

Coventry LINK Steering Group Meeting
9.30 am – 12 pm on 25th November 2009
Held At: Central Methodist Church Hall, Coventry

Draft Minutes

Attendees: George Keay, Dave Spurgeon, Tom Stone, Bhanu Dabhi, Christine Upton, Manjeet Stone, Alexander Turner, Gaile Allen, Terence Doyle, Martin Smith, Andrew Christie, Sheila Marston, Rob Allison, Ruth Light, Barinder Johal.

Apologies: Moira Pendlebury

1) Welcome and introductions.

It was agreed that Tom should Chair the meeting. Tom welcomed everyone to the meeting.

2) Chairing of the group

Ruth suggested it might be a good idea if the group got to know each other before deciding on the position of Chair. This was agreed.

3) Getting to know each other

Ruth split the meeting into groups for an exercise to discuss:

- a) What do you hope to get out of being on the group?
- b) What do you hope to bring to the group?
- c) Is there anything that would be helpful to you in your role?

The notes of this session are appended to the minutes for members of the group.

4) Policies and Procedures

Ruth briefly ran through the LINK's governing policies and asked the meeting to pay particular attention to the Terms of Reference. Ruth stated that this could potentially be amended in the future if over the course of time members felt this was needed.

Terence enquired who will be CRB checked. Ruth informed the meeting that it will be people taking part in Enter and View work and will be classed as Authorised Representatives.

5) World Class Commissioning Survey about NHS Coventry

Ruth asked the group to come to a consensus about the overall survey and discussions centred on the survey questions.

ACTIONS

- Ruth to send a confirmation email to SG members who have been involved with LINK for some time to ask them about their opinions on the survey answers given.

6) Future Meetings dates and topics for the agenda

The group agreed to discuss this agenda item prior to opening the meeting to the public. They agreed to hold monthly meetings and alternate the times from mornings to afternoons on the first Wednesday of each month. The following times and dates were agreed:

- 6th January 2010 at 10am – 12.30pm
- 3rd February 2010 at 3.30pm – 6pm
- 3rd March 2010 at 10am – 12.30pm
- 7th April 2010 at 3.30pm – 6pm
- 5th May 2010 at 10am – 12.30pm
- 2nd June 2010 at 3.30pm – 6pm

The group agreed to look at:

- Marketing and Publicity of LINK

OPEN MEETING

The meeting was opened to LINK members and officers from partner agencies

7) University Hospital Coventry and Warwickshire (UHCW) Impressions Report

Julia Flay spoke about the UHCW Impressions Report and a separate Action Plan resulting from a National Survey. Julia said that the main issues patients raised were:

- Communication
- Patients being able understand what is said to them
- Discharge
- Timeliness in clinics – patients being kept waiting
- One to ones between patients and consultants

A Patient Experience Committee has now been set up to look specifically at feedback received. The committee is chaired by Ann Marie Cannaby who is the Chief Nursing Officer at UHCW. Julia reported that UHCW was taking steps to get more feedback from patients. Including using volunteers to use hand held devices to collect feedback using the impressions survey questions and looking into paper surveys.

Julia informed the group that the Impressions report/survey can be viewed online. Manjeet highlighted that it was not easy to find on the website and has tried to locate it several times. Julia informed her that there is a LINK in red letters on the homepage but will look into ways to make it more obvious to the public. Manjeet said she had searched for 'feedback' and not found the survey

Terry raised the possibility of solving concerns such as access to the hospital in a different way: by bringing more currently based hospital appointments to community health settings. He also asked why outpatient appointments for the over 60s couldn't be scheduled at better times of day. Julia said she would send information regarding this.

Andrew queried the BME sample in the Impressions Survey. Julia said that people self selected and that the sample was small.

Julia offered to demonstrate the Impressions Report to LINK. The group thanked Julia for her time.

ACTIONS
<ul style="list-style-type: none">• Julia to send Ruth the Terms of Reference for the Patient Experience Committee and information about outpatients appointment booking and over 60s• Jenny Walls – LINK Project Officer to contact Margaret Greer at UHCW regarding Discharge procedures etc• Jenny to make contact with Louise Lee, booking centre manager at UHCW for possible liaison regarding the Hospital Services working group work plan

8) Minutes of the last Care Taker Steering Group

Minutes of the last Care Taker Steering Group meeting agreed. Ruth reported that all actions had now been completed.

Manjeet and Christine left the meeting at this point and were therefore not present in any further discussions.

9) Budget report and progress report on outcomes, indicators and plans

Ruth introduced the quarterly report and expenditure update which had been sent by the Host to the City Council. Ruth informed the group that LINK have been busy with setting up the working groups and mentioned the meeting dates for the various working groups. The Community Health Services working group has met to discuss the work plan. They will be focussing on GP appointment systems and may also link into Patient Panels to get information.

Ruth informed the group that there is an issue with getting together members of the Mental Health working group and that LINK may need to consider partnering with relevant organisations in order to achieve the work plan regarding Mental Health.

10) LINK Work Programme

a) Update on work from LINK Young People's group

Ruth tabled a paper informing the group of the work areas the Young People's Group have been discussing. The group is currently being facilitated by Project

Officer Jenny Walls. The meeting agreed the Young People's group's work ideas and that these could be taken forward focusing on: finding out young peoples' views; promoting LINK; and investigating young people getting health and social care information

David suggested that the Young People's Group also look at a survey done by the PPI group on Young People. Martin said it may be useful if the Young People's Group looked into NDC surveys for various areas in Coventry.

b) Care Quality Commission (CQC) – Verbal feedback

Ruth informed the group that she has met with John Sawyer – area manager for CQC and this had been useful. There are two key dates coming up for LINK to bear in mind for feeding back on health and social care services to CQC. John said he would be happy to meet with Steering Group members in the New Year.

c) Requests for LINK involvement

- RNIB are running a campaign and would like all LINKs to call a public meeting in their local areas to address issues affecting blind or partially sighted people. As this is not on the LINK work programmes it was agreed not to take this forward.
- Julia Flay is setting up a new group about setting up a patient garden at UHCW and would like 2 representatives from the Steering Group to participate. Again, it was agreed this could not be met within the current resources.
- Additional Paper. Consultation: Adult Social Care Involvement. Bob Marriott (from the City Council) informed the group that responses could be given in early January despite the end of December submission date and the paper could be downloaded via the Council's website.

Ruth suggested getting together a sub group to feedback on the consultation or hand it over to the Adult Social Care working group. It was agreed to let the Adult Social Care working group discuss the consultation and that their thoughts should come to the January Steering Group meeting. Andrew also expressed an interest in getting involved with this particular work area.

ACTIONS
<ul style="list-style-type: none">• Barinder to send the 'Voices into Action' CQC paper to all SG members

9) Feedback and Updates

a) Active LINK participants workshop

Dave and George attended the workshop in Birmingham and gave a brief verbal feedback. Dave informed the group that the workshop focussed on: personalisation; was shown a presentation by the CQC; another presentation

regarding Dignity Champions; discussed LINKs' accountability and also had the opportunity to meet with representatives from the West Midlands.

b) Scrutiny Board 4

Dave gave feedback from the last Scrutiny Board 4 meeting which had focused on Safeguarding and the report of the work LINK had participated in 'Building on Experience', which involved talking to hospital patients. This report was now with UHCW and they had 28 days to respond to Scrutiny Board 4.

10) Any Other Business

Nothing to report

THE MEETING CLOSED

DATE AND TIME OF NEXT MEETING:

Wednesday 6th January 2010 at 10am – 12.30pm, Eadon Room, Coventry Central Hall.