

Staffordshire LINK Co-ordinating Group
Friday 11th February 2011
10.30am – 1.00pm

Attendees:

Paul Carpenter (Chair)
 Will Taylor
 Shelagh McKiernan
 Lynn Ashburner
 Dave Bassett
 David Loades
 Andy Halden (on behalf of Chris Welch)
 Jackie Owen (Interim Director)
 Sue Baknak (Co-ordinator)

Apologies:

Chris Welch
 Paul Jay

Bernard Bester (LINK Development worker)
 1 LINK participant

MINUTES OF MEETING

Areas of Discussion	Action
<p>1. Apologies/Minutes of last meeting</p> <ul style="list-style-type: none"> • Apologies as above. • PC advised that Paul Darby and Elizabeth Marginson had resigned due to personal reasons and pressures of work commitments. Elizabeth has advised that she is very sorry to have to give up and particularly the Awards scheme which she would be happy to help with if this is revisited in the future. She is also interested in being involved and helping where she can. • Action points/follow-up from Minutes: <ul style="list-style-type: none"> ○ DL to forward outcome measures for Bernard Bester and Hester Parsons to JO. ○ Albert Charles was not appointed due to Awards Scheme not being progressed. ○ Joint Statement for UHNS, Stoke and N. Staffs PCTs – Dave Bassett to raise with Tony Bruce at Overview and Scrutiny Committee. JO contacted Stoke LINK but they are not submitting a response. ○ Dignity in Care meeting taking place this afternoon. ○ Specific volunteer roles being developed and leaflets and PR being arranged to promote them. ○ Governance Framework review meeting will be either 28th February or 1st March. 	<p>JO/DB to progress. JO to feedback at next meeting.</p>
<p>2. Declarations of interest</p> <ul style="list-style-type: none"> ○ Community Council engagement activities on behalf of the LINK. 	

Areas of Discussion	Action
<p>3. LINK Activity Update – Jackie Owen</p> <ul style="list-style-type: none"> ○ JO gave an update on the work Hester has been undertaking on behalf of the LINK: <ul style="list-style-type: none"> ○ Met with key stakeholders in voluntary sector organisations, PCT/Acute Trusts and PBC leads – JO has a list if anyone wishes to see it. Difficulties in keeping momentum as getting meetings in the diary with people is not easy ie. don't have availability for weeks at a time. Therefore Hester has not filled all the hours allocated. ○ Two positive meetings with North and South LMCs who are interested in working with the LINK. ○ Met with Vanessa Day, Adele Edmonson and Lesley Goodburn (PPI leads from South and North Staffs PCTs) who are providing details of patient groups for Hester to arrange meetings with. ○ Visited patient groups in Wombourne and Werrington but not many GP practices have established groups. Werrington raised an issue regarding chiropody service list in North Staffordshire which was also reported in The Sentinel (patient list being reduced by up to 10,000). The group have been asked to let us have their concerns, numbers who are affected. ○ Hester has been invited by the PPI leads to attend the Patient Group Forum and will be attending. ○ Has become apparent that an ongoing dialogue needs to be developed to establish a continuum of involvement with the LINK rather than one-off meetings. <p>Enter and View Update</p> <ul style="list-style-type: none"> ○ Now have 9 Authorised enter and view visitors who are able to undertake enter and view activities. ○ JO now writing to Julia Bridgewater (Chie Executive at UHNS) and Anthony Sumara (Chief Executive at Mid Staffs NHS FT) to arrange enter and view visits in March. ○ Lynn Ashburner and Shelagh McKiernan had agreed to test the enter and view process but as time is moving we do not wish to delay starting enter and view visits. JO/SB will accompany authorised visitors to observe the process. ○ Further training sessions and train the trainer sessions in locality areas for community LINK ambassadors for enter and view are being arranged. <p>Engagement/Consultation</p> <ul style="list-style-type: none"> ○ Mental health services consultation event regarding closure of beds at Bucknall Hospital is taking place on Friday 25th February. This is a joint event with the Combined Healthcare Trust and Stoke LINK which has been publicised on the LINK website and LINK Bulletin, circulated via the SCIO eBulletin, our own participant database and promoted by Hester and Bernard. DB/DL 	<p>Database of activities/outcomes to be developed (Support Team with input from Hester).</p> <p>Names of Authorised enter and view visitors to be published in next LINK Bulletin and on LINK website.</p> <p>Bernard Bester to compile a list of interested people.</p>

