

MINUTES OF A MEETING OF THE LINK STEWARDSHIP GROUP
Held in Unit 31, HQ Building, Tel. 01752 202407
on 26th March 2009 at 13:30 – 16:30

Present:

Vicky Shipway (LINK Support Team Manager) Gennifer Paul Gomez
 Claire Hendy (LINK Support Team, C&LW) Sue Ntinymara

Chris Yetton
 Peter Woodley
 Julie Paget
 Chris Boote
 Joe Dunn

Apologies:

Sue Casemore
 Hazel Friend
 Barry Lucas
 Hayat Khan

Agenda Item

Action

1. Welcome and Apologies

2. Minutes of Meeting on 25th February 2009

Vicky brought code of conduct forms for people to sign up to.

3. Matters Arising

Chris Y raised the issue of the Support Team sending updates of events attended by the team & ambassadors and this will continue to be monitored for usefulness.

4. Feedback from Stewardship Group members on any events

- Chris B & Vicky went to a cross boundary LINK event to discuss how the LINKs can work together with services that cover more than on LINK. Plymouth LINK has offered to suggest some models about how this could work to be looked at, at the next event. Where possible joint communication & working together could benefit us all.
- Chris B fed back about his attendance with VS @ this mornings Contract Monitoring Meeting with PCC Procurement team. Happens every 3 months. CB fed back that they were pleased with the LINK set up and progress. CB was really pleased & said well done to everyone.
- DOH complaints procedure changes in NHS procedure. CB attended for networking, learning the lingo & to become familiar with NHS systems.
- Chris Y went to a ladies group on Saturday & they hadn't heard of the LINK, there may be opportunities to speak at this group later on. CB mentioned that LINKs nationally may be rolling out an advertising campaign.

VS/CB

5. Examples of how the LINK will work

The group looked at two examples of how this might happen based on hypothetical issues. Various points were made such as has the situation improved for those who originally gave the feedback? The need to respond to feedback from the wider public. It is important to feedback any improvements to the public. These two documents will be used as an example of the procedure to re-look at as needed.

6. Update on feedback so far

The group talked about the numbers and whether these were enough to warrant recommendation for change. This will be reflected in our decision making process.

CH went through the feedback report July 08 – Jan 09 & gave copies to take away. H will go into the next bulletin & Herald article monitoring the main themes to get some more feedback.

Chris B recommended that people go away & read then email the Support Team about what they feel their priorities are from the report – we can then send the report out.

- Information needs to go to Medical School & School of Dentistry.
- Claire to add list of surgeries etc on back of report to show geographical breakdown.

Steward -
ship Group

Julie P said that the REC are developing a mystery shopper in GP Surgeries around translations – this report will be fed into the LINK.

JP

7. Work plan introduction

- Vicky introduced the proposed work plan & went through
- CB asked that section 3 become section 1.

VS

Promotion suggestions:-

- Radio.
- Speaker from HSC to inform people.
- Have public meetings with a guest speaker.
- Plymstock & Plympton News.
- Jo D has offered to deliver the feedback boxes.
- Our focus will be to get information out to GP Surgeries, Derriford, Dentists & Libraries.
- CB suggests cost up a free phone telephone line for getting feedback which goes into an answer machine.
- Feedback cards @ Derriford with freepost on.

8. New group members and protocols

The group looked at who is in the group, what the balance is in terms of age, gender etc.... and what skills may be needed for the group which are not currently there. The group brainstormed the gaps. And looked at how to recruit new members.

Chris Y & JD will work with VS to look at this further.

CY/JD/VS

9. Mapping

CH explained the mapping so far and the group added ideas to this.

10. Expenses for travel

Claire explained process for car drivers:-

1. Annual document check
2. Insurance
3. Logging mileage

Claire will contact everyone over next two weeks about transport and claiming expenses to make sure everyone is aware and discuss what they are entitled to.

11. LINK budget for next year

VS through the budget. The group talked about how to monitor the budget so that we plan ahead for any spending.

The SG approved the proposed LINKs spending for the month. Proposed by Chris Y and seconded by Peter W.

12. Consultation requests

VS shared two requests which have come in from NHS Plymouth. The group discussed how these requests can be dealt with in the future.

- Plymouth LINK will advise the trust that the focus for consultation on moving cancer services to Derriford will focus on Devon & Cornwall as they are more affected.
- Two members of the group are interested in joining the long term candidate's health programme group.

VS to feedback to NHS Plymouth.

VS

13. Any Other Business

CB asked if at every meeting a couple of people could give feedback about the meeting. GG said that it was a bit rushed – better to go into more depth.

14. Future transition group meetings – date and agenda.

Next meeting on the 9th April 2009. All members to get some idea about what people want this session to be and to tell Chris B or Team so that Chris B & Sue C can prepare.