



**Minutes of the First Annual Meeting of the Kent LINK
held on Thursday, 28 May 2009**

at the Julie Rose Stadium, Willesborough Road, Kennington, Ashford, TN24 9QX

Members of the LINK's Governors Group, 38 LINK participants, representatives of statutory bodies and the full support team from the Host Organisation, Kent & Medway Networks, attended the LINK's first Annual Meeting.

1. Introduction, welcome and apologies

- 1.1. All present were welcomed by Brenda O'Neill, KMN Director and Facilitator for the event. Governors of the LINK and the KMN team were introduced and the format for the event outlined. Apologies received were noted.
- 1.2. It was noted that for any proposal to be carried a vote of 26 or more in favour was needed - ie two-thirds of participants attending the meeting.

2. Kent LINK Annual Report 2008 – 2009

- 2.1. The LINK's first Annual Report was presented by John Cunningham, Facilitator of the Governors' Group. He briefly described the key milestones for the LINK, what the LINK had been doing in its first eight months and what it planned to do in the coming year, such as continue to promote the LINK, intensify involvement opportunities, develop further networking opportunities, especially with "hard to reach" groups.
- 2.2. Roger Kendall, Finance Lead Governor, presented the LINK's accounts contained in the Annual Report at section 8 and highlighted the planned use of the under spend that was being carried forward to the following year.
- 2.3. A number of questions and comments were made by attendees. LINK Governors, with the assistance of KMN staff, responded.
- 2.4. LINK participants were asked to agree the LINK's Annual Report, excluding Section 10 - the Next Steps, which was a later item on the agenda.

Recommendation / vote decision

- 2.5. **That the Annual Report, including the Annual Accounts, be agreed.**
- 2.6. **AGREED, subject to the addition of a note to the Accounts that they were subject to an audit and inclusion of details of the LINK Governors.**
- 2.7. **Votes in favour: 37 - CARRIED**

3. Kent LINK Governance Framework - Proposals for changes

- 3.1. John Fetcher introduced the proposed changes in Attachments 1, 2 and 3 of the paper.
- 3.2. Discussion ensued on the following:
- whether there should be a quorum for an annual meeting
 - 100 participants needed for calling a special meeting was too high, proposed 25
 - Would email requests for a special meeting be permissible?

Recommendation / vote / decision

- 3.3. That the procedures outlined in paragraphs 1 to 11 of Attachment 1, in respect of LINK annual meetings, are included in the LINK's Governance Framework.
- 3.4. Agreed subject to one change: a quorum of 25 participants required for an annual meeting.
- 3.5. Votes in favour of the amended proposal: 39 - CARRIED

Recommendation / vote / decision

- 3.6. That the procedures in paragraphs 1 to 3, in Attachment 2, in respect of LINK special meetings are included in the LINK's Governance Framework.
- 3.7. Agreed, subject to 50 participants required to call a special meeting (the number of 25 was rejected), that special meetings can also be called electronically (via email) and the quorum be the same as applies to an annual meeting.
- 3.8. Votes in favour of the amended proposal: 37 - CARRIED

Recommendation / vote / decision

- 3.9. That the procedures outlined in paragraphs 1 to 2 of Attachment 3, in respect of changes to the LINK's governance arrangements are included in the LINK's Governance Framework.
- 3.10. Agreed with the addition to review the selection to LINK's groups / panels ie participant involvement in selection process.
- 3.11. Votes in favour with the addition: 35 - CARRIED

- 3.12. John Cunningham, Facilitator of the Governors' Group, introduced the proposed changes in Attachment 4 of the paper - highlighting some of the proposals:
- To change the name of the Facilitator of the Governors' Group to Chair
 - To add to the number of Governors
 - To define the term of office of the Governors
 - To define the Group's relationship with the Priorities Panel.
- 3.13. Discussion ensued on the following:
- The title Chair should be Chairman
 - Request that increase in numbers be deferred to after the review of the selection process - this will happen because the increase in numbers of Governors would not take place until October and the review would be considered and proposed by the Governors very soon.

