

**Staffordshire LINK Co-ordinating Group**  
**Friday 13<sup>th</sup> January 2012**  
**10.30am – 12.30pm**

**Attendees:**

Will Taylor (Chair)  
 Dorothy Merchant  
 Robert Rankin  
 Sue Adey  
 Brenda Constable  
 Paul Jay  
 David Loades  
 Jackie Owen (Manager)  
 Sue Baknak (Co-ordinator)  
 Lynne Gammon (Enter and View support lead)  
 Hester Parsons (LINK Development Worker)  
 Elizabeth Jarrett (LINK Development Worker)  
 Nicola Sawyer (LINK Development Worker)  
 Julie Thompson-Edwards (Staffordshire County Council)

**Apologies:**

Dave Bassett  
 Bernard Bester

**MINUTES OF MEETING**

Areas of Discussion	Action
<p><b>1. Welcome and introductions/Apologies/Minutes of last meeting</b></p> <ul style="list-style-type: none"> <li>• WT welcomed everyone to the meeting.</li> <li>• Apologies received from Dave Bassett and Bernard Bester and Dave Loades who will be arriving a little later due to another meeting.</li> <li>• Minutes of the last meeting were agreed and accepted.</li> </ul>	
<p><b>2. Declarations of interest</b></p> <ul style="list-style-type: none"> <li>• DL – Newcastle-under-Lyme Borough Councillor and OSC representative.</li> <li>• BC – Councillor for Lichfield District Council and OSC.</li> </ul>	
<p><b>3. LINK Activity Updates</b></p> <p>JO gave an update:</p> <ul style="list-style-type: none"> <li>• A&amp;E closure at Stafford Hospital – received little feedback at the moment although the mild winter has alleviated some pressure on services. WT and JO are meeting with the CEO of Stafford Hospital, Lyn Hill-Tout on 31<sup>st</sup> January to discuss this and other issues around reconfiguration of services and will feedback at the next meeting.</li> <li>• Consultation on mental health services reconfiguration in South Staffordshire has been extended to 16<sup>th</sup> February 2012. JO has produced a report on the consultation feedback thus far and will add detail of one more event as well as patient stories which will be submitted to the PCT. The emphasis is on ensuring the review of community services by the PCT</li> </ul>	

before any decision with regard to closure of in-patient services is made. SA advised that the minutes from the County OSC meeting in December make interesting reading on this matter.

- HealthWatch. JO is meeting with Kate Waterhouse next week to discuss LINK activity around consulting on HealthWatch. Proposing 8 district events for community and voluntary sector as well as a separate event for stakeholders. An allowance of £1000 for each event has been allocated from the budget for this activity. JO will be meeting with DM to discuss support for project managing this activity.
- PR brief. A press release went out this week about the LINK and articles appeared in the Burton Mail and The Sentinel. Burton Mail also rang the support office yesterday to ask for comments on the proposals for mental health service reconfiguration in South Staffordshire and SB provided comments on behalf of JO who was at a meeting. Shepherd PR have been in regular contact with the support team and also with editors of local press and radio stations and feedback is that newspapers/radio Stoke are looking to Staffordshire LINK as the expert voice of service users which is very positive for the LINK.

#### **Updates from the Group:**

- WT provided some feedback from DB in his absence. DB attending a public accountability session on 26<sup>th</sup> January at County Buildings for West Midlands Ambulance Trust. DB due to visit the new UHNS A&E Department for a pre-opening look around with the OSC, again on 26<sup>th</sup> January 2012.
- WT met with Kate Waterhouse. Evaluation report on the LINK evidence that the LINK is fit for purpose and with potential to take on HealthWatch activity in the future – a credit to the LINK and all those involved – well done. Announcement from the Department of Health that the implementation date for HealthWatch has been deferred to 1<sup>st</sup> April 2013 pending the Bill passing through the legislative process.
- Budget for 2012/2013 – business plan proposals from LINK are assuming a full budget of £300,100 for 2012/13. WT meeting with Kate Waterhouse on 24<sup>th</sup> January and then WT and JO meeting with Matthew Ellis on 31<sup>st</sup> January 2012 to go through the business plan proposals. Confirmation of the allocated budget to LINK should follow soon after that date.
- Engaging Communities Staffordshire – WT sits on the strategic group for the project with WT and JO sitting on the steering and operational groups. The timeline for the project indicates the movement into a new company by 31<sup>st</sup> March 2012 and the recruitment of Board members and management by mid-February and end March respectively. The timescales seem incredible tight and WT did raise the issue of are these realistic and was advised that it is fully intended that these timescales will be adhered to. There is no provision from the LINK budget to support any of the activity for ECS. The criteria

