

Staffordshire LINK Co-ordinating Group
Friday 14th January 2011
10.30am – 1.00pm

Attendees:

Paul Carpenter (Chair)
 Will Taylor
 Shelagh McKiernan
 Lynn Ashburner
 Paul Jay
 Dave Bassett
 David Loades
 Jackie Owen (Interim Director)
 Sue Baknak (Co-ordinator)
 3 LINK participants

Apologies:

Chris Welch
 Elizabeth Marginson
 Paul Darby
 John Davies

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 introduced Dr Lynn Ashburner who has been co-opted onto the Group until 31st March 2011 and in which period the Group will be looking at the Governance Framework review and future recruitment to the Co-ordinating Group. Rejoice has been unable to attend Group meetings for one reason or another. Lynn brings extensive experience of research and work with University Hospital of North Staffordshire and is from the north of the County which will also help to spread the word about Staffordshire LINK further afield. Lynn has previously worked in the health service and university sector for many years. • Action points from the Minutes of meeting held on 12th November 2010 – JO gave an update as follows: <ul style="list-style-type: none"> ○ Point 3 – will be addressed under activity update. ○ Feedback reports submitted and will be reported at point 3 today. ○ Meeting with Cllr Matthew Ellis is taking place on Monday 17th January 2011. 	
<p>2. Declarations of interest</p> <ul style="list-style-type: none"> • None declared. 	

Areas of Discussion	Action
<p>3. LINK Activity Update – Jackie Owen</p> <ul style="list-style-type: none"> • Bernard Bester and Hester Parsons have been appointed on a short term contract to undertake LINK development work across the county. Bernard has a programme of work and will be focussing on the community and voluntary sector, volunteer bureaux and making contacts with a broad range of groups including Pakistani and Caribbean Associations. JO meeting Bernard on Thursday 20th January to receive first update report. Update reports will be every two weeks and JO will report back to each Co-ordinating Group meeting. Hester has a health background having been a midwife and district nurse and previously worked with North Staffs and Shrewsbury PCT. Hester will be focusing on developing contacts with LINK stakeholders including PCT/health colleagues, PBC consortia and LMCs to encourage stakeholder involvement from early stage as LINK moves towards HealthWatch. JO meeting with Hester on Thursday 20th January to receive first update and again updates will be provided every 2 weeks and JO will report back to the Group. DL is producing some outcome targets for both Bernard and Hester. HP has 60 contacts already – DL/DB/SM asked if Hester could let them know who she is arranging to meet so that it doesn't duplicate any of the contacts they are already undertaking. JO will let Hester know. Bernard to contact DL if making contact with Newcastle OSC. • Albert Charles was appointed to develop and promote the LINK Awards Scheme but that work has not progressed as no agreement to proceed has been made yet. JD has been ill and EM busy with work commitments so no further proposal has been produced and no further feedback received from Group members. DL advised he had emailed Albert directly. Awards Scheme to be discussed at item 4. <p>Enter and View Update</p> <ul style="list-style-type: none"> • Four CRB check certificates have been received back and awaiting two more. Next stage of process for approval is a group activity and formal authorisation by Chair/Vice Chair and Governance Lead. Processes/supporting documentation have been developed and completed but further work is required to get the process moving and input from the Group is required. Lynn and Shelagh offered their support to undertake a pilot visit. DB advised that UHNS/CHC (Hilary Weekes – CHC) had done work previously on dementia care in an acute setting and would be worth contacting them. Schedule of enter and view visits to be arranged in support of the LINK work projects and issues previously identified to look at the standards eg. NICE and compare what is happening in practice – Stafford Hospital – specialist wards eg. Ward 10 and other elderly care wards. 	<p>DL to send outcome targets to JO.</p> <p>JO to update Bernard and Hester re: contacts.</p> <p>LA/SM to meet with JO/SB after 24th January 2011.</p> <p>JO to arrange contact.</p>

