

**Coventry LINK Steering Group Meeting**  
**At 10.00 am on 3<sup>rd</sup> November 2010**  
**Held At: Coventry Foyer**

**Final Minutes**

**Attendees:** David Spurgeon, Gaile Allen, Sheila Marston, George Keay, Alex Turner, Bhanu Dabhi, Andrew Christie, Ruth Light (LINK Project Manager), Latifah Omitogun (Temporary LINK Administrator) and Rob Allison from Voluntary Action Coventry.

**1) Apologies:**

Tom Stone, Ellen Alcock, Moira Pendlebury

**2) Project Manager's Update**

Ruth updated the meeting on the work of the staff team since the last meeting.

Wendy had attended a conference on Men's Health. The group discussed issues regarding why men do not seek medical help as much as women. It has been noted that health literature and promotional material tends to be directed to women. There was interest in whether there were any particular case examples of good practice from the conference.

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| <ul style="list-style-type: none"><li>• Wendy to supply the Steering Group with any further details</li></ul> |
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Wendy and Colin Tysall had attended a Stakeholder Briefing session at the Partnership Trust. This was about a programme of work designed to increase the amount of time spent with patients and reduce time spent on other things.

LINK volunteers' Equality and Diversity Training and Enter and View Training was held in October. George said it had been a good course but that there were no BME members in attendance to share their perspectives. Ruth explained that volunteers were given the options of different days and times and picked the ones they could attend. It had been hoped to run an evening session too but that there had been insufficient numbers to make this viable.

Andrew queried the diversity breakdown of LINK and when a report would come to the Board. Ruth said this would be at the next meeting and that Coventry LINK was maintaining a diverse membership but with an imbalance of gender, leaning towards women. However, this balances amongst active volunteers.

David thanked Wendy and Latifah for staffing the LINK stall at the World Mental Health Day event at the Ricoh. It was well attended and we are receiving some interest from people who attended. Over a 100 Coventry LINK bags were given out to people interested in LINK.

### 3) Outpatient Booking

Ruth, David and Gaile had attended a meeting with managers at UHCW to talk about issues with outpatient booking. David fed back on the meeting and the points LINK had made about the complexity of different routes for bookings and the administration of this; the need to simplify the letters sent to patients; and proposals to change the process so that patients will phone to book one month before appointments.

Ruth said Julia Flay has been in touch since and said she will be reviewing the outpatient letters and is seeking good practice examples from other hospitals. Julia will include Coventry LINK in this piece of work.

George asked whether there was a way that Coventry LINK could get in contact with other LINKs to find out if hospital appointment research was conducted anywhere else. Ruth suggested it would be worth trying through the LINKs Exchange.

The group discussed what actions to take next and agreed to write to the Chief Executive to outline LINK's concerns and to pick this up in the next quarterly meeting with the Chief Executive. David and Gaile agreed to draft a letter.

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| <ul style="list-style-type: none"><li>• Ruth to see whether similar research has been conducted through the LINK exchange.</li><li>• Gaile and David to draft the letter together and send to Ruth</li></ul> |

### 4) LINK representation

#### Safeguarding Board

The meeting discussed how to take forward LINK representation on the Safeguarding Board for Coventry. A Working Group on personalisation is being put together. It was agreed that Louise and Ruth would act as LINK representatives in the first instance with a view to finding volunteers from the working group and supporting them into the roles.

#### PCT Equality and Human Rights group

Ruth said the PCT has asked if there could be a reserve person for the Group which Andrew Christie acts as representative on. Andrew confirmed he could attend the next meeting on the 9 December but expressed concerns about the lack of a BME focused piece of work on LINK's work programme.

Ruth said it was the intention for all LINK work to have an equalities focus. For example work to try to ensure that outpatient appointment letters are simpler and easier to understand for people.

Andrew expressed concerns that LINK was not getting feedback from BME groups. Ruth said the staff team were beginning to plan some targeted community engagement work focused on BME communities.

David suggested that if Andrew could write a paper of specific suggestions for what LINK should be doing, this would be looked at on the next Working Programme.

Ruth said that this representative role was to act as a critical friend to ensure that the PCT was carrying out the necessary equalities checks and work.

It was agreed that Ruth should act as deputy and Andrew should liaise with Ruth if he is not able to attend a meeting.

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| <ul style="list-style-type: none"><li>• Andrew to attend Equality and Human Rights Group 1-3 pm 9 December at Christchurch House and to feedback to the Steering Group.</li></ul> |
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## 5) Dates and times of Steering group meetings 2011

The meeting discussed possible days and times for meetings next year. Ruth asked if meetings could take place later in the month. George pointed out the Godiva Board meetings on a Wednesday afternoon and David said the Scrutiny Board 5 did too, so clashes should be avoided.

