

MINUTES OF A MEETING OF THE LINK STEWARDSHIP GROUP
Held in the Conference Room HQ Building,
21st July 2010 6.00 p.m.

Present:

Chris Boote (Chair)
Barry Lucas (Vice-Chair)
Dot Throssell, John Miskelly, Fred Morton, Asha Mugala, Jake Paget, Lois Lloyd, Julie Paget,
Gennifer Paul-Gomez, Geoff Marks
Host Team: Vicky Shipway (Manager), Claire Hendy, Sue Hodgson (Minutes),

Apologies:

Peter Woodley Althea Morgan
Dan Spry Joe Dunn

Agenda Items

1. Welcome

A letter of resignation from the Stewardship Group has been received from Leanne Duff. A letter of thanks has been sent to her.

2. Minutes

The minutes of the meeting on 24th June 2010 were unanimously agreed.

3. Matters Arising

- * The first meeting with the Primary Care team for NHS Plymouth was held in June 2010. The next meeting will be 23rd September 2010, stewards interested in primary care services are invited to attend.
- * The hospital Board Meeting will be November 26th 2010. Stewardship group are invited to present to the board at 12.45 and then sit in on the board meeting if they would like to.

4. Incoming Requests

- * The LD review group at Derriford will be attended by Geoff (with Vicky initially)
- * There is an opportunity to consult on the DoH White Paper and its implications for the future of LINKs. There has been contact from neighbouring LINKs requesting a joint response – Vicky is liaising with hosts.
- * Cornwall PCT has invited Plymouth LINK to send a representative to their User Strategy Group, because Cornwall also uses Derriford. The next meetings will be held in Bodmin between 1:00 and 4:00 pm on 25 October and 6 December. Barry volunteered to represent Plymouth LINK.
- * NHS Plymouth has issued an invitation to join a Strategic Consultation and Engagement Group. Vicky will go along initially to check it out and then report back to the Stewards.
- * NHS Plymouth has also invited us to join a group looking at the use of British Sign Language interpreters across the city
- * RNID have requested us to work with them on a community project with volunteers
- * Sentinel has invited Vicky to meet with its strategic manager to talk about engaging the public.

5. Community involvement / events / volunteer update

Geoff reported on a successful Plymouth Hoe event held by the All Nations Ministry, which he attended with Chris and Claire.

Members were given copies of an Information Update detailing forthcoming events. The Host Team asked for volunteers for:

- the Firework Competition on the Hoe 10/11 August – to hand out leaflets
- The Flavour Fest in the City Centre 13/15 August – to chat to the public and sign up members
- Plymouth Pride event at the Guildhall 21 August – to chat to the public and sign up members (there will be a stall)
- Minds Matter event in the Piazza on 4th September – Fred volunteered
- Unity BME event in the Council House of 25th September
- Older Person's Day in the Guildhall on 1st October – Fred volunteered
- Healthy Plymouth event in the Piazza on 9th October – volunteers needed
- Respect Festival on 30th October in the Guildhall – Fred volunteered

Claire gave a summary of events attended and volunteer involvement and thanked everyone who helped with the Annual Celebration, where 90 new LINK members and 8 potential new volunteers were recruited, and 143 new pieces of feedback were gained. She said that new volunteers were in the process of being followed up, inducted and trained.

6. AGM Debrief

- Members were positive about the presentation at the AGM, but disappointed at the small turnout, especially of members of the public.
- Chris said that holding an AGM was a statutory requirement, but that the form of it was not specified. He suggested that the 2011 AGM could take a different, less expensive form and still satisfy the requirements – this can be looked at, a later date.
- Vicky thanked all members who had taken part in the presentation. She also said that because this had been such a success it would be a good idea to involve members again in presenting at events in the future.
- Chris thanked the Host Team for the Annual Report, which has received praise from outside bodies. Comments received praised the language, layout and graphics used.
- Minutes of the AGM were included in member packs.

Deleted: at

7. Piazza event Debrief

Chris expressed his opinion that more entertainment would be needed next year, and that the marquee sides should be open to encourage more people in.

Asha thought that, although there were lots of things for kids to do, more entertainment was needed.

Geoff commented that therapies were not well supported.

