



August 2010

## Kent LINK External Representatives Meeting Report

<b>Name of LINK Representative</b>	Mr D M Townsend DSM
<b>Name of External Organisation</b>	Kent County Council
<b>Name of External Group</b>	Health Overview and Scrutiny
<b>Name of lead contact of External Group</b>	Mr Andrew Cole
<b>Date of Meeting</b>	5 November 2010
<b>Venue of Meeting</b>	Brook House, John Wilson Business Park, Chesterfield, Kent, CT5 3DD
<b>Summary of Meeting (If appropriate attach papers)</b>	<p>The Meeting was opened at 10.08am by Andrew Cole (chair), with 14 members present. The previous meetings minutes of 28 July 2010 were read and agreed to be an accurate record, matters arising would be addressed on the agenda.</p> <p>1. Mr Jeremy Cooper from Stagecoach bus company gave a talk on 'Buses for everybody', informing the meeting that the increase use of buses in the Kent area had risen by 8% in the last year. He then went on to talk about the bus time table and the three points to calculate a good working timetable.</p> <p>The Meeting all agreed that there was a need for more public transport to help decrease the growing need for NHS and PCT Patients Transport. Mr Townsend from Kent LINK asked why there was not a bus that ran from Folkestone to the William Harvey hospital via Hythe, Dymchurch and New Romney. Mr Cooper stated that there were buses to New Romney from Folkestone, but people wanting to go to the William Harvey would have to change buses at New Romney. It was pointed</p>

out that a lot of patients, some with walking difficulties, would use public transport more, if they did not have to change buses as this often meant waiting at unsheltered bus stops, and the extra difficulty getting on and off the buses.

Mr David Laws from East Kent Association of Older Citizens forum asked about subsidised bus routes and how much the Stagecoach company was to receive for the next year from the KCC budget. The meeting was informed by Mr Kenneth Cobb, KCC Transport Integration Manager, that at present the 2011 / 2012 budget has as yet not been promulgated, and he would inform the group at a later meeting after the 16 February 2011 when he will have the budget information.

As the public transport debate was taking longer than the allotted 10 minutes it was agreed that a meeting to discuss a route change for buses between Hythe and the William Harvey Hospital via Romney Marsh should take place between Mr Cooper and Mr Townsend outside the THWG meeting.

2.

The Kent LINK Project update could not be given as both Neville Dack and Martyn Ayre were not present at this meeting. Karen Thompson from NHS Eastern and Coastal Kent Urgent Care, updated the meeting on the draft joint response between NHS ECK and NHS West Kent in partnership with the KCC. In response to the Kent LINK recommendations from the Access to Health Services project, the joint response is to be overseen by Martyn Ayre, the senior Corporate Policy Manager for KCC. Karen went on to ask the meeting if they would send by email their feedbacks and comments to the response by the 19 November 2010.

Andrew Coles informed the meeting that a final joint response will be collated from all the different organisations throughout Kent and submitted to Kent LINK and the KCC Health Scrutiny Committee, hopefully by Christmas.

The meeting was also informed that NHS Medway would also be providing its own response to the Kent LINK project report. It was agreed at the meeting that there were great concerns as to car parking at the four main hospital sites and a separate agenda needs to be tabled at the next THWG meeting. This was agreed by the chair.

3.

Karen Thompson circulated a report from the THWG sub committee and Kenneth Cobb, the KCC Transport Integration Manager, informed the meeting that 'Next Steps' can only be

taken once the group has received feed back from East Kent Hospitals University NHS Foundation Trust (EKHUT) on the patient's response and provide an update at the next sub group meeting. The chair asked Kenneth or Julia Rogers to submit a clear list of questions and answers on communication services by next week 12 November 2010.

Dave Laws asked about the 'pyjama run' and reviewing longer hours for outpatients at hospital consultations and if the information will be communicated to the public and, if so, how.

4.

Karen stated that the SECamb had handed out patient survey leaflets to patients at the end of their ambulance journey on reaching the appointment hospitals. This leaflet was a questionnaire on SECamb transport and communications. The chair asked Paul Kinnear, EKHUT Patient Transport Manager, if he could do the same for his department including volunteer drivers and taxis, this he has agreed to.

5.

Karen updated the group on a draft PTS guide line for GP's, a copy of the guide lines was handed out to the meeting and Karen asked the members to give her a feed back by E mail by 19 November 2010.

Paul stated that this feed back was very similar to the one he had produced for the July meeting.

Dave Laws asked what was going to happen to the volunteer car service when the GP's take over the funds from the PCT. Bridget Owen, the Dover District Volunteer Centre Manager, informed the meeting that at present funding could not be confirmed until the next financial year budget meeting.

6.

Karen informed the meeting that the bus service to the Kent & Canterbury hospital had been changed as from the 19 September 2010 and more buses were travelled from the Park and Ride areas. But at present it was still too early to ascertain if there was a increase in people using these services. Kenneth gave the meeting a break down on the present data for the year 2009 / 2010 on DNA (did not attend appointments) at hospital.

78% fulfilled the appointment requirements.

14% appointments cancelled by patients.

8% (approx 56229) DNA of which 0.02 % attended but was not seen.

	<p>The meeting asked Kenneth how many of the 56229 DNA's had asked for PTS. He did not know at present but would try and find out.</p> <p>Paul informed the meeting that about 20 PTS applications each month could not be fulfilled, as on arrival at the applicant's address the driver was informed that the applicant had passed away. This was also confirmed by Paul Barratt the SECamb PTS manager as the same thing is happening to SECamb PTS.</p> <p>7. Terms of reference of the THWG in future will be determined by the outcome of the reports. The members will be informed at a future meeting.</p> <p>8. AOB. Karen proposed that all the sub groups should merge into one group, the meeting agreed for this to take place. Dave laws asked that there should be dedicated telephones to Taxi companies in the hospitals and a list of prices for set journeys to the main towns in the hospital area. He also put forward that pensioner appointments at hospitals should start after 10.30am so that the pensioners may use their free bus passes to and from the hospitals of their appointments.</p>
<p><b>Recommendations / Actions</b> eg</p> <ul style="list-style-type: none"> <li>• Items for LINK bulletin</li> <li>• Items for individual interest group</li> <li>• Issue to Priorities Panel / Governors' Group</li> </ul>	
<p><b>Date of Next Meeting</b></p>	<p>28 January 2011</p>

**Signature** MD Townsend DSM

**Date** 19 November 2010

**Recommendations / Actions**

<b>For Office Use Only</b>	<b>Recommendation / Action</b>	<b>Date of Action Taken</b>	<b>Who By</b>