advised that they had raised concerns regarding this at the County and N-u-L overview and scrutiny committee meetings and DL had written asking for a site visit. DB advised that a previous report outlining options had been produced and it may be worth contacting Jane Tipping to see if this was still available.

- Closure of mental health day services in South Staffordshire. JO contacted the South Staffordshire Mental Health Network to offer LINK support in assisting them to hold an event/invite commissioners etc. to discuss the proposals, ask questions, put forward views but the Mental Health Network prefer to carry out separate events with each day service. DB advised that the South Staffs PCT have been summoned to a special meeting of the Overview and Scrutiny Committee and he will be asking questions on behalf of the LINK as to what their proposals are.
- Concerns to be raised: day services are being closed before alternative options have been properly thought through; MIND currently an early warning system to psychologists/nursing staff and if the day service goes where is that early warning system? Key PCT staff are leaving before the PBC are properly established and worries that gaps in knowledge/expertise are appearing.

Mid Staffs NHS FT

- JO has received a letter from Sir Stephen Moss advising they are in the process of appointing a new Chief Executive for the Trust and would like to know what 3 key characteristics the LINK feel are important for the Chief Executive to have.

LINK Development work

JO introduced Bernard Bester to provide an update on the activity he has been undertaking on behalf of the LINK:

- BB introduced himself and gave details of his background – previously worked in social care and health and covered all areas of Staffordshire (with the exception of Tamworth) and was a District Partnership Officer in social care which has helped him to ‘hit the ground running’.
- Focusing on Staffordshire Moorlands, Newcastle, East and South Staffs areas and has met with community, voluntary and statutory sector people in those locals. Difficult to get appointments to see people as their diaries are very full.
- Diverse area across Staffordshire: Moorlands – 46 parishes but do meet as a Parish Forum which BB is attending; N-u-L Local Area Partnerships but there is a meeting of the Chairs which BB will attend; making in-roads with BME groups in Burton and looking at putting on a joint event; involved in the training and promoting volunteer activities available when meeting groups and individuals who would like to be actively involved with the LINK.

DB to contact Jane Tipping.

DB to submit a paper to the PCT on behalf of the LINK.

Please let JO have any comments by 14th February 2011.

- Need to be mindful that those seeking to volunteer want details of training, support, clear roles, supervision, someone to co-ordinate them and robust arrangements for their involvement and this requires proper resourcing by the LINK.
- Some comments about ease of using the website but BB understands these are being addressed.
- BB has been to a meeting where the view that there is an argument for a separate North Staffs LINK has been voiced.
- Database of activity/contacts being developed.

Community Engagement Activity

Andy Halden provided an update from the Community Council on behalf of Chris Welch:

- AH advised that the latest update report was available if anyone required a copy and summarised the activities as follows:
 - Acute Services – Stafford Hospital (Chris Welch). Focusing on patient flow through Out Patients, Meet and Greet for wheelchair users, appointment cards/letters (Stafford/Cannock) and the discharge lounge/delays in discharge. Frustration at very slow progress. Volunteer scheme launched on 7th February to recruit for meet and greet service; appointment letters/cards draft templates issued and approved; CW visited outpatients on 26th January and conducted over 30 one to one interviews – patients willing to participate and were very critical of the hospital car parking facilities which led to patients being extremely frustrated on arrival at reception, complimentary about treatment by staff. CW doing an unannounced visit to look at the discharge lounge in the near future.
- Stroke rehabilitation services (Cathy Russell). Consultation survey being conducted. Met with Community Specialist Stroke Nurses regarding systems and procedures in place in the Lichfield, Tamworth and Burntwood areas and views sought on the survey and best approach for community consultation. Talked to SSPCT, Shropshire and Staffordshire Heart and Stroke Network and several stroke clubs. Also contacted North Staffs and South Staffs Carers Association with regard to articles about the consultation work going into their newsletters. Difficulty still in getting a response from North Staffs PCT.
- Respite care (Andy Halden). Meetings with North and South Staffs Carers and agreed survey form format and articles/distribution in Aspects magazine and newsletter. South Staffs Carers were uneasy about asking carers to complete the survey during their ‘down time’ at the group meetings as it was felt to be reducing their respite time. JCU undertook a carers survey in June 2010 which received 1147

