

**MINUTES OF A MEETING OF THE LINK STEWARDSHIP GROUP**  
**Held in the Conference Room HQ Building,**  
**25 November 2009 6.00 p.m.**

**Present:**

Chris Boote	(Chair)
Barry Lucas	(Vice Chair)
Joe Dunn	
Dot Throssell	
Jake Paget	
Julie Paget	
Leanne Duff	
Althea Mordan	
Vicky Shipway	(LINK Support Team Manager)
Claire Hendy	(LINK Support Team)
Christine Breckell	(Minutes)

**Apologies:**

Peter Woodley  
Sunder Braganza  
Gennifer PaulGomez

**Agenda Items**

**Minutes** of Meeting on 22<sup>nd</sup> October 2009 were unanimously agreed.

**Matters Arising**

- ◆ Vicky will be meeting Nicola Johnson from Derriford hospital have met to discuss the bed blocking situation in Derriford. Barry would like to be part of that meeting.

**Action:**

Host team to report back to Stewardship Group on this issue

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

Jake Paget has attended the Children and Young People Scrutiny Panel which discussed respite care for disabled children. Respite care has been renamed short breaks as being a more inclusive term; this change has received a positive reaction. Plymouth is to create more facilities for children from the city and out of area. There has been an increase in both local and national funding to make this possible.

Barry has attended a follow up meeting of the Cornwall and Isles of Scilly Primary Care Trust in Truro to discuss the contents of a booklet being produced for Cornwall patients and their families having to attend Derriford for upper GI surgery. Family accommodation has been suggested at the White Rabbit, Heartswell Lodge and the Travel Lodge. Questions were asked about whether these would suffer from overcrowding, as they are already suggested for use by families of cardio-thoracic patients. However, this was thought unlikely.

Barry reported on the bed blocking situation at Derriford. In September 2009, 533 bed days were lost due to this problem, at a cost of approximately £3000 per day. Cornwall has improved during the last year, but bed blocking is still a huge problem in Plymouth, as Plymouth Council are closing care homes to save costs at a cost to Derriford. There is a national facility in place for hospitals to charge councils for patients unnecessarily detained in hospital, but Derriford does not do this. Further up country charges of £1000 per day are made.

**Action:** Vicky to raise the problem with Nicola Johnson on 7<sup>th</sup> December and report back to the group on the situation.

Jake reported to the group on the Levels of Children's Performance Framework meeting for junior age children in Plymouth. The results are shown on a detailed diagram which he is to make available to the group to see the conclusions.

Chris Boote has attended the Health & Adult Social Care Overview and Scrutiny Panel, and has given presentations about the LINK. He has also attended an NHS Plymouth Board meeting. He suggested that a chart be produced to show which organisations provided which services to Plymouth to help Stewardship Group members identify areas.

**Action:** Chart to be produced as requested, and sent to group members.

Vicky has met with Diana Prince of the Plymouth Herald to build on the existing relationship. It has been agreed that the Herald will forward stories to the LINK for comment, and the Herald has reassured the LINK that it will not sensationalise news provided by the LINK.

Chris Boote and Vicky met with James Glanville re dentists. James Glanville told them that dental provision was based upon 60% of the population and on what had been done previously in areas. The meeting was followed up with some questions which James will look into.

Following complaints from volunteers about racist comments while representing the LINK in the city, Claire has met with Jayson Charles from the police ethnicity and diversity group to put a LINK policy together about discrimination. Claire found Jayson to be extremely helpful, and the finished policy will be sent to the Stewardship Group with the next set of minutes.

Vicky and Sally Parker have met to discuss protocols to support LINK representatives. A document is to be produced. Sally informed Vicky that information from the LINK had been used to influence the priorities decided for the city in the Joint Strategic Needs Assessment. This is a great boost for the LINK as it shows that our work is being taken seriously, and is valuable to the health providers.

## **Incoming Requests to the LINK**

- Vicky explained the Opportunities for Involvement document, circulated to members with the minutes, which shows what is currently on offer for LINK representatives to take part in.
- Derriford has formally invited two representatives of LINK to help monitor the Serco cleaning contract, and visit alongside the Patient Environment Action Team.
- Julie Paget has expressed an interest in replacing Emma Childs on the Diversity Inclusion Network. Claire Hendy is to liaise. Members were informed that the date for the Unity Event has been changed to Saturday 19<sup>th</sup> December
- Vicky and Althea are to attend a meeting of the Adult Social Care Management Team to give a presentation and explain about the LINK on 28<sup>th</sup> January.
- David Connelly of NHS Plymouth has invited LINK Stewardship Group members to a meeting so that he can explain the difficulties NHS Plymouth faces, to increase LINK understanding. This meeting will take place on 6<sup>th</sup> January, before the LINK lunch for NHS Plymouth executives at the Future Inn. The purpose of the lunch is to build relationships between the two groups. Vicky has requested that as many of the Stewardship Group as possible attend. Gennifer, Joe, Julie and Dot have all agreed to come.
- Barry suggested that we do the same for Derriford Hospital to foster links there. Chris Boote thought that a good idea for the future.

## **5. Progress on LINK priorities**

A handout had been produced showing the status of current LINK priorities. Vicky asked for questions on any of the information provided.

Chris Boote used a powerpoint to run through all of the documents sent out to members with the previous set of minutes – members found this very useful.

Ashley Daw is invited to the Stewardship Group meeting to talk about PIPS and how it feeds feedback on mental health services to commissioners.

Vicky then gave a presentation explaining an overview of the feedback received so far by the LINK. The group found this very informative. Vicky and Claire were both congratulated for their work. Vicky told the group the Adult Social Care Commissioners have been assertive in asking for feedback from us. There are four main areas of interest:

1. Access to health care for the learning disabled (alerted by feedback received which highlighted this).
2. Care homes.
3. Social worker/services issues.
4. Carers' services.

The meeting broke into two groups to decide which issue to prioritise, but after discussion agreed that the level of current knowledge is too low to make a good decision. The Support Team is to find more information on all four areas and bring to the next meeting so that an informed decision can be made. The group talked about the possibility of the feedback being discredited and how we could make sure that it is taken seriously. It was suggested that we could get help with researching issues using students as part of their Health and Social Care course.

**Actions:**

- ⇒ New individual arrangements were agreed for each member as to how they receive the information needed for Stewardship Group meetings.
- ⇒ It was agreed that quarterly reports were to be given to the group on feed back and also sent to NHS Plymouth, Plymouth Health Trust, Adult Social Care and GP's to alert them as to areas of public concern.
- ⇒ Julie Paget suggested that the LINK obtain numbers of people actually using the services commented on, so that the proportion of users giving feedback can be calculated.

**6. Budget**

- Vicky explained the budget, proposing that £13,000 be allocated, together with funds from Colebrook and PAPOP to hire a fundraiser for one year. This would help us long term to access funding and keep us going, as the LINK team do not have the capacity to research and prepare funding bids. There is a possibility that the post could be part-time.
- Chris Boote had prepared a cash flow forecast for the year, which showed that the LINK would still have a £1000 contingency fund, if this expenditure was approved. Vicky explained individual parts of the budget to the Stewardship Group, to show transparency.

**Action:**

The Stewardship Group discussed the costs, and agreed to progress the suggestion of a fundraiser.

The meeting then entered Part Two for discussion.

**7. Next meeting date**

The next meeting is set for 17<sup>th</sup> December 6.00-8.00 pm., followed by the Christmas meal at the Steak and Omelette Bar.