

Coventry LINK Steering Group Meeting
10.00 am – 12.30 pm on 6th January 2010
Held At: Central Methodist Church Hall, Coventry

Minutes

Attendees: George Keay, Dave Spurgeon, Tom Stone, Alexander Turner, Gaile Allen, Moira Pendlebury, Terence Doyle, Abdi Ibrahim, Andrew Christie, Sheila Marston, Rob Allison, Ruth Light, Barinder Johal.

Apologies: Christine Upton, Manjeet Stone, Bhanu Dabhi, Martin Smith

1) Chairing of the group

Dave volunteered to chair the meeting on this occasion. Ruth informed the group of apologies and mentioned that Manjeet Stone was leaving her role at the Grapevine. They will ensure Christine Upton is supported to continue attending meetings.

2) Length of service in Steering Group

Ruth suggested 3 proposed options and asked the group to consider them. The options are:

1. 4/5 Steering Group members who served on the Caretaker Steering Group step down after two years
2. Four names are drawn from a hat to decide who serves two years
3. Four volunteers to serve two years put themselves forward.

Discussions took place and option 3 was favoured by the majority. 3 people volunteered (George, Tom and Dave). Other members will be contacted and if a fourth volunteer is not found, a name will be drawn from a hat.

ACTIONS
<ul style="list-style-type: none">• Ruth to contact absent members in order to get a fourth volunteer for option 3.

3) Draft LINK Maternity services report

The meeting was presented with a draft report to go to University Hospital Coventry and Warwickshire (UHCW). Ruth introduced the piece of work and asked the group to approve the report and its recommendations. Two information requests would also be made. Ruth mentioned LINK also needs to follow up the actions from the recommendations after a period of time.

The group agreed the report was a good piece of work. Andrew said that LINK work should use samples which included BME people and were statistically representative. Dave said this report came from a Project Officer's work and that it was an early piece of work but that the findings were still valid as patient's experiences.

Ruth asked if the group was happy with the recommendations in the report so that it could be sent off to the managers at UHCW in order to get a response from them. All agreed on the recommendations.

ACTIONS
<ul style="list-style-type: none">• Ruth to send the report and recommendations to managers at UHCW.• Information requests to be submitted at the same time.

4) Publicity and Marketing

Ruth gave a brief explanation of the publicity and marketing plan and work to date and asked the group to consider the next steps. Ruth said that at the previous meeting, Manjeet suggested Steering Group members help to spread the word about LINK via groups and networks that they are involved with.

The group discussed the information paper. Terry highlighted that the category 'women' should also be added to the list of groups to target.

Andrew questioned why Black and Ethnic Minority (BME) communities were on the list of identified groups, however are not included in the publicity work to date. Ruth said that some groups were but LINK have not yet done any publicity and marketing work specifically targeting BME communities but have done a lot of community engagement work with different BME and faith groups.

Dave said LINK have already reached many people through leaflet drops at various places such as: libraries; dentists; community centres; UHCW; GP surgeries; pharmacies etc and that now the LINK need to target smaller groups.

Rob suggested looking at LINK's membership in order to identify any gaps. Gaile suggested putting information up on the screens in local GP surgeries and Ruth mentioned she needs to follow up her link with Coventry Ethnic Minority Action Partnership (CEMAP).

Terry said the LINK has now reached a stage that embraces and establishes its identity. The best way to promote itself would be to do a good piece of work and gain publicity through that. There was agreement on this point.

Moira suggested part of the marketing plan should include an area about working with the media. Tom said this role should be designated to the elected Chair of the group. Andrew suggested a designated marketing person was required to handle all media related enquiries. David said this needed to be a volunteer as there isn't capacity in the budget or the staff team. Ruth said it might be better to share roles between different people.

Abdi said he would drop off some LINK leaflets to certain organisations in the Foleshill area of the City. Alex said he would do the same for Willenhall and his local tenants and residents association. Moira mentioned targeting the Older People's Partnership and Ruth said she is due to meet with the co-ordinator.

Ruth said the LINK had a budget for the financial year of £5,000 to use on publicity and marketing. Terry suggested contacting the local newspaper, the Coventry Telegraph to make them aware of Coventry LINK. Ruth said she had drafted a press release.

Rob said LINK are tapping into the VAC mailing list to target more people and organisations but suggested if anyone has any 1-2-1 contacts with organisations, it would be good to ask whether or not LINK leaflets could be displayed.

ACTIONS

- | |
|--|
| <ul style="list-style-type: none">• Ruth to contact the local paper to inform about Coventry LINK.• Barinder/Sadia to liaise with Abdi, Alex and David regarding the distribution of LINK leaflets. |
|--|

5) Draft response to City Council Consultation on User Involvement

The Adult Social Care working group had looked at this consultation and drafted a response which the Steering Group was asked to approve. Ruth reminded the group about the paper that was up for discussion. All agreed the paper was ready to send.

George said he would like a copy of the feedback and next steps proposed by the Council. Ruth suggested this question was put to Bob Marriott from the Council who was to attend the open section of the meeting.

ACTIONS

- | |
|---|
| <ul style="list-style-type: none">• Ruth to send the consultation responses to the Council. |
|---|

OPEN MEETING

Bob Marriott and Esther Peapell were welcomed to the meeting.

9) Esther Peapell – brief presentation to explain her role

Dave asked the group if item 9 on the agenda could be brought forward – all agreed.

Esther introduced herself and her role to the group as Head of Public and Patient Involvement for NHS Coventry (which is legally known as Teaching Primary Care Trust).

The main role of NHS Coventry is to improve the health of the local population not just patients but also carers, public etc. NHS Coventry is a commissioning organisation which means they buy the care for the City in places such as GPs, Dentists, and Pharmacies etc.

