissioning.</li> </ul>

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

### **a) Invites to events**

- West Midlands Ambulance Service are consulting on Foundation Status, an event has already taken place. LINK only received 2 days notice. The Trust is happy to speak to the Steering Group. This Trust is also trying to get LINK representation from within the region, however one person to represent such a large area would be challenging.
- Next NHS Coventry quarterly patient/public meeting is on 16<sup>th</sup> December 10.30am – 2.30pm at The Butts Rugby Club.

### **b) Scrutiny Board 5**

Chief Executives went to the last Scrutiny Board meeting to speak about the finances of their organisations. UHCW has been hit by a shortfall in referrals due to Warwickshire PCT putting a hold on non emergency operations.

Peter Barnett has been in touch regarding the next Scrutiny meeting on 15<sup>th</sup> December featuring information from LINK on Personalisation. Unfortunately Ruth cannot make this date but has forwarded the report. Louise may attend if she's back at work by then.

### **c) Regional LINK meeting**

Tom reported that everyone was concerned about transitional arrangements from LINKs. Bob noted that the City Council is expecting funding for the LINK to roll through to March 2012. However there is information yet on the money that will be made available to the Local Authority -this money will not be ring fenced. There are no real answers yet on expectations of Healthwatch and potential TUPE issues regarding additional services planned for Healthwatch).

### **d) PCT/PPI Working Group**

No specific news

### **e) Godiva Commissioning**

George said there is a proposal to form a new Consortium called *Inspire* with a deadline for sign up in order to receive funding for ICT from the PCT. The LINK will need to consider how it wishes to relate to this. This will be discussed at the January Steering Group Meeting.

## **10) Dates and times of future meetings – Eadon Lounge, Coventry Central Hall**

- 10 am 18<sup>th</sup> January 2011
- 10am 22<sup>nd</sup> February 2011
- 10am 29<sup>th</sup> March 2011