for the recruitment of Directors/person specification is being developed for the role but they are looking to the LINK Group for practice support/presence on the new Board. Non-Executive Director roles will form the majority of the Board with an executive role – probably being a Chief Executive – which will be a paid role. It is proposed that the LINK contract will move into the new company. Mutual Ventures have been appointed to conduct this work and seem very good. There will be an open tendering process for HealthWatch. Any questions/comments to WT.

- JO/NS attending a complaints workshop on 30/1/2012 and will feedback at the next meeting.
- DM asked for more information/context on the above as she is relatively new to the Group to help her understand. WT explained the history/context/proposals for HealthWatch and funding streams. NS advised that she had produced a briefing paper for the complaints workshop which gave background info/history which she would be happy to circulate if people felt that was helpful.
- Discussion in respect of potential options for bidding for the HealthWatch contract eg. In partnership with other organisations who have specific expertise ie. Complaints advocacy or sub-contracting for elements of the work. This context makes the work the LINK are currently doing even more important particularly the consultation events around HealthWatch. The PR brief is promoting the work of the LINK and successes.
- WT provided a feedback report from the ECS steering group meeting for information. A bid to SEIF for funding. JTEd advised that not sure what is happening with that at the moment. Some funding has been allocated by the DH for HealthWatch pathfinders but it is very little c. £4,000. In addition there is a pot of £3.2m for all LINKs provided for start up costs for HealthWatch. LINK may bid for some of this money in relation to activity for preparation in HealthWatch.
- OSC panel to do the selection process for Non-Executive Director posts.
- Health and Wellbeing Board. WT attended the second meeting on Tuesday of this week. The Board are still trying to find its feet and establish how it will decide its work programme/setting up sub-groups. Minutes of the meeting on 1<sup>st</sup> October 2011 and a paper on the working of the Board have been produced but WT to check if they are cleared to go onto the LINK website. The Board is chaired by Councillor Matthew Ellis and is a very high level strategic group for the County.
- JO/WT attending the third sector network meeting on 19<sup>th</sup> January to give a presentation about LINK's role on the Health and Wellbeing Boards.
- DL – mental health service reconfiguration in North Staffs – attended meeting and forwarded documents to JO.

NS to send to support office for distribution.

JO liaising with KW on this.

DL to discuss with JO.

- DL attended a Health OSC meeting this morning – discussions around infant mortality rates in Newcastle are highest in the county. DL wondered how LINK might be involved on this.

### **Enter and View update.**

LG gave an update on the enter and view activity:

- Currently working on the schedule of visits for Jan – March 2012 and includes 5 visits in January, 7 visits in February and 8 visits in March to services including day care, nursing homes, learning disability services, mental health services, hospital wards and a return visit to a previously visited hospital ward and cover all districts of the county.
- LG would like to thank all the enter and view volunteers who support this activity for all their hard work and dedication.
- A new leaflet has been developed for providers which will be available next week.
- LG held an enter and view workshop in December 2011.
- Training and assessment day on 17<sup>th</sup> January for 10 volunteers which will increase the number to 40.
- LG attending all planning meeting with volunteers to ensure consistency of approach to the enter and view visits and assist in developing the volunteers as well as enhancing the LINK's reputation.
- LG attending Tamworth OSC meeting and giving a presentation on the enter and view programme of work.
- Continuing to seek to recruit enter and view volunteers.

### **Updates from LINK Development Workers**

#### **Elizabeth Jarrett**

- Seeing more groups, getting introductions and herself and the LINK known across the areas of Staffordshire Moorlands and Newcastle-under-Lyme.
- Facilitated consultation around major trauma care services review – the process worked well and enabled EJ to work with key people and contacts including the NHS Specialist Commissioning Team and commissioning managers locally. This work was carried out in collaboration with Stoke LINK.
- EJ attending the major trauma care network meeting next week.
- Made contacts with CVS's locally attending their forum meetings.

