

Coventry LINK Steering Group Meeting
10 am on 7th July 2010
Held At: Coventry Foyer

FINAL Minutes

Attendees: Tom Stone (Chair), David Spurgeon, Gaile Allen, Sheila Marston, Ruth Light, Bhanu Dabhi, Moira Pendlebury, Abdi Ibrahim, Christine Upton, Barinder Johal, Jenny Walls.

From Voluntary Action Coventry: Rob Allison

1) Apologies: Andrew Christie, Ellen Alcock, Alexander Turner

Ruth informed the Steering Group that Terry Doyle had resigned from the Steering Group but will continue as a LINK member.

2) Project Manager's update – paper 1

Ruth talked through a paper outlining recent work and meetings she had attended including a brief update on the publicity work. She had done a radio interview with BBC Coventry and Warwickshire that aired on 26th June.

Ruth also informed of staffing updates: Jenny Walls (LINK Project Officer) is leaving LINK at the end of August 2010. Job adverts have been produced and will feature in the local newspaper on 8th July and on charity job websites alongside the Job Centre website. Closing dates for applications is 26th July and Ruth asked if Gaile could assist with interviews along with Tom (date to be confirmed). Gaile agreed.

ACTIONS
<ul style="list-style-type: none">Ruth to liaise with Gaile and Tom about job interview date(s)

Bhanu arrived at this point.

3) Report from Finance working group

Ruth informed the Steering Group the first meeting of the Finance Sub Group had been held. They had discussed the role of the group. It had been agreed the group would be a sounding board for the Project Manager and that the group would review proposals for publicity and marketing expenditure. The group are next meeting in October but will receive information in between including quarterly expenditure reports.

The group had agreed the budget for 2010-11 and had moved some monies from certain areas into others. Dave asked if LINK were going to replace the current apprentice at the end of her contract. Ruth stated a replacement would be required but she would also need to liaise with Penny (Voluntary Action Coventry colleague) who leads on the health and social care project as it funds 50% of the apprentice's fees.

Moira asked how an apprentice is recruited to work within the organisation. Ruth said the current apprentice was hired via a local college and that there were other routes including open advertising and via CWT.

Abdi arrived at this point.

4) Draft reports of personalisation focus groups

Ruth briefed the Steering Group on two draft LINK reports (papers 4 and 4b). The Steering Group was asked to decide how to proceed to complete the drafting of recommendations for the report as the last meeting of the Adult Social Care Working Group was not well attended. Sheila, Moira and Bhanu said they would like to help work on the recommendations of the report.

Tom said he felt paper 4a could be condensed. David agreed but stressed that conveying the ordinary person's perspective was important. Ruth said additional information had been gathered at the LINK annual reviews during the table discussions around personalisation and it could be added to the recommendations.

Sheila said it was vital for personalisation to be simplified especially from a service user's perspective as well as vulnerable adults. Gaile said there's a clear need to be able to understand the term 'brokerage'. Moira stated she interpreted the term 'brokerage' to mean understanding what people want and need.

The meeting discussed the merits of some possible ideas for future work. The group did not feel that a mystery shopping exercise would be worthwhile as it would not be possible to simulate a service user's circumstances. Ruth suggested following people as case studies as an alternative. It was agreed that the sub group of the Steering Group members and Louise would give this further consideration.

It was agreed that the group should make the recommendations and run it past Tom as the Chair of the Steering Group before submitting it in order to speed up the process.

ACTIONS
<ul style="list-style-type: none">• Barinder to liaise with Louise, Bhanu, Moira and Sheila regarding a date and time to meet up and develop work on the recommendations• Ruth to send Louise the additional information gathered at the LINK annual reviews around personalisation• Ruth/Louise to inform Simon Brake and Brian Walsh about the report and recommendations• Louise to give final recommendations from the report to Tom before submitting it

The group were ahead of time and therefore decided to discuss item 7 re: Response from UHCW.

