

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

Attendees:

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

Apologies:

Paul Jay
 Paul Darby
 Jackie Owen

Sue Baknak (Co-ordinator)
 4 LINK participants

MINUTES OF MEETING

Areas of Discussion	Action
<p>1. Apologies/Minutes of last meeting</p> <ul style="list-style-type: none"> • Apologies as above. • Minutes of meeting held on 12th November 2010 accepted. 	
<p>2. Declarations of interest</p> <ul style="list-style-type: none"> • Elizabeth Marginson advised that she works for the Community Council of Staffordshire on a voluntary basis and undertakes some paid work for SDVS and Age UK South Staffordshire. • Chris Welch, Community Council of Staffordshire currently undertaking engagement activity on behalf of the LINK. 	<p>Noted.</p> <p>Noted.</p>
<p>3. LINK Activity Update – Feedback reports</p> <p>Regional LINK Network meeting – David Loades</p> <ul style="list-style-type: none"> • DL provided feedback report and highlighted main points: <ul style="list-style-type: none"> ○ WMAS consultation on patient services ○ WMAS consultation events for Foundation Trust status. Event being held at Stafford Gatehouse on 31st January but WMAS offering to have an event for Staffordshire LINK. ○ Little feedback provided from DH. ○ Regional LINKs adopting various approaches to the LINK/HealthWatch transition period. <p>Amy Jones, Quality Assurance Manager, JCU meeting – David Loades/Jackie Owen.</p> <ul style="list-style-type: none"> • DL provided feedback report and highlighted main points: <ul style="list-style-type: none"> ○ Very positive meeting and keen to work with the LINK particularly in respect of enter and view/joint visits. 	<p>Sue Baknak to explore options for joint events ie. South Staffs, Lichfield, Burton, subject to budgetary constraints and feedback to the group.</p>

Patient Panel Meeting – Newcastle Rural – David Loades

- DL provided feedback report. Very positive meeting – members of the panel wished to join the LINK and two members expressed interest in enter and view.

Newcastle Borough Council Overview and Scrutiny Committee – David Loades

- DL to provide feedback report. Committee looking at A&E issues, mental health support services and concern over PCT loss of resources.

LINK Regional Network meeting (Hosts) – Sue Baknak

- SB provided feedback report and highlighted policy update information provided by DH.

LINK Awards Scheme – Elizabeth Marginson/John Davies

- Elizabeth Marginson distributed copies of a proposal document for discussion: The Staffordshire LINK Awards ‘Making the Difference’ – Awarded for Excellence in Social Care and Health across Staffordshire. Main points for consideration/comments by the Group:
 - Wouldn’t cover areas that other awards do
 - Will highlight good work/best practice and looking at more positive issues
 - LINK on an upward arc in respect of developing reputation/influence with partners and stakeholders and want to continue that
 - Sponsorship opportunities to help with funding for the event but would need to check the LA/DH rules around sponsorship
 - Proposal produced for discussion, comments and recommendations by the Group
 - Next steps would be project team, budget, venue, judges, etc.
 - Cost is a key issue – John Davies – this would offer huge potential to support engagement with all our communities but will only be successful if it doesn’t cost very much. Would seek a media partnership to raise the profile.
 - Will Taylor explained that support for this best practice awards proposal would form one of the 3 strands of engagement work contained in the LINK’s business plan up to March 2011 and introduced Albert Charles who would lead on supporting this activity to lay the ground work to establish if this can work or not.
 - Timescale is 3-5 months and would need proper planning and resourcing for it to proceed.
- Discussion by the group and comments:
 - Already several award schemes which happen around/across the county eg. LSP/CVS sponsored by Tamworth Herald; Queens Hospital, Burton; County Council volunteer awards – is there any potential to have

DL to forward feedback report to Support Team for distribution.

Group to provide feedback/comments to the Support Team on how this could work and any suggestions going forward. To

a joint event? EM aware that there are other award schemes but this proposed scheme would cut across the whole spectrum of services.

- Admire the ambition of the proposal but doubt that it would be successful as difficult to get sponsorship/people to participate/attend.