<ul style="list-style-type: none"> DL asked if software was being used to support reporting. JO liaising with Stoke LINK on enter and view to avoid duplication and encourage joint working. Stoke LINK were to undertake a piece of work on behalf of Staffordshire but this was not carried out so there is an urgent piece of work which needs to be scheduled with UHNS. Stoke are not currently looking at dementia so no duplication but the results will be shared with them. PC asked if reports/action points/follow-up is in place with Stoke. JO advised there are regular contacts/meetings with Stoke. Training taking place on 18th January – 14 people (5 from Stoke – sharing the cost) attending and train the trainer taking place on 19th January so that we can offer more flexible training to accommodate more people in the future. SM advised that the RCN are asking for people’s experience of dementia care in hospital. <p>Community Engagement Activity</p> <ul style="list-style-type: none"> Service provision (Derek Munro) – looking at access for hearing impaired/minicom systems in GPs/pharmacy/hospitals. Written to Co-op and Tesco (two largest pharmacy providers) for policies and waiting for a response. Stroke (Cathy Russell) – held meetings with Natasha Burne (Heart and Stroke Network), Tina Randall (OSC) to discuss a questionnaire which she has developed looking at the patient experience from UHNS/Wolverhampton of after care, repatriation and stroke rehab at home and have included some of their questions in the LINK survey to avoid duplication of consultation/feedback. CQC have just published a report into stroke rehab services nationally which shows this is patchy/poor in some areas. Cathy has arranged meetings with groups/associations to promote the survey and the Heart and Stroke Network have agreed to distribute via their database as well. The development of the survey to incorporate questions that covers all aspects including PCT commissioning decisions/patient experiences/OSC in order to avoid duplication has been complex and time consuming. JO not confident that this piece of work will be completed by end of March 2011 as scheduled and may need to go through to April/next year’s budget. DB advised that Lichfield GP consortia have undertaken some work on this and the outcome was that people were happy with current arrangements. JO advised that already liaising with Vanessa Day and Adele Edmondson. Discussion that it depends on what questions were asked and how the research was carried out. DB to provide details. Lynn Ashburner offered to do an analysis of the work to check its validity. Acute Services (Chris Welch) – meeting with Julie Hendry/JO – 21st January 2011 – need to put pressure on the Trust to get some action on work projects and escalate to report lack of action and get a response/action. 	<p>DL/SM/LA to discuss with Support Team.</p> <p>SM to provide details.</p> <p>Written report to be available for next meeting.</p> <p>LA to look at this and the literature review.</p> <p>CW/JO to progress.</p>
---	--

Royal Wolverhampton Hospital

- Opportunity to attend an event on 31st January 2011 from The Royal Wolverhampton Hospitals NHS Trust who are currently reviewing emergency services with the intention of creating a single emergency portal. LA advised that she had attended several of these workshops which are rudimentary but a wonderful education opportunity for public/LINK participants and feedback to the LINK.

UHNS, NHS North Staffordshire, NHS Stoke - Joint Statement

- Radio Stoke contacted JO for comments (also contact Stoke LINK but no response given). Raised a few concerns and advised would put it to the LINK Co-ordinating Group. JO asked the Group if they wished to submit a formal response/challenge/ask questions – Group confirmed they did. SM/LA raised concerns over discharge – comprehensive system needed – what is going to be done about this. Also seeking to develop working relationship with NHS North Staffs. DB advised that Tony Bruce attends the OSC to give regular updates. (Statement available on LINK website).

Dignity in Care

- Meeting with Amy Jones/Rita Harrison on 11th February 2011. Keen to establish how the LINK can take forward and incorporate dignity in care into the workplan project.

Feedback reports

County Health Overview and Scrutiny Committee – Dave Bassett

- DB attended this meeting on 10th January 2010. DB provided feedback report. Main points:
 - Staffordshire Community Trust: update by Stuart Poyner. Trust to be established by July 2011. Report back on public consultation in which LINK participated – 4 key areas:
 - strong support for two operating divisions from the north of the county but less so in the south.
 - Further information to be provided to staff.
 - UHNS seeking assurances re: community elements of 'Fit for the Future Programme' not being compromised.
 - Widespread support for the principle of NHS/Social Care integration but more detail on proposals needed.
 - Lichfield and Tamworth community hospitals will transfer to the management of Queens Hospital. Arrangements will be made to ensure clinical links between Good Hope/Tamworth are maintained reflecting patient flows.
 - Further engagement in the future involving LINK.
 - South Staffs PCT Sexual Health Strategy: John Wicks gave a presentation re: integrating sexual health services in south Staffs. Role of local authority will increase as NHS

Details to be emailed to LINK participants and attendee to feedback to the LINK.

