

Staffordshire LINK Co-ordinating Group
12th November 2010
12.15pm – 2.15pm

Attendees:

Paul Carpenter (Chair)
 Will Taylor
 John Davies
 Dave Bassett
 Paul Jay
 Shelagh McKiernan
 David Loades
 Paul Darby
 Elizabeth Marginson

Apologies:

Chris Welch

Jackie Owen (Interim Director)
 Sue Baknak (Co-ordinator)

Jessie Cunnett, PPI Solutions Ltd.

3 LINK participants

MINUTES OF MEETING

Areas of Discussion	Action
<p>1. Welcome</p> <ul style="list-style-type: none"> Paul Carpenter welcomed all to the meeting. 	
<p>2. Declarations of interest</p> <ul style="list-style-type: none"> Elizabeth Marginson advised that she works for the SDVS and Community Council of Staffordshire on a voluntary basis and undertakes some paid work for Age UK South Staffordshire. 	Noted.
<p>3. LINK Activity Update</p> <p>Jackie Owen gave an overview of activity:</p> <p>Stafford Hospital – regular meetings with Julie Hendry, Director of Patient Experience and development of action plan for LINK project work:</p> <ul style="list-style-type: none"> Volunteers to help patients on arrival at hospital for appointments – assistance from car into hospital and back again. System currently being set up and volunteers recruited by hospital, volunteers will be easily identified by wearing sashes. System to be launched within the next few weeks. Outpatient appointments – hospital teams looking at the system and meeting in a month's time to look at progress made. Hospital discharge delays – Chris Welch meeting with patient discharge lead next week. Jackie met with the Director of Nursing, Colin Ovington 	

with regard to development of acute dementia care services on Ward 10 and the LINK conducting a series of enter and view visits. Colin Ovington was very receptive to this.

Community Council of Staffordshire work programme

- Jackie Owen/Sue Baknak have now met with the project leads for dementia, stroke, respite care, acute services and DDA compliance who are now clear on the work to be undertaken on behalf of the LINK and starting the work programme. Outcomes/results and progress report will be provided in January with outcomes for the work to be achieved by end of March 2011.

Transforming Community Services Consultations

- Two community engagement workshops have been arranged jointly with Stoke-on-Trent LINK taking place on 16th November (Stoke) and 22nd November (Cannock) respectively. Stuart Poyner and Tracey Shewan from the PCT are attending to talk through the proposals and implications for discussion and feedback by those attending.
- Jackie was invited to attend the Staffordshire Moorlands Health Overview and Scrutiny meeting to discuss the LINK/OSC work programme and how joint issues could be worked on more closely eg. dementia. Jackie has been invited back to discuss this in more detail.
- Jackie recently attended a resident champions event at Pye Green, Cannock to give an overview of the LINK's work which was very well received and several contacts after the meeting seeking opportunities to work with the LINK. Sue attended Action for Blind Staffordshire meeting in Lichfield who provided feedback and key messages/concerns re eye tests/diabetes/health promotion activity by GPs/PCTs. Jackie attended the SSCWP forum also attended by care home providers – interested in enter and view and what LINK are doing and how they can be involved. Key areas of concern: learning disabilities/service development and personalisation.

Training

- Jackie Owen and Paul Jay are putting together a training package proposal for individuals and the voluntary sector organisations offering particular skills training eg. outreach/engagement, survey work and other skill areas that people are interested in which will benefit their own organisations as well as the LINK. Carers Association are very keen to engage with the LINK.
- Enter and View training – 7 people attended the training session. Arranging further training session and a train the trainer course to enable a more flexible approach for delivering the training session in the future. CRB checks now being done and enter and view programme being developed for January 2011 re Ward 10.

Stafford Hospital Public Inquiry

Members of the Co-ordinating Group to let Paul or Jackie know of any groups/contacts who might be interested in this.

Shelagh McKiernan would like to undertake train the trainer course.

- Jackie distributed a copy of the opening statements from the Inquiry for information.

