



Staffordshire LINK Co-ordinating Group
Friday 12th August 2011
10.30am – 12.15pm

Attendees:

Will Taylor (Chair)
 David Loades
 Dave Bassett
 Chris Welch
 Lynne Gammon
 Lynn Ashburner

Apologies:

Paul Jay

Jackie Owen (Manager)
 Sue Baknak (Co-ordinator)

1 LINK participant

MINUTES OF MEETING

Areas of Discussion	Action
<p>1. Opening statement by LINK Vice Chair</p> <ul style="list-style-type: none"> • WT advised that 3 members of the Co-ordinating Group had recently resigned due to personal reasons/other commitments namely Paul Carpenter, John Davies and Shelagh McKiernan. As a result of this, a letter has been sent out to all LINK participants requesting expressions of interest to apply for co-option to the Group in order to strengthen its representation. The Group has a quorum with 5 members present. 	
<p>2. Election of Chair and Vice Chair</p> <ul style="list-style-type: none"> • WT ask JO to lead on this part of the meeting. JO advised that as a result of Paul Carpenter resigning, a Chair needed to be elected for the Group and asked for any nominations. DL nominated WT as Chair which was seconded by DB/CW and agreed by the Group. As WT had been Vice Chair, JO asked for nominations for the position of Vice Chair. DL nominated DB which was seconded by LG and agreed by the Group. 	<p>WT elected Chair.</p> <p>DB elected Vice Chair.</p>
<p>3. Apologies/Minutes of last meeting</p> <ul style="list-style-type: none"> • Apologies as above. • WT advised that JO's job title has now changed to from LINK Interim Director to LINK Manager and has been confirmed in that post. JO confirmed she looks forward to continue to work with everyone. • Action points/follow-up from Minutes: <ul style="list-style-type: none"> ○ DL apologised as still to provide feedback reports. ○ DL advised that the scrutiny role proposed with regard 	

<p>to CQC is no longer necessary as DL/LG are working on the HW Transition which will incorporate protocols with CQC and other stakeholders.</p> <ul style="list-style-type: none"> ○ JO has sent a formal letter of reply to Mr Francis Biard regarding concerns raised upon her return from annual leave as was advised would be the case at the last meeting. ● Minutes of last meeting approved. 	
<p>4. Declarations of interest None.</p>	
<p>5. LINK Activity Update WT asked if members of the Group could be succinct in providing their feedback and, if a feedback report has already been submitted, could members draw out any salient points. JO updated as follows:</p> <ul style="list-style-type: none"> ● Facilitating jointly with Stoke on Trent LINK a consultation event regarding proposed changes to mental health services at Bucknall Hospital on Wednesday 17th August 2011. ● Waiting to hear from South Staffs PCT with regard to consultation on mental health services at Margaret Stanhope. PCT have had a Gateway Review to check that all processes are being adhered to but no dates yet for consultation events. ● NHS Reforms – Staffordshire County Council developed a bid to work with scrutiny around the new Health Bill. DB/JO are attending a meeting on Monday 15th August with OSC with a view to developing robust processes for joint working. It is important that there is a clear divide between the remit of the OSC and LINK’s respective roles. ● Enter and view – visit to Littleton Ward, Cannock Hospital due on 23rd August 2011 to look at intermediate care services. This is in direct response to the letter received by Francis Biard. JO advised that there is also a large scale investigation going on at the Littleton Ward by SCC and highlights the need for the LINK to know what else is going on when undertaking enter and view visits and advised that LG developing a protocol for sharing such information. ● Joint enter and view visit with Stoke on Trent LINK to Ward 19 at University Hospital of North Staffordshire as a new care pathway has been introduced in respect of Fractured Neck of Femur and LINKs wish to establish that this is working effectively. Stoke LINK will take the lead on this visit which is scheduled for 6th September 2011. ● Liz Rix (Chief Nurse) and Trish Rowson (Specialist Project Director), UHNS have invited LINK representatives to do a walk around A&E and the elderly care assessment unit. HF, JB and LG will be attending. Date to be confirmed. ● UHNS have advised they are happy to come and do a 	<p>JO to liaise with UHNS to arrange a presentation when the Co-</p>

presentation to the LINK Co-ordinating Group if there are any specific topics LINK are interested in. Some suggestions from the Group were: Chris Fearn regarding the commissioning side of community services; the transition of A&E services.

- Received an approach from CQC to visit George Bryant mental health facility in Tamworth.
- DB suggested that the LINK enter and view Margaret Stanhope mental health services as well.
- SB/KFR attending the Midsummer Mayhem event at Lyme Valley Parkway in Newcastle-under-Lyme on Sunday 7th August which was a very successful event, well attended and lots of feedback and comments given by the public in respect of A&E and other services at UHNS which will be used to inform enter and view visits work planning.
- HealthWatch Pathfinder submission. Staffordshire's submission was approved as were all other submissions and so there are 75 pathfinders in total. No additional monies have been allocated and no guidance has been issued as yet. LINK will focus on the Transition Plan for the move to HealthWatch and ensure that the LINK be fit for purpose to deliver HealthWatch. HealthWatch Pathfinders seem to be an evaluation process rather than developing models/governance etc.
- The DH Transition Plan document is available on the website of the LINK and the DH. SCC are to lead on transition working with the LINK to ensure the move forward to HealthWatch. Kate Waterhouse, Customer Insight within Communications at the county council has been appointed the strategic lead for HealthWatch for the county council and JO is meeting with her on Wednesday 15th August and will invite her to the next CG meeting to provide an update. A Transition Group will be established and will focus on getting feedback on what people think of the LINK and develop and action plan to realise being fit for purpose.
- WT advised that a contract monitoring pro-forma for reporting is being developed which will provide a 'rolling log' of LINK activities and will be utilised to populate the LINK's next Annual Report. A final draft of the pro-forma should be available at the next meeting.