JO to draft a response for circulation to the Group for approval.

DB to raise question at OSC and feedback. DB to feedback to DL prior to Newcastle OSC in February.

JO attending and to feedback to the Group.

reforms move Public Health responsibilities to the local authority – high concern over teenage pregnancies and surgical terminations as much higher than average %. Awaiting further details of action plan.

- West Midlands Ambulance Foundation Trust application: concern around considering FT application in light of the Stafford Hospital experience and a danger of OSC trying to micro-manage the ambulance service. Consultation event on 31st January 2011 (details on LINK website)
- Stafford District OSC seeking a representative from LINK. JO attending officers meeting next week.

Community Council of Staffordshire work programme – covered by Jackie Owen at 3 above.

Engaging Communities Project – Paul Carpenter/Will Taylor/ Shelagh McKiernan

- Revised business plan proposal has been produced by Jessie Cunnett. Jessie to come and talk to the Group to establish how progress will be made over the coming months and to ensure that this does not deflect from the main business of the LINK. Group discussion:
 - Do we buy into this as a Group – need to ask the question
 - Liberating the NHS document – DH seeking pathfinders – LINK to be working with GPs/Consortia/local authority – process should be led by the LINK – some view it is being led by the LINK others view it is being led by the local authority.
 - Document not available yet but previous version is on the micro-site of the local authority together with consultation questionnaires and FAQs document – website is

<http://www.staffordshire.gov.uk/health/engagingcommunities>

Tendering for Falls Service meeting (South Staffordshire) – David Loades

- DL attended meetings on 13th December 2010 and 5th January 2011. DL provided feedback report. Main points:
 - Currently under confidential agreement as the contract tender has not been awarded yet. More information will be available next time.

Regional LINK Network meeting – Will Taylor

- WT attended this meeting on 6th January 2011. WT provided feedback report. Main points:
 - Annual Reports 2009/2010 – DH has produced an analysis of LINK annual reports for last year (copy available on Staffordshire LINK website). Apparent disconnect between regional network meetings for LINK, Hosts and LA leads as report was not circulated to LINK hosts/staff by Cat Crum (Regional Network Support Lead).

Support Team to seek representation from LINK for attendance at District OSC panels.

Group to read/consider the proposal and feedback views. Meeting to be arranged with Jessie to answer questions. 2/3 dates to be circulated to the Group with Jessie's availability.

Areas of Discussion	Action
<p>4/5. Finance/LINK Awards Scheme</p> <ul style="list-style-type: none"> • Will Taylor distributed a spreadsheet showing the actual spend to December 2010 (confidential) <ul style="list-style-type: none"> ○ Discussion in respect of proposed LINK Awards Scheme: timescale is too tight to do something effectively and professionally; resourcing of enter and view should take priority over awards; focus on outcomes for the LINK and resourcing project work/enter and view. Decision – agreed to drop awards scheme and reallocate budget spend to 31st March 2011 focus resources on enter and view/volunteer recruitment, LINK champions, training, volunteer policy, agreements, toolkits/manuals to support project and enter and view work for the LINK. ○ Strong need for a communications, marketing and engagement strategy. Some resource could be allocated to the development of this. <p>6. Enter and View - See 3 above.</p> <p>7. Governance Framework review – Jackie Owen</p> <ul style="list-style-type: none"> • The LINK Governance Framework is scheduled for review. JO asked for any Group members who would be happy to take the lead on this and work with the Support Team. Any revisions would then need to go out to the LINK for consultation/feedback. Paul Jay and David Loades volunteered. <p>8. John Sneddon (Stoke LINK) – End of Life Care</p> <ul style="list-style-type: none"> • John gave a presentation on end of life care in North Staffordshire (presentation of LINK website). • JS not looking at central/south Staffs so could be a role for LINK participants to find out people’s experiences to inform monitoring end of life strategy implementation in these areas. Could find out who the commissioners are and what strategies are in place in central/south Staffs. • DH is developing care pathways for every condition and therefore this would be an ever increasing role for LINKs to monitor the implementation of these pathways in the future. • Responsibility will pass to community services once the PCTs are abolished. <p>9. AOB</p> <ul style="list-style-type: none"> • Finance meeting with local authority on 1st February 2011 – Will Taylor unable to attend. • Neurological Regional Network – LINK invited to send a representative. • Parent Participation Forum a children’s engagement organisation. 	<p>Revised business plan to be produced and circulated to the Group for approval.</p> <p>Support Team to arrange a meeting with PJ/DL to start this process.</p> <p>JO to speak with PJ and Bernard Bester to develop a volunteer role for this activity.</p> <p>Shelagh McKiernan to attend.</p> <p>Malcolm Goode, Cannock Branch of the MS Society to attend and feedback. Lynn Ashburner to attend and feedback.</p>