Coventry has a population of 320,000 people and NHS Coventry has a budget of £500,000,000 for this financial year. Esther mentioned there was an opportunity for LINK to assist in deciding how some of the budget is spent by findings from its work.

Tom asked if any public consultations have had any effect on helping to decide what the budget was spent on. Esther said yes and an example she gave was related to the Health Hub being built on the Coventry and Warwickshire hospital site. A user

group had fed back about the front door and this had led to the design being changed.

Gaile asked who influences the NHS Coventry work programme. Esther mentioned the Director of Public Health looks at certain issues, such as death rates in Coventry for example and then creates the work programme. This is looked at annually and is used to form the work programme.

The group thanked Esther for her time before she left the meeting.

6) Minutes of the last meeting and matters arising

Accuracy – minutes were agreed as an accurate record.

Actions from the previous meeting:

- Letter of response from UHCW re: Outpatient booking systems. This has been circulated and passed to the Hospital Services Working Group which is also looking into hospital discharge procedures.
- The Voices into Action paper from the Care Quality Commission was received by all Steering Group members.

7) University Hospital Coventry and Warwickshire and Dr Foster report

Ruth informed the group that towards the end of November/beginning of December 2009, Dr Foster (an online rating system) rated UHCW as quite poor with regards to death rates. This was discussed by the Hospital Services working group and an information request letter has been sent to UHCW, a response is awaited.

Dave informed the group that Malcolm Stamp (Chief Executive, UHCW) was summoned to the last Scrutiny Board 4 meeting regarding this along with Richard Kennedy (Associate Medical Director, UHCW) who said information which was slightly incorrect was given to Dr Foster and therefore resulting in the findings.

One of the reasons UHCW was rated low was due to the fact that they didn't have Patient Safety as a regular agenda item at Board meetings.

ACTIONS
<ul style="list-style-type: none">• Ruth to inform Steering Group of the letter response from UHCW once received.

8) Reports on working groups

Ruth gave a brief update. The Community Health Services Working Group is focussing on GP appointment systems and registering with a local GP. It was proposed that LINK work with the Coventry Peace House (a local organisation aimed at providing emergency overnight accommodation to refugees and asylum seekers in the City). LINK has also been asked to go onto the Coventry Peace House's working group which Dr Peter O'Brien (Chair of the Ethical Committee) is also on.

Ruth asked the group for their views. The Steering Group agreed this approach.

10) Feedback and Updates

- **Scrutiny Board 4**

Dave informed the group that he attends the meetings on a regular basis and they are made up mainly of local City Councillors. Malcolm Stamp attended the recent meeting and talked about Dr Foster. The Annual Performance Assessment was also discussed and the overall rating was good. Councillors received the latest LINK progress.

- **Ruth highlighted 3 consultations**

1. NHS Car Parking. The Department of Health has produced a National Consultation. Ruth asked for some Steering Group members to read through this. Dave suggested it be passed to the Hospital Services working group. All agreed to pass it to the Hospital Services working group. It was felt to be a very important consultation in the light of feedback from local people about hospital car parking.
2. NHS Constitution Consultation. A proposal to create legal rights for outpatient appointments and for anyone aged 40-74 to have health checks every 5 years. Response forms were handed out for members to return to Ruth.
3. Free personal care at home. A proposal for certain people to obtain free personal care in their homes, with the government paying for some of the costs and the additional amounts need to be sourced from local authorities. People have to 'qualify' in order to receive it. Bob and Moira highlighted this consultation cuts across the Green Paper Document.

- **Invites to events**

1. Workshop for LINKs to focus on measuring success. 12th January in Birmingham. Tom volunteered to attend.
2. Age Equality in Health and Social Care Consultation created by the Department of Health. They are asking for responses and are holding 4 dates for feedback. No-one from the Steering Group could attend.
3. Coventry Partnership Inform, Consult and Involve Workshop - 25th Feb 2010. David and Andrew to attend.
4. Ruth mentioned a Steering Group member should attend the Primary Care Trust (NHS Coventry) Board meetings as well as the Partnership Trust Board meetings and UHCW Board meetings as a visitor.

George said it would be a good idea for LINK to have regular meetings with the Chief Executives of each of the organisations.

- **Other business**

George asked Bob about the likelihood of seeing the City Council User Involvement Strategy before its final stage. Bob said it depended on the timescale and whether or not it would need to go to Cabinet before reaching a decision. However he would try to get a draft out to LINK.

ACTIONS

- Ruth to inform Jenny Walls – LINK Project Officer leading the Hospital Services working group about the NHS Car Parking consultation.
- SG members to return NHS Constitution Consultation forms to Ruth as soon as possible.
- Ruth to give Tom necessary information regarding the LINKs workshop in Birmingham on 12th January.
- Ruth to inform David and Andrew about the Coventry Partnership event.

11) Steering Group Chair

Ruth suggested the group take the related paper away to read through and to feedback any thoughts before the next meeting. The group discussed the role of Chair. Some members wanted to move quickly and there were different views about the nature of the role. David said that in the light of this, people should feedback on the draft role description to Ruth. A self nomination process was also agreed and a ballot would be held. Ruth said discussion was needed about the process for the ending of the Chair's role if there were difficulties.

ACTIONS

- Ruth to draw up a process for electing the Chair ready for the next meeting
- Members to provide any feedback on the draft role description as soon as possible to Ruth

12) Any Other Business

Tom said he would like the name of the group to change as Steering Group wasn't representing the group's purpose or role. He would like it to be called a Management Committee if possible.

It was agreed to have this as an agenda item at the next meeting.

Date and time of next meeting:

3.30 pm – 6 pm, Wednesday 3rd February 2010 at Coventry Central Hall.