

**LINK Stewardship Group Issues meeting**  
**10<sup>th</sup> March 2011**  
**HQ Building**

<b>Attendees:</b>	<b>Apologies:</b>
Chris Boote (Chair)	Karen Morse
Barry Lucas (Vice Chair)	Joe Dunn
Gennifer Gomez	Peter Woodley
Geoff Marks	Fred Morton
Dot Throssell	John Miskelly
Julie Paget	Jake Paget
Dot Throssell	
Lois Lloyd	
Vicky Shipway (Host Team)	
Christine Breckell (Minutes)	

**Amendment to agenda**

- The election of the chair/vice chair was deferred to the next full stewardship group meeting on 30<sup>th</sup> March.

**Priorities Update:**

**Primary Care Access** – VS gave an overview of the primary care access meeting between LINK, NHS Plymouth and the CQC, which had also been attended by GG, FM and JD. Following the results of the LINK survey and LINK feedback, gaps in provision were revealed, and the primary care trust is to tailor staff training for areas highlighted as missing in the primary care access survey. The CQC thought the meeting was valuable, and was able to advise the primary care team on how to achieve the communication standard necessary to obtain registration with the CQC.

LINK is to draw up recommendations for the primary care trust based on the survey.

The CQC representative has asked LINK to continue to host meetings bi-annually with the CQC, LINK representatives and service providers to discuss issues.

The stewards agreed that this was beneficial and an ideal opportunity for Plymouth LINK to make a good impression.

VS then gave an explanation of the CQC/LINKs learning set – 10 LINKs are working with CQC to produce a good practice manual for future nationwide distribution to all LINKs. The final meeting on this subject is taking place in London on 6<sup>th</sup> April.

**Disabled access at Derriford hospital** – KM is running a task group, which has compiled a survey that has been distributed via PAPOP. There are also plans for sessions to be held at Derriford to gain feedback, and for a visit to be carried out by the visiting team, together with people with disability. PADAN has been invited to take part in this, but a response has not been received to date.

**Patient experience of discharge from Derriford hospital** – Plymouth has conducted a patient discharge survey from January to February 2011, which was distributed by the hospital with its discharge paperwork. A total of 125 replies have been received. The biggest issues raised are the delays caused by having to wait for medication and the completion of discharge paperwork. The results will be included in a report covering the southwest, which will include survey results from Torbay and Devon LINKs as well. The results of the Plymouth survey will be given to the 'Improving through Listening' group at Derriford hospital.

JP suggested that LINK discuss the pharmacy delay with the hospital.

**Discharge to care homes** – BL provided the group with statistics relating to bed days lost due to delayed discharge in general, and external factors which contributed to delays. Discussion revealed that there does not appear to be a monitoring process in place to assess internal (hospital) causes of delay. BL is to raise this issue with the board. The figures show that although each only comprising 20% of Derriford's patient total, patients from Devon and Cornwall areas comprise over 50% of the patients delayed in discharge from the hospital. CB asked for this fact to be brought to the attention of Devon and Cornwall LINKs, and KM is to be asked to investigate the reasons and report to BL for him to take the matter further.

The LINK representative has been unable to attend recent Care Home Forum meetings – VS has contacted the forum to ask for an update, but is yet to receive it. Stewards discussed the issues surrounding people who refuse to relocate from hospital to care homes, and care plans not being completed quickly by the local authority, which again cause delays in discharge. Funding issues regarding care homes were also discussed, as was the possibility of discharging Devon and Cornish patients to their local cottage hospitals to free up beds in the main hospital. A suggestion was that Devon and Cornwall do not appear to be prioritising the relocation of patients. Discussions also took place about the possibility of the hospital using its legal right to charge the local authority for the beds which were being blocked; this is not being done at present.

**Never events** – The LINK representative raised concerns and questions in response to these events in recent board meetings, following which VS and CB met with the CQC compliance manager who alerted us to an investigation at Derriford. Plymouth LINK will hopefully be quoted in the CQC report, which will be discussed at NHS board level. A Safety and Quality committee is being assembled from the hospital board members, and there is a possibility that BL could be part of that committee. CB expressed his concern that LINK should be asking for reassurance that there will be transparency in future when these events occur. The CQC has confirmed that the hospital has no obligation to report never reports to the CQC; the report is made to the National Patient Safety Agency – however it is then unclear as to what happens with the details. CB said that he thought that a formal reporting process should be put in place.

