

Staffordshire LINK Co-ordinating Group  
 Friday 13<sup>th</sup> May 2011  
 10.30am – 1.00pm

**Attendees:**

**Apologies:** Sue Baknak

**Paul Carpenter, (Chair), Will Taylor , Shelagh McKiernan, Lynne Ashburner Chris Welch, John Davies; Dave Bassett, David Loades, Paul Jay. Jackie Owen (interim Director) Local Authority: Julie Thompson- Edwards**

**MINUTES OF MEETING**

Areas of Discussion	Action
<p><b>1. Apologies/Minutes of last meeting</b></p> <ul style="list-style-type: none"> <li>• Apologies as above.</li> <li>• Paul informed the meeting of the co-option of Lynne Gammon onto the coordinating group as the lead for Enter and View. It was agreed that Lynne’s experience will be a great asset to the group.</li> <li>• Minutes of last meeting approved.               <ul style="list-style-type: none"> <li>○ Action Points from previous minutes</li> <li>○ Office move – this is now complete and the LINK offices are now located in unit 35 and 39</li> <li>○ JO WT&amp;DB met to discuss the reports from Community Council on project work.</li> <li>○ JO has not yet written to all trust re gathering complaints data</li> <li>○ Governance Framework. No comments received back and therefore this is now implemented.</li> </ul> </li> </ul>	<p>JO/PC to co-ordinate action with Engaging Communities project manager re complaints data</p>
<p><b>2. Declarations of interest</b></p> <p>David Loades advised that he has been elected a councillor on Newcastle Borough Council but does not feel that this presents a conflict of interest.</p>	
<p><b>3. Presentation. Anita Harris and Rose Humphries POHWER (ICAS)</b></p> <ul style="list-style-type: none"> <li>• Anita and Rose gave a power point presentation on the ICAS service , They talked about the important role of advocacy going forward. This prompted discussion about the need to unify complaint systems to make it easier for the public to navigate what is currently a very complex system. The group were informed that the LINK and</li> </ul>	

<p>POhWER have discussed how it can best share information legally and have developed a protocol for sharing the outcome of complaints which have resulted in an action plan being put in place to improve services. With the patient's permission this information will be passed to the LINK who will then use its enter and view powers to check whether this has been implemented.</p>	
<p>• <b>LINK Activity Update</b></p> <p><b>HealthWatch Pathfinder</b></p> <ul style="list-style-type: none"> <li>• A copy of the Pathfinder application had been previously circulated to the group. This has been submitted to the DH as the date for submission was the 12<sup>th</sup> May. JO &amp; JTE outlined the background to the bid. There was a framework to follow and this was pretty much in line with the work that has been undertaken with 'engaging communities' and therefore we were able to meet the requirements for pathfinder status easily. JTE reported that the outcome of the bid will not be known until after the 'pause' in the health bill which could be sometime in July.</li> </ul> <p><b>Enter and View</b></p> <ul style="list-style-type: none"> <li>• JO advised that the report on the visit to Burton Hospital is now available on the website and thanked those involved . Since the visit, we have been made aware of further concerns made to Councillor Ellis about other wards. JO has arranged a further meeting with senior staff at the hospital along with LINK member BK to discuss these concerns and a way forward.</li> <li>• A visit has been undertaken to Mid Staffs Hospital and the report is in the process of being written to be shared with the hospital. The general outcome of the visit was generally very positive but with some recommendations for improvement to the service</li> <li>• <b>Quality Accounts.</b> The LINK has hosted a number of quality account meetings with NHS trusts and responses gathered will be fed back to the relevant trusts .</li> <li>• <b>Consultations</b> JO informed the group about upcoming consultations on the proposals for South Staffs Mental Health Services. Provisional dates have been booked and the group were asked if they would be available to help facilitate feedback from attendees. A number of people agreed to make themselves available on the dates once these are confirmed.</li> <li>• <b>Listening event in Birmingham.</b> We have been made aware of this event at short notice. It is related to the Health Bill and LINK members are invited to attend. We have not arranged a local event as the timescale is too tight and there has not been enough time for us to arrange anything.</li> <li>• <b>Clinical Priorities Group.</b> D L and L A have agreed to be</li> </ul>	<p>JO to complete report</p> <p>SB</p> <p>JO</p> <p>DL &amp; LA</p>

the LINK representatives on this group in North Staffs

- **Carers.** JO has received a response from Eric Robinson at the LA in response to a letter sent from the LINK regarding Carers services. JO is to meet with the carers' associations to discuss the possibility of holding a joint event to address concerns that carers have about services. The group agreed this course of action in principle.
- **AGM& Annual Report.**- JO reported that the annual report writing was now underway and requested any contributions to be sent to her asap. Discussion regarding the venue and format of the meeting were held. Having weighed up the options it was agreed to hold the meeting at the Beacon International Centre. A light buffet will be provided for those people who may be coming straight from work. The format of the evening will be; start 6.15 – 8.00pm
- Introduction
- Overview of annual report
- Questions
- Informal discussion with coordinating group and staff
- Display stands – invite to POhWER, Patient Opinion. Patients Association, CQC.
- Close

#### **Overview and Scrutiny .**

- DB gave feedback on the last meeting he attended. He has been asked to join a working group on the future services at Tamworth and Lichfield hospitals which will come under the services at Burton Hospital.

#### **Finance Report**

- WT Provided a copy of the financial expenditure for 2010/11 which varied marginally from the figures reported at the April meeting. A copy of April figures was available but not distributed as there is very little activity to report. Audit: Lisa Andrews Of Staffordshire County Council Internal Audit has been in discussion with SB and has spent the whole day on the 12<sup>th</sup> May at the LINK office. Completion of the Audit is due on the 31<sup>st</sup> May but as yet there is no date for sign off from Price Waterhouse.

#### **AOB**

- **Reports from the Community Council of Staffordshire.**
- WT Advised that a meeting was held attended by himself, DB and JO on the 10<sup>th</sup> May to review the project reports prepared by the CCS on DDA Compliance, Stroke Services, Acute Services, Dementia, and Respite Care. A copy of the summary findings is to be sent to the group. As not every report contained sufficient evidence to support the stated conclusions and recommendations this is likely to lead to some difficulty in taking some of the

JO

issues forward. We therefore need the necessary evidence to proceed. JO reported that she has asked the CC to provide this and is waiting for it to arrive. It was agreed that a formal letter will be sent from the Chair to record the group's concerns.

**Coordinating Group Meetings**

- WT raised the issue about the length of the meeting not giving sufficient time to fully debate issues or discuss important topics requiring decisions to be made. It was agreed that consideration to changing the time of the meetings will be given to enable a pre- meeting or post meeting to take place to discuss issues that do not necessarily need to be agenda items.

**8. Any Questions**

- No questions submitted prior to or at the end of the meeting.

**Meeting closed.**