7) Response from UHCW to LINK recommendations about discharge

Jenny Walls (Project Officer) stated the original report was sent off to UHCW in March 2010. The first response LINK received was at the end of June, however it mentioned nothing about the report's recommendations. Jenny got back in touch with UHCW and asked for a response to the recommendations. A second response was received by LINK in a letter dated 5th July. This was tabled at the meeting.

The Steering Group felt that UHCW had considered the recommendations but do not seem to have embraced LINK's offer of joint work to follow up on progress and the implementation of discharge policy. Dave described his experience of UHCW. He said that LINK should just accept UHCW explanations when the reality could be very different. Jenny said it was always LINK's focus and intention that any recommendations made would be followed up.

Ruth asked what LINK should do now, whether to publish the report or try to arrange yet another meeting with UHCW staff to discuss it further. The Steering Group discussed the options and Dave mentioned the Hospital Services Working Group were due to meet with UHCW's senior discharge managers a few weeks ago but they failed to turn up. Jenny suggested that the recommendations should be published along with the report but to also acknowledge the responses received from UHCW.

Tom and Ruth mentioned they recently met with Esther Peapell (Head of Patient and Public Involvement - NHS Coventry) and Stephen Jones (Chief Executive – NHS Coventry) and informed them that LINK are not receiving responses within the required time frame. There was a route to raise matters via NHS Coventry. Dave said commentary should also be included in the final report and to include failure to set up meetings with UHCW staff and delayed response times.

Ruth said herself and Tom are to meet with the new Chief Executive of UHCW on 5th August and would highlight the piece of work and delayed response times.

It was agreed that the report be published and would include the information described.

ACTIONS
<ul style="list-style-type: none">• Ruth/Jenny to include commentary and then pass the final report and recommendations to Tom before LINK publishes it• Ruth/Tom to mention discharge report and delayed response times to the new Chief Executive of UHCW on 5th August meeting

Open Meeting (11.15am)

Additional Attendees: Esther Peapell (Head of Patient and Public Involvement - NHS Coventry), **Julia Flay** (Patient Involvement Facilitator – UHCW)

5) Minutes of the last meeting and matters arising

Ruth briefly ran through the last minutes and highlighted changes to be made as:

- Page 3, first paragraph – Delete action correspondence to Phil Townshend at UHCW
- Page 3, item 7 – The LINK Annual report was agreed at the last Steering Group meeting. This is to be included in the minutes
- Page 4, Dave mentioned the issue regarding Dr Mattu not George
- Page 5, Take out the action regarding Ruth to talk to LINK volunteer Narendra Gandhi about the West Midland's Ambulance Service event as there was no time for Ruth to do this due to annual leave

The Steering Group agreed to the amendments.

Matters arising:

- Ruth said LINK still needs to action getting the business cards made but a temporary solution could be to produce them in-house as Voluntary Action Coventry would soon be relocating to alternative premises and therefore changing address.
- Ruth is still working on updating the LINK policies and still to speak to Peter Hodder regarding George's role on the Godiva Commissioning Board
- Ruth and Tom to raise the Dr Mattu issue with the new Chief Executive of UHCW at their meeting on 5th August
- Ruth said the Quality Accounts responses were submitted on time and are now on the LINK website
- Esther has yet to send Barinder Dr Pi's contact details
- Julia to give Ruth the Hospital Radio contact details

ACTIONS
<ul style="list-style-type: none">• Barinder to make amendments to June's Draft minutes and finalise• Barinder to produce business cards in-house• Ruth to update the LINK policies• Ruth to speak to Peter Hodder regarding George's role on the Godiva Commissioning Board• Ruth and Tom to raise the Dr Mattu issue with the new Chief Executive of UHCW at their meeting on 5th August• Esther to send Barinder Dr Pi's contact details• Julia to give Ruth the Hospital Radio contact details

6) LINK Annual Reviews - debrief

Ruth gave feedback from both events and informed the Steering Group that 100 people had booked onto either of the two available dates. 35 people attended on

26th June and 46 people attended on 30th June. LINK received 5 new membership forms as a result of the annual reviews.