Areas of Discussion	Action
<p>10. Any Questions</p> <ul style="list-style-type: none"> ○ No questions submitted prior to the meeting. ○ Questions asked by Robin Bastin at the meeting: <ul style="list-style-type: none"> ▪ RB raised his own concerns about Jessie Cunnett, PPI Solutions being involved in the Engaging Communities Project work based on his personal experiences previously and asked how the Group would ensure the LINK and its views/concerns are represented as the project moves forward. ▪ RB raised his concern that the LINK representative on the overview and scrutiny committee does not have a vote and asked why this was the case. ○ Questions asked by Francis Biard at the meeting: <ul style="list-style-type: none"> ▪ FB asked if there was any way of discussing the finance that still protects the confidentiality but enables any public present to ask questions as would need to understand how the budget is being allocated and ensure is being done so in the most appropriate way. ▪ FB asked what the meeting with Cllr Matthew Ellis was for. ▪ FB asked if the enter and view visits to Stafford Hospital would be announced or unannounced. RB raised concern that if visits are announced then everyone knows that 'titivation' goes on so it all looks ok. ▪ FB asked if someone could elaborate on the issue of lack of communication with Stafford Hospital which had been mentioned earlier. After hearing response from JO, FB advised that this is a historical problem at the hospital with issues being acknowledged but not dealt with but he is not sure how it can be overcome – eg. patients being discharged at 10pm with inappropriate clothing. 	<p>PC assured RB that any concerns from the LINK would be raised and would need to be properly addressed as the project develops.</p> <p>JO advised that DB is a LINK representative on the elected members committee of overview and scrutiny and therefore as he is not an elected member he is unable to vote. DB confirmed that he attends the pre-committee meeting, raises issues and challenges the discussions and is able to fully participate in those meetings and is also able to influence the agenda on behalf of the LINK.</p> <p>JO gave the overall budget amounts and allocations to LINK activities and advised this is what would normally be done but she just didn't have the paper to hand earlier in the meeting when finance was discussed. FB confirmed he was happy with this approach.</p> <p>PC advised that this is to ascertain what budget will be available for 2011/2012.</p> <p>JO advised that they would be announced to start with but if problems were encountered then could do unannounced visits. JO acknowledged this but explained that the LINK is in this for the long haul and the aim is to do a mix of announced and unannounced visits.</p> <p>JO advised that several LINK work projects with Stafford Hospital ie. outpatient appointments – help for patient on arrival via voluntary car schemes – hospital volunteers to help patients out of cars/wheelchairs to get to their</p>

<ul style="list-style-type: none"> ▪ FB asked if the meeting of the Group with Jessie Cunnett could be open to the public to attend. FB still felt it would be better to be open as there could be a perception of things being done in secret and that this can encourage things to go wrong. FB also had concerns that the Groups' views could get 'bounced' as they would be railroaded by a tight timescale. 	<p>appointments; appointment cards for Cannock and Stafford hospitals – different colours to avoid confusion and make it easier for voluntary car scheme drivers to know where the patient should be going. There is a willingness from the Hospital to work with the LINK and the intentions are good but very difficult to get them to progress anything.</p> <p>PC acknowledged that it was important to be open but at this stage the Group needed to understand the proposals first and discuss concerns and any issues. PC assured FB that the LINK would not be 'bounced' and that the project would have to go at the LINK's pace. PC also confirmed that the earlier version of the Business Plan document was available on the micro-site for the project as mentioned earlier and that his understanding was that the latest version would also be shortly available on that site.</p>
<p>Meeting closed.</p>	