

**LINK Stewardship Group**  
**Tuesday 18<sup>th</sup> October 2011 1.30 – 4.30 pm**  
**Large Conference Room HQ Building**

<b>Attendees:</b>	<b>Apologies:</b>
Chris Boote (Chair)	Geoff Marks
Barry Lucas (Vice Chair)	Julie Paget
Dot Throssell	Sue Kelley
John Miskelly	Joe Dunn (Vice Chair)
Gennifer Gomez	Karen Morse (Host Team)
Lois Lloyd	
Carol Rose	
Steve Waite (Chief Executive Designate Plymouth Community Healthcare)	
Vicky Shipway (Host Team)	
Christine Breckell (Minutes)	

<b><u>Agenda Item</u></b>	<b><u>Action</u></b>
<p><b><u>Welcome and Introductions from Chair</u></b>            CB welcomed everyone to the meeting, introduced SW to the group. SW was invited to speak to the stewards as the first item on the agenda. (Please see separate document).</p> <p><b><u>Minutes of last meeting and matters arising</u></b>            The following amendments were requested to the minutes:            Page 3 paragraph 5 re: the re-definition of 'Never Events' at the hospital. BL informed the group that the 6th event recorded <u>would not</u> have been included under the previous recording system.            Page 3 paragraph 7: CB asked for the sentence about local care centre service provision be deleted as he did not recall making the statement.            Page 4 paragraph 3: CB asked for AP's response to resistance to change by some hospital employees be reworded for clarity.            Pages 4 &amp;5: CB asked for it to be noted that the fund allocations shown in both tables are funds <u>in addition</u> to normal LINK fund allocations.            CAB has made these amendments to the September minutes.</p> <p><b><u>Matters Arising:</u></b>            - Page 2: <u>Problems contacting social services</u> – LL has conducted a secret shopper exercise, and written up her research, which showed that she was able to access a person out of hours. The answer machine gives a full explanation of what will happen if a message is left. CAB is to circulate the report to the stewardship group.            - Page 4 paragraph 7: VS informed the group that she has reminded Sally Parker that a</p>	<p>CAB</p> <p>CAB</p> <p>VS/SP</p>

<p>response is needed for the November meeting about care pathways.</p> <ul style="list-style-type: none"> <li>- Page 3 paragraph 3: Plan for PPI to be phased in over 3 years. CB said that this is unacceptable for health service users. He suggested that this statement be checked with Sally Parker to confirm that it is correct, and if so, a letter then be sent to Peter Rudge (Chair designate of the Clinical Commissioning consortia) stating that PPI needs to be in place from day one. If it is a resource issue, PPI should be important enough for funding to be found. VS is to do this on behalf of LINK.</li> <li>- Page 6: <u>Heart Unit Derriford</u>. The group agreed to raise this issue at the next meeting as JD was not present to hear SW's explanation of community care funding. JM commented that funding was not guaranteed, and CB acknowledged that the NHS will have to decide how to allocate funds as Derriford will be receiving less money.</li> <li>- Blue badge consultations for Derriford – the stewards have been updated in the stewards update by VS.</li> </ul>	VS
<p>The minutes were then accepted as an accurate record of the meeting – proposed by DT, seconded by CR.</p> <p><u>Changes to format of minutes</u> -It was agreed by the group that write ups of presentations be submitted as a separate document to the minutes of stewardship group meetings to prevent the minutes becoming unwieldy.</p> <p>The minutes are also to include at what point people leave the meeting early.</p>	CAB
<p><b><u>Urgent agenda items from stewards</u></b></p> <p>No urgent items were raised.</p> <p>At this point BL left the meeting.</p>	
<p><b><u>Consultations</u></b></p> <p>LL had raised the lack of time given to attend meetings/respond to consultations; in some cases only hours were given to attend meetings, or days given for a written response to a consultation. The possibility of this being a deliberate ploy to prevent input was discussed by the group. It was agreed to inform interested parties of stewardship group meeting dates and invite them to submit items for LINK consideration. CB suggested that LINK is viewed as a professional body by health professionals, and if LINK wants to be involved, it must respond as required, but that PPI is not always seen as a priority by some health bodies.</p> <p>GG pointed out that if PPI was being gathered by the health authority primarily via public surveys, then actions were being decided on a very small customer base, as the majority of surveys are not completed and returned.</p>	VS/CAB
<p><b><u>Accessibility</u></b></p> <p>The inaccessibility of a power-point presentation at the last meeting was discussed. After discussion, it was decided to provide a list of stewardship group member accessibility requirements to visiting speakers, to ensure that all needs were met, together with a presentation good practice guide. CAB is to compile a list from stewards, to provide as required for future meetings. It is the responsibility of each member to provide the host team with any requirements.</p>	CAB
<p><b><u>Review of work plan and priorities</u></b></p> <p>VS gave a brief overview for each priority set:</p> <p><u>Dental access</u> – CB and VS had met with Sharon Palser about the dental access survey, and Katy Ost has recently carried out a mystery shop to evaluate dental access. The dental team have changed their communication re the database, and another meeting is</p>	

