

**Coventry LINK Steering Group Meeting**  
**10.00 am on 4<sup>th</sup> October 2010**  
**Held At: Coventry Foyer**

**FINAL Minutes**

**Attendees:** Tom Stone (Chair), David Spurgeon, Gaile Allen, Moira Pendlebury, Sheila Marston, George Keay, Abdi Ibrahim, Ruth Light (LINK Project Manager), Wendy Donnelly (LINK Project Officer) and Rob Allison from Voluntary Action Coventry.

**Apologies:** Ellen Alcock, Christine Upton, Alex Turner

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

Page 2 section 4.1, sentence needs changing to delete the word before was in paragraph 4, otherwise the minutes were agreed as an accurate record.

Ruth ran through the list of actions and provided an update. All actions completed.

**2) Project Manager's Update**

Ruth updated the meeting on the work of the staff team since the last meeting. There has been a focus on formulating the next LINK work programme. A focus on work regarding the NHS White Paper including the public meeting on 23 September 2010 at the Welcome Centre which attracted 98 people and was very well received.

Paige Morgan has joined the team as the new Health and Social Care Admin Apprentice. Latifah Omitogun will be covering for Barinder during her two 2 months of unpaid leave.

The office move begins this week. Information about how to contact the team during this process was tabled.

LINK's work on Discharge was reflected in a front page article in the Coventry Evening Telegraph, an article in the Coventry Observer, and a radio interview on the Annie Othen show on BBC Coventry and Warwickshire. The Telegraph feature an article on the White Paper public consultation meeting to promote the event. An advert about this event was placed in the Coventry Observer.

Ruth detailed recent meetings including a meeting with Fiona Goodall the new manager at the Care Quality Commission responsible for Coventry and representation of LINK recommendations regarding Hospital Discharge to the UHCW Executive Committee meeting.

Moira commented that Age UK are still receiving complaints and that the discharge service was still not working as it should. Moira sends any complaints she receives to the discharge service but has not received as response from them yet.

## **West Midlands Ambulance Trust**

Tom and Ruth met with Anthony Marsh the Chief Executive from West Midlands Ambulance Trust, at the Ambulance Trust's request. The purpose of the meeting was for the Trust to share plans regarding its call handling centre for Coventry which is currently based in Leamington Spa. The Trust is undertaking a service review with a view to moving this control centre to Stafford. Mr Marsh informed Ruth and Tom that the Trust would like to make this change so that it would provide greater efficiency for ambulance dispatchers through separate computer systems being combined. This would allow more flexibility of which ambulance might be dispatched to different places; and better fall back arrangements in situations of high need. The review will be completed by the end of December and does not include a public consultation.

David asked if staff would be transferred and Ruth responded that Mr Marsh had said staff could be re-deployed into other roles.

The meeting discussed these intentions and concluded that on the basis of the information LINK has that they seemed fair and logical however the group was aware that they did not have in depth understanding of ambulance services.

### **3) LINK representation on Godiva Commissioning Board**

George declared an interest as a member of the Godiva Practice Based Commissioning Group Board.

George provided background information about practice based commissioning (PBC). Coventry has two PBC groups. Godiva PCB is a Community Interest Company (CIC). The other commissioning group is called The Gables and this group has about 90,000 patients whereas Godiva has 250,000.

Ruth said that it had been agreed by Godiva Commissioning that Coventry LINK should have a representative co-opted onto their Board. The meeting discussed the nature of the role and information supplied by Godiva.

All agreed that having a representative on the board was important. The group were happy with the described role but felt that. The proposal for the representative to have a role in organising Godiva registered patient's meetings for wider consultation should be a liaison role between Godiva and LINK work.

After discussion it was agreed that David should be the representative for up to 12 months but to be reviewed after six months.

<b>ACTIONS</b>
<ul style="list-style-type: none"><li>• Ruth liaise with Peter Hodder about an induction for David</li></ul>

#### **4) NHS White paper consultation response – update**

The White Paper consultation event LINK held was very successful. The deadline for consultation response from LINK is 11<sup>th</sup> October. Ruth is in the process of drafting four one responses. Ruth asked the group to decide how best to sign off these. It was agreed that David would look and comment upon the outcomes framework consultation response and Moira would do the same with the Democratic Legitimacy in Health response. Ruth will then send them to Department of Health before the deadline.

<b>ACTIONS</b>
<ul style="list-style-type: none"><li>• David and Moira to send back draft White Paper responses to Ruth by Thursday 7<sup>th</sup> October. Ruth to complete all responses by 11<sup>th</sup> October.</li></ul>



#### **5) Strengthening Steering Group membership – discussion**

Ruth asked the Steering Group to consider how to strengthen Steering Group membership. It was agreed that this was important. There are two vacancies for individual Steering Group members and 2 voluntary sector vacancies. It was decided to work to co-opt some individuals to the group to give people some experience and decide on a timetable for elections at the next meeting.

Moira suggested that a request for applications for the VCS places should be sent round to the voluntary sector. This was agreed.

<b>ACTIONS</b>
<ul style="list-style-type: none"><li>• Ruth to speak to LINK volunteer who may be interested in being co-opted to the Steering group</li><li>• Staff to mail voluntary sector organisation for applications for the VCS places</li></ul>



#### **10:30 Open Meeting**

##### **Additional attendees:**

Esther Peapell  
Bob Marriot

#### **6) Update on 2009 – 10 LINK work plan and follow up on issues**

Ruth provided an update on recent work to conclude the 2009-10 work programme. Key developments are that:

- A meeting is being arranged by Julia Flay with key hospital managers, the Patients' Council and LINK regarding the outpatient booking system on 19<sup>th</sup> October.
- A meeting is being organised for the Mental Health Working Group to hear about the new system of single point of entry to mental health services.