Liaison with Support Team to ensure composite database is developed to avoid duplication.

DL advised that he has raised these concerns at the N-u-L OSC meeting.

responses. The survey did not look specifically at respite care but does touch on some of the issues. Meeting with JCU officers arranged in February to examine the survey results and any actions taken by them to address the issues raised. Meetings/focus groups with a variety of groups including Headway, Mencap, Disability Solutions, Crossroads, Alzheimer's Societies across Staffordshire. Requests have been made for the survey to be available on-line. Common issues: respite allowances too low, not enough to pay for services and a lack of services/appropriate services available.

- Dementia (Sara Green). Carried out desk research, met with key contacts and groups and designed survey form for collecting information when talking to carers/dementia sufferers. Plans: mystery shopping (doctors' surgeries), attend Alzheimer's Cafes in South Staffs, meet with North Staffs PCT, JCU and social workers.
- DDA compliance (Derek Munro). Interim report produced on people with hearing difficulties. During consultation to produce the report interviewed agencies representing over 2000 service users for people with hearing difficulties, several individuals with hearing difficulties and over a dozen pharmacy staff. Most pharmacies refuse to pay for a translator, no BSL leaflets or signs displayed, loop systems are there but in most cases staff don't know how to use them. Problematic for service users particularly when information for complex prescriptions needs to be communicated. Written to Co-op and Tesco pharmacy and received no/terse reply respectively. PCT, who commission the pharmacy services, insist that there is DDA compliance. Final report to be presented by DM to OSC.
- Next steps - looking at dental surgeries.

Feedback reports

County Health Overview and Scrutiny Committee – Dave Bassett

- DB attended this meeting on 10th January 2010. DB provided feedback report. Main points:
 - Wolverhampton NHS Trust Foundation Trust Application update. Recruiting public governors for the Trust but having difficulty in filling the two vacancies allocated for representation from South Staffordshire constituency. DB offered LINK help with this.
 - Mental Health Day Services in South Staffs. Consultation has started around the closure of day hospital provision across the south of the county affecting at least 500 service users. From debate at the OSC meeting it became clear that members and the public had not been presented with a coherent vision of service redesign of community mental health services in South Staffs and this needs to be reflected back in response to the consultation. The OSC is requesting a more detailed presentation from SSPCT and SSMHFT.

DB to facilitate.

All reports to go onto the LINK website and be circulated to the Group.

Support Team put details on LINK website and emailed LINK participants from the South Staffs area.

DB to feedback to the Group.

- Mental Health Redesign issues in North Staffs. Consultation regarding service reconfiguration at the Bucknall and Harplands Hospitals sites is being undertaken with changes in treatment pathways, the availability of more effective medications and a more community based approach being cited as reasons for the need to review the way services are delivered. Discussions are being held with mental health professionals, GPs and service user groups to work through some of the issues. The Trust will return to the OSC with more detailed proposals once options have been worked up in more detail. JO advised that a joint consultation event with the Trust, Staffordshire and Stoke LINKs is being held on Friday 25th February.
- West Midlands Ambulance Foundation Trust application: OSC members agreed a formal response to the Trust's consultation document.
- Acute Trust Accountability sessions. Stafford Hospital and UHNS Chairs and CEOs will be attending separate accountability sessions with a combination of County and District Council Scrutiny members to report on the delivery of their business plans. DB is attending.
- Public Health Proposals in the NHS White Paper. Members were asked whether they wanted a briefing meeting on the implications of this for Staffordshire. DB advised that Staffs and Stoke DPHs have organised such an event at Keele University on 15th February to which the LINK had already been invited. DB attending.
- West Midlands NHS Specialised Commissioning is conducting a review of major trauma services.

