

MINUTES OF A MEETING OF THE LINK STEWARDSHIP GROUP

**Held in Room 31 HQ Building,
on 16th July 2009 at 5.30 p.m.**

Present:

Chris Boote (Chair)
Barry Lucas (Vice Chair)
Peter Woodley
Emma Childs
Joe Dunn
Gennifer Paul Gomez
Hayat Khan
Vicky Shipway (LINK Support Team Manager)
Christine Breckell (Minutes)

Apologies:

Julie Paget
Claire Hendy

Agenda Items

1. **Minutes** of Meeting on 24th June 2009 were proposed by Peter Woodley and were unanimously agreed.

2. Matters Arising

Actions agreed at the last meeting were discussed, as follows:

- > Item 3 – Barry has figures for bed blocking at Derriford. He will send the information in before the next meeting.
- > Item 5 – Visit to the Peninsula NHS Medical Treatment Centre. Claire suggested two dates for a visit and the date chosen was July 8th. She will let all of those who have expressed an interest in this visit exact times and details.
- > Item 5 – Contact with Marjons. Peter Woodley is to follow up to ensure contact established.
- > Item 8 – Monitoring. Plymouth City Council has asked LINK to monitor equality and diversity. Joe said DAN group is discussing monitoring equal opportunities and so Vicky suggested a DAN representative (possibly Joe) be invited to join the focus group to assist us. The group is to take this suggestion forward.

3. Feedback from Stewardship Group members on any events:

Emma, Claire and Gennifer reported that they had attended a BME meeting, which resulted in the head of the Hindu community has signed up to the LINK and is interested in joining the Stewardship Group.

Barry and Chris have visited the Peninsula Treatment Centre, which was a very interesting visit; the treatment Centre has a lot of capacity. It was suggested that the facility be promoted as a treatment centre to LINK members in the next bulletin.

Chris, Gennifer and Claire attended a training day in Taunton, but were disappointed with the day, particularly as there was no opportunity to network with other LINK organisations; it was a missed opportunity to talk to other LINKs.

Claire ran a session for new volunteers and 9 people signed up to work in the following areas: Ambassadors (4), Visitors (2) and Stewardship Group members (3). The LINK now has 32 active volunteers. The target to be achieved by March 2010 is 40, so we are doing excellently. Chris gave thanks to Claire for her efforts.

4. Incoming Requests to the LINK

- Peggy Johnson is reviewing the signage at Derriford hospital, and has contacted us about a lack of response following the AGM. Vicky is meeting her.
 - Care Home Forum is a monthly group to increase the standard of care in care homes. Four LINK members signed up for this group, and are to meet in the next month to look at who will get involved.
 - Vicky gave an overview of possible opportunities for LINK representation on different Health & Social Care groups. We already have representation on lots of different groups, and our priorities are the GP Governance Group and the Dental Investment Panel.
- > **Action** – Vicky to follow up.
- Diversity Inclusion Network meeting in October. Emma is going to this.

5 Moving Projects Forward

Mental Health Services – prioritise waiting times.
Update on PIPS.

Derriford – waiting times have been prioritised and LINK has requested the protocols which explain how patients are informed of changes to waiting times.

Derriford Cleanliness – as Contractor has been changed, there is no point in pursuing this item until the new company is in place. Derriford assessed itself as non-compliant, and the LINK has offered to help them monitor improvements. Link has requested a copy of Derriford's Action Plan for the improvements.

GP Surgery opening times – priority for LINK to get a representative on to the GP panel. Gennifer stressed the importance of this in order to explain public concerns. It was agreed to ask the PCT to send the leaflets out again after updating them with all surgeries extended opening times, the languages spoken and the number of lady doctors available at particular surgeries.

> Action - Recommendations to go to PCT.

Dentists - a request has been made by LINK to the Primary Care Trust under the Freedom of Information Act to find out the number of dentists, and the number of people they can treat compared to the number of people in Plymouth.

Vicky spoke to the group about how the LINK and HOST can help to progress issues. It was agreed that the Host Team can progress simple issues when they have the information and keep the Stewardship Group informed.

Collective feedback would still be brought to the Stewardship Group for discussion and agreement. At each meeting the Stewardship Group will be given a list of any recommendations made with progress reports to keep the Group in the loop.

Stewardship Group agreed to this suggestion as it will give successes and raise the profile of LINK as an active group.

>Action - It was agreed to assign individual Stewards to specific issues to become the point of contact. Stewards listed below:

GP's – Gennifer & Joe (Chris to be involved in arranging conference next year).

Dentists – Joe

Derriford waiting times – Barry & Gennifer

6. Media

Watchdog TV programme has contacted the LINK for a comment on a health issue – Vicky is working with Chris on a response. Media training is being looked into.

- > **Action** Report back when cost received and investigate possible sharing of expenses with other LINKs/interested groups e.g. Overview and Scrutiny Panel.

7. Vision for developing the Plymouth LINK

After a planning session with Des McAllister from Colebrook Housing Society, Vicky talked to the Group about a vision for developing the Plymouth LINK, which involves new funding for new posts to make the most of the opportunities to engage with more people and get more people involved. Vicky will prepare a proposal for this vision to send to people in Health & Social Care across Plymouth. The first step is to increase administration, and Vicky asked the group to fund the extra administration.

- > **Action** The Group agreement is subject to Vicky giving estimated time scales.

8. Finance

Chris asked that the budget table is amended to show how much of the unspent money is already committed to give a true figure of what is left in the budget.

Vicky asked for the group to agree some protocols for the Host's levels of spending.

9. Visiting Team and Training Update

Claire is co coordinating training for the team. Visitors need to be 'authorised' – Vicky researching how this is done in other LINKs. A policy will be developed for visiting services. Barry explained the changes to CRB checks which will take place in September 2010, which will mean they can be used by other organisations and volunteers do not have to have a new one each time.

10. Any other business

Joe queried the lack of attendees to the meeting and lack of apologies.

- > **Action** Guidelines to be produced setting out expected attendance levels and levels of commitment – this information also to be added to the job description. The attendance list is to be placed on the website. Scheduled meetings and meeting times are to be reviewed at the next meeting

Chris Boote requested feedback from members as to what they thought about the meeting – positive feedback received.

'Free' Meeting on 13th August to be cancelled.

Next meeting date

The next meeting is set for 26th August 6.00-8.00 pm.