

Coventry LINK Steering Group Meeting
At 10.00 am on 18th January 2011
Held At: Coventry Central Methodist Church

FINAL Minutes

Attendees:

Tom Stone (CHAIR), David Spurgeon, Gaile Allen, Sheila Marston, Abdi Ibrahim

Wendy Donnelly, Barinder Johal
Rob Allison from Voluntary Action Coventry.

1) Apologies

Ellen Alcock, Alex Turner, George Keay, Bhanu Dabhi, Moira Pendlebury, Ruth Light (LINK Project Manager).

2) Project Manager's update (Paper 1)

Tom informed the meeting that Ruth is currently on sick leave following a recent operation and is hoping to be back to work within the next month.

Tom, David, Ruth and Rob attended a Host contract meeting with Simon Brake, Bob Marriott and Esther Peapell on behalf of LINK and VAC as Host. There was a positive discussion about LINK's recent work and performance. There was considerable discussion about LINK's future role as HealthWatch, and the opportunity was taken to clarify that LINKs are not being abolished but instead will evolve / 'morph' to become the local HealthWatch from April 2012. Local Authorities are allowed to roll over current arrangements for Hosting of LINKs for the 2011/12 transition year. LINK funding is not ringfenced and LINK's 2011/12 funding is not yet known.

Barinder mentioned LINK have a slot at the next GP Practice Manager's meeting on 17th February in order to raise LINK's profile.

3) Applications for VCS places on the Steering Group (Paper 2)

Two voluntary sector places were available for co-option. Three applications had been received from the Council of Disabled People (CDP), the Citizen's Advice Bureau (CAB), and the British Pensioners Trade Union Action Association (BPTUAA). The meeting was initially inquorate and so these applications were initially discussed, and then a final decision was taken once the meeting was quorate.

It was agreed that gaps in representation and knowledge on the Steering Group should be addressed through these co-options. CDP met a clear gap in representation around physical disabilities on the Steering Group whilst the CAB added specific knowledge which would be invaluable for LINK's future additional responsibilities as HealthWatch around the much wider provision of advice and information to the public, whereas with the BPTUAA application, the Steering Group already has representation on older people's issues from Age Concern therefore this application would not be filling a gap to the same extent. It was therefore agreed to co-opt CDP and CAB to the two voluntary sector vacancies.

Actions
<ul style="list-style-type: none">• Wendy to contact CDP and CAB and invite them to the next Steering Group meeting• Wendy to contact the British Pensioners and Trade Union Action Association to inform them of the unsuccessful application

4) LINK work programme (Paper 3)

4.1 Outpatient booking systems

Tom noted that there were issues over correspondence and acknowledgement of letters etc however Tom, David and Wendy met with Andrew Hardy (Chief Executive of UHCW) who informed them it was better to discuss issues with Nick Forster (Chief Operating Officer – UHCW). A meeting is being arranged.

4.2 Hospital Patient Transport Working Group

The new Working Group are looking into work areas focusing on renal patients. Gaile Allen, Roger Hudson and Wendy Donnelly are to meet with Monica France (Commissioning for Patient Transport – Coventry PCT).

Wendy informed the meeting that the Working Group had agreed to Roger Hudson investigating good practice in other PCT's in the country but required the Steering Group to approve this. The Steering Group agreed this decision and therefore there is no need to spend money on hiring a consultant.

Permission for Enter and View was approved.

4.3 Mental Health services Working Group

The Working Group met and discussed future work with the Caludon Centre and Wendy and Sheila spent the day there in meetings and talking to patients. The Working Group have decided it would be more beneficial if they spent time identifying routes to work with the centre to investigate how to improve activities rather than focussing on identifying the issue.

The Steering Group granted permission to conduct Enter and View at the Caludon Centre as a way of improving activities rather than investigating issues.

4.4 Personalisation in Adult Social Care Working Group

There are now 9 members who have varied backgrounds and experiences recruited onto the Working Group.