30 suggestions were collected from the prioritisation exercise. 28 people agreed a top priority for LINK to focus on was Alzheimer's and Dementia care. 21 people said LINK should look at Ageism, while 20 people prioritised information and communication between GPs and the local Hospital.

From the 33 evaluation forms completed and received back to date, 29 people thought the purpose of the event was clear and 31 people thought it met its aims. 31 people liked the dotting exercise regarding prioritisation. Personalisation exercise was well received but not fully understood and 32 people said they now have a better understanding of LINK.

Esther said she attended the event on 30th June and was very impressed with it as well as receiving a lot of good information. Ruth said by having two separate event dates, LINK were able to tap into various organisations and people, so it worked quite well.

7) Update on LINK work plan and working groups and responses to reports/recommendations

a) Discharge

Tom informed Julia and Esther that a discussion on LINK's recommendations regarding the discharge report had taken place during the closed part of the meeting and the Steering Group decided to add commentary and finalise recommendations before it was published. Julia apologised for the delay in responding. Esther asked for a copy of the report and its recommendations to be sent to NHS Coventry and herself.

b) Mental Health

Jenny fed back on the work of the Mental Health Services Working Group and informed the Steering Group that they recently met with Anima Thwaite from PCT/NHS Coventry, Sue Smith from Coventry and Warwickshire Partnership Trust and Maria Smithe from the Crisis Resolution Home Treatment Team to discuss LINK's report and recommendations.

The meeting looked at an updated version of the report. Ruth asked the Steering Group if they were happy with the recommendations so the report could be published.

It was noticed that alternate pages only were included. Jenny briefed the group on what the recommendations and the responses received.

The Steering Group agreed for the full report and its recommendations to be viewed by Tom as the Chair before it is published.

c) GP appointment systems

Ruth gave an update on the Community Health Services working group which had met to discuss the findings from the GP visits. Ruth is drafting a report of the findings and this will go to NHS Coventry and the two Commissioning bodies. The

group recommended to the Steering Group that this report should be the close of work on appointment systems. This was agreed.

d) Outpatient appointments

The Hospital Services Working Group have been invited to meet with the Patient's Council group at UHCW on 12th July to discuss the work on outpatient appointments as the Patient's Council has also been looking at this. Jenny mentioned she is also waiting for draft information from NHS Coventry around the Choose and Book system literature. Esther informed everyone that Tony King (who was the Choose and Book lead at NHS Coventry) has now left and will not be replaced. Esther said she would look into getting a response to LINK so that LINK may feedback as necessary before literature is produced.

e) Young People

The Young People's Group is taking a break as most members are not in Coventry for the summer. 142 responses have been received to the Young People's survey and Jenny is currently analysing the information.

David said the Hospital Services Working Group had been poorly attended and asked if others were the same and if LINK would be recruiting new members onto working groups for the next work plan. Ruth said the Community Health Services Working Group was quite large and very well attended, the Adult Social Care Working Group had been okay until recently and the Mental Health Services Working Group was small but worked well. Ruth agreed new people would need to be recruited. Jenny also suggested that as the hospital was large people may be interested in some aspects and not others so more specific names for Working Groups might help.

ACTIONS
<ul style="list-style-type: none">• Ruth/Jenny to send a copy of the discharge report to NHS Coventry and Esther• Jenny to give a full copy of the report and the recommendations regarding Out of hours mental health services to Tom before publishing it• Esther to follow up Choose and Book literature information on behalf of LINK

8) Requests for LINK work, involvement and consultation

Ruth mentioned a consultation on specialist learning disability services taking place on 21st July, 6pm – 8pm in the Lounge, Coventry Central Hall held by Coventry and Warwickshire Partnership NHS Trust.

