

MINUTES OF THE ISSUES MEETING OF THE LINK STEWARDSHIP GROUP

Held in The Conference Room, HQ Building
on 8TH June 2011 at 6.00pm

Present:

Vicky Shipway (LINK Support Team Manager)
Christine Breckell (Minutes)
Chris Boote (Chair)
Dot Throssell
Fred Morton
Lois Lloyd
Geoff Marks
John Miskelly
Karen Morse
Peter Woodley

Apologies:

Barry Lucas
Joe Dunn

Agenda Item

Action

Welcome and Apologies

Chris opened the meeting, and apologies were registered.

Updates

Vicky presented the stewards with a print-out of the major feedback areas received on services and each area was discussed.

PCT

GPs – Vicky went through the figures as shown on the table. The main themes are access to surgeries and moveable medical records for gypsy and traveller groups, continuity of treatment and staff attitudes towards this group and people with learning difficulties. Geoff commented that bad attitudes occur in a wider area than specified in the feedback report. It was agreed that a better system was needed for people with limited language skills e.g. pictures to increase access.

Lois and Karen are already engaged in a piece of work covering gypsy and traveller issues, and Learning Disability services have approached LINK to work with it to improve its services – a meeting has been arranged for 22nd June.

Dentists – Chris Boote and Vicky are still in talks re increasing NHS dental provision in the city. Lois is involved in the provider group looking to improve communication about dental services in the city.

Host team
/SG reps
ongoing work

Host team
/SG reps
ongoing work

Cumberland Centre – feedback was from one person’s experience. Geoff asked for a further investigation to be carried out to see if the dissatisfaction was more widespread, but Vicky said that this was not possible as the team did not have the capacity to carry this out; however, if more feedback was received, the stewardship group may consider as a priority.

Action
No action

Podiatry – comments were concerned with getting appointments. PEC is to make recommendations re improvement in provision by delivering the service via Age Concern. VS is due to meet Barbara Duffy, CEO Plymouth Age Concern, and will feed back issues for older people.

Await report from John Miskelly

No new priorities were set for PCT services as most feedback is already covered by work currently in progress.

Hospital

General – No particular trend was evident. The stewards discussed pharmacy delays, which are encompassed by the leaving hospital survey. As another pharmacy has recently been opened in the outpatients department, Chris Boote suggested monitoring the situation for a couple of months to see if this made any improvement. Slow paperwork was also an issue in the discharge procedure. This is to be fed back through the Improvement Through Listening Group.

Host Team/SG rep

Maternity – issues about pain relief.

A&E – feedback concerning the checks carried out prior to a vulnerable person being discharged home were discussed. John Miskelly reported that PEC has agreed a contract with the Red Cross for caring for elderly on discharge from hospital. The feedback received is to be fed back into the Elderly Care project. The stewards discussed the type of questions which should be asked prior to discharged from A&E. Karen is to ask what the current procedures for discharge assessment are in A&E and then report back to the group.

KM

Disabled Access – all of the feedback received is covered by the work in the disabled access survey, which has been extended to the end of June to allow feedback to be gathered from upcoming events.

Freedom Unit – Access a problem – incorrect details given on hospital information sheet. Covered by hospital access survey. Feedback positive – to be expected as it is a purpose built unit.

Dignity and care of the elderly - has generated increased feedback, as has ward cleanliness on geriatric wards. The cleanliness issue has been raised with the hospital and has now been addressed. The LINK Host Team and the geriatric ward involved in health and dignity issues are in dialogue about this, and Karen has raised the issue with the CQC, which is assessing Derriford. The stewards then discussed the differences in the recent CQC report and the press release made by Derriford, which do not tally. Stewards voiced concerns about the effect reduced bed numbers would have on geriatric care, patient records not being updated with changes in patient need, which effects the consistency of patient care, and the lack of outside services e.g. dieticians,

KM

not going to the wards to improve the quality of care.
Host team to check on the impact bed reductions are to have on geriatric care.
Dot commented that a core element of nursing is being eroded by the recruitment of people not willing to engage in basic nursing care of patients.
Fred suggested that elderly care in hospital and their discharge to care homes be looked at as one piece of work.
John informed the meeting that health and social care providers had agreed to pool their resources to improve services – this had been agreed at the PEC meeting.

