

Coventry LINK Steering Group Meeting
3.30pm on 2nd June 2010
Held At: Central Methodist Church Hall, Coventry

FINAL Minutes

Attendees: Tom Stone (Chair), David Spurgeon, Alexander Turner, Gaile Allen, Sheila Marston, Ruth Light, George Keay, Bhanu Dabhi, Barinder Johal.

From Voluntary Action Coventry: Rob Allison

1) Apologies: Moira Pendlebury, Abdi Ibrahim, Martin Smith, Terry Doyle

2) Project Manager's Update – paper 1

Ruth talked through a paper outlining recent work and meetings she had attended including the West Midlands LINK Regional Host meeting. She also mentioned the administration task of uploading all LINK members' details from their hard copy applications onto the online form (for those with email addresses). This is to ensure members have access to certain areas of the private LINK website sections. Dave asked if electronic members would be refreshed/updated annually. Ruth said that it wouldn't, however if members wish to terminate their LINK membership, they must inform LINK so that it may take the necessary actions.

Ruth also informed the Steering Group that Jenny Walls (LINK Project Officer) is currently off work due to recently having an operation and that Sadia Zarooof (LINK Apprentice) has passed her communications exam – a key part of her NVQ. The Steering Group would like to formally congratulate Sadia on passing the exam.

3) Options for LINK badges etc – paper 2

Ruth briefed the Steering Group on the paper and highlighted the various options and costs available. Discussions centred around the options and reasons to have each option were considered. It was clarified that Authorised Representatives would get a photo identification card and would require to show this and a letter from Ruth each time they visit a service provider. It was agreed that the best option would be for LINK members to have a business card with LINK's contact details and a blank space for them to enter their name.

ACTIONS
<ul style="list-style-type: none">• Barinder to liaise with Ruth and start the process for ordering the business cards

4) LINK Representation – paper 3

The Steering Group discussed the paper, in particular around the issue of a LINK representative's behaviour at meetings/events. It was agreed that any inappropriate behaviour or cause for concern from a LINK representative be brought to the attention of the Steering Group to decide the next action(s).

Tom mentioned he had recently attended the Primary Care Trust's PPI working group. He informed the group that Dr Pi is setting up a commissioning board and is planning to send mock invoices to people to make them aware of costs of local healthcare services. Discussions took place around this issue and it was agreed to come back to this in the open section of the meeting to allow comments from Esther Peapell (Head of Patient and Public Involvement, NHS Coventry).

Godiva Commissioning Group Board (GCGB)

George attends the meetings on behalf of Coventry LINK and informed the Steering Group that it's made up of 2/3rds of Coventry GPs and that Dr Pi has 1/3 of Coventry GPs in its group. He also mentioned that it was put together by GPs in the hope to save money and provide better services rather than being part of the PCT, although the nominal budget and staff are held with and employed by the PCT. Ruth mentioned the GCGB is legally set up as a community interest company which means they are a non profit organisation.

George noted that he is also a director for the Godiva Community Interest Group and Ruth said this may cause issues around conflicts of interest but it depends on how George represents himself at the meetings. George said he thought it was important to have LINK representation in some way at the meetings. Discussions took place around this and Tom suggested that George attends the meetings as he is currently doing so and to deal with any issues if or when they arise. Ruth suggested she gets in touch with Peter Hodder from Godiva Commissioning to find out if George can attend the meetings as a LINK representative but not as a director of the Godiva Community Interest Group. Alternatively George would continue as a director in a private capacity and another person would attend in the LINK capacity as a non director.

ACTIONS
<ul style="list-style-type: none">• Ruth to update all LINK policies and procedures re: wording and language used• Ruth to report back on Peter Hodder's response re: George's representation at the meetings

5) Making an Impact – paper 3A

Ruth said the consultation documents need to be agreed and signed off by the Steering Group before sending them off. The paper was discussed further AND Gaile said information on the Choose and Book system should be included in Q18.

Ruth stated that some services either do not respond or acknowledge LINK's comments and feedback or do not respond within the required time. Discussions centred on the best course of action and it was agreed that Ruth should write a letter to each service (when making commentary) and state that LINK requires responses within a set amount of time as it will publish recommendations on its website. This could include two deadlines, the first being for points of accuracy. George noted that letters and information should be sent to Phil Townshend (Chairman of the Board at University Hospitals Coventry and Warwickshire – UHCW) as Malcolm Stamp (Chief Executive of UHCW) has recently resigned.