Chris expressed the group's thanks to Claire for organising the event and gave special praise to the LINK temporary tattoos (made by Christopher Hall)

Claire thanked all the volunteers

8. Event in Drake Circus (LBVTV)

Vicky distributed copies of a letter received from a company called LBVTV about a 6-day Community Roadshow they are holding in the Drake Circus Shopping Centre commencing on the 25th October. They offer trained staff to recruit new members, production of a commercial and screening of the

commercial as a package. The dvd of the commercial would belong to us afterwards. Costs depend on length of commercial (from £2,995.00 for 30 seconds to £6,995.00 for 2 minutes plus £495 copyright plus £495 for web codec (for web streaming) They have provided references/testimonials from other organisations who have used them. Vicky asked the group whether they thought the costs would be worth the potential for generating high numbers of extra members.

Lois thought it sounded good value for money and suggested contacting the organisations who had endorsed LBVTV. Fred wanted to know which other organisations in the Plymouth healthcare sector would also be involved by LBVTV.

Jake thought it was a clean, crisp way of getting the LINK out there and that it would give us 'brand strength'.

Claire commented that the Fire Service had a commercial that they show at events, which is very good and possibly made at a lower cost.

John pointed out that a local college might do a good commercial at no cost. Jake is vice-president of the Art College and said that 2nd year students might be interested.

Chris pointed out that the volunteers and staff who promote the LINK at present not only know more about it, but also are under no pressure of targets, so there is less likelihood of hard-selling.

Julie asked whether the LINK budget would support such an expense and also made the point that the whole concept of the LINK is of *local people creating a network*, not professionals.

Barry thought the money would be better spent elsewhere.

Vicky said that, given the uncertainty about the future of LINKs, it would be unwise to commit to such a large expense before we know more.

The consensus reached was that more research is needed and that it is wise to wait until there's more clarity about the future, especially if a name change is involved.

9. Some thoughts on the White Paper on the direction of health provision and the future of LINKs (not an agenda item).

Chris added this item to the agenda in view of the uncertainty about the future of LINKs and the implications of the Government's White Paper on Health. He distributed copies of an article in LINKs Exchange Newsletter 20, which outlined proposals to set up a new consumer watchdog for the NHS called HealthWatch England, to champion patient rights within the Care Quality Commission. This article suggests that LINKs will become local HealthWatch organisations. It is possible that the National Association of LINK Members (NALM) will bid to become the National HealthWatch, funded by money taken from the budgets of local LINKs (or their successors). Some concerns were raised about NALM as a self-appointed organisation.

Jake suggested affiliating with NALM early on to help Plymouth LINK's chances in the future.

John suggested that we write to Plymouth MPs asking for clarification about the future for LINKs, but Chris suggested that it might possibly be too early for this.

Vicky pointed out that some LINKs were already researching funding streams in case money is not forthcoming from central government.

10. Contract Monitoring

Vicky said that she would raise concerns - both for the Host Team and LINK members - over the future of LINKs with Chris Dorain from Plymouth City Council on the next day (22nd July) at their Contract Monitoring meeting. Other areas to be covered at the meeting would be:

- Quarterly Report – update on targets
- Executive Summary
- Stakeholder Feedback
- Future Funding
- Streamlining Services
- Challenges

A copy of the Executive Summary is appended (Appendix B) , which includes outcomes and successes. Also appended is the quarterly report (Appendix A), showing targets and figures to date.

The Stewardship Group thanked the Host Team

11. Budget

Vicky explained the format of the budget headings to new members.

Vicky went through the budget and the group asked questions about spending. The budget is on track and there were no concerns.

Julie asked for a budget summary for each member as the screen was difficult to read.

12. Any Other Business

The Agenda Item 'Stewardship Group and Host Working Together' was postponed until the next meeting due to time constraints.

A newsflash entitled **Calling all community groups & organisations** was sent to all LINK registered organisations and groups asking for them to identify areas of concern or health an social care issues for the groups they work with.

Vicky explained that Plymouth had now been split into 6 geographical 'localities' with the old 'neighbourhoods' fitting in to the new pattern. Vicky is keeping an eye on progression so that LINK can be part of the changes.

Vicky reported on the Host Team's Away Day on June 16th, which included a Risk Management exercise that would enable any individual team member's tasks to be picked up by others in the event of unexpected absence.

Vicky said that on Tuesday 3rd August the host team would be holding a meeting to examine the possibility of consolidating some of the work involved in the running of the three services (LINK, PAPOP and PIPS) that it is contracted to support. Chris Boote, Ashley Daw from PIPS and PAPOP's Chair, Annie Webb, will be attending.