Recommendation / vote / decision

3.14. **That the procedures outlined in paragraphs 1 to 9 of Attachment 4, in respect of the LINK's Governors' Group, are made to the LINK's Governance Framework.**

3.15. **Agreed with no change.**

3.16. **Votes in favour: 37 - CARRIED**

3.17. Roger Kendall, Finance Lead LINK Governor, introduced the proposals in relation to the LINK's expenses policy - Attachment 5 of the paper.

3.18. Discussion ensued on the following (*answers provided are in italics*):

- Whether Governors' needed to present receipts for the monthly payment of £10 - *not required*
- Word "disadvantaged" in the expenses policy: what proof, term is demeaning - *participant should contact the KMN office (acting as post box only on this occasion) and that would be forwarded to the Governors*
- Words "reasons of income" should be removed and replaced by "at discretion of the LINK" – *no response*
- Where is it stated that receipts are required? - *the paper contained only an extract of the policy and it is contained in the full policy*
- Proposal made that participants should be paid expenses for attendance at any event
- What is the potential attendance numbers at any event - *potential is for 1.4 million as the LINK is open to the whole population of Kent*

- What is the average attendance numbers at LINK events – *difficult to calculate as only one event occurred before this annual meeting, the quarterly event held in Gravesend*
 - Do authorised visitors receive expenses - yes
 - Proposal made that expenses should be paid instead of providing lunch
 - Proposal made that perhaps the rate should be 15p per mile to cover fuel only and not 40p per mile - *referral made to DH "Reward and Recognition" policy.*
- 3.19. **Proposal made from a LINK participant that meetings be accessible to all in respect of time and venue on public transport route.**
Votes in favour: 22 - NOT CARRIED
- 3.20. **Proposal made from a LINK participant to change the expenses policy as follows: Remove the words "for reasons of income" from the sentence: "This means that cases of hardship, eg for reasons of income, will be considered on an individual basis."**
Votes in favour: 30 - CARRIED
- 3.21. **Proposal made from a LINK participant to pay LINK participants' expenses for attendance at LINK annual / special meetings and quarterly events.**
Votes in favour: 7 - NOT CARRIED
- 3.22. The proposal to reduce 40p per mile rate to 15p per mile had been made earlier but no vote was taken in light of the previous decision not to pay participants' expenses.
- 3.23. The meeting then returned to the proposals in Attachment 5 of the paper:

Recommendation / vote / decision

- 3.24. **That there is no change to the LINK's policy in relation to reimbursement of participants' expenses for attendance at LINK events. NOTE: no vote was taken in light of the earlier proposal to pay LINK participants' expenses for attendance at LINK annual / special meetings and quarterly events being rejected.**
- 3.25. **That the policy for expenses incurred by LINK Governors and members of the LINK's Priorities Panel are added to the LINK's Governance Framework (as per paragraph 5.1 in Attachment 5).**
- 3.26. **Votes in favour: 35 - CARRIED**
- 3.27. **That the procedure for notifying participants of events includes the Host advising whether or not expenses are claimable.**
- 3.28. **Votes in favour: 35 - CARRIED**

- 3.29. Sally Keverne, LINK Governor, presented the changes being proposed to appointing individuals to represent the LINK.

Recommendation / vote / decision

3.30. **That the policy outlined in paragraphs 2 to 4 of Attachment 6, in respect of representation of the LINK on external bodies, is included in the LINK's Governance Framework.**

3.31. **Votes in favour: 36 - CARRIED**

4. Kent LINK Annual Programme 2009 - 2010

- 4.1. John Cunningham introduced the proposed LINK activities for the coming year as detailed in section 10 of the LINK's Annual Report. Each item was presented, discussed and voted upon individually.

4.2. Review of the county's health and social care commissioning plans

Recommendation / vote / decision

4.3. **That the Host be instructed to commence discussions with NHS and Social Care commissioners in the county with a view to proposals being drawn up for future LINK involvement in these arrangements.**

4.4. **Votes in favour: 38 - CARRIED**

4.5. Annual Health Check

- 4.6. Some discussion took place, including the proposal that if the LINK was to carry out the annual health check again then social care services need to be included.

