



Staffordshire LINK Co-ordinating Group
Friday 10th June 2011
10.30am – 1.00pm

Attendees:

Paul Carpenter (Chair)
David Loades
Shelagh McKiernan
John Davies
Chris Welch
Paul Jay
Dave Bassett

Apologies:

Will Taylor
Lynne Ashburner
Lynn Gammon

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

Julie Thompson-Edwards
3 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.• Action points/follow-up from Minutes:<ul style="list-style-type: none">○ JO to write to all Trusts re: complaints.○ Staffordshire HealthWatch Pathfinder proposal has been submitted and should hear something back by end of June 2011. JTEd indicated that only a small number of proposals would be chosen c. 6 to 9.○ Enter and view activity.• Minutes of last meeting approved.	<p>Needs further consideration. SM volunteered to help with this area of LINK work.</p> <p>JO updating at 3 below.</p>
<p>2. Declarations of interest</p> <p>David Loades elected Councillor for Newcastle Borough Council and also sits on the Newcastle Borough Overview and Scrutiny Committee as a voting member and will be able to report back to the LINK from this committee.</p>	

Areas of Discussion	Action
<p>3. LINK Activity Update – Jackie Owen JO gave an update as follows:</p> <p>LINK Annual Report/AGM</p> <ul style="list-style-type: none"> • Annual Report to be submitted to Secretary of State for Health by 30th June 2011. Annual Report to be sent to all organisations on LINK database. Discussion as to further distribution eg. libraries – agreed that weblink to the report to be sent to the libraries. • AGM format for next year – suggestion of a day time event with a more flexible arrangement so that people can pop in and out to enable more people to be able to attend. Also need to look at getting the invitations to the right people. <p>Enter and View</p> <ul style="list-style-type: none"> • Draft enter and view report in respect of visit to Ward 10, Stafford Hospital, has been sent to the Trust for comments/check accuracy. The report will be available on the LINK website. JO made contact with Claire MacKirdy, Associate Director (Medicine) to make arrangements to visit other wards re: dementia care. The same enter and view team would undertake the visits. • Enter and view – Burton Hospitals. JO and Brian Kitchen (LINK participant) recently met with the Trust’s Director of Nursing/Senior Nurse to follow-up concerns expressed via Cllr. Ellis regarding wards 8 and 20. It was a positive meeting and bi-monthly meetings are being arranged to be able to raise issues and with them on the hospital passport project and BK will be the LINK representative on that working group. A meeting has been arranged for 21st June 2011 to discuss Wards 8 and 20 and the Trust will be providing written reports re: cleanliness etc. for the LINK to look at the written evidence and then do a walk round the hospital. This walk round is open to LINK participants who would like to attend. • JO/Lynne Gammon recently met with Trish Rowson from UHNS and again, a positive meeting to establish a working relationship with the LINK looking into elderly care, orthopaedics and paediatrics enter and view visits announced/unannounced. The Trust is working with Staffordshire University with regard to training – LG to look at standards. 	<p>SM and CB also attending.</p>

- Following the Stafford Hospital enter and view visit LG attended an elderly care team meeting where they talked positively about the Ward 10 enter and view visit and advised they had already taken on board comments made during the visit and are very happy for LINK to go in announced or unannounced as they are confident in the LINK's approach to enter and view.
- Discussion comments – LINK not here to replace CQC; clear reason as to why the LINK would undertake visits; getting the balance right and being proportionate whether announced/unannounced. Training process and calibre of people authorised for enter and view is very good/high; need to build relationships to be able to influence commissioners/providers. Publicly elected Governors of the Trusts – need to work on building relationships.
- JO met with Amy Jones, Contract Monitoring – Community Services at Staffordshire County Council. AJ would like to work with the LINK to develop a programme of work looking at contracts with nursing homes, residential homes and day facilities in the districts across Staffordshire and discussed what areas to prioritise. It was decided to focus on learning disabilities (prior to the recent headlines re: Southern Cross Care Homes) using LINK participants' expertise as well as looking at dementia care. Looking at service provision for those with learning difficulties requires specific expertise and would need to recruit enter and view authorised visitors from people with this specific knowledge, experience and expertise. JO has talked with BK as to how the LINK can recruit people/what training will be required. Looking to develop LINK participants to undertake this area of work in their own communities and developing relationships locally in respect of this enter and view activity. DB advised he has expertise in learning disabilities.
- Following the LINK enter and view visit to the Geoffrey Hodges Unit, Burton Hospital, the Trust have produced an implementation plan in response to LINK recommendations. This will be available on the LINK website and will be followed up with a further enter and view visit to monitor progress/improvements.

Consultations

- South Staffs PCT consultation events on the provision of mental health in-patient and community services in South Staffordshire mental health services. Dates had been provided to JO and were published in the May LINK Bulletin but the consultation events were subsequently put on hold after the Bulletin had gone to print. JO sent a covering letter to all participants advising that the dates had been published in error.

LG is developing this programme of work to be presented at the next Co-ordinating Group meeting.