All agreed on the above actions.

ACTIONS
<ul style="list-style-type: none"> Ruth to add information around the Choose and Book system into the consultation response on GPs

Open Meeting (4.45pm)

Additional Attendees: **Esther Peapell** (Head of Patient and Public Involvement, NHS Coventry), **Bob Marriott** (Service User Involvement Development Officer – Coventry City Council), **Julia Flay** (Patient Involvement Facilitator – UHCW).

6) Minutes if the last meeting and matters arising

It was highlighted that the date of the last meeting was inserted incorrectly, aside from that the minutes were agreed as an accurate record.

Ruth ran through the list of actions pending and informed the group that:

- The report on GP findings has been sent to the PCT and published
- The LINK Finance group has arranged to meet on 16th June and includes Abdi Ibrahim, Moira Pendlebury and Gaile Allen
- GP visits arranged and completed
- Future Steering Group meetings shall take place at the **Coventry Foyer**

ACTIONS
<ul style="list-style-type: none"> Barinder to amend the date of the last meeting on the minutes and create a final version and upload to the LINK website

7) LINK Annual Report – Paper 4

Ruth introduced the report briefly (as it has already been discussed) and suggested that any comments or feedback should be highlighted in the document and given to her at the end of the meeting.

The Steering Group were also given an amended version of page 15 of the report (summary of the statutory activity) and Tom's introduction to the report as the Chair.

Ruth drew the group's attention to the 'Next Steps' section on page 18 and asked if there was anything else LINK could be doing.

David said LINK may like to consider the suspension of Dr Mattu as an area of work relating to local tax payers' money and an issue for concern over the time it's taking to resolve it. Ruth said it may be an option to raise it to the new Chief Executive of UHCW when one has been appointed. Julia said it would be worth while writing a letter of concern to the Acting Chief Executive Andrew Hardy at UHCW. Ruth said the Hospital Services Working Group (HSWG) will look into this and draft a paper regarding concerns ready for the next meeting.

Ruth asked for any further suggestions for the remainder of the report and mentioned that Rob has made suggestions to include regarding LINK's achievements so far.

Bob Marriott arrived at this point.

Ruth told the group she had met with the designer for this year's Annual Report and made them aware of the deadlines around printing etc. Dave said he would supply Ruth with some quotes.

Julia said there was an issue at UHCW about non emergency renal dialysis patient transport availability and waiting times. This could be a possible work area for LINK as patients have to wait for a substantial time for lifts home etc.

The Steering Group approved and agreed the annual report.

ACTIONS
<ul style="list-style-type: none">• Ruth to inform Jenny Walls of possible work action re: Dr Mattu's suspension from UHCW and gathering concerns from the HSWG• Dave to give Ruth some quotes to be used in the annual report

8) Quality Accounts – papers 5 and 6

Tom informed the group he had attended two meetings around Quality Accounts. Ruth introduced the papers after receiving comments and thoughts following the meetings. The group looked firstly at paper 5, the DRAFT commentary on the Quality Accounts regarding Coventry and Warwickshire Partnership Trust. Ruth asked if there was anything missing or not agreed with before submitting it. George said an explanation explaining what IAPT is would be helpful.

Paper 6, the DRAFT commentary on the Quality Accounts for University Coventry and Warwickshire NHS Trust was discussed. It was noted that UHCW's work on reducing infection rates was important and is something to continue monitoring. LINK is also continuing to monitor the discharge processes and the Hospital Services Working Group are meeting with UHCW's discharge managers on 9th June and shall feedback any comments at the next steering group.

Ambulance Trust Quality Account

It was agreed to send a response stating LINK has not had any feedback on services or done specific work looking at West Midlands Ambulance Trust's services. Ruth also mentioned LINK had received an invitation to attend the West Midlands Ambulance Trust's update event on 14th June at 4pm and asked if anyone would like to attend. The group decided it would be better if a LINK working group volunteer attended as they believed a certain member to also have an interest on the Ambulance Trust. Ruth said the volunteer was Narendra Gandhi.