County Health Overview and Scrutiny Committee – Dave Bassett

- DB attended this meeting on 30th November 2010. DB to provide feedback report. Main points:
 - Presentation from South Staffordshire and Shropshire Mental Health Foundation Trust and Joint Commissioning Unit on disinvestment in learning disability services and rationalisation of services – social care picking up services over the next 3 months. Acknowledgement that there will be budget cuts in all Trusts.
 - Presentation by North Staffs Combined Health Care NHS Trust – relocation from Bucknall premises as part of the Fit for the Future programme – Bucknall becoming an unviable site. Proposal to move services over the next 2 years eg. IT services. Currently 2 dementia wards still at Bucknall hospital but will be moved to Harplands Hospital over time. OSC requested proper consultation on proposals.
 - Wolverhampton Acute services/West Midlands Ambulance Service NHS Trust – presentations to OSC in the new year re Foundation Trust status.
 - OSC met with Finance Director from Mid-Staffs NHS Foundation Trust to discuss the Clinical Review of Services and Professor Wallwork's report. LINK/OSC have been asked to comment on the work programme including stroke facilities at Stafford Hospital.
 - OSC now more aware of the LINK and its work programme and are keen to be involved.
 - Tony Bruce will be giving an update on the University Hospital of North Staffordshire/PFI Fit for the Future programme in February 2011.

Cannock District Overview and Scrutiny Committee – John Davies

- JD provided feedback report. Main points:
 - OSC greatly concerned for the future of health scrutiny when the function is taken over by the County OSC as do not feel people of Cannock will have the opportunity to raise concerns about health services in the area. Worried about the local voice not being heard and have decided to introduce health topics into community forums.
 - Concern that patients go 'across the border' to Walsall for cancer treatments and Wolverhampton for stroke treatment but are not funded for aftercare as not funded by South Staffs PCT. Dave Bassett advised that he had

be discussed at next Co-ordinating Group meeting in January. EM/JD/AC to meet to discuss options and project planning prior to that meeting.

DB to forward feedback report to Support Team for distribution.

LINK to liaise between Staffordshire and Stoke OSCs.

raised this at County OSC and the PCT (Sue Price) are supposed to be looking into this.

Community Council of Staffordshire work programme – Chris Welch

- Chris Welch distributed an interim report on project activity to date with summaries for each stream of work. CW highlighted the following:
 - Stroke rehabilitation services – prepared a survey with questions based on the DH National Guidelines and NICE Quality Standards to use with stroke patients and their carers to gather information on their experiences. Good feedback about the survey so far and will link with OSC/Professor Wallwork’s report – a very useful exercise. Finding contacts in North Staffordshire is proving to be very difficult. Attempts to contact Jane Tipping (PCT Lead for stroke services in Stoke and North Staffs) have lead to no response being given. Now written to the Chief Executive of NHS North Staffs and waiting for a reply.
 - Acute Services – Stafford Hospital - **Outcome** re outpatient flow – trial now in place in Outpatient department to reduce confusion and waiting times. On arrival patients are given a number which is announced when their turn arrives. Staff also give patients detailed explanations if delays occur and offer refreshments.
 - Wheelchair support scheme at Stafford Hospital to provide assistance to those using the voluntary car scheme with access to and from the hospital from the vehicles. Awaiting confirmation of a launch date.
 - Different coloured appointment cards for Stafford and Cannock Hospitals – process has been delayed slightly as a new Chief Operating Officer – Maggie Oldham has been appointed who wants to review how other Trusts deal with this issue before proceeding further.
- Discussion with regard to the Group being provided with regular updates on the status of the projects so that they are kept fully up to date and informed so they are able to give accurate information when attending meetings on behalf of the LINK. Regular updates are also included in the LINK monthly Bulletin.
- WT advised that an activity report should accompany any invoice submitted by the Community Council.

North Staffs PCT Individual Funding Review (IFR) Policy Review Group – Shelagh McKiernan

- SM provided a feedback report and highlighted the following:
 - Marcus Warnes, Deputy Director of Commissioning and Redesign to submit plans for the next 5 years by mid-December. Lesley Goodburn to liaise with Jackie Owen with regard to LINK involvement in engagement activities to discuss and give feedback on the proposed plans.

DB to raise at next County OSC meeting and feedback.

If problems such as this are encountered CCS project lead should advise Jackie Owen/Chair of the Co-ordinating Group and they will ensure contact is made.

CW to provide detailed project updates at each Co-ordinating Group meeting and provide regular written reports.

JO to circulate a copy of the Community Council’s contract letter to the Group.

JO waiting to hear from Lesley Goodburn.