Members were asked to think about where they would like to hold their Christmas lunch this year and to give suggestions to the host team so that a venue could be booked soon. Some members were keen not to go back to the Steak and Omelette Place and the suggestion of Heaven on Exeter Street was given. Prices will be looked into.

A list of meeting dates and issues meeting were handed out to cover the period August – March 2011.

Next Meeting: 26th August, 6pm, Conference Room, HQ Building
(Fred gave his apologies)

Appendix A: Quarterly Report 2010

Timescales:

April 2010-July
2010

<u>Indicator</u>	<u>Annual Target</u>	<u>Stretch Target</u>	<u>Figure to Date</u>	<u>Figure this Quarter</u>	<u>Discussion</u>
<u>Nos of members:</u>					Additional info on members
LINK	850	1000	170	170	Total = 260 (31% of annual target) LINK is on track to meet its stretch target for year 3, Into events season there are significant opportunities to generate new individual members, active volunteers & feedback during the next couple of months. Also new networks of community organisations will impact these figures.
<u>Nos of members who are individuals:</u>					Additional info on members who are individuals
LINK	500	750	90	90	Total = 180 (36% of target) On track for target - events are biggest draw for individuals to sign up. Healthy Plymouth 9th October
<u>Nos of members actively involved:</u>					Addition of Chris Hall (Community Involvement Worker) has
LINK	50	70	14	14	given capacity for increase in active volunteers.
<u>Nos of feedback received:</u>					Additional feedback to be logged:
LINK	1000	1250	168	168	243 (total 411 = 41% of target) Team/volunteers using events to focus on gathering feedback. Contact with new networks of community organisations to ask for collective feedback from groups they work with.

Stakeholder Satisfaction Monitoring

	Numbers		<u>Outcome / Actions</u>
<u>Source</u>	<u>LINK</u>	-	-
Phone/email	53		High numbers for LINK due to provider briefing GP Question time and large number of meetings with Services. LINK: Chairing Skills and Community Engagement - positive comments
Person	555		
Website	506		
Training	9		
Specific compliments	2		
Complaints	0		

Equality and Diversity Monitoring Timescales:

April 2010-July 2010

LINK

Postcodes				Info Source		Ethnicity		Age Groups	
PL1	32	PL18	1	Press	0	Carribbean	0	25 and under	1
PL2	16	PL19	1	Event	137	African	1	26-39	2
PL3	15	PL20	0	Article	3	Indian	0	40-55	3
PL4	30	PL21	0	Word of Mouth	1	White British	14	56-65	1
PL5	13	EC1	0	Email	7	Pakinstani	1	Over 65	1
PL6	18	EX1	0	Other	1	Did not Disclose	151	Did not Disclose	161
PL7	5	EX2	1	Local Resources	0				
PL8	1	EX8	0	Leaflet	10				
PL9	10	EX20	0	Feedback Box	1				
PL10	0	EX39	0	Not Specified	6				
PL11	0	SE16	0			Languages		Gender	
PL12	1	SG1	0			English	0	Female	108
PL13	0	TQ1	0			French	0	Male	44
PL14	1	TQ7	0			Unknown	0	Did not Disclose	17
PL15	0	TQ9	1						
PL16	0	TQ13	1						
PL17	0	Unknown	21						

Targeted events and consultation with hard to reach groups

Date	Event	Nos. spoken to			
			New members	Feedback	Comments
12.06.10	Roma Gypsy & Traveller Community Fun Day	12		3	
17.06.10	Refugee Event Lunch	20			
17.06.10	PCFCD Monthly Meeting.	10			
18.06.10	Carers of LD event.	100	16	34	
26.06.10	Piety Fun Day, Salisbury Road School	60	1	4	1 Vol and possible SG member.
09 & 10.07.10	Unity Festival on the Hoe	250	13	9	

Discussion / Action Plans**Equality and Diversity monitoring-**

- * Postcodes unknown to be traced via post office (Christine)
- * Team meeting to identify areas of Plymouth with lower nos./none and think about neighbourhood contact thro' the year-checklist of places to go.
- * Team to consider how to attract men to projects
- * Team to build on work including young people (Torpoint, Devonport High School)
- * Use coming events to increase Membership/feedback (week of action older persons day)

Satisfaction

Satisfaction survey of volunteers/active members across all projects in Sept 2010 (team use existing resource and build into volunteer contact leading up to Sept contract monitoring

