

**MINUTES OF A MEETING OF THE LINK STEWARDSHIP GROUP**  
**Held in the Conference Room HQ Building,**  
**24<sup>th</sup> June 2010 6.00 p.m.**

**Present:**

Chris Boote	(Chair)
Peter Woodley	
Gennifer Paul-Gomez	
Geoff Marks	
Vicky Shipway	(LINK Support Team Manager)
Christine Breckell	(Minutes)
Claire Hendy	(LINK Support Team)
Chris Hall	(LINK Support Team)

**Apologies:**

Jake Paget  
Lois Lloyd  
Dot Throssell  
Julie Paget  
Joe Dunn  
Barry Lucas  
Althea Morgan

**Observers**

Greg Buddery  
John Miskelly  
Fred Morton  
Asha Mugala  
Dan Spry

**Agenda Items**

**1. Welcome**

Chris welcomed the observers, who are thinking about becoming members of the Stewardship Group. Each member of the panel introduced themselves, and gave a brief account of their involvement with Plymouth LINK and their background.

**2. Minutes**

The minutes of the meeting on 26<sup>th</sup> May 2010 were unanimously agreed.

**3. Matters Arising**

- \* Vicky and Chris Boote are to meet with the director of the Primary Care (PCT) regarding GP's, dental, pharmacy and optician services. Other stewards were invited to attend by Chris Boote, but after discussion it was decided that Vicky and Chris would attend the initial meeting, agree a format with the PCT, and that the bi-monthly meetings would then be opened to other stewards interested in attending.

- \* Lois and Chris Boote have met with NHS Plymouth events committee to discuss the joint event in the Piazza. The date has been confirmed as 9<sup>th</sup> October, and the event is to be called 'Healthy Plymouth'. Further details will be given as things progress.

#### **4. Incoming Requests**

- \* Vicky gave a brief explanation of what incoming requests mean to the observers.
- \* NHS Plymouth has invited LINK visiting team to participate in the PEAT visits (Patient Environment Assessment Team) in February 2011. These visits assess service provision from the patients' perspective.
- \* NHS Plymouth is to formally invite the Stewardship Group to meet them in a local care centre. When the date is confirmed, Vicky will approach the Stewardship Group for areas of interest.
- \* On the 7<sup>th</sup> July there is a meeting of LINK groups from the southwest area. This will take place in Taunton. Any interested Steward is invited to attend.
- \* Following the hospital lunch meeting at the Future Inns, an administrator at the hospital is providing Vicky with the date of the next board meeting so that the Stewardship Group can attend and meet all of the executives and directors.

#### **5. Community Events & Volunteer Update**

Claire gave a brief overview of volunteer recruitment, and explained how events were manned and how the choices were made as to which events to attend. The stewards were also informed of the **event reminder cards** which have been produced, and how to use them. Reminder cards were left on the table for stewards to take at the end of the meeting. The list of events is to be sent to the meeting observers for information, should they wish to attend any events.

Claire ended by informing the stewards that she and Chris Hall are obtaining a lot of feedback, and are signing on many new members to the LINK.

#### **5. Opportunities for Involvement**

The new document showing opportunities for involvement was circulated to the Stewards, and Chris Boote asked for feedback from the group as to whether the new format was an improvement – this was universally agreed.

Geoff volunteered to attend the All Nations Ministry Event on 11<sup>th</sup> July to promote the LINK, and was asked to take the matter up with Claire outside of the meeting. **Chris Boote prompted all stewards interested in attending events to contact the LINK host team directly.**

#### **6. Feedback from the Stewards re: Issues meeting**

Since the decision was made that stewards would no longer give verbal feedback to the group at the monthly stewardship meeting about their activities for the LINK during the previous month, there is some feeling that the full stewardship group no longer has a full overview of what is going on. The group was asked what they would like to do about this, and would the visitors like to return to hear what the stewards have been involved in.

