

**Coventry LINK Steering Group Meeting**  
**At 10.00 am on 22 February 2011**  
**Held At: Coventry Central Methodist Church**

**FINAL Minutes**

**Attendees:**

Tom Stone (CHAIR), David Spurgeon, Gaile Allen, Sheila Marston, Abdi Ibrahim, Alex Turner, George Keay, Bhanu Dabhi, Moira Pendlebury, Donna Kelsey accompanied by Tony Walsh, Chief Executive – Council of Disabled People.

**Present:**

Barinder Johal (LINK Project Administrator), Ruth Light (LINK Project Manager; Rob Allison from Voluntary Action Coventry.

**1) Welcome**

**Apologies :** Emma Shiers

Tom welcomed Donna as a new co-opted member from the Council of Disabled People and welcomed Ruth back following a recent operation and thanked the LINK staff for their hard work during her absence.

**2) LINK Update**

Tom said he, David and Wendy met with Andy Hardy (Chief Executive at UHCW) for their quarterly meeting. They raised LINK's work regarding outpatient booking systems which led to a further meeting with Nick Forster at UHCW. UHCW are undertaking a review, Julia Flay was doing this but it has now been passed over to Roz Kay (Interim Director Patient Access at UHCW).

Hospital car parking was also discussed. David said there had been a lot of coverage of car parking in the local newspapers. This was in the run up to the expected date for the renegotiation of the car park contract in July 2011. However, LINK has learnt that the contract was actually renegotiated last year with ISS (who hold the current contract) and continued for a further 7 year period.

David reported that Scrutiny Board 5 had called Andy Hardy plus the Chair of the Hospital to explain the situation at its last meeting.

It was felt that there had been a lack of transparency by the Hospital and that it should have ensured that the public was aware of the negotiations for a new car park contract.

Ruth said she had a message to contact Warren Manger and asked the Steering Group to clarify LINK's position. Tom said UHCW is a good hospital however car

parking dominates a lot of people's thoughts on the hospital and their experiences there.

It was mentioned that Geoffrey Robinson (MP) has submitted a Freedom of Information request so there may be an opportunity to liaise with him over what this brings forward.

<b>Actions</b>
<ul style="list-style-type: none"><li>• Ruth to contact Warren from the Coventry Telegraph</li></ul>



### **3) LINK Work Programme update**

Ruth introduced a paper summarising activity on LINK's work programme since the last meeting. Some progress had been made regarding outpatient booking and the format of the letter to patients was being reviewed. The Renal Transport sub group had carried out LINK's first Enter and View visit to UHCW to ward 50 to talk to patients. They carried this out over 2 days.

Tom said the visits were very useful and picked up some comments about the ward as well as information about transport. Some of the initial findings were discussed. Tony suggested drivers should be issued with mobile phones to contact the control centre as they seem to have issues with their current form of communication.

Enter and View visits to the Caludon Centre are planned for March to ask patients what activities they would like to do whilst on the unit. A meeting took place with Anima Thawait, Strategic Commissioning Lead, NHS Coventry regarding out of hours mental health services. A letter has been sent to Sue Smith, General Manager, Adult Mental Health Services regarding single point of entry.

The Choice and Control Working Group has met for the first time and LINK secured local media coverage for its work on personalisation. The Working Group are waiting to have an update from Michelle Chilvers, lead on Personalisation and arrange a date for LINK and the Council to meet to review the action plan.

Ruth reported that the Care Quality Commission (CQC) who will take on National HealthWatch is creating an online forum for anyone interested in developing HealthWatch. It was agreed Coventry LINK should join this forum.

An additional paper was tabled and discussed: Inclusion User Involvement Grant Ruth said there was an opportunity for Coventry LINK to bid for £3000 from McMillan Cancer Fund jointly with the Arden Cancer Network and asked for the Steering Group's approval. It was agreed to add this work into the LINK's work programme and to undertake the bid.

<b>Actions</b>
<ul style="list-style-type: none"><li>• Ruth to register Coventry LiNK to CQC's online HealthWatch forum</li><li>• Louise to work on joint bid with the Arden Cancer Network</li></ul>



#### **4) LiNK Finances and Quarterly Report on Host Contract**

Ruth introduced the notes of the last finance subgroup meeting and the budget/expenditure report and highlighted the current under spend and actions to deal with it, such as extra staffing hours.

A meeting has been arranged with Ruth, Tom, David, Simon Brake and Bob Marriott from Coventry City Council to talk about Coventry LiNK's funding post July 2011.