Adult Social Care

Copper Beeches has invited LINK to visit and talk to residents. LINK is involved in a meeting with hospital and care home managers to discuss improvements to systems between hospitals and care homes. Vicky informed the group that Derby LINK has #resources for surveying care homes, which Plymouth LINK will access.
It was decided that the accessibility of respite care in the city should be checked, following the closure of some residential centres earlier in the year.

3. Decisions

Dignity and care in hospital is to be a focus of LINK activity.
LINK to look at the care pathway

- in hospital
- discharge
- care home and care home management staff

No definite decisions have been made for Plymouth becoming a HealthWatch pathfinder; a meeting is to be held with the commissioner at the end of June. Chris Boote suggested that the stewardship hold an extra meeting to prepare suggestions and questions for the commissioner in the June meeting. Vicky agreed with this, and also suggested that the stewards meet with the Host Team on the day of the meeting.

Fred expressed concern that the transition to HealthWatch would divert funds that should be used to work with the people of Plymouth; Vicky explained that expectations of LINK success had been reduced to allow for the work for transition to be carried out, and that the local authority were taking a lead in the transition process by hosting two stakeholder meetings in the Guildhall. LINK finances and resources are to be discussed at a meeting with commissioners about the transition to HealthWatch.

Chris Boote expressed concern that health and social care provision in the city could deteriorate while providers address the efficiency savings required, and proposed a proactive approach to monitoring service provision

Vicky suggested that this should be a priority – how are service changes affecting Plymouth people.

Meetings with health and social care services have been streamlined so that LINK meets with all providers at one meeting to discuss service improvements and share information – meetings to be held on a 6 week cycle at the HQ building.

Action

TBD

**CB/JM/
VS**

**Host
Team**

Mental Health Task group to be disbanded – work to be carried out by PIPS as it makes a sensible use of joint resources and avoids duplication of work – agreed.

Action

Lois suggested that LINK look to increase active members – Karen informed the group that there are currently five people anxious to join the stewardship group, but who cannot because of the timings of the meetings.

The Host team presented a proposal which suggested that issues meetings be dispensed with and that the monthly meetings be three hours long instead of two to allow discussion of topics as they occur, and be alternated between mornings/afternoons and evenings to increase accessibility. Also information sent out prior to meetings would not be agenda items unless a steward had a concern/query on order to Allow more discussion of issues. The advertisement of meetings to the public was also raised.

After discussion, Chris Boote asked Vicky to take soundings from the stewards who were not present at the meeting, and present a revised timetable of stewardship group meetings for discussion at the next meeting, at which time an up-to-date stewards calendar would be circulated.

VS

Young people – Jake Paget had previously offered to create LINK information in a format to target young people. Vicky informed the group that Torbay LINK have externally commissioned work in this area. LINK to contact the Zone and Plymouth City Council's Youth Project to investigate whether they would be willing to inform young people about the LINK and gather information.

Host Team

Homeless – identified as a growing area of work to target.

Host Team

Chris Boote suggested that we approach other organisations for information and statistics to avoid duplication of work.

4. Any other business

Stewards update – Vicky informed the stewards that responses from stewards on the update sheet are very few. Please can stewards respond, even if it is to say that they cannot do it etc.

Stewards

Stewards' feedback from meetings attended – Vicky informed the stewards that very few feedback reports were being received in the office, which makes it difficult for Karen to keep abreast of events and circulate as part of the stewards update.

Stewards

For budgetary reasons, unit 19 is being given up, and Vicky and Sue are moving back into unit 15.

Winterbourne Care Facility incident - Chris Boote informed the group that the joint commissioning manager had in light of the current known facts, instigated a review of all commissioned facilities too. Concern was raised as to the validity of the reports submitted by providers as three were sent to the CQC with no action being taken.

The next LINK bulletin will ask for feedback upon how LINK is doing and also ask for more volunteers.

NEXT MEETING

Thursday 23rd June 6.00 – 8.00 HQ Building