

**Coventry LINK Care Taker Steering Group Meeting
10.00 am – 12.30 pm on 17th September 2009
Held At: Central Methodist Church Hall, Coventry**

Final Minutes

Attendees: George Keay, Dave Spurgeon, Rob Allison, Ruth Light, Barinder Johal.

Apologies: Bhavna Ranchhod, Bhanu Dabhi, Tom Stone, Manjeet Stone, Christine Upton.

1) Welcome, introduction and apologies.

George volunteered to chair the meeting, and this was accepted.

The meeting was not quorate so decision taken will need to be ratified by the rest of the group.

2) Notes of the last Caretaker Steering Group meeting (held on 18th August 2009) and matters arising

Notes of the last meeting were agreed.

Ruth gave a verbal update on the actions from the last meeting.

- Terms of Reference on the agenda for present meeting
- Discussion about Care Quality Commission (CQC) also on the agenda for the present meeting
- A new apprentice (Sadia Zarooof) has been recruited and is due to commence work on 18th September
- Ruth has circulated a paper on Coventry LINK regarding work planning to key people within the City Council and has asked for feedback by the end of September 2009
- Bhanu decided not to attend the Developing LINK's event

ACTIONS
<ul style="list-style-type: none">• Barinder to gather more information regarding the LINK's Active Participant's event in October and give details to George and Dave• Ruth to produce a public document regarding work areas for Coventry LINK and make this available via the Coventry LINK website

3) Updates and News

Scrutiny Committee 4

Dave gave an update and reported that the Scrutiny Board (including 6 Councillors) went on a visit to the Caludon Centre, a psychiatric intensive care unit based at University Hospital Coventry and Warwickshire. A meeting then took place after the visit and key points of discussion were:

- the Partnership Trust need to make £5 million of savings
- dementia is still a serious issue and needs to be addressed
- it was felt there was some duplication of services provided by Coventry Partnership and City Council

PCT Board meeting/AGM

George attended the AGM and gave a brief update. Ruth had attended half of the PCT quarterly consultation meeting which had focused on the refresh of the PCT's priorities and a presentation from the manger of the PCT community health service provider arm.

Invites to Events

There were a number of invites to different events:

- a) LINK Update Events 22nd and 23rd September 2009
- b) Luton LINK Commissioning Study Day 8th December 2009. Louise from the staff team shall be attending. Ruth to book a place and if a Steering group member would like to attend, changes to attendee names could be made in the future
- c) Coventry Partnership Launch of New Safeguarding Adults Initiatives event 30th November from 9.30am – 2pm at the techno centre. Ruth and Dave to attend
- d) Invite for Coventry Mental Health Partnership Board Development day 30 September forwarded by Colin.

ACTIONS

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| <ul style="list-style-type: none">• Barinder to ensure relevant bookings are made |
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Any other news and updates members want to provide

Discussions around the ongoing LINK elections took place. It was clarified that the current CSG members will decide on the co-options for the new group.

Correspondence

- a) A request for Coventry LINK to get involved with a consultation into the introduction of electronic public patient documents had been received from the new Economics foundation. This involved using a card came with people. There was support for getting involved but information about the timeframe was required.
- b) Council for Healthcare Regulatory Excellence (CHRE) are having a series of public meetings. The next one is in England but unfortunately is too soon and Coventry LINK will be unable to attend. Members of the group had not previously heard of this organisation.

ACTIONS

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| <ul style="list-style-type: none">• Barinder to send CSG members more information about a health related course being run by the Coventry Refugee Centre |
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- Barinder to book above attendees onto the relevant events
- Ruth to find out more about LINK's involvement regarding the timescale for the electronic public patient records

4) Coventry LINK – Terms of Reference

Since the last meeting, Ruth has made changes to the document from comments gathered from CSG members and consultations etc. The group discussed the paper and three key questions:

A) Steering Group term

The length of the term on the Steering Group for individuals and the proposal for a 1 year break after three years was discussed further along with the proposed two year term for co-opted membership from voluntary groups. **It was agreed that this should remain the same as drafted.**

B) Decision making

Ruth talked through an additional section drafted to clarify where decision making sat within the LINK and asked if the Steering Group or working groups should be able to decide on making LINK information requests. If the Working Groups had to refer to the Steering Group this would slow work down. **It was agreed that Working Groups could make these decisions but that all requests for information had to go via the staff team and if the staff thought that there were issues with requests then they would refer it to the Steering Group.**

C) Breach of Procedure

Ruth talked through the additional section about breach of procedure. Each LINK has a legal requirement to have a published policy regarding this. There were a number of circumstances when either unintentional or intentional breaches of the way the LINK has said that it will do things could take place. Some LINKs include a clause allowing for some serious breaches of procedure to be referred to the Host and/or the local council in its capacity of making sure that LINK's work effectively.

It was agreed that such a clause should be added.