The meeting also received a copy of the quarterly Host contract report to the City Council for information.

<b>Actions</b>
<ul style="list-style-type: none"><li>• Ruth to feedback on meeting with Bob and Simon</li></ul>



#### **5) LiNK Community Champions Name Change – paper 4**

Ruth introduced the paper and stated NHS Coventry use a similar name to LiNK Community Champion and this was causing confusion. Discussion took place over the various name options on the paper.

***Abdi arrived at this point.***

Two alternative names were agreed:

- Community Outreach Volunteers
- Community Connecting Volunteers

<b>Actions</b>
<ul style="list-style-type: none"><li>• Latifah to rename LiNK Champions with one of the above choices</li></ul>



#### **6) Feedback from Meetings & Events**

##### **6.1 Scrutiny Board 5**

David said Scrutiny Board 2 and 5 met to discuss the issue of childhood obesity. David also mentioned there was another serious case review at the Scrutiny Board 5 meeting relating to the death of Mr B in December 2007. Councillors asked why the review had not been completed sooner and it is believed there were failures of the discharge process at UHCW. Social services and West Midlands Ambulance Trust were questioned.

Other things discussed at the meeting were formalising integrated adult and older mental health services with a partnership agreement as well as Care Quality Commission (CQC) Annual Performance Assessment of Adult Social Care for Coventry City Council 2009-10; overall grade was 'well'.

### **6.2 Godiva Commissioning**

George said the Godiva Commissioning Board is preparing to apply for Path Finder's status to lead on the development of GP Consortia. Inspire commissioning group were also doing this same.

### **6.3 NHS Coventry Equality and Diversity Group**

Ruth went to the meeting and informed the Steering Group that the meeting had picked up on the letter they received from LINK regarding the boating community. Coventry Primary Care Trust stated the boating community can register at the GP practice based at the local walk in centre and they were taking forward other actions to reach this community. Ruth suggested that this group was a good route for LINK's recommendations and findings.

### **6.4 Invites to events**

Ruth highlighted that there was an event on Personalisation at Coventry Transport Museum on Saturday 26<sup>th</sup> February from 2pm – 7pm.

## **OPEN MEETING**

**Additional attendees:** Esther Peapell (Head of Patient and Public Involvement – NHS Coventry), Margaret Johnson (Senior Commissioning Manager of Primary Care – NHS Coventry), Anita Kane (Associate Director of Governance/Quality – UHCW)

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

## **7) Minutes of the Last Meeting**

### **Actions:**

Ruth said Emma Shiers from Coventry Citizen's Advice Bureau (who is co-opted representative to the LINK Steering group for CAB) is due to go on maternity leave in April. Emma has been unable to find another staff member to cover the role whilst she is off and has asked if her role on the Group can be deferred until her return in November. The Steering Group felt this was a substantial gap. It was agreed that a LINK with CAB by some means would be useful. Moira said she would raise it at the next Advice Services Coventry.

Ruth said she is attending a meeting on 16<sup>th</sup> March with staff from CWPT to talk about a possible joint event regarding their quality accounts.

Ruth mentioned Sue Eato is to attend a Mental Health Working Group not any other LINK Working Groups.

## 8) UHCW Quality Account update

Anita Kane (Associate Director of Governance/quality at UHCW) was welcomed to the meeting.

Anita provided an update on the actions UHCW had undertaken to address the 3 areas of: safety; effective discharge; and patient information within the 2010-11 Quality Account. Anita said that UHCW infection rates were well below the West Midlands average. She said that work had been done to improve discharge however there were still some issues especially discharging people back into care homes. They have also been focusing on the overall 'patient experience' and stated the 'forget me not lounge' will soon be up and running and improvements to the website have also been made.

Anita reported that after discussion this year's Quality Account will focus on 3 areas of quality improvement:

- Sepsis Management
- Nutrition Management
- Dementia

Anita said UHCW had considered 'discharge' as a continued focus but this was one of the priorities in the previous year and contractually with Coventry PCT, so they will focus on other areas although 'discharge' will be mentioned in the Quality Account as well as mortality rates. She said they will work closely with the mortality group at UHCW to publish clinical incident data as well as national performance data.

This year's quality account document will include more information on staff experiences and training. Gaile asked if staff sickness and turnover rates would be included. Anita said a national staff survey provided information on satisfaction for the use in the Quality Account and that other staffing information was included in the Trust's Board papers.