Engaging Communities Project

LA provided an update as follows:

- LA will be meeting with Dave Ellis on a regular basis and providing updates on the progress of the Engaging Communities Project at Co-ordinating Group meetings. The CIC company is to be registered by December 2011 and this requires the appointment of 3 Directors. Advertising will start in September for applications to these posts. The CIC will be the holding company but the public face will be services it provides eg. HealthWatch which will remain independent.

ordinating Group meeting is being held in the north of the County (likely to be October) and to publicise the meetings for the public to attend.

To be incorporated into enter and view workplan.

To be incorporated into enter and view workplan.

Areas of Discussion	Action
<p>Updates from the Group Newcastle-under-Lyme Health Scrutiny Sub-Committee PC/DL attended on 18th July and PC provided a feedback report.</p> <p>CQC Consultation – Social Care Excellence Awards DB attended on behalf of Staffordshire LINK and provided a feedback report and highlighted items as follows:</p> <ul style="list-style-type: none"> • Consulting on a proposed scheme for social care excellence awards which providers would have to pay to apply for and would be provided by organisations on a franchised basis. • Provider feedback was not positive as they felt it was unwanted and unnecessary. • Consultation closed in July and outcome will be published in the autumn. <p>OSC Public Accountability Session with Mid Staffs NHS FT DB attended on 25th July, provided a feedback and highlighted points as follows:</p> <ul style="list-style-type: none"> • Meeting with new CEO, Directors of Nursing and Patient Experience who were keen to evidence they are dealing effectively with complains, SUIs and improving quality and building on a clinical review that should inform the Trust’s future direction/financial wellbeing • Shared openly their SUI reports although Cure the NHS wanted more openness about complaints. • Trust has been working with the PCT and local GP consortia to critically review the clinical services it runs now and should do in the future bearing in mind the clinical recommendations which have come out of the original hospital inquiry. Once modelled through, these will be presented to Monitor and shared with the public. LG asked if the Trust’s complaints trends data is available. DB advised yes it is and that the Patients’ Association are involved in improving the complaints process. <p>Staffordshire County Council Health and Social Care OSC DB attended on 1st August, provided a feedback report and highlighted as follows:</p> <ul style="list-style-type: none"> • Public accountability session at Burton Hospitals being scheduled. • Work plan review scheduled – DB to feedback re the LINK work plan activities and important to stress that social care issues are picked up as well as health issues. • Cardiac rehab report – showed significant discrepancies between services available in the south of the county as compared to the north of the county – health inequalities in the north. Cllr Marshall is taking this issue up. 	<p>LG to follow up with Trust/Patients Association.</p>

Older Persons Steering Group UHNS

LA attended on 11th August and provided feedback as follows:

- A reconstituted group which has representation from a member of the Trust Board, Chief Nurse, matrons, a consultant and lay person.
- Planning to be care of the elderly accreditation by Teeside University which involves 60 criteria to be met. When previously assessed it was a high 2/low 3 star score but now are aiming for 5 stars. Introduced 'time pods' for patients which are set out like a 1950s room etc. as a way of helping patients to reconnect. This will be the first Trust in the country to be accredited.
- The Trust's next target area for accreditation is A&E.

HealthWatch Programme Board – Advisory Group

- WT advised that Dag Saunders from Telford & Wrekin LINK (who is the regional representative at these meetings) had sent out notes from the meeting held on Tuesday 5th July which had been received last night.

6. Finance and Audit Update

- WT drew attention to the latest spreadsheet of expenditure for the LINK noting that spend to date is c. £50,000 which is not unusual for the early part of the financial year. Allocation of resources for the work plan activities will be in the region of £90,000.
- A draft audit report has been produced and this is now being scrutinised by KPMG and when finalised towards the end of this month, will be publicly available and on the website.

7. Co-option to Co-ordinating Group

- A set of suggested application forms, selection programme and assessment criteria were distributed for comments and feedback from the Group.
- Discussion regarding under-representation from certain areas of the county and would want to encourage participation and representation from people in those areas.
- Discussion regarding the application forms and the need to make the process as open and accessible as possible.
- Question raised asked if applications are invited from individuals as well as organisations. Yes provided the robust conflict of interest protocols are adhered to.
- Amended format of forms was agreed and selection criteria. Closing date for applications is 31st August 2011 and date for selection workshop is 16th September 2011. It was agreed that independent observers should be invited to attend the workshop and an invitation to be sent to Elaine Robinson (CAB) and Clifton Nicholson (Tamworth Afro Caribbean Association) as they were involved in the earlier selection panels for the Group. WT/DL/LG/DB/LA to be involved in the selection workshop.

Support Team to circulate to the Group.

JO to send invitation to ER and CN

8. AOB

- WT asked if members were happy with the format of the Group meetings. Agreed the purpose of the meetings is for sharing information and how decisions have been reached; providing updates and feedback reports. Group happy to continue with current format.

9. Any Questions

- No questions submitted prior to the meeting.
- Questions raised at the meeting by Marina Bowerman-Kemp
 - Haven't heard anything enter and view and what is being done about hospital staff working long hours over 3 days eg. 12/14 hours a day. Quality care cannot be delivered by anyone working these types of hours.
 - LG thanked MBK for her comments and to remind us of what the public want to hear about activities the LINK are doing. We do feedback on enter and view activities and the reports are available on the website and by request to the Support Team which include recommendations made and changes that have been implemented through any follow-ups. LG happy to sit with MBK and go through the enter and view activity/visits.

**Meeting closed. Next meeting Friday 9th September 2011.
Please note the start of this meeting will be 1.00pm and not
10.30am**