Recommendation / vote / decision

4.7. **That the LINK Development Workers liaise with LINK participants to review relevant aspects of the commentary and where appropriate to recommend action by the LINK's Priorities Panel.**

4.8. **Votes in favour: 37 - CARRIED**

4.9. **That the Host be instructed to commence work with the community and voluntary sector on arrangements for the next Care Quality Commission's Health Check to enable the LINK to make a commentary for the Annual Health Check.**

4.10. **Votes in favour: 38 - CARRIED
with the change to include social care**

4.11. Access (transport) to health services

Recommendation / vote / decision

4.12. That the LINK Development Workers make contact with LINK participants who are concerned with transport issues in relation to accessing the county's health facilities, with a view to identifying the main points of concern, liaising with the appropriate authorities over these concerns and submitting proposals for any possible action that may be taken by the LINK.

4.13. Votes in favour: 39 - CARRIED

4.14. Stroke care in the county

4.15. It was proposed that the activity include cardiac as well as stroke as they work together.

Recommendation / vote / decision

4.16. That the LINK Development Workers make contact with LINK participants, who are concerned with stroke services, with a view to reviewing the issues raised and to liaise with the appropriate authorities over these matters and where appropriate to recommend action by the LINK.

4.17. Votes in favour: 35 - CARRIED
with the inclusion of cardiac services

4.18. Training and supervision of Care Assistants

Recommendation / vote / decision

4.19. That the Host arranges a meeting between the appropriate commissioners of those social care services and interested LINK participants with a view to eliciting precisely what standards are required of such contractors and how these standards are supervised.

4.20. Votes in favour: 38 - CARRIED

4.21. Events Programme 2009 / 2010

Recommendation / vote / decision

4.22. That the following programme of quarterly events be agreed:

- LINK Quarterly event - week commencing 27 July 2009 - on the Isle of Sheppey
- LINK Quarterly event - week commencing 26 October 2009 - in Shepway
- LINK Quarterly event - week commencing 25 January 2010 - in the Tonbridge / Tunbridge Wells area
- That the next LINK's Annual Meeting be held on Thursday, 27 May 2010 in Maidstone.

4.23. Votes in favour: 37 - CARRIED

- 4.24. Any additional proposals from Governors or participants were invited.
- 4.25. **Hospital hygiene and disinfectant.** John Fletcher, LINK Governor, reported on his work in the former PPI Forum in East Kent on hospital hygiene and disinfectant. That work had resulted in a number of issues that had not yet been resolved. John Fletcher proposed that the LINK should start a project to continue the investigations begun by the Forum but to extend these to West Kent as well as the East. In this respect all the major acute hospitals in both East and West Kent would be included. His proposal had a three pronged approach:

4.25.1. using participants' experience of hospital stay to get first hand experience on the cleanliness of hospitals (how often the bed side alcohol dispenser was used, cleanliness of toilets and bathrooms etc)

4.25.2. to get an objective measure of the use of hand applied alcohol and soap and water hand washing throughout the hospitals

4.25.3. to investigate the process and efficiency of hospital disinfection by making both chemical and biological measures of efficacy.

- 4.26. Discussion ensued and proposals were made to add all hospital settings to the project, including community hospitals, mental health hospitals, ambulances, patient transport and hospital cars.

- 4.27. **A vote was taken on the proposal to include this project in the LINK's Work Programme for 2009 / 2010:**

To include all hospitals, acute, community and mental health

Votes in favour: 39 - CARRIED

To include ambulance and patient transport services

Votes in favour: 31 - CARRIED

- 4.28. **Openness of Foundation Trusts.** It was suggested that local foundation trusts were not as open and transparent as previously and it was proposed that the issue be investigated by the LINK. **It was AGREED that the LINK pursue the issue with the relevant local Trusts.**

- 4.29. Participants were advised that if they had any other issues for the LINK these could be left with a member of KMN staff.

5. Date of next annual meeting

- 5.1. The date of the next Annual Meeting of the LINK had previously been agreed as 27 May 2010.
- 5.2. All present were thanked for attending and for their contribution to the debates and the meeting closed at 1.00pm - all attending were invited to stay for a light buffet lunch.