Engaging Communities Project

- Paul Carpenter gave the background to the project which is focussing on a joined up approach to engagement and exploring how this work can be carried out more effectively and with other interested parties who undertake similar engagement activities. Project paper circulated for information. Paul handed over to Jessie Cunnett (project lead) to explain further. Jessie explained the original impetus for the project came from South Staffs PCT, Local Authority, Mid-Staffs NHS FT and the Department of Health to look at how engagement activities across Staffordshire could be done in a more coherent way ie. working better together to gather information/pool resources to work more efficiently, reduce duplication of activity, provide a more comprehensive overall view to facilitate better informed decisions about services to be made. Work in progress – developed working papers. The NHS White Paper was issued part way through the project and so this is also being considered within the context of the project. Objective is to create an infrastructure that would become a repository for information. Next steps – micro-website being launched which is within the Staffordshire County Council website but not live yet which will provide details of what work has been done so far, enable people to share their views on the proposals and give feedback; exploring what kind of legal entity the organisation could be and what governance arrangements would be required. Working with the LINK is essential to do things effectively

Regional LINK Network meeting

- Will Taylor attended this meeting and provided a report. Three main areas of discussion:
 - **Dignity champions** – network of dignity champions across the West Midlands region – 3,000 registered. Rita Harrison undertaking a project funded by DH until February 2011 to identify dignity leads in West Midlands local authorities; establish a dignity network and identify action plans for all LINKs. Jackie registered the LINK as dignity champion. Dignity is an integral part of every aspect of health and social care services and particularly enter and view and personalisation. Cat Crum is doing a regional piece of work for the DH around personalisation and the DH is looking for a home for dignity champions.
 - **DH update – White Paper consultations** – 4 main themes emerged none of which related to independence or funding/ring fenced funding.

Invite Rita Harrison to one of the group meetings to give a presentation on how the LINK could engage with dignity champions locally in respect of the LINK work and how the LINK could support them.

Areas of Discussion	Action
<p>○ Work of other LINKs of note - Dudley invited to sit on a transition board set up by local GPs to advise on the establishment of GP consortia. Walsall have been given until 31st March 2011 to satisfy local authority they are fit for purpose to go forward into HealthWatch. Local authority have provided staff to work with the LINK to assist in the process. Next meeting is on 30th November in Birmingham. Staffordshire LINK Bulletin liked by other LINKs.</p> <p>The Group had a broad discussion on personalisation:</p> <ul style="list-style-type: none"> • Major concerns around those who will be affected by this – what money will be available/how will it be allocated by Staffordshire County Council? • Joint Commissioning Unit – personalisation agenda – LINK involvement. • Training around personalisation/radical shift from contracts/personal budgets being provided by SCIO. • Two personalisation listening events provided by Joint Commissioning Unit and SCIO are taking place in December to hear peoples’ views/concerns. • LINK to be pro-active in engaging with people in respect of personalisation. <p>Overview and scrutiny</p> <ul style="list-style-type: none"> • Dave Bassett attended 2 county Health Overview and Scrutiny Committee meetings as the LINK representative. Now a fully co-opted non-voting member of the committee and can ask questions. • 1st November meeting – Stuart Poyner, Community Trust gave a presentation on transforming community services and coming back on a monthly basis to provide an update on progress. Safety/continuity of services are top priorities for the new organisation. Tight deadlines have been set by the Department of Health. Stuart Poyner is based at Bradwell Hospital. Constructive dialogue and openness with OSC. • Two presentations (North and South Staffs) given re winter/delayed discharge which will be available on powerpoint but not yet. Dave Bassett asked a few challenging questions eg. community hospital systems. OSC keeping a close eye on winter priorities. • Business case from South Staffs Mental Health Foundation Trust – closure of beds, Margaret Stanhope and Stafford. OSC are watching carefully – scaling back beds in Burton/Stafford 1 per month and evaluating over 6 month period. Community support – public consultation will be undertaken via OSC if to be made permanent. • Alcohol rehab unit from Stafford to Shrewsbury as not fit for purpose. Consultation with service users, transport and 	<p>David Loades to attend. Will to provide details. Updates to be included in LINK Bulletin.</p> <p>Need to ask questions of the commissioners/increased charges?</p> <p>Jackie to pursue with JCU contacts.</p> <p>Promote events on LINK website and in next Bulletin.</p>