Appendix B: LINK Contract Monitoring Executive Summary 2009/2010

Area of Work	Local / Regional	Commissioner involvement/ led	Activity (including events, focus groups, meetings & information re diversity, community involvement etc)	Recommendations (attach any reports)	Outcomes/ Success
Care Homes	Local (to be used nationally as example of LINK work)	Debbie Butcher re consultation and report actions	<ul style="list-style-type: none"> • Commissioner input into report. • Meeting with Care home review lead. • Plans for partnership work to audit specific areas of discharge and create improvement plan. • Ongoing public consultation through events. 	Report	<ul style="list-style-type: none"> ☺ LINK feedback prompted development of audit tool. ☺ LINK invite to meet care home managers and review team to trial audit tool and create improvement plan.
Dentists Access to NHS provision	Local	Primary Care Team	<ul style="list-style-type: none"> • Regular meetings with primary care team (to monthly) • Request for information on results of survey and new access targets • Plans to host focus group to consider access issues to dentists and primary care. • Contact with CQC to work together on access to dentists. • Ongoing public consultations through events. 		<ul style="list-style-type: none"> ☺ Primary Care action plan covering all areas ☺ Regular contact with team to drive forward service improvements ☺ PCT invite to work on phobic dental service ☺ Plymouth LINK to work with CQC to use local work to inform national improvements for dentists ☺ Possible commissioning of CQC for this piece of work ☺ Plymouth LINK contacted as success story
GPs Communication of opening hours, accessibility	Local	Director of Primary Care and GP leads On request	<ul style="list-style-type: none"> • Plymouth LINK hosts public question time event. • Meeting planned to follow up specific areas raised. 	<ul style="list-style-type: none"> • Write up of Question Time • LINK news • RC mystery shopper • reports from follow up meetings 	<ul style="list-style-type: none"> ☺ Partnership with primary care team strengthened ☺ LINK feedback uniforms new questions in GP contract monitoring. (on opening hours promotion, use of language) ☺ New links to practice manager group ☺ Request to support primary care team focus on target changes

			<ul style="list-style-type: none"> • LINK establishing relationship with Sentinel 		☺ Meeting set with new contact
Pharmacy	Team	Primary Care learn Lead	<ul style="list-style-type: none"> • Through meetings-highlight LINK feedback on pharmacies • Raise issues re: costs/access to prescriptions 	<ul style="list-style-type: none"> • Improvements in info and promotion of prepayment prescriptions. 	<ul style="list-style-type: none"> ☺ Primary care lead focus on promotion of money saving prescriptions. ☺ Questions on promotion of these included in pharmacy contract monitoring ☺ Request for Link involvement in pharmacy needs assessment – future planning of services.
Access to social services	Local	ASC commissioner	<ul style="list-style-type: none"> • Ongoing consultation via events • Commissioners to alert to opportunities for LINK to support service development. 		☺ New bimonthly meetings with ASC management team to provide regular feedback/issue
Direct Payments	Local	Close work with commissioner	<ul style="list-style-type: none"> • Ongoing consultation via events/carers newsletters 		☺ 3 LINK members have joined direct payments working group.
Treatment of people with learning disabilities in hospital	Local/Regional		<ul style="list-style-type: none"> • LINK consulting and feeding info on LD views (general events and LD events) • Regular contact with Derriford regarding ongoing work • Identification of LD LINK Lead. • Plans for involvement in pending carers policy/ accessible info. 	<ul style="list-style-type: none"> • Report from 'Have a Heart' LD event • Pending report from general consultation events happening. • LINK lead to attend hospital LD review group. 	<ul style="list-style-type: none"> ☺ LINK lead to attend review meetings ☺ Small no. of people with LD who want to be consulted on service improvements ☺ New contact with Highbury Trust.
Annual Health Check for people with learning disabilities	Local		<ul style="list-style-type: none"> • LINK consulting and feeding info on LD views (from general and LD events) • LINK to monitor compliance /occurrence via service managers/primary care team. 	<ul style="list-style-type: none"> • Incorporate annual health check info GPcontracts/ monitoring. • To inform LINK of health check monitoring 	☺ Primary Care team keen to work on improving this area with LINK input