ACTIONS
<ul style="list-style-type: none">Ruth to explain what IAPT means in the Quality Account response for Coventry and Warwickshire Partnership Trust

9) LINK Annual Meeting

Tom mentioned LINK will be holding two annual meetings to ensure maximum attendance and availability to participants, to be held on 26th and 30th June. Ruth informed the group of various quotes relating to adverts in the local newspapers and asked the group which paper it would like to advertise the annual review in. It was agreed to have a ¼ page advert in the free newspaper The Observer.

Ruth asked the Steering Group what roles they want during the annual meetings. Discussions took place and ideas were:

- Help to facilitate table discussions
- Help to present findings
- Young People's prize draw

Dave asked Julia, Bob and Esther if there was anything else LINK should focus on. Julia said Patient stories around issues LINK has looked at would be good. Ruth said she also thought about personal stories for involvement on working groups from volunteers. Other ideas were:

- Talk about what LINK have been doing and share where it feels it has made a difference
- Esther's example of where LINK has made a difference was Tony King drafting an information leaflet on Choose and Book.
- David thought there might be mileage in working with Tony to include a way of explaining the Choose and book process at our meetings
- Bob said LINK could engage people in debate about something LINK hasn't looked at yet
- Young People's prize draw relating to the survey

Julia said it may be worthwhile advertising the annual meetings on the Hospital radio.

ACTIONS
<ul style="list-style-type: none">Barinder to action getting the advert into The ObserverJulia to send Ruth details for publicising the annual reviews on the hospital radio

11) Feedback from meetings and events

Item 11 was discussed prior to item 10 as Tom needed to leave the meeting early.

a) PCT PPI working group – Tom

Tom informed Esther, Julia and Bob that the group had already talked briefly about Dr Pi and were concerned with the mock invoices. Esther said she would feedback any comments to Dr Pi or alternatively give Barinder the contact email address so that LINK could send its own feedback and concerns. Esther also mentioned there is a need to inform people of how much local services cost and that the mock invoices were one option for doing so. Ruth stated other local authorities are also trying to tackle the issue of people wasting or misusing services and it may be an idea to look into how they are doing things.

b) Increase of patient panel groups

Tom said LINK is in favour of having more patient panel groups. Esther said she is currently reviewing the current group and would inform Tom of any updates.

c) Scrutiny Board 4

Dave said there hasn't been a meeting since the last Steering Group met and that no future meeting dates have been set at present.

d) PCT Equalities and Human Rights working group

Esther mentioned Andrew Christie's valuable contribution to this meeting.

e) Godiva Commissioning

George said a few issues were raised at the meeting although they were not related to the Godiva Commissioning group. The group have proposed to meet again in September. George also mentioned a new Data Analyst has been appointed (John Clinton) to look at various practices and referrals to hospitals.

f) Feedback and Invites

Ruth gave an update on invites:

- NALM – Annual meeting on July 8th 11am – 4.30pm in London. Dave previously looked at information on NALM and felt it wasn't a helpful source of information. No volunteers opted to attend the meeting.

Tom left the meeting at this point. Dave chaired the remainder of the meeting.

- Review of children's heart surgery events – 14th June
- NHS Centre for Involvement – looking at information on feedback on leaflets and websites. Would include online engagement and occasional focus groups. Dave agreed to look into this. Esther said she thought the NHS Centre for Involvement had closed and was now known as something else.

ACTIONS
<ul style="list-style-type: none"> • Esther to send Barinder contact details for Dr Pi • Esther to inform Tom of any updates relating to the patient panel group • Ruth to send Dave the link for the NHS Centre for Involvement information • Ruth to look into whether or not the NHS Centre for Involvement has dissolved and is now known under another name

10) Update on LINK work plan and working groups – paper 7

Ruth gave a brief update on the paper and informed the group on various work group activities.

11) Any Other Business

- NHS Coventry is holding a meeting on 17th June 10.30am – 2.30pm at the Coventry Rugby Club in order to improve primary care services.

Date and time of next meeting: 7 July 2010 at 10am – 12.30pm, Training Rooms 1 and 2 – Coventry Foyer