9) Work timeline

Ruth presented an additional handout on the LINK work timeline for 2010-2011 which included work areas and key dates. She mentioned the need for a work planning drafting session with the Steering Group and that the next work plan would be starting around October 2010. Ruth also mentioned a work planning session in August. Discussions took place on availability and it was agreed to have a brief Steering Group meeting at 9.30am on the 18th August followed by a work planning session ending at 3pm.

Esther mentioned the 'white paper' on the NHS was still to be published by the Government and it was a possibility that a majority of responsibility be given to GPs which could in turn change the way the NHS work. She also went on to say that it may impact on LINK work and that LINK should allow and build in some flexibility into its work plan to allow for this.

ACTIONS

- Barinder to enquire about the availability of the Coventry Foyer for the extended meeting on 18th August and order catering and refreshments accordingly

10) Feedback from meetings and events

a) Commissioning workshop – Tom

Tom and Ruth gave an update regarding the workshop they attended on 3rd June. Ruth briefed the Steering Group on the PowerPoint handout she received and mentioned a copy would be sent to all Steering Group members.

b) Scrutiny Board 4 – Dave

Dave said there was now a new Scrutiny Board Chaired by Councillor Hazel Noonan. At the last meeting they discussed key issues concerning adult social care in Coventry, five of which were:

- 1) Delivering Personalisation Programme
- 2) Achieve excellence in Safeguarding
- 3) Implications of cuts on budgets
- 4) Prepare for implications of Personal Care at Home or its successor
- 5) Work with health partners to develop and implement robust joint commissioning

Proposals for changes to the Assessment Process for calculating Disability Related Expenditure for non residential adult care services were also discussed

He also mentioned that Peter Barnett (Performance and Scrutiny Manager, Coventry City Council) was giving information to City Councillors regarding health and social care in Coventry and is currently looking for ideas for their work plan. Peter would like to set up a meeting with Coventry LINK and its Chair. However it was agreed that as David sits on the Board and is Vice Chair it would be better if he attended the meeting. Ruth mentioned that Coventry LINK is on the agenda for the Scrutiny Board 4 meeting in September.

c) PCT Equalities and Human Rights Working Group - Andrew

Andrew is the LINK representative but was absent from the meeting so nothing to report back.

d) Godiva Commissioning – George

George is the LINK representative but was absent from the present meeting so nothing to report back.

e) Feedback from other meetings and events

Ruth mentioned the West Midlands Ambulance Trust would like to meet with Tom as the LINK Chair and this has been arranged for August 2010.

f) Invites to events - Ruth

- NHS Coventry's AGM - 13th July, 5pm – 6pm for registration and buffet followed by the AGM from 6pm – 7.30pm. Abdi, David and Ruth attending on behalf of LINK.
- Coventry Partnership Trust – 22nd July, 9am – 1pm. Consultation for local people about how they're involved and informed on key services in the City. Up to 5 people invited to attend on behalf of LINK. Rob said it was about recognising how the term 'consultation' was used and about engaging the local community to have an impact. More spaces have now been allocated to local people for them to give their impression on key services. No take up from Steering Group members therefore Ruth said she would ask working group volunteers for their availability.
- West Midland's Support meeting, Active LINKs – 29th July, 10.30am – 2.30pm in Birmingham (venue to be confirmed). Tom and David not available due to other commitments. No take up from Steering Group members

ACTIONS
<ul style="list-style-type: none">• Ruth to book Abdi and David as additional attendees on behalf of LINK to NHS Coventry's AGM• Ruth/Jenny to ask working group volunteers about their availability regarding the Consultation on 22nd July

11) AOB

Julia said £65,000 has been awarded to provide a dementia care lounge at UHCW and on 6th September there would be a public drop in session at Coventry Central Hall (to be confirmed) from 10am – 3pm. Esther said she was also holding an event on that day. Ruth mentioned Bob had said the City Council were holding a personalisation event on 11th September, further details awaited.

Date and time of next meeting: 18 August 2010 at 9.30am – 3pm, Training Rooms 1 and 2 – Coventry Foyer