ACTIONS

- Ruth to make necessary amendments to the Terms of Reference paper and ensure that this is agreed by the CSG

5) Work with partner agencies

Ruth fed back from the contractors meeting at Coventry City Council and said that these would be held quarterly and the steering group members would be invited to attend (2-3 people from the group).

The group discussed how best to involve officers from the statutory agencies and about attendance at Steering group meetings.

Previously the group had decided to invite relevant people to the Steering Group meetings for specific and relevant agenda items. However Ruth advised that this would be difficult to do in practice as agenda would need to be established well in advance and the diaries of the officers concerned would likely mean that they were not available. The different options were discussed. It was felt that as members of the LINK could attend open sections of Steering Group meetings then a similar invite should be open to officers from partner organisation with notification to officers if the LINK would like them to provide specific information for discussion. **This was agreed.**

[Rob left the meeting at this point]

6) LINK work programme

a) Care Quality Commission (CQC)

Ruth reiterated that the opportunities for LINK to work with the CQC such as: be part of an advisory group, feedback on consultation documents etc.

Ruth asked what level of involvement Coventry LINK should have with them and also mentioned an invitation they have sent to 'Speak Out' – a networking initiative of CQC.

Ruth reported that Colin Tysall had applied to be a member of the CQC service user/survivor networks. Ruth had advised Colin that the CSG needed to take decisions about LINK representation on external bodies.

It was agreed that working with the CQC should be a priority for LINK.

It was felt that it would be useful to have direct discussion with a regional/local officer of CQC in a couple of month's time.

b) Discussion of potential work strands

There are currently 9 potential work strands plus 2 other possible strands the LINK could look into.

Concerns were raised that there are too many work areas to focus on and these would need to be further prioritised. The group discussed the proposed work elements.

- 1 Alzheimer's and Dementia care are too big to focus on alone and was agreed that it would be better to focus on a specific area of these issues.
- 2 There were 4 potential pieces of work for the mental health working group – this was too many. The new horizon's piece of work was not specific enough and it is too soon to look at direct impact on services.
- 3 Three pieces of work had been identified for the hospital project group – the strongest were those around Discharge arrangements and outpatient appointment systems.

The group felt it was time to get working groups to begin working on these specific areas soon and that two clear areas should be identified per group.

c) Maternity services meeting

The meeting looked at the notes of a meeting held with the managers of maternity services at UHCW to raise concerns brought to LINK via 2 LINK focus groups with recent mother. Ruth fed back on the meeting she and Louise had had with the manager at the hospital. The group discussed what to do next. It was agreed that the notes would be sent to the head of Midwifery to provide any feedback on accuracy and that report with recommendations would be sent to the hospital. Ruth said it was important to set a follow up date so that LINK could see if actions had been carried out and that LINK should seek to publicise its work and the outcomes.

d) Report of hospital project

A draft report of the findings from the PDSI hospital and post discharge interview project had been circulated. Ruth reported that a meeting of the project group is due to take place on 18th September 2009. Ruth mentioned some issues within the report could potentially be picked up by Coventry LINK.

ACTIONS
<ul style="list-style-type: none"> • Louise to send notes/paper of maternity services to the Head of Midwifery at UHCW

7) Policies and Procedures

a) Standards of conduct procedure

Ruth explained the background for this procedure and asked for the group to provide feedback and agreed it.

Page 4: It was agreed that the panel itself would elect a Chair person.

Page 4: Change 'copy' of all evidence to 'summary' of evidence.

Page 5: Proposed membership disqualification period: It was agreed that if the actions of a member were serious enough for disqualification from membership, then it should be a permanent disqualification and not time limited.

ACTIONS
<ul style="list-style-type: none">Ruth to amend the document and get the views of other CSG members to the changes

b) Update on Enter and View discussions

Ruth gave a verbal update and informed the group that she and Jenny met with Simon Crews (Assistant Chief Executive) from Coventry and Warwickshire Partnership and he was happy with the Enter and View document.

Bob Marriot has confirmed that there is a clause in the contracts Coventry City has with independent providers to allow for Enter and View.

Ruth said is awaiting a date to go to the hospital matrons group at UHCW in order to give more information about Coventry LINK and its Enter and View arrangements.

8) Any Other Business

Dave offered to give his time at the LINK update session on 23rd September and talk to any attendees that wanted more information about Coventry LINK.

There was a further discussion about LINK and individuals membership of other bodies. Dave mentioned that he has attended some Patient Representatives Panel meetings but as a member of the resident's association group he is part of and not as a member of Coventry LINK. It was felt that as LINK was about channelling the views of the many it was very difficult for individuals, Steering Group members, LINK volunteers or LINK members to take on representatives roles in the name of LINK and any such roles would need to be considered carefully as sometimes there could be a tokenism from external agencies.

9) Agenda for next meeting

Outcome of the election and application process for the Steering Group.

10) Date and Time of next meeting

6th October 2009 at 1pm. Venue: The Lounge room, Coventry Central Methodist Hall.