It was not possible to resolve this at the meeting so Latifah will contact members regarding dates.

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| <ul style="list-style-type: none"><li>• Latifah to speak to all Steering group members</li></ul> |
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## 11:30 Open meeting

### Additional apologies

Esther Peapell; Julia Flay

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

Corrections to the minutes:

Page 2 item 3 para 4 run on sentence 'felt that the'.

Page 3 item 4 delete 'one' after four.

page 4 para 1 delete 'university'

Ruth updated on the actions detailed in the minutes. A mailing to VCS organisations regarding Steering Group places was in hand. David said a meeting was being set up between him and Peter Hodder as an induction to representation on the Godiva Board.

## 7) LINK Work programme

Ruth went through a report updating on work addressed to the LINK Work Programme.

## **Hospital Services**

The Hospital Services Working Group had met recently. David commented that LINK had influenced a new PCT leaflet for patients about choose and book: 'It's your choice'. The group had commented on a draft and met with the lead at the PCT who was taking this work forward.

## **Mental health**

Ruth stated that Mental Health Services Working Group was meeting at the end of the week and showed the group an AIMHS leaflet which displayed routes to services.

## **Personalisation**

Ruth updated the group on discussions with Coventry City Council about LINK's recommendations following its piece of work involving focus groups with service users. The discussions had been very positive and LINK's points had been taken on board.

As the City Council has commissioned research from Coventry University it is not appropriate to take forward the suggested piece of work following service users as case studies. However discussions have highlighted a number of pieces of smaller work which LINK can do over the next 12-18 months.

LINK has asked to be involved with the Coventry University research work. A number of recommendations can be picked up on including Peer Review and Advocacy Services, as well as work about how service users can have a voice.

## **Other work**

Louise has started to look at issues surrounding dementia care, it is a large concern and the Alzheimer's Society and LINK has got in touch with this organisation.

## **8) NHS White Paper – consultations on information and choice and control**

Ruth introduced papers 4a and 4b which were summaries of two new consultations from the Government about information for patients and greater choice in accessing services. The Group discussed some of the key points. It was agreed to hold a meeting so that people could come together to formulate a response.

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| <ul style="list-style-type: none"><li>• Ruth and staff team to set up a meeting</li><li>• Ruth's summary of the documents to be sent with the minutes</li></ul> |



## **9) Requests for LINK work and involvement**

### **NHS Consultation Whistle blowing**

Ruth said that the Government were also consulting about adding text to the NHS constitution regarding staff reporting or whistle blowing of patient safety issues. Ruth asked if any members could look at the document so that LINK could respond.

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| <ul style="list-style-type: none"><li>• Copies of the consultation to be sent to David, Andrew and Alex so that they can feedback to Ruth on the proposals</li></ul> |
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## 10) Feedback from meetings and events

### Scrutiny Board 5

David reported that the group had not met since the last Steering Group meeting.

### Godiva Commissioning

George updated the group. During the next month discussion will be held on what GP's want to do in the future. Godiva Commissioning could be disbanded as early as April but could go on until 2013. There will be a patient's meeting in January.

### Regional LINK members meeting

Tom attended the Regional Meeting for LINKs members in October. The meeting heard a presentation regarding Dignity Champions and talked about the White Paper proposals. A letter had been sent to Local Authorities advising the rollover of Host contracts for 2011-12.

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| <ul style="list-style-type: none"><li>• Ruth to find out who the Dignity Lead is at the City Council</li></ul> |
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### Invites to events

- A workshop on 30 November event to discuss joint working across the Arden Cluster of PCTs, Local Authorities and providers. The event runs from 8 am to 6pm. George said that he did not feel that one person from LINK would be able to have much influence. The group queried the length of the session and this was felt to be too much to ask of a volunteer
- At short notice Ruth had received information about a meeting to discuss the piece of work to be measured for Clinical Quality and Innovation (CQUIN) assessment for the next cycle. This is part of the process to decide what aspects of services will be measured and subject to CQUIN. CQUIN schemes were first introduced in 2009/10 and feature as part of the main contract with providers. The current CQUIN value is 1.5% of contract value, the expectation is that this will be increased further for 2011/12. The group felt that CQUIN was important but no one was available on the day and time of this meeting.

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| <ul style="list-style-type: none"><li>• Ruth to contact Jacqueline Barnes regarding other routes for LINK to feed into the CQUIN process.</li></ul> |
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## Date and time of the next meeting

10 am 1 December 2010 at Coventry Foyer