<p>community mental health teams. OSC visiting the unit in Shrewsbury shortly.</p> <ul style="list-style-type: none"> • LINK is a standing item on the committee agenda. • Professor Wallwork report re stroke services at Stafford Hospital containing recommendations about stroke services at Stafford – Jackie asked if Dave Bassett could raise the issue with OSC regarding consultation to be carried out with regard to the recommendations/timescales/who. 	<p>Dave Bassett to raise at next OSC meeting.</p>
<p>4. Finance</p> <ul style="list-style-type: none"> • Will Taylor distributed a spreadsheet showing the actual spend to October 2010 and a budget forecast to the end of March 2011 (confidential) and advising that £50,000 still needs to be allocated up to the year end. • Will thanked Kim (local authority) and Sue for their hard work in providing the financial information. • Jackie and Sue will produce a template/business plan for spending allocation effectively to made most productive use of the funding to achieve best outcomes. • Will suggested the allocation of some money for an independent audit of the LINK account so that there is complete transparency. 	<p>To be circulated to the Group for views/ideas.</p> <p>A fee of c£1,000 to be allocated in the budget for an independent audit. Independent auditor to be identified.</p>
<p>5. AOB</p> <ul style="list-style-type: none"> • David Loades meeting with patient panel chairs and sought clarification of how panels could register with the LINK. David to feedback to the group after meetings. • Jackie – it is important to develop close working relationships with the groups through the transition to HealthWatch and identify added value of joint working. • David Loades invited to attend Newcastle-under-Lyme Borough Overview and Scrutiny Committee. • Shelagh McKiernan met with Dawn Williams, County Commissioner for Mental Health – keen to get involved in consultations with mental health networks for views across the whole of Staffordshire and how LINK could support this. (SCIO run quarterly meetings). • Shelagh McKiernan awaiting date for meeting with Linda Riley. • Time of Co-ordinating meetings discussed and agreed would be from 10.00am – 1.00pm in future. 	<p>Patient panel chairs to register in the name of the patient panel.</p> <p>David to feedback to the Group.</p> <p>Support Team to provide confirmation of times for future meetings to the Group/website and Bulletin.</p>

Areas of Discussion	Action
<p>6. Questions</p> <ul style="list-style-type: none"> • Responses to questions submitted by Cyril Burton prior to the meeting: <ul style="list-style-type: none"> ○ Group very aware that there appears to be a Stafford focus but it is a priority for the LINK to be more engaged across the whole of the county and getting grass roots involvement. Lots of participants registered with the LINK but find it difficult to get people to carry out activity or be actively involved with the LINK work. Currently looking at resources and people to support the LINK and get out in to the community to seek volunteers who want to work with the LINK. Also thinking about how the LINK can have a presence county-wide that is accessible for people. 	
<ul style="list-style-type: none"> ○ Two Group members are from East Staffordshire who promote the LINK and actively encourage people to get involved which provides some contact but not enough people want to actively get involved with the LINK work. ○ Everyone who has registered with the LINK from the beginning to date is kept informed of activities, work plan projects, events, workshops, training, roles, etc. via the Bulletin and direct mail outs but there has not been much take-up from those who were previously involved on the Board or District Committees. ○ Anyone interested in joining the LINK can do so by contacting the LINK Support Team and providing their details – a pack of information will be sent out together with a registration form. Alternatively, those who have access to the internet can download the registration form and email it to the Support Team. Their details are added to the participant database and they are sent regular updates/information about events, etc. • Questions/points raised by Francis Biard at the meeting <ul style="list-style-type: none"> ○ Important to encourage word of mouth/involvement of networks re LINK. ○ Are any members still involved from the previous Newcastle 'hub'? All still on the participant database and sent regular Bulletin/updates. ○ Financial – welcome the proposal for an independent audit but shouldn't cost too much. ○ Is LINK being rolled forward for a fourth year and if so would the funding be ring-fenced? There will be a transition year from 1st April 2011 to 31st March 2012 as LINKs evolve into HealthWatch. Any funding will not be ring-fenced although the Local Authority has a legal duty to facilitate a LINK. ○ Was the underspend from 2 rolled forward into year 3 funding? The LINK Finance & Audit lead was advised at a meeting with the local authority that the underspend had not been rolled forward to 2010/2011. This decision was challenged as the local authority had previously 	<p>Ensure better communication throughout this transition process from LINK to HealthWatch.</p> <p>Will Taylor to write to the local authority.</p>

advised (and confirmed at the AGM) that the underspend would be rolled forward. The Finance and Audit lead requested a statement from the local authority in this regard but to date this has not been forthcoming. Francis Biard stated that the LINK should challenge the local authority's decision.

- As staff are employed by the county council there is potential for a conflict of interest. **This has not been the case and the staff are very much here to support the LINK.**
- Are the Co-ordinating Group roles voluntary positions? **Yes. Travel expenses are reimbursed when carrying out authorised activity on behalf of the LINK.**