<p>scheduled for 3 weeks. If VS and CB believe that not enough progress has been made, they will approach the local authority Overview and Scrutiny panel to become involved. VS had forwarded LINK feedback regarding the proposed dental poster – LL has had no response. CB and VS will raise this at the next meeting. CB pointed out that dentistry services will be commissioned nationally in future.</p>	VS/CB
<p><u>Primary Care Access</u> – this will now be monitored at 3 month intervals.  <u>Derriford discharge</u> - this will be monitored at 3 month intervals to ensure improvements maintained.  <u>Derriford Access survey</u> – a report is being produced to be presented to the hospital. Feedback was also fed into the parking tender. Stewards are to monitor access as they use the hospital. Steward's feedback is to be collated by the host team and included with the final report sent to the hospital.  JM suggested that the experiences of people using the Eye Infirmary also be included, as this department is relocating to Derriford piecemeal, which is causing problems.  <u>CQC report</u> – JM's report to the hospital on their response to the CQC has been forwarded. VS will report to the stewards when a response is received.  <u>Care Homes</u> – VS suggested putting this area on hold, due to capacity issues. The stewards agreed. VS is to check the dates of the care home forum and visit a meeting with some stewards closer to Christmas to foster relations with the group.  <u>University volunteers</u> – Katy Ost has contacted the university, which has approximately 90 volunteers, and is making a list of placements.  <u>Learning Difficulties</u> – KM had hosted a meeting to discuss improving LD access to the website, and website redesign.  <u>Gypsy &amp; Traveller</u> – no contact has been received from the local authority. VS and LL are to attend a meeting at the end of November. Ashley Daw may become more involved in this work to maintain momentum.  <u>Young People</u> – LINK has a placement with Global Xchange and will have two young people in January 2012 liaising with local agencies for 3 months to increase participation by young people.  <u>Homelessness</u> – Katy Ost is taking this forward and researching methods of gathering information.</p>	
<p><u>University Researcher</u> - the university is issuing £10,000 each to 5 researchers. Organisations have a deadline of 25 November 2011 to submit proposals. LL and VS have attended meetings to find out the details. By 23 December groups will be informed as to whether their proposals have been forwarded to the second stage, and those selected will have their proposals developed by academics by late January 2012. VS asked the stewards if they would like to be involved in this venture, and the group agreed. LL, JM and GG expressed interest and a meeting will be arranged.</p>	VS
<p>CB stated that he considered it may be appropriate to maintain and potentially increase monitoring of service provision. This would need consideration and should be prioritised with other work plan activities to establish if there was sufficient Host capacity. After discussion it was decided to hold a special meeting of the stewardship group and the host team to re-evaluate the work priorities and decide what is realistic in view of the remit of HealthWatch development. The meeting needs to be held in the afternoon to ensure maximum attendance. VS and CAB to set up.</p>	
<p><b><u>HealthWatch update</u></b>  VS reported that there have been no significant changes to report to the group.</p>	

<p><b><u>Any other business</u></b></p>	VS/CAB
<ul style="list-style-type: none"> <li>• LL offered to provide a monthly update to the stewardship group about the passage of health bills through parliament. The group accepted her offer with thanks.</li> <li>• CR suggested inviting city councillors to stewardship group meetings; after discussion it was decided to host a LINK surgery in the Council House for a couple of hours, and invite members of the Overview and Scrutiny panel plus any councillors concerned with health issues to attend and discuss issues, and get to know more about the LINK. CB and VS are to raise this with contacts there.</li> </ul>	LL
<ul style="list-style-type: none"> <li>• The Christmas menu was distributed, and VS raised with the group the need to consider that not all members could partake, raising equality issues. The group discussed this and asked VS to speak to SK directly. LL was concerned about the issue being raised. VS is to speak to SK about her wishes.</li> </ul>	
<ul style="list-style-type: none"> <li>• Budget. CB queried the cost of postal charges and the credit left from the Healthy Plymouth Event. It was explained that many LINK members prefer to receive their bulletins by post, and that LINK no longer franks its mail. VS is to check with head office to ensure that all costs for the Healthy Plymouth event have been debited from the funds.</li> </ul>	CB/VS
<p>The meeting then entered part 2. When Part 2 was closed, the meeting concluded.</p>	VS
<p style="text-align: center;"><b>Next meeting: Thursday 17<sup>th</sup> November 10.00 – 1.00 pm.</b></p>	VS