Engaging Communities Project – Paul Carpenter

- Revised business plan proposal has been produced by Jessie Cunnett. Broader engagement/feedback taking place. Cllr Matthew Ellis is talking to GPs and PCTs. Cllr Ellis has committed £60,000 to the project and is seeking input from other organisations. Organisations are generally signed up to the project.
- Members of the Group to feedback any comments directly to Jessie. Jessie to send the draft job description/person specification for the Project Manager's role through to PC for input by the Group. Group must ensure that the Project Manager works with the LINK to avoid duplication and provide additional resource for the LINK and ensure better outcomes for the LINK.

Support Team have put information on LINK website and written to North/South Staffs Headway organisations with information.

Areas of Discussion	Action
<p>4. Finance</p> <ul style="list-style-type: none"> • Will Taylor distributed a spreadsheet showing the actual spend to 31st January 2011 (confidential) <ul style="list-style-type: none"> ○ Meeting with Cllr Matthew Ellis took place on 17th January to discuss budget allocation for 2011/2012. It was agreed at the meeting that the LINK would return unallocated monies from the current budget to ensure the full budget for 2011/2012 would be awarded to the LINK. This decision was made on the basis that it would have been difficult to effectively spend the unallocated budget funds before year end on 31st March 2011 and that it is better to have a full budget for next year. The current amount of unallocated budget is £22,000 and PC has now received a letter from the County requesting that the LINK return £20,000 - £23,000 from this year's budget. The aim is to return £20,000 which equates to c.7% of the overall budget. ○ County Council have advised that an allocation of £5,000 should be made for an independent audit as they believe £1,500 would not be sufficient. WT feels this is too high and is waiting for some technical information regarding county accounting systems to be included in a procurement specification to go out to 2 to 4 locally based auditors to quote for the work. A 2 year contract will be offered initially for 2010/11 and 2011/12 accounts to ensure continuity of the audit process. <p>Andy Halden and Bernard Bester left the meeting.</p> <p>5. Work planning</p> <ul style="list-style-type: none"> • JO advised that although there is a Business Plan in place for 2011/12 further work needs to be 'bottom-out' a few issues regarding being responsive/pro-active. John Davies has produced a marketing brief but engagement activity needs to be looked at and agreed. The Community Council contract finishes at the end of March 2011 although some projects may not have been concluded by that time and there may be a need to negotiate an extension. How do the Group want to approach engagement next year ie. tender for contracts; contracting people to do the job, allocating resources to organisations for whatever work needs doing or a mixture of different approaches. Procurement policy needs to be embedded but doesn't have to be complicated. Community engagement is a very important role of the LINK and must ensure that there is no gap in provision but need a flexible approach to be able to respond to issues. • Group discussion points made: <ul style="list-style-type: none"> ○ Develop a list of preferred suppliers/advisory capacity to help identify emerging risks 	<p>Support Team to:</p> <ol style="list-style-type: none"> 1. Circulate dates for a work planning meeting within the next two weeks. 2. Seek information from County Council regarding procurement processes. 3. Review what needs finishing off by Community Council on current projects. <p>Work plan to be signed off by Co-ordinating Group at meeting on 11th March 2011.</p>

