

MINUTES OF A MEETING OF THE LINK STEWARDSHIP GROUP

**Held in Room 31 HQ Building,
25th September 2009 6.00 p.m.**

Present:

Chris Boote (Chair)
Barry Lucas (Vice Chair)
Peter Woodley
Gennifer Paul Gomez
Vicky Shipway (LINK Support Team Manager)
Claire Hendy (Minutes) (LINK Support Team)
Julie Paget
Jake Paget
Leanne Duff
Sunder Braganza

Apologies:

Althea
Dot Throssell

Agenda Items

1. **Minutes** of Meeting on 26th August 2009 were unanimously agreed.

2. **Matters Arising**

- Barry updated the group on the bed blocking situation at Derriford hospital. During the month 94 patients were in Derriford when they should not have been, leading to the loss of 550 bed days. This is a substantial cost to the NHS and is blocking spaces needed by others. These figures do not vary very much from month to month.

Action:

- ⇒ LINK host to make request for information to find out what this is related to i.e. which wards/departments, what is the hold up and where the people are waiting to move on to.
- ⇒ LINK host to research figures around this.
- ⇒ Host team to put a request in the next newsletter to ask if people have specific feedback about this.
- ⇒ Host team to report back to Stewardship Group on this issue.

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

Barry attended Derriford hospital AGM. The number of cancelled operations is high for various reasons, and not enough people are being re-booked in within the necessary time frame. The hospital is already meeting some targets for next year.

LINK South West Regional meeting. Vicky and Chris Boote attended. This was originally begun to support Hosts, but over time has extended into wider areas. Chris has made some good contacts with other LINKs, and it provides good mutual support forum to discuss issues. Sophie Harris, Plymouth City Council Contract manager also attended.

The Stewardship group has had an additional session looking at where we are, what we have achieved, what success would look like in March 2011 and what needs to be done to ensure this is achieved

Session feedback indicated a very beneficial and productive session.

Vicky reported that the new manager for the South West Development centre had requested the material from this session with a view to other SW LINK's undertaking a similar exercise.

(Another FIRST for Plymouth LINK)

4. Incoming Requests to the LINK

- A LINK representative has been asked to join the Peninsula Progression Project Board to look at the contract for providing elective orthopaedic services at the Peninsula Treatment Centre. Sunder took the paperwork to think about, and he will attend the meeting which the Host is arranging to get clarity on the issue.
- Chris Boote will be representing the LINK on the Executive Board of NHS Plymouth.
- Invitations to accompany Overview and Scrutiny to NHS Plymouth to visit both the Memory Clinic/Stroke Clinic are ongoing: we are waiting for dates to be provided. The visit to the Ambulance Trust has been set for 18 December, after an invite by David Connelly.

Action:

⇒ These opportunities are to be advertised in the next bulletin.

- Barry has shown as interest in the University service user group. The opportunity will be advertised to the wider membership in the next bulletin.
- The South West Commissioning Team is reviewing medium secure mental health services in the region. Would like to have any questions from the LINK for their Visiting team to ask.
- LINK Cornwall is running a workshop for those being discharged from hospital care. It is being held at Red Cross House, Truro, on Friday 6th November 10a.m. -3p.m. Chris reminded people that expenses can be claimed for this travel. Both Gennifer and Barry would like to attend this meeting.
- A Department of Health survey has been received asking for LINK views on whether the Host organisations are doing a good job of supporting the LINKs. It will be sent out with the bulletin and also mailed out with the minutes to allow both the Stewardship Group and the wider membership to comment.
- South West Ambulance services are looking at becoming a Foundation Trust. A consultation is being held at Plymouth Guildhall on 5th October 9a.m. – 9p.m., in 2 hour slots. Julie Paget would like to attend this.
- Laura (South West Regional Development Centre) has asked Plymouth LINK to help facilitate the next South West learning event, sharing best practice.

- Somerset has asked to learn from our LINK about how we promote diversity. They were invited to come down to shadow our workers, but are not able to do that. We have offered to travel there instead to meet them.
- Cornwall LINK wants to shadow Claire and our volunteers in the city centre promotion.
- South West Development Centre wants to conduct a stakeholder survey asking Health & Social Care workers how they have found contact with the LINK to be so far. It wants to use Plymouth as a pilot.

5. Website

Vicky introduced the website analytics. Chris Boote suggested that we find out which volunteers came as a result of the website.

6. Calendar

Calendar 2010. A Focus Group will then plan production.

Action:

⇒ The Host team is to send out the cost of producing this with the minutes.

7. Review of Stewardship Group roles and responsibilities and Governance

Vicky explained that it was now time to review this policy.

Action:

⇒ The Host will send it out to the Stewardship Group, put it on the website and put into the next bulletin so that the Stewardship Group and the wider membership can comment on it. The Host will then make some changes.

8. Progress on LINK priorities

GP'S – recommendations did not come back as we expected, and we have learnt some lessons in how we communicate with them and how we can work together better. This will involve a meeting to discuss ways forward.

Action:

⇒ The Stewardship Group Leads (Gennifer, Julie and Barry) will follow this up with the Host Team. This needs to be done sooner rather than later.

Dentists – Emily Street is now dental lead. Vicky suggested meeting with her to broach the issues. The dental helpline system does not appear to work well. For some reason people are not being contacted as promised.

Action:

⇒ Gennifer and Host to meet with Emily.

⇒ Derriford - our report and recommendation received a positive response. They agreed to put the information in their handbook. Julie suggested that in order to review this in the future we need a copy of the leaflet and letter to see how this works out. Also to ask the membership via the LINK bulletin whether people have experienced notice boards etc. Sunder asked how this impacts vulnerable people such as older people, in particular with reference to non-attendance. Barry said that A and E still have a 4 hour target which the hospital meets. This still leaves the issue of communication and whether people are informed of the wait.

Action:

⇒ At the next meeting the Host will bring more up to date feedback so we can look at new issues whilst working through the existing ones.

Mental Health Services - A LIT meeting was attended in August via PIPS. The outcome was good.

Carers - The response to the report and recommendation suggested that a system was in place to signpost carers to a service which refers them on. More research is needed on this matter. Dot and Peter may be the best leads for this.

Jake raised the issue of young carers and asked if the LINK knew about them as there are many issues for them and they are often neglected as a group.

Chris Boote thanked the Host team for their hard work in pushing all of these issues forward.

9. Targets

Vicky gave an update on how we are meeting our targets, as shown on the table below:

New recruits (600) – 1178

Nos of feedback (500) – 1264

Nos of active members (40) – 36

Nos of visits (3) – 0

Nos focus groups (6) – 5

Nos reports/recommendations – 4 reports, 15 recommendations

The group were please to note that Plymouth LINK is are well on its way to meeting all of the targets in our contract.

10. Feedback on Host

We need to find out peoples' satisfaction in many ways. We would also like feedback from the Stewardship Group about the Host is performing and supporting etc.

There was a discussion about this and the Stewardship Group felt that a one to one chat with questions would be good, but with the option for people to write if they prefer.

Action:

⇒ Vicky to produce a short survey.

11. Feedback on meeting

- Gennifer liked how Barry shared about bed blocking and how Vicky explained the priority progression. Sunder wanted to be involved in improving services and is happy to be involved with the LINK.

12. Next meeting date

The next meeting is set for 22nd October 6.00-8.00 pm.