#### **Hester Parsons**

- Any willing provider – podiatry. Lots more small contracts so lots more contract monitoring. Each treatment has a fixed tariff and a directory of registered providers is being developed. Providers have to meet set criteria in order to be able to register. Each PCT has to have 3 providers as a start across 3 areas of service. It is early days of the process but should improve quality as there is increased competition.

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- BB/HP attended a surviving cancer meeting at the Medical Institute. Excellent event/speakers. Made lots of contacts and there was interest in the LINK on the day but received no contact from anyone since. JO advised that it is more about raising awareness of the LINK and what we do that form filling to get people registered on our database.

### **Nicola Sawyer**

- Attended 5 CVA meetings, raising awareness and cascading information about LINK.
- Lots happening in Cannock – CVS very much on board with the LINK and NS in contact with the Wellbeing Co-ordinator and Engagement Officer who are very co-operative and inclusive – NS on the agenda for their meetings.
- Attended a senior persons event before Christmas – about 100 people attended and NS gave out lots of information. Other organisations with stands there as well so provided a good networking opportunity for the LINK.
- Active carers group/day services/advocacy group (learning disabilities) – NS attending their meetings and also working with LG on this in relation to enter and view/training support/expert user/mystery shopping potential. Chase Day Service looking to have a champion from their staff to be in contact with the LINK.
- NS giving a presentation to PACE 2000 this afternoon – an over 50s active group/interested in health issues and may also be interested in enter and view.
- NS undertaken research around complaints processing and is attending the complaints workshop with JO on 30<sup>th</sup> January.

### **Sara Green**

- Making contacts via emails, letters and phone calls.
- Contacted Children’s Centres – Staffordshire Moorlands accommodating and SG attended a meeting before Christmas – audience were mainly 20/30 year olds.
- Attending a family day drop-in in Biddulph and again audience were 20/30year olds.
- Feedback received was about poor maternity services and difficulty parking/assessing the maternity service whilst in labour.
- Children’s Centre in Tamworth has a young parents group and grandparents/children’s group which SG trying to access. In Cheadle and Cannock – SG is waiting for dates.
- In Newcastle and South Staffs – SG attending a meeting.
- Met with Ian Caruthers and Chris Lawley – NHS Careers – young people/schools/careers fairs/universities etc. – well attended events – SG will share their stand at these events.
- Went to one in Biddulph last week.
- Year 11s enrichment day – SG to talk to 16year olds.

NS/LG to liaise with JO on this re: training/Rockspur.

<ul style="list-style-type: none"> <li>• SG following up with CASS – young carers; Burton/Utttoxeter Youth Forums and Sixth forms with Health and social care courses. DL gave SG details of Sarah Amphlett as a useful contact at Keele University to follow up.</li> </ul>	
<p><b>4. Finance</b></p> <ul style="list-style-type: none"> <li>• WT distributed the latest spreadsheet and talked through.</li> <li>• Full budget has now been allocated. Figures for LDWs includes time, mileage and holiday pay which is payable for casual employees which had not previously been incorporated into the budget.</li> <li>• WT asked that everyone ensured that their mileage/expense claims are submitted regularly to help give a clear picture of the budget situation.</li> <li>• Need to reduce the amount of paperwork/printing and electronic copies will be sent out as a matter of course although if anyone has a specific requirement for a printed copy, please contact the Support Team and this can be arranged. If anyone needs to do printing at home, they can request paper from the Support Team and claim for a reimbursement of their printer cartridges.</li> </ul>	
<p><b>5. AOB</b></p> <ul style="list-style-type: none"> <li>• JO advised that a joint piece of work was being undertaken with Stoke LINK called Food Watch at University Hospital North Staffordshire. 3 of Staffordshire LINK's enter and view representatives were undertaking this activity with Stoke LINK representatives.</li> <li>• Brian Kitchen, Staffordshire LINK participant is undertaking PEAT inspections at Burton Hospital on behalf of the LINK.</li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Any Questions</b></li> <li>• No questions were submitted prior to the meeting.</li> <li>• Questions raised at the meeting: <ul style="list-style-type: none"> <li>○ JTEd asked if she could have email addresses for the LINK Development Workers.</li> </ul> </li> </ul>	<p>LDWs to provide these to JTEd.</p>
<p><b>Meeting closed. Next meeting Friday 10<sup>th</sup> February 2012. Please note the start of this meeting 10.30am and the venue is Tamworth Library, Corporation Street, Tamworth. B79 7DN.</b></p>	