

MINUTES OF A MEETING OF THE LINK STEWARDSHIP GROUP
Held in the Conference Room HQ Building,
22nd October 2009 6.00 p.m.

Present:

Chris Boote	(Chair)
Barry Lucas	(Vice Chair)
Peter Woodley	
Joe Dunn	
Vicky Shipway	(LINK Support Team Manager)
Claire Hendy	(LINK Support Team)
Sunder Braganza	
Christine Breckell	(Minutes)
Paula Day	(Observer)
Lois Lloyd	(Observer)

Apologies:

Althea
Julie Paget
Jake Paget
Leanne Duff

Agenda Items

1. **Minutes** of Meeting on 25th September 2009 were unanimously agreed.

2. **Matters Arising**

- Vicky updated the group on the bed blocking situation at Derriford hospital. Vicky is in contact with Sue Latham at Derriford, and is following up the information which she has provided.

Action:

- ⇒ Host team to report back to Stewardship Group on this issue.
- > The policy review discussed at the last meeting has been placed on the website, and will be circulated to the Group as soon as possible.

3. **Feedback from Stewardship Group members on any events:**

Vicky and Chris attended a meeting with the south west Ambulance Trust in Exeter, which was very productive; a protocol for how LINK and the Trust interact with each other was agreed. When it is finished it will be on the LINK website. Vicky reported that very little feedback has been received about the ambulance service, but this is perhaps not surprising since the Trust is at the top of nearly every target in the UK.

Barry has attended a meeting of the Cornwall and Isles of Scilly Primary Care Trust to discuss the contents of a booklet being produced for Cornwall patients having to attend Derriford for upper GI surgery. He has also been invited to a meeting on the same topic in Truro, where he will have input

into the contents of the booklet. The group asked him to suggest that the booklet be offered in a variety of formats in order that visually impaired patients can access the information.

Chris and Vicky have attended a meeting with Pamela Vickery, the representative of the Care Quality Commission (CQC) for the south west. The meeting was very productive, and there is a key role for LINK in the H & SC service registration in the next few years.

4. Incoming Requests to the LINK

- The Link has been informed about some national research by the RNIB, which is concerned about poor communication of healthcare information to the blind and partially sighted. LINK has not received the report as yet, but will bring it to the next meeting.
- LINK is to receive new resources to assist LINK to reach out to people with autism more effectively.
- Derriford has asked for LINK's views on its new Dignity Policy. When received, the document will be forwarded to members for their views, and also placed on the website for feedback.
- Plymouth Promoting Learning Group is looking to recruit service users/carers of those with learning difficulties. Claire circulated the details for information.
- The GP Governance Group has invited LINK to meet with them to present the LINK and discuss possible options for involvement in the group. The meeting has yet to be confirmed, but will take place sometime in January 2010. This is a success for the LINK, as we have been trying to be included with this group for a long time.
- Learning Disability Partnership Board – Vicky has a meeting with the lead for this group to try and obtain representation for LINK on the board.
- Joe Dunn has been invited to Derriford to take part in a steering group in January. There will be a full range of health professionals on this group, and Joe has requested input from the LINK in order to gain the most from this meeting. Any questions and issues will be submitted to the Derriford steering group before the meeting so that the professionals can give full answers.

Action:

- ⇒ As LINK members begin to meet with more outside agencies, Vicky suggested that communication should be formalised between the LINK and people visiting other groups, in order to appear more professional. Guidelines have been produced and will be circulated to members.
- ⇒ Claire has produced a calendar of the major events that LINK will be involved in next year. As some events need to be booked or have preparations prior to attendance, Claire has asked that anyone interested in attending and representing LINK should contact her first.

5. Progress on LINK priorities

GP'S – opening hours and provision of female and multi-lingual doctors. Many surgeries have extended their hours, but have not publicised this, so patients are not aware. Language barriers are still a problem also. The LINK has new information about the REC mystery shopper and other reports which add weight to the LINK's feedback.

Action:

- ⇒ Sally Parker of the PCT is getting representatives of the GP areas to come and discuss these issues with LINK

Dentists – A response has been received to the freedom of information request, which shows a severe lack of NHS dentists in Plymouth.

Action:

- ⇒ Vicky and Gennifer are to meet with James Glanville of the PCT to discuss these issues. A request was made to LINK members for questions to ask and suggestions for improvements.
- ⇒ A Working Group from the LINK is to meet with the PCT to discuss issues regarding doctors and dentists. Vicky therefore asked the Stewardship Group for guidance on what questions to ask, what issues to raise, and what research needed to be done before the meeting. The Stewardship Group split into two groups to discuss these issues, and provided Vicky with suggestions for questions and issues arising, which will form the starting point for the meeting preparation.
- ⇒ Derriford – LINK has been successful in getting a paragraph added to the patient information booklet concerning waiting times and appointments.
- ⇒ Sue Latham is currently reviewing the groups involved with Derriford and assessing how best to involve people. This could be very beneficial to LINK.
- ⇒ Vicky is putting pressure on Derriford for the LINK to be used as an independent agency to monitor cleanliness within the hospital.

Mental Health Services - Ashley Daw is to be invited to address LINK to describe access to mental health services and also what services are available.

6. Events diary for 2010

Chris asked the group to consider possible venues for the AGM 2010. After discussion, the Copthorne hotel was again suggested, with the same format as 2009. The AGM date has been set as 6th July 2010.

The Piazza was again suggested for the LINK 2nd year celebration and Annual Report launch on 17th July 2010.

The group was asked to think of possible attractions which could be used this year, and also to suggest any further events that members believe the LINK should be involved in.

7. Budget

Vicky spoke about the need to publicise the LINK more widely and increase its presence, and made several suggestions for marketing the LINK.

- Some consultancy time for a possible Learning Disability quality mark service.

- ⇒ Also wishes to purchase trolley tokens, umbrellas with the LINK logo, and printed cotton shopping bags to give away at events.

The Group then discussed whether LINK could cope with its current resources, with the increase in feedback and numbers of volunteers. Vicky replied that the feedback could be absorbed, but an increase in events attended and active volunteers requiring supervision could not.

Action:

- ⇒ The Stewardship Group discussed the costs, and agreed to the purchases as good advertising.

Vicky produced a breakdown of Host costings, which showed a shortfall between the costs of the services LINK is receiving from Colebrook, and the added value from Colebrook. She explained the need to renew the Hosts costs to be added value from Colebrook.

Action:

- ⇒ The group agreed, after discussion to make the extra payment suggested to Colebrook for this year, and review the Host costs next year.
- ⇒ Chris asked Vicky to produce a proposal on how the rest of this year's budget is to be used to bring to the next meeting.

Consideration will also be given to hosting a celebration at Christmas for our volunteers as a thank you for all their hard work during the year,

11. Feedback on meeting

- Both Dot and Christine thought that breaking into 2 groups to discuss different issues and then sharing the outcomes worked well. Dot thought that some issues were discussed in too much detail and that the group needs to try not to get caught up on individual views.

12. Next meeting date

The next meeting is set for 25th November 6.00-8.00 pm.