<ul style="list-style-type: none"> ○ John Harvey (Consultant in Public Health) outlined the annual updating of clinical priorities for PCT funding. GP consortia will be consulted and 2 stakeholder events will be held in the new year. Lesley Goodburn to liaise with Jackie Owen re stakeholder events. <p>Transforming Community Services Consultations – Paul Carpenter</p> <ul style="list-style-type: none"> ● Paul provided a feedback report and highlighted the following: <ul style="list-style-type: none"> ○ Concerns from the public about provision and quality of services and how health and social care services will be integrated. ○ Peer review service proposed to check what works best at each current PCT and transferring into new PCT – enthusiastic for LINK involvement/reducing risk. 	<p>JO waiting to hear from Lesley Goodburn.</p> <p>JO to arrange a meeting with Paul Carpenter and PCT representatives in January 2011 to explore how the LINK can work with the new joint organisation going forward.</p>
<p>4. Finance</p> <ul style="list-style-type: none"> ● Will Taylor distributed a spreadsheet showing the actual spend to November 2010 and a budget forecast to the end of March 2011 (confidential) and allocations up to the year-end including website upgrade, further targeted community engagement across whole of Staffordshire, materials to support marketing strategy and training. Little time left to end of year to ensure allocations are committed. ● Budget planning for 2011/2012 <ul style="list-style-type: none"> ○ No confirmation of funding allocation for LINK from the Local Authority yet. WT distributed proposal produced based on the same level of funding as current year which sets out the activity which could be delivered. A 10% reduction in the level of funding proposal was considered but appeared to have a disproportionate affect on activities and would target admin support and engagement activities which are key areas of work to enable the successful operation of the LINK. JD stated that JO/SB need to stay around to enable the successful delivery of the LINK as cannot do it without them. This was the consensus of the Group. ○ Group discussion that the budget plan needs to set out the requirements for delivering a successful LINK and that without adequate funding from the local authority the business plan and current expectations cannot be fulfilled. ● Underspend <ul style="list-style-type: none"> ○ WT wrote to Julie Thompson-Edwards, LA LINK lead requesting information about the decision not to carry forward the LINK budget underspend from 2009/2010 to 2010/2011 as previously confirmed at the LINK AGM in May 2010. WT had received a response from Cllr Matthew Ellis and read this out to the Group. Main points: <ul style="list-style-type: none"> ▪ A distinct budget area within Social Care and Health but funding for Staffordshire LINK is not ring-fenced. 	<p>Any comments on the business plan to be provided to the Support Team by Wednesday 22nd December 2010.</p> <p>A copy of the letter to be circulated to the Group.</p>

<ul style="list-style-type: none"> ▪ Having to take a pragmatic approach for a three year budget for Social Care and Health to meet the enormous demographic pressures faced in future years and trying not to reduce budgets which support older and vulnerable people to anything like the extent other areas face in the UK. ▪ To achieve this for front line social care services, agreement had to be made to return unused budgets. ○ The Group agreed that the protection of front line services is hugely important but felt that an early meeting with Cllr Ellis to discuss future funding was very important. ○ CW distributed a leaflet promoting the Stafford Adult Care Panel Away Day event on Saturday 11th December which is being promoted by Staffordshire County Council and highlights the cross-over/duplication with LINK activities. 	<p>A meeting to be arranged for PC/WT to meet with Cllr Ellis and Julie Thompson-Edwards in early January 2011.</p>
<p>5. Enter and View</p> <ul style="list-style-type: none"> • Two enter and view training sessions have been arranged: Authorised Visitor training: 18th January 2011 Train the Trainer session: 19th January 2011 Training session on the 18th January needs to be promoted. It is in the LINK Bulletin but needs higher profile. • Concerns raised that there must be very robust governance arrangements in place to support the LINK enter and view programme. Policies, procedures and protocols have been produced as part of the LINK Governance Framework. 	<p>Group members to let SB know if they would like to attend either of these sessions. JD to produce press release and circulated a draft flyer which he had produced for comments to be distributed for future training dates. SB to provided DL/SM with copies for comment/feedback.</p>
<p>6. AOB</p> <p>Training</p> <ul style="list-style-type: none"> • SB distributed copies of a training package proposal which Jackie Owen and Paul Jay had produced for consideration and feedback by the Group. The proposal would offer training which is available to 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 eg. Carers Association are very keen to engage with the LINK. <p>Patient Opinion</p> <ul style="list-style-type: none"> • SB distributed information about Patient Opinion (patientopinion.org.uk). SB met with West Midlands regional representative of Patient Opinion who are providing a free subscription to LINKs to use the service and would be willing to support joint engagement events/activities to promote the use of this service and joint working/collaboration with the LINK. SB asked the Group for their views on this and approval to take this activity forward. 	<p>Any comments/feedback to be provided to the Support Team as soon as possible.</p> <p>Co-ordinating Group approved this suggestion.</p>
<p>7. Any Questions</p> <ul style="list-style-type: none"> ○ No questions submitted or presented to the meeting. 	
<p>Meeting closed.</p>	