Engagement Activities

- Bernard Bester/Support Team staffed the LINK display/information stand for two days at the County Show on 1st/2nd June and gathered views, talked to lots of people and gave out literature and promotional goods.
- Joint consultation exercise events by Staffordshire County Council and Staffordshire and Stoke on Trent NHS Partnership Trust in respect of the organisation of health and social care services in Staffordshire are taking place in June. It would be good to have a LINK presence if anyone would like to attend.

Workplanning

- Work planning proposal to be developed by JO/SB for approval by the Group to include: enter and view programme (LG); Stafford Hospital/UHNS/New Cross A&E enter and view; personalisation/carers services; on-going dialogue with GP Consortia; and learning disabilities.
- UHNS have offered to come to a LINK meeting to give an update on Fit for the Future and other Trust developments.

Updates from the Group

Overview and Scrutiny

DB attended the County Overview and Scrutiny Committee (insert date) and provided an update as follows:

- Following recent elections representation on the committees as county and district level has changed at both elected member and officer level. Kath Perry is now the Chair of the County Overview and Scrutiny Committee. The work programme has been rolled forward from the previous OSC.
- Presentation was given by Geraint Jones and feedback will be given to Cabinet at the meeting in July re: integration of services by October.
- South Staffs PCT Consultation re: mental health services – expecting something from the PCT at next OSC meeting.
- North Staffs/Stoke PCT consultation on mental health services in June. Staffs/Stoke LINKs to facilitate this.
- Major trauma centre review – 4 proposals are under consideration.
- Accountability session Burton Hospitals NHS Foundation Trust. DB to be in contact with Jackie Jones re: planning and discussions on the merger of services at Margaret Stanhope and Geoffrey Hodges.

Details available from LINK Support Team and on LINK website.

Work planning proposal to be submitted to the Group prior to next meeting and discussed as an Agenda item at 8th July meeting.

Group keen to invite UHNS representative to attend a Co-ordinating Group meeting scheduled for the north of the County. Support Team to make arrangements.

DB to provide feedback report.

Details are available on the LINK website – News section.

Authorisation of GP Commissioning Consortia Meeting NHS West Midlands

DB attended on behalf of Staffordshire LINK and provided feedback as follows:

- Work is being done nationally to develop the assessment criteria to be used in the authorisation of GP Commissioning Consortia.
- West Midlands region were asked to look at the development of criteria in respect of engagement with patients and communities.
- 20-30 people attended the meeting and were asked to look at 6 criteria domains:
 - Clinical focus
 - Engagement
 - Clear credible plan for improvement/allocation of resources
 - Capacity and capability to deliver quality improvement within the allotted financial resource
 - Collaborative arrangements for commissioning with other consortia, Local Authorities and the NHS Commissioning Board
 - Leadership capacity/capability.
- Attendees were asked to look at what criteria were essential to be in place by April 2013 and what beyond that.
- It was clear that 1 size would not fit all GP Consortia and attendees drew up a list of guiding principles to go back to national level for discussion.
- Sophia Christy and John Wickes are key contacts at DH.

Engaging Communities/Social Enterprise Project

Paul Carpenter gave an update on the Engaging Communities Project. Key points as follows:

- The Development Manager has been appointed to the project – Dave Ellis who has extensive knowledge of setting up social enterprise organisations and has held senior positions in the public sector.
- The Project Assistant has also been appointed – Zoe Booth who, along with Dave Ellis, will be located in the LINK Support Team office to avoid duplication of work and who will work closing with Dave Ellis in taking the project forward.
- Part of the project work will be to gather and analyse data and information regarding engagement activities/complaints processes across the county.

Questions from Group members

- Could DE attend the Co-ordinating Group meetings to provide regular project updates?
- Has funding been committed? Understand that it has and is being back by Cllr. Matthew Ellis at County level. LINK resources are **not** being used and a separate budget is in place for the Engaging Communities project.

DB to provide feedback report.

PC/JO to invite DE to all Co-ordinating Group meetings.

Burton Treatment Centre

SM attended a recent meeting and provided feedback as follows:

- Burton Hospital – reconfiguration of Burton Treatment Centre. Services include pain clinics and day surgery cases. South Staffs PCT has asked the LINK to be involved regarding the commissioning of the service/survey of the service during the transition/handover period.
- Treatment Centre is moving to the Foundation Trust and negotiations are in the final stages. All equipment etc. will go to the Foundation Trust.
- The Treatment Centre will close on 10th July and re-open on 18th July. A briefing paper is available on the Trust's website and paper copies are also available on request.
- Patients and services affected are those being referred or treated for ophthalmology conditions; pain management and conditions requiring day case surgery. Ophthalmology and pain management patients will be passed to South Staffs PCT provider services and letters are going out to patients and their GPs to advise them of the changes.
- A working group has also been established to assess the quality of services through the transition period and it is hoped that this project will be extended to continue quality assessments after the transition has been completed. Brian Kitchen, LINK participant, is representing the LINK on this working group and is dedicating 1 day per week to this work as a volunteer. The work includes patient surveys and face to face interviews with patients.