The first working group meeting has been set for January 25th which will be an induction meeting to familiarise members with the report, findings and recommendations and to identify work that needs to be undertaken. Michelle Chilvers (LA lead on Personalisation) needs chasing as timescales are passing and Brian Walsh needs to be contacted about LINK sitting on the Safeguarding Board. LINK has secured places on both subgroups for Prevention and Stakeholders.

Actions
<ul style="list-style-type: none">• Wendy to liaise with Nick Forster to arrange a suitable time and date for a meeting• Wendy to inform Roger and the Working Group of approval to carry out investigative work in other PCT's and carry this piece of work forward• Wendy to inform the Mental Health Working Group of Enter and View work at the Caludon Centre• Louise Stratton (LINK Project Officer) to contact Michelle Chilvers and Brian Walsh

5) Coventry and Warwickshire Partnership Trust's Quality Accounts discussion (Paper 4)

The paper was reviewed and Tom and Wendy asked the meeting to consider what questions they would like to ask the guests from Coventry and Warwickshire Partnership Trust (CWPT) in the open meeting.

Dave said he would like to know why the Trust received a 'weak' rating for quality services in October 2009 and what isn't working so well now. He also added that it may be better for the Mental Health Working Group to look into Improving Access to Psychological Therapies (IAPT) and how it is working.

6) Feedback from meetings and events

6.1 Scrutiny Board 5

David fed back on the meeting held on December 15th at the Opal Therapy Services in Widdrington Road, Radford, Coventry. Firstly members were shown around the building; a huge amount of equipment is available for people with physical disabilities.

There was a presentation on Personalisation and promoting independence. They were told more than 30% of clients already have a personal budget. The Council's response to the Government paper *Transparency in outcomes: A framework for adult social care* was discussed. One response concluded "There is a concern that HealthWatch could be focussed on single issues and be limited to a health focus, rather than a wider health and social care focus".

David also noted that there was a follow up to the Serious Case Review Action Plan on Mrs A, whose death was untimely and should have been avoided.

6.2 PCT/PPI Working Group

David went to the meeting - there was nothing specific to LINK to feedback.

6.3 Godiva Commissioning

George was not able to attend. Dave had been to the Hope 2 meeting and had learned that Inspire members had broken away from Godiva – we believe that they are joining up with Gables to return to two consortia again.

6.4 PCT Equality and Diversity Group

Tom noted that LINK's representative Andrew Christie hasn't attended any of the PCT Equality and Diversity meetings for a while now (Andrew had a long spell in hospital) and that the PCT have shown concern over the absence of LINK representation. It was agreed in the November Steering Group meeting if Andrew was unable to attend a PCT Equality and Diversity meeting that he would inform Ruth who would then go in his absence. This needs checking for the next meeting on 17 February.

7) LINK Community Champions Name Change

Rob noted that Latifah has been working on a possible name change for the current LINK Community Champions as it may cause confusion because NHS Coventry have Champions for Join the Conversation. A few suggestions for possible name changes were mentioned and Rob asked for a decision from the Steering Group at the next meeting.

Actions
<ul style="list-style-type: none">• Latifah to draft a short paper with name change choices for Steering Group to decide at the next meeting

OPEN MEETING

Additional attendees: **Tracey Wrench** (Director of Quality, Safety and Service User Experience – CWPT), **Susan Eato** (Associate Director Service User and Carer Involvement – CWPT), **Nicola Corbett** (Head of Registration – CWPT), **Julia Flay** (Patient Involvement Facilitator – UHCW), **Colin Tysall** (LINK member), **Marjorie James** (member of the public).

5) Coventry and Warwickshire Partnership Trust's Quality Accounts discussion (Paper 4)

Tracey Wrench spoke about CWPT's Quality Accounts and noted that a new tool kit has been published by the Department of Health (DoH) which may involve some performance elements that they can't change. CWPT will publish their Quality Accounts using this new tool kit and will also produce an easy to read version and will give LINK both versions.