It was also agreed that LINK write to congratulate to Paul Roberts and Dr Peter Jenks (Head of department) on the Derriford team winning first place in the national infection control and hygiene awards. It was noted that Derriford MRSA and C Difficile rates are one of the lowest in the country.

**Mental Health** – The mental health task group has met and reviewed feedback received. LINK and PIPS are working together to put out a survey researching experience of people with mental health needs.

VS, DT and FM took part in the mental health QIPP planning day, giving the patient perspective and the need for consultation with service users. VS reported that during the meeting it became clear that service providers were taking decisions without asking service users about the impact the changes would make, and LINK challenged this behaviour.

GM informed the meeting that a mental health questionnaire had also been circulated by Kevin Marsh, the deputy director of nursing, Derriford. He is to bring the document in for VS to see. The mental health task group is to follow up the results of the survey and make recommendations to the commissioners through PIPS. The group discussed mental health provision, and agreed that budget cuts will cause hardship and deterioration in service provision. VS is to schedule a mental health task group meeting to discuss the issues raised at the end of the month.

**Dentists** – VS reported that KM had met with 2 students from the Peninsula Dental School, and had a very productive meeting. The students are to provide LINK with a copy of their report, and may become involved in future studies which may engage with the LINK.

CB and VS are meeting with the primary care team on a bi-monthly basis, but are finding the lack of outcomes a challenge. VS requested a LINK representative take part in the Oral Health Strategy Communication group to try and move things forward – LL volunteered to do this.

One of the problems with dental provision is that people keep re-registering for NHS dentist allocation – LINK could prepare a short survey for the primary care trust to give to people to see what the problems are. It was suggested that the students from the dental school be approached to do this piece of work if needed.

LL suggested that as the current website listing dentists with spaces for NHS patients is not regularly updated, that each dental surgery be given a secure sign-in number to allow them to update their own information on a regular basis on the website. VS is to check out what dental lead knows about issues of re-registering patients and updating NHS clinics and suggest this as a possibility to the primary care trust.

### HealthWatch update

A letter has been released which had been sent to local authorities asking if they would like their local LINK to apply for 'Pathfinder' status. VS and CB have spoken to commissioners from the overview and scrutiny panel, with Craig McArdle and Carol Burgoyne (council officer charged with progressing HealthWatch and the Health and Wellbeing board across the city).

Sentinel has been acknowledged as a pathfinder, and the city council wants to be a pathfinder for the Health and Wellbeing board; it would like Plymouth LINK to apply for pathfinder status, but needs the stewardship group to agree. After discussion, agreement was given.

VS has met with the commissioners, and there has been a recognition that the transition to HealthWatch will lessen our capacity. As a pathfinder organisation, LINK will need to set up a Transition group; Torbay LINK have already put some measures in place, including a GP consortia patient group and discussions took place as to whether Plymouth LINK should study their model; this will be discussed with Sentinel later this week.

VS told the group that KM was monitoring the progress of the HealthWatch bill and will keep the group informed.

### Follow up from communications meeting

- Due to time constraints, this item was deferred to the next stewardship group on 30<sup>th</sup> March.

### Any other business:

- A letter from Devon LINK was circulated expressing concern that NALM was speaking on behalf of national LINKs, and was being listened to as part of the changes to health and social care. It was agreed that a letter needed to be sent, but that a substantial re-write was required. CB is to contact Devon LINK.
- LINK Health event later in 2011 – VS asked for volunteers to assist KM in organising this. LL and GG volunteered.
- The stewards had already given updates as to the areas they were involved in as the subject areas were discussed.
- GG asked if the host team could provide a review of feedback received so that the group could decide on issues to follow up in view of the upcoming reductions in LINK capacity. This is to be done at the next Issues meeting.
- On the 31 March there is a day event in Taunton concerning GP commissioning and on 7<sup>th</sup> April there is a meeting on LINKs evolution into HealthWatch – the host team is to circulate details to the stewards. Plymouth and Devon LINKs are doing a joint presentation on the evolution into HealthWatch – John Miskelly is presenting the Plymouth part.

The meeting was then brought to a close. Next meeting 30<sup>th</sup> March 6.00 - 8.00p.m. HQ Building