Tony asked if data was collected for patient mortality for patients with disabilities. Anita said there had not been any to her recollection but it could be collected from patient's health records using Dr Foster. As Tony was interested in gathering this information it was left for Anita and Tony to liaise after the meeting.

The group discussed nutrition and older people and the need to support patients to eat and drink and the recent report on these issues from the Health Ombudsman.

<b>Actions</b>
<ul style="list-style-type: none"><li>• Anita to forward a copy of a UHCW update report on the Quality Account 2010-11.</li></ul>



*Anita left at this point.*

## 9) Update on PCT support for GP Consortia and Developments

Margaret Johnson (Senior Commissioning Manager, PCT-NHS Coventry) was welcomed to the meeting.

Margaret tabled information about the two developing GP Consortia in Coventry which NHS Coventry is supporting. The Godiva Consortia had more practices than Inspire, but Inspire covers slightly more of the overall population of the City.

Each Consortium will be aligned by a Director from Coventry PCT: Juliet Hancox, Inspire and Fay Bailie, Godiva.

Support staff will be available from the PCT for each Consortium. Both Consortia groups have applied to become Path Finder's which means they'll get additional support from Strategic Health Authority.

Both groups are currently working together on Referral Support Service (RSS): a triage of referrals by GPs to ensure the referral goes to the right place/consultant in the first instance. The RSS triage team is made up of GPs.

David raised concerns about patient choice and patients deciding where they should receive treatment and how that sat with RSS. Margaret said it doesn't stop the patient choosing the hospital but is to ensure they are seen by the correct consultant or that community services are accessed where appropriate. Gaile queried what happens to the Milton Keynes Choose and Book office as she was made aware that the office holds the Choose and Book database that local GPs contact. Margaret said she didn't know but it will be a phased approach starting with the GPs who already use the Choose and Book system first.

David said he felt this may mean the patient has less involvement in choosing a hospital. Margaret confirmed that patient choice remains but it may be a good idea to invite Natalie Fuller from Coventry PCT to a future meeting as she would be able to provide more information relating to this area.

Margaret mentioned the triage team will also be looking at the patient's pre appointment work up e.g. if a patient requires a blood test etc, so that this is all completed before hospital appointments take place as if this does not happen appointments are wasted.

Margaret explained that Coventry PCT and Warwickshire PCT are being 'clustered' (the Arden Cluster) together. There will be one Chief Executive; the PCTs will keep the existing Chairs, separate Boards, and the Director of Public Health in Coventry in order to keep local focus on the work. The Acting Director of Public Health for Coventry is John Ford.

David asked if one GP Consortia was bigger whether they would have a better chance of receiving more commissioning. Margaret said it may give them more commissioning power although two groups may wish to commission certain areas as one.

Moira asked how GP Consortia Boards are elected. Margaret said each group elects its own Board members from the group and George mentioned that GPs came up for re-election last year in Godiva.

David asked how LINK could get involved with the work. Margaret said LINK could attend a future Consortia meeting but there would be a delay at the moment as the GP Consortia are still forming. She also mentioned there could be more LINK involvement once the Chief Executive had been appointed. Esther mentioned Godiva has set up a wider Consortia Patient Advice Panel.

Rob asked if there would be one Secretariat for both consortia. Margaret said that was for them to decide for themselves but if the clusters work together they may well do that.

The Steering Group thanked Margaret for her time. It was agreed that Natalie from Coventry PCT will meet with the Hospital Services Working Group and not the Steering Group.

<b>Actions</b>
<ul style="list-style-type: none"><li>• Wendy to arrange for Natalie Fuller from PCT to meet with the Hospital Services Working Group</li></ul>



*Donna, Tony, Margaret and Esther left at this point.*

### **10) Dates and Times of Future Steering Group Meetings and Proposed Date for The LINK Annual Meeting**

It was agreed as April was full of bank holidays that there would be no meeting during this month.

#### **Future Steering Group meetings will be held on:**

- **17<sup>th</sup> May**
- **28<sup>th</sup> June**
- **26<sup>th</sup> July**

**All meetings will be held in the Eadon Room, Coventry Central Hall from 10am – 12.30pm.**

The proposed date for the LINK Annual Meeting is **Wednesday 8<sup>th</sup> June** – venue and time To Be Confirmed. **Please hold in your diary.**

### **11) Any Other Business**

The Group thanked Tom for his time as Chair of the Steering Group. The following meetings will be chaired by David Spurgeon.