Work is ongoing to find a mutually agreeable date. It also is time to follow up on agreement that LINK would receive quarterly updates on the Partnership Trust's Quality Account work.

- LINK's report on personalisation in adult social care has been sent to Brian Walsh at the City council and the deadline for response is 28 September. Discussions are taking place about a meeting date to discuss the recommendations.
- Natalie Fuller (PCT lead for choose and book) has arranged a meeting to follow up recommendations made by LINK and also to feed back on the choose and book leaflet. This will take place on 28<sup>th</sup> October.

## 7) LINK work programme 2010-11 – discussion and agreement of final work

Replies have been received to LINKs consultation on proposed LINK work plan with providers and commissioners. Ruth discussed these with the group. Responses indicated a supportive approach to the future work of LINK and that there was not any duplication with current work. However, the Council is commissioning some work to evaluate personalisation programme from Coventry University. Michelle Chilvers is in the process of setting up a meeting date with LINK University. The other elements in the new work plan were agreed by the Steering Group:

### Work programme

Mental Health – in patient	Investigate issue of lack of /quality of activities at Caludon Centre for patients
Patient Transport starting with Renal patients	Spend time talking to renal patients about their experience and investigate the workings of patient transport.
Osteoporosis: dedicated nursing and fracture service.	To liaise with and support to Osteoporosis Society in their work.

### For further scoping

Dementia/Alzheimer's care	Strong support for looking at this however a specific angle not yet identified. Therefore LINK wishes to scope work for a start point next year.
Stroke Care	Support for looking at issues but feeling that this might be more timely in the next LINK work programme

### ACTIONS

- Moira and Ruth to attend meeting around personalisation sub group on 14<sup>th</sup> October 10 – 12 to receive a response to recommendations
- Tom interested in joining the transport for renal patients working group and this work will require authorised representatives for enter and view training
- LINK team to try to gather new interest in the areas of work through LINK membership

## 8) Terms of reference review

Ruth said that it has been agreed previously to review the LINK Terms of Reference in October 2010.

It was agreed that this was not required as no issues with the governing rules had been identified to date and the Government was proposing that LINKs become Local HealthWatch next year.

## 9) Requests for LINK work, involvement and consultation

### Safeguarding Board

The Group discussed and invitation for LINK to join the Safeguarding Board. It was agreed that this should be taken forward and once more information is provided the details of how to achieve this can be agreed.

### Review of Sustainable Community strategy

The Group discussed who should look at this review and feedback any priorities, especially around health. Tom agreed to look at this document.

<b>ACTIONS</b>
<ul style="list-style-type: none"><li>• Ruth to find out more about the Safeguarding Board so LINK knows what is involved – Moira was interested but depending on commitments</li><li>• Tom to look at Sustainable Strategy – November deadline</li></ul>



## 10) Feedback from meetings and events

### **Scrutiny Board 5**

David fed back on the last meeting which covered 3 key topics:

1. Coventry LINK annual report  
Councillors asked questions about 'value for money' and how does LINK assess this. There was general satisfaction about LINK's progress this year, emphasised by the far reaching work programme.
2. Transfer of Coventry Community Health Services to the Coventry and Warwick Partnership Trust  
Members had some concerns: was this location the most suitable for Coventry Community Health Services; were the staff's contract and pensions secure; how would patients benefit from the transfer or could there be issues for them.
3. Modernising Drug and Alcohol Treatment in Coventry

It is planned to re-commission the service jointly with Warwickshire. The purpose is to develop an integrated and recovery focussed drug and alcohol treatment system with cost effectiveness and choice for service users.

## Godiva Commissioning

George provided an update on developments: The senior members of the board see an opportunity from the proposals for GP Consortia but they will have to go to their membership for agreement. The ongoing work includes work on musculoskeletal (2 out of 3 patients do not need to see a consultant) and dermatology as well as emergency response service where the GP is to visit the patient in the care home to solve some of their issues rather than the care home sending the patient to the hospital. All business cases have to be approved by the PCT.

## Feedback from other meetings and events

Esther is hosting two open days for GP's so they have a greater understanding of the commissioning process. She also said that Unison may have a judicial review of the White Paper. Esther will forward LINK the PCT's responses to the White Paper when they are finalised.

Tom attended the West Midlands Regional LINK members meeting and said that most of the discussion was around the White Paper. He said that Coventry was working well with its host (VAC) compared favourably. Other meetings will take place on **28<sup>th</sup> October and 30<sup>th</sup> November**.

ACTIONS
<ul style="list-style-type: none"><li>Esther will forward LINK the PCT's responses to the White Paper when they are finalised.</li></ul>



## Invites to events

There is a mental health stakeholder meeting on **15<sup>th</sup> October** at Wayside House between 12:30 – 2:30. This is organised by Patrick Ryan from Acute Community Recovery team and he wants to launch the NHS Institute Productive Programme – Ruth has more details if anyone wants to attend.

The World Mental Health day is being held at the Ricoh arena this year on **13<sup>th</sup> October** between 10-3 if anyone wants to help Wendy out for an hour or so. Tom and David may be able to come.

## 11) Any other business

There is a contract meeting with Coventry City Council on **20<sup>th</sup> October at 2:30**. Abdi is interested. Ruth to check whether Moira may want to go.

ACTIONS
<ul style="list-style-type: none"><li>Ruth to check whether Moira would want to go to the contract meeting.</li></ul>



Meeting closed at 12:30

**Date and time of next Meeting:**

**3 November 2010 at 10 am held at the Coventry Foyer**