Alternatives suggested were:

- i) Hold a meeting like the issues meeting purely to focus on getting feedback from the group.
- ii.) Use the issues meeting as a forum to give feedback, either verbally or in writing.

It was agreed to discuss this topic further in the September issues meeting, and also use the meeting to give full feedback.

Also – the LINK needs to assess the groups it is involved with to decide if they offer a useful avenue for the LINK to have maximum impact, and if not, the LINK should withdraw and focus its efforts elsewhere.

## **7. AGM/ Annual Report update**

Annual Report – there was a positive response from the group regarding the contents and format. Vicky asked the visitors to look at the report and give her any feedback/comments at the end of the meeting. The large Annual Report is to be printed on 29<sup>th</sup> June.

AGM – The LINK powerpoint presentation was run past the group. The point was made that if any foreign language speakers attended there would be no translation facilities – Vicky responded by explaining that translation was not automatically provided, due to costs, but should advance notice be provided of a translation requirement, arrangements would be made. The stewards were asked to volunteer to speak on different aspects of the LINK, but with so few being present, the approach will also be made via email. Fred Morton asked if new members could have reports to expand their knowledge base, but Claire explained that at this stage, the LINK would not have any expectations of them. Gennifer suggested that a short piece be inserted detailing where the LINK has made definite improvements to services – this is to receive further consideration.

Gennifer also suggested that the photo loop slide show concentrate on the community involvement aspect of the LINK's work.

Vicky offered LINK support to prepare the speakers with information etc. and as people volunteer, to arrange meetings with them to prepare for the event.

Chris Boote then suggested that Vicky prepare 10 slides with an explanation of what they are about and then allocate to stewards so that everything is clear. He also praised the Host Team for their excellent work on the production of the Annual Report, particularly the photos and the format in which it is set out.

## **8. Report on the Plymouth Hospital Board Lunch**

Vicky gave a report upon the success of this meeting. LINK and the hospital have not previously had a lot of interaction, and this meeting had been suggested by Mark Winch, the Performance Manager. On hearing about LINK involvement with other bodies, and the type of work LINK does, the board were impressed by our success, and has requested that during the Piazza event, LINK ask the public about their response to the signage changes in the hospital, and report back on the comments received. The LINK has also been requested to canvas for public suggestions as to where any cuts in services should be. The board were also very interested in Vicky's description of the GP Question Time event. There was a lot of conversation about how the PHT can use the LINK, and the LINK has been invited to meet the rest of the PHT board members at their next meeting on Friday 26<sup>th</sup> November at 12.30. The LINK is to attend, give a presentation to the wider board, and then remain to observe the rest of the meeting.

Vicky thanked the stewards who had attended the lunch for the quality of their speakers.

Geoff commented on how well the two groups had mixed and exchanged information.

Peter Woodley commented on how an explanation of the difficulties facing the Medical Assessment Unit (MAU) by a consultant had been a revelation.

Gennifer spoke to say that she found the meeting informative and interesting. Resources are the bottom line, and the meeting had ended on a better note.

The consensus was that there had been an excellent exchange of information, and the LINK left with an excellent insight into PHT problems.

The PHT has applied for Foundation Trust status, which if granted will change the board membership to PHT members and members of the public. Vicky suggested that until this has been attained, that the LINK be used by the board.

## **9. Conflicts of interest**

The term was defined by Chris Boote as applying to anyone who has a personal interest in the topic being discussed. Claire gave members an update of the current procedure, where upon joining the Stewardship Group new members complete a form to declare any areas of interest which may be relevant. These are then filed for reference. Currently members inform the group of any conflicts of interest as they occur in meetings – Vicky suggested that items be judged individually as they occur, and the Chair judge whether their input can be included in the discussion.

Vicky spoke to those members whose contributions to the Annual Report have not yet been received. On 15<sup>th</sup> July, drafts of the Annual Report will be sent to the Stewardship group for their comments before going to the printers.

## **10. Budget**

This item was deferred due to time constraints.

## **11. Next meeting date**

Wednesday 21 July 6-8pm.