4. Finance

- Finance spreadsheet distributed. Rent figure will be amended and will be shown in June 2011 spreadsheet to reflect that two months' rent on LINK offices was paid in May (for May and June) and therefore the forecast figure for June should read zero.
- The timeframe for Price Waterhouse Coopers' LINK audit reporting is July 2011.

5. POhWER (ICAS)/LINK protocol

- POhWER/ICAS produced a joint protocol to enable POhWER to share information regarding the outcomes of anonymised complaints in order that the LINK can monitor the implementation of improvement/action plans which have been produced as a result of the complaint. Group members discussed Data Protection issues and agreed that **provided that** any individual has given their information personally and willingly directly to the LINK in order for any improvement/action plan to be monitored, the protocol was deemed fit for purpose and accepted.

<p>Updates from the Group continued from number 3 above. David Loades attended several panel meetings and updated as follows:</p> <p>South Staffs Falls Service – tendering process</p> <ul style="list-style-type: none"> The tendering process was undertaken for a second time and a decision has been made in respect of the service but is not public knowledge yet. Risk Management /Health and Safety information/expertise was lacking from some tender submissions. <p>Patient Panels</p> <ul style="list-style-type: none"> Implemented meetings which focus on a specific theme resulting in more interest and attendance from patients. Recent meeting focused on pregnancy/after care and there was positive feedback with regard to North Staffs hospital and midwifery services. Issues were raised however about problems accessing dental care during pregnancy eg. not being able to get appointments within 3, 6, 9 or 12 months in some cases; some who were able to get an appointment within 3 months then had to pay £53 for teeth cleaning by a hygienist and this appeared to be a common theme. Discussion by Group members and LINK participants present with regard to accessing/charges for dentist/hygienist and technician services and would be worth exploring these issues further. <p>Newcastle-under-Lyme OSC</p> <ul style="list-style-type: none"> Ashley House – mental health secure facility. Complaints raised from local authority – noise, treatment, concerns. CQC inspected and concerns in respect of information and communication. Reports to follow. 	<p>DL to provide feedback report.</p> <p>DL to provide feedback report.</p> <p>Request information from PCTs to establish what should be happening with regard to access/charging for services. Request complaints data from PCTs/PALS. Article in the LINK Bulletin and on LINK website to ask for people’s experiences on this matter.</p> <p>DL to provide feedback report.</p>
<p>6. AOB</p> <ul style="list-style-type: none"> JD raised the issues surrounding Southern Cross Care Homes and noted that today’s news highlighted them giving back 20% of their homes to landlords – several of which are in Staffordshire and would be of great concern to people who may be affected by this. DB advised that this issue was raised at OSC and was advised that national/local contingencies for County Councils are in place. CW advised that the Community Council of Staffordshire are undertaking a project regarding Broadband speeds/services for the County Council with two areas of activity: <ul style="list-style-type: none"> 8 roadshows to gather stories people want to share. Electronic survey to map the speeds of broadband service across Staffordshire. <p>CW distributed survey information for anyone who would like to complete it.</p>	<p>JO to ask Ian James for this information and establish what is being done to reassure the public locally that contingencies are in place.</p>

<p>7. Any Questions</p> <ul style="list-style-type: none"> • No questions submitted prior to the meeting. • Questions raised at the meeting: <ul style="list-style-type: none"> ○ Cyril Burton asked for clarification about his involvement with the LINK – was he a member or an associate and what did that mean? <p>Response</p> <p>JO advised that the terminology of LINK participant/participation was that of the DH and has 3 categories set out by the DH as referenced in the LINK’s annual report ie. informed participant, occasional participant and active participant. JO advised that the LINK had never used the terminology of associate. PC commented that everyone involved with the LINK is valued and that the terminology is not as important as the contribution that participants at whatever level make in supporting the LINK and emphasised that CB’s role as an enter and view authorised visitor was very much valued as are others in that role as evidenced in the LINK’s annual report.</p> <ul style="list-style-type: none"> ○ Cyril Burton asked what contact was available for him as a participant to those on the Co-ordinating Group. <p>Response</p> <p>PC advised that contact can be made via the LINK Support Office and that those on the Group did have email addresses but, as volunteers, they are not publicly available. PC offered to provide CB with his email contact if he felt this would be of use.</p> <ul style="list-style-type: none"> ○ Cyril Burton advised that he would like to attend the Burton Hospital visit mentioned at 3 above. ○ PC advised that a question had been raised by a LINK participant at the LINK AGM in respect of seeking assurances from the CQC that any information/issues referred to the CQC by LINK would be acted upon. <p>Response</p> <p>PC stated that the LINK is developing an ongoing working relationship with the CQC and it would therefore not be appropriate to back away from this and criticise but will continue to engage with the CQC and, when next meeting with CQC representatives in July, seek assurances from them that action will be taken when the LINK refer information/issues to them and develop a protocol for this as well as a two-way process that CQC could share information with the LINK who would then be able to follow-up concerns raised with enter and view activity and/or requests for information as appropriate.</p>	<p>Duly noted JO to provide CB with details.</p>
<p>Meeting closed.</p>	