<ul style="list-style-type: none"> ○ Understand what information is needed from PCTs in respect of issues they are aware of. ○ Maybe invite PCT PPI leads to come and talk to the group to share information. ○ Do PCTs regard the information as important/what happens to it – LINK will be the continuum as PCTs go/staff exit and as GP Consortia develop. ○ Dialogue with CQC as to what activity is planned in the area. ○ Meet with CQC/PPI Leads every month to establish what data is collected and how it is actioned. JO meeting Lesley Goodburn re: Datix system/risk assessment process. ○ Need to ensure that the engagement activity continues. ○ Need a work programme and month by month plan of activity. ○ Check our organisational capacity to undertake the work on behalf of the LINK. ○ Preferred suppliers to ensure that engagement is embedded in the community. ○ Develop volunteer roles to build capacity and work with younger groups to develop more diversity eg. Burton Hospital Youth Forum, Westwood College, Leek, university students and so on. <ul style="list-style-type: none"> ● Programme Management Development training taking place on 18th and 21st March from 9.30am – 4.30pm. If anyone is interested in attending, let JO/SB know. <p>6. AOB</p> <ul style="list-style-type: none"> ● WT advised that the next West Midlands Regional LINK meeting is taking place on 24th February in Birmingham at 10.30am but he is unable to attend. 	<p>Any Group member who can attend to let JO/SB know.</p>
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Areas of Discussion	Action
<p>7. Any Questions</p> <ul style="list-style-type: none"> ○ No questions submitted prior to the meeting. ○ Questions asked by Francis Biard at the meeting: <ul style="list-style-type: none"> ▪ FB stated that he thought agreeing for the underspend to go back to the local authority was a pragmatic approach. ▪ What is the budget for 2011/12. ▪ Is the Project Manager role mentioned in respect of the social enterprise model? ▪ FB suggested that Group members should submit any views/comments on the social enterprise business plan to JC in writing and not assume that comments will be taken on board otherwise. ▪ Mid Staffs letter re: CEO appointment – advised the meeting that the Trust had received 12 applications. FB suggested 2 qualities to be put forward: 1. A proven track record of running an up-to-date Acute Trust; 2. Someone who can change the culture of an organisation. ▪ Noted that LINK engagement with Mid Staffs Trust was difficult and that this was a common theme with the Trust ie. issues get dropped and no feedback and lack of follow through. LINK should persist as barriers need to be broken down. ▪ Asked for more details about the chiropody service issues. ▪ LINK reports now available at Co-ordinating Group meetings which is great. ▪ ‘Twitchy’ about the LINK doshing out money to consultants/contractors to undertake work for the LINK. ▪ FB suggested monthly press releases about LINK activity and output successes to raise the profile of the organisation and provide information. <p>8. Presentation by Staffordshire Cares</p> <ul style="list-style-type: none"> ● Lisa Dobric and Gemma Morris gave an overview of the Staffordshire Cares project which has been established within social services at the local authority to address a fundamental problem of the public being able to access information/advice on social services in a way that is joined up and in one place. ● Looking to improve the service in 3 ways: <ul style="list-style-type: none"> ➤ New website hub for information and advice ➤ One telephone number which you can ring ➤ Improving face to face communication and better local contact. ● Engagement from 1st January to mid-February talking to groups and asking for feedback on what the service should look like. 	<p>PC confirmed £270,000. PC confirmed it was.</p> <p>Noted.</p> <p>Noted.</p> <p>Suggestions to be sent to Mid Staffs Trust.</p> <p>Noted.</p> <p>JO outlined the issues but advised that more work was needed on this.</p> <p>JO confirmed that any ‘list of preferred suppliers’ would be subject to procurement regulations. JD confirmed that this activity is included in the marketing strategy brief for LINK activity in 2011/12.</p>

<ul style="list-style-type: none">• Marketing/promotional campaign from March onwards.• Discussion with the Group about expectations from the services eg. freephone number; 24/7 access; standard of information/signposting which would be available so that people do not get frustrated by being passed on from one person to the next. How will the marketing target people so that they are aware of the new service and new phone number?• Queries regarding potential duplication of activity when Healthwatch is introduced as remit will include information/advice/signposting for health and social care services.	
Meeting closed.	