They proposed the idea of jointly organising an event with LINK for LINK members and other stakeholders to discuss CWPT's Quality Accounts and Quality Strategies in order to gain a broader sense of engagement and consultation as part of a wider process. Tracey confirmed that CWPT will also present the draft Quality Account to the Steering Group at a future meeting. David asked about timescales and Tracey said it would be a Quality Account for 2010/2011 but also looking into the next year and that it would be published in June. Tracey noted the Quality Strategy doesn't reflect their latest work, particularly around patient experience, so CWPT is going to review and refresh it.

Gaile asked how the focus is going to stay the course with all the political changes. Tracey said their job is to make sense of it all and keep the focus and continue refreshing and reviewing. David asked if they contact GP's individually or if the GP consortia has got in touch with them. Tracey said they have contact with the GP consortia and the clinical senate that covers Coventry and Warwickshire.

Nicola informed the meeting that the Quality Account comes in 3 parts:

1. Statement from the Chief Executive
2. Information they must include (research, information on governance, quality and data etc)
3. Include what is important to the organisation, service users and staff

She also mentioned a mini tool kit is being designed around LINK and its involvement in the organisation. Susan said it's about how LINK and CWPT can work together and would pay for costs for a joint event. Rob noted that it's important that LINK is seen as a critical friend, retaining sufficient independence when working in partnership with CWPT to still be able to provide constructive criticism where necessary.

David mentioned Quality Improvements 2010/2011 and said the Steering Group were not fully informed about this and asked the meeting if it could be a possible work area for the LINK Mental Health Working Group to look into. Colin said Sheila is on the Working Group and the Steering Group and felt that the service user view was being reported across to LINK.

Wendy said it would be good for Susan to meet with other LINK Working Groups such as Mental Health. Susan agreed to this. Gaile noted that the offer must be extended to other partner organisations. Julia asked if UHCW could do the same and work jointly with LINK on an event to look at their Quality Accounts. Wendy said she would put forward the idea to the Hospital Working Group.

David asked if the summary version of the Quality Accounts would be readily available and easy to understand. Tracey said they aspire for it to be accessible but it will have the full version underneath for anyone that requires it. Susan said she would welcome LINK's input and help in getting the easy version right.

Actions

- Wendy to liaise with Tracey Wrench in order to propose a suitable date/time for a possible joint event re: CWPT's Quality Accounts
- Wendy to liaise with Susan Eato about meeting the 3 Working Groups and organising a Working Group to assist with the readability of CWPT's easy to read version of their Quality Accounts
- Wendy to ask the Hospital Working Group about jointly working with UHCW to look at their Quality Accounts

8) Minutes of the last meeting and matters arising

The minutes were read and agreed (with the exception that the mental health leaflet is not OK – see below) as an accurate record.

Matters Arising

- Wendy and Sheila are having a meeting on 24th January with Monica France (Commissioning Manager – Coventry PCT) re: Mental Health Commissioning
- Andrea Soonius has declined to join the Coventry LINK Steering Group
- Single point of entry leaflets have been reviewed but the Mental Health Working Group are still not happy with them. They will be reviewed again in September. It was agreed that the Mental Health Working Group would pursue drafting a letter to Sue Smith regarding the leaflets being unclear and Tom would view and agree it on behalf of the Steering Group

Actions

- Wendy to inform Mental Health Working Group of letter re: leaflets

9) Update on PCT support for GP consortia

Juliet Hancox (Associate Director of Primary Care – NHS Coventry) sent her apologies as she was unable to attend the meeting. It is hoped that this can be discussed at the next Steering Group meeting.

10) Any Other Business

Julia said the lounge for dementia patients (Memory Lane) has received £50,000 funding from the Kings Fund. UHCW has also inputted an additional £15,000 and have also appointed 2 professional artists to work on the lounge with the aim to have it completed by September 2011.

Date and time of next meeting: 10 am 22 February at Methodist Central Hall, Eadon Room