<p>SHA specialist centres of excellence – Upper GI cancer surgery</p> <p>- Burns centres</p> <p>- Rare gynaecological cancer surgery</p>	<p>Regional And Local</p>		<ul style="list-style-type: none"> • Monitoring outcome of Independent Review Panel. • Waiting outcome of assessment visit and plans for centre/consultation • Consulting on proposal via events • Letter to recommend learning - from Upper GI to support proper consultation for gynae service • Working with PPE lead to pick up consultation plan • Monitoring proposal through seat on scrutiny panel 	<ul style="list-style-type: none"> • Info to LINK on plans for centre and use of LINK Visiting Team • Letter to cancer network regarding consultation process (in pipeline) 	<ul style="list-style-type: none"> ☺ Plymouth LINK presence at working groups in Cornwall has improved profile and encouraged more invitations for working together (user strategy group) ☺ LINK has firmed its relationship with SHA – only LINK to respond to invite. Will encourage future partnership ☺ LINK and OSC able to work thro new development together ☺ Opportunity to champion patient voice early in process ☺ Learning from other LINKs after upper GI experience
<p>Carers – referral and access to support, recognition</p>	<p>Local</p>	<p>Close work with commissioner</p>	<ul style="list-style-type: none"> • Meetings with LINK lead and commissioners to discuss LINK feedback and reports • Ongoing consultation to support priority setting for service improvements. 	<ul style="list-style-type: none"> • Carers Rights Day Consultation • Carers equality and diversity report • Carers issues diagram and discussion areas/recommendations 	<ul style="list-style-type: none"> ☺ Follow up meeting set ☺ Commissioner response to LINK feedback looking into carers contracts seconding staff to investigate finance issues ☺ Positive responses by commissioner to working with LINK ☺ This work has generated continuing contact on other issues
<p>Mental Health</p>	<p>Local</p>		<ul style="list-style-type: none"> • Consultation on PCT quality accounts for mental health • Strengthening relationship with PIPS 		<ul style="list-style-type: none"> ☺ Input into future service planning for mental health ☺ Approach form another commissioner regards involvement in process

<p>LINK recognition / reputation</p>	<p>Local, regional and national</p>		<ul style="list-style-type: none"> • Contract by Harrow LINK consultant to gain ideas for engaging communities • Request by Torbay LINK to present at their re-launch • Plymouth LINK reps advised Torbay on using volunteers and generating interest. • Contact with CQC to work a project to strengthen CQC/LINK relationship • Plymouth LINK leading SW network alongside Devon & Cornwall • Plymouth involvement in responding to future plans as part of regional voice • Brokering relationship between Derriford and Cornwall LINK • Plymouth LINK hosted lunch for hospital executives 	<ul style="list-style-type: none"> • Waiting on copy of Harrow LINK report and areas of Plymouth LINK 's contribution • DoH money to support regional forum – Plymouth, Devon & Cornwall to host • Use of LINK / coming events to consult • Opportunity for patient involvement in pending cuts 	<ul style="list-style-type: none"> ☺ Stronger voice for mental health ☺ Showcase Plymouth practice/success to Consultant- will be sighted in Harrow LINK improvement plan. ☺ Plymouth LINK success shared with Torbay PCT, LA, Commissioners and LINK ☺ Plymouth LINK featured on Torbay website and newsletter ☺ Recent contact from Torbay LINK members asking advice about care home issues. ☺ Plymouth LINK approached over others ☺ Work between Plymouth LINK/CQC to inform national strategy. ☺ Support from Devon & Cornwall to work together to strengthen regional voice ☺ New relationship with board and key players ☺ Requests for consultation on no of areas ☺ Plans for future meetings ☺ Input into PHT quality accounts
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LINK PR	Local		<ul style="list-style-type: none"> • Expansion and development of website • Focus groups to plan LINK AGM/annual celebration event • Meetings between LINK reps and PCT to host 'Healthy Plymouth' day in partnership. • Annual Report for Year 2 produced 	<ul style="list-style-type: none"> • Website analytics • Full / summary Annual Report 	<ul style="list-style-type: none"> ☺ Continued success of website and nos of users/use of access tools ☺ LINK membership driven AGM ☺ LINK rep has seat on NHS Plymouth events planning group. Positive response to annual report for Year 2. (Comments from CQC,DoH etc.)
Links to diversity	Local	Issues of reaching diverse communities driven by commissioner	Targeted events working with <ul style="list-style-type: none"> - Gypsy/traveller communities - Young people - Asylum seekers and refugees 	<ul style="list-style-type: none"> • Reports from specific events/ meetings 	<ul style="list-style-type: none"> ☺ Increased nos of members/feedback from these groups ☺ Increase in volunteers from diverse backgrounds