

*Your LINK for improving health and social care
Your future local HealthWatch*



a LOCAL INVOLVEMENT NETWORK

15 September 2011

**Minutes of a meeting of the Kent LINK Governors' Group held on
Wednesday, 14 September 2011 from 10.45am – 2.00pm
Main Hall, Lenham Community Centre, Groom Way, Lenham ME17 2QT**

Present – Kent LINK Governors:

John Ashelford
Mike Dowden Governor in waiting
Mike Eddy
Mark Fittock
John Fletcher Chairman
Roger Kendall
Stan Richardson
Veronika Segall-Jones Governor in waiting
David Swaffer
Junetta Whorwell

Present:

Diane Conway Kent LINK Priorities Panel member in waiting
John Gallimore Kent LINK External Representative
Lyn Gallimore Kent LINK Priorities Panel member
Ray Harris Kent LINK Priorities Panel member
Tony Monk Kent LINK Priorities Panel member in waiting
Doug Tutton Kent LINK Priorities Panel member

In attendance:

Rich Beckwith, LINK HealthWatch Support Worker, Kent & Medway Networks (KMN)
Tish Gailey, Health Policy Manager, Kent County Council Public Health Department (KCC)
Steph Moir, LINK Groups' Support Worker, KMN, and minute taker
Louise Murrell, Kent LINK Project Development Worker, KMN
Brenda O'Neill, Contracts Director, KMN
Heather Wells, LINK Lead Project Development Worker, KMN

Opening of meeting

1. **Apologies for absence** were received from Kent LINK Governors: Bose Johnson, Cate Jackson and Sally Keverne. John Fletcher informed that Rob Woolley had resigned from the Kent LINK Governors Group.
2. **Declarations of interest** – there were no declarations of interest.
3. **Any other business** - None raised.
4. **Minutes of the last meeting held on Wednesday 15 June 2011**
 - 4.1. **Accuracy** - The minutes were accepted for accuracy.
 - 4.2. **Matters Arising**
 - 4.2.1. **Item 5.2.4** – Brenda O’Neill updated the group on plans for a Project Programme Lead and External Representative Co-ordinator. It was noted that Sally Keverne, Cate Jackson and Heather Wells would meet to further define the roles and to recommend how the appointed persons can be most effective for the LINK.
 - 4.2.2. **Item 5.5.3** – Mark Fittock confirmed that the Mental Health report had been signed off and agreed. The size of the report was decreased due to cost of publishing. The report will be launched publicly at the LINK Community Engagement event in Sittingbourne on 4 October 2011.
 - 4.2.3. **Item 8** – Mark Fittock confirmed he planned to attend the Dartford & Gravesham Trust Annual General Meeting on Friday 23 September and will raise questions concerning Maternity and Accident & Emergency services and will update the group of the outcome of the meeting.
 - 4.2.4. **Item 8.2.1** – Mark Fittock updated the group on a meeting to be organised in Gravesend within the next few weeks at which opinions will be gathered on the proposed merger of Medway NHS Foundation Trust and Dartford and Gravesham NHS Trust.
 - 4.2.5. **Item 9.1** – John Gallimore, External Representative Co-ordinator for Kent LINK, confirmed that he will meet Terry Horobin, External Representative Co-ordinator of Medway LINK and the Kent and Medway support staff to discuss the role of the External Representative Co-ordinator.

Items for decision / action

5. LINK Activity - Projects

- 5.1. Heather Wells provided an update on the Kent LINK Projects and advised that a full project update will be available at the October Governors’ Group meeting, as previously agreed.
- 5.2. Heather Wells informed Governors that The Hygiene, Outpatients and Cervical Screening reports are outstanding.

- 5.3. A Community Ambassador Project Lead is needed with the resignation of Rob Woolley and volunteers were asked to contact Heather Wells.
- 5.4. Brenda O'Neill advised she would ensure that the outstanding reports be completed and available for the Community Engagement Event in October.

5.5. **Hygiene, Disinfection and Patient Experience in Hospitals Project**

5.5.1. Heather Wells confirmed that the Hygiene report requires further input from John Fletcher and Cate Boland. John Fletcher advised that most of the work had been completed in April 2011 and delays in the production of the report diminished the impact of the work. Brenda O'Neill agreed that reports of projects need to be produced in a timely manner.

5.5.2. **Supervision and Training of Care Assistants Project**

Heather Wells confirmed that the project is running well and the questionnaire for care agencies that have a contract with Kent County Council had been prepared and will be reviewed before distribution. Heather Wells is scheduled to meet with the Project Lead and support staff to discuss the completion date scheduled for 31 October 2011.

5.5.3. **Quality Accounts Annual Reports to the Public Project**

John Ashelford confirmed that 7 quality account reviews and responses had been completed. The Hospitals Trusts and other providers had found the work the Kent LINK had done to be very productive and useful for them and they have requested the Kent LINK's input to how they prepare next years Quality Accounts. An enquiry had been received from the Pilgrims Hospice who have invited the Kent LINK to comment on their quality account. John Ashelford commended Heather Wells for her work on the project. John Fletcher congratulated John Ashelford and Heather Wells for their work.

5.6. **Youth Strategy**

5.6.1. Heather Wells confirmed that Rebecca Barraclough has made good progress with the Youth Project and the event scheduled on 7 October 2011 is fully booked, with a reserve list.

5.7. **Cervical Screening Uptake in West Kent**

5.7.1. Heather Wells confirmed that a project report had been drafted by Canterbury Christ Church University and the LINK was preparing a summary report that was awaiting final input from Bose Johnson, Project Lead.

5.7.2. Heather Wells advised she will be contacting Canterbury Christ Church University to encourage them to finalise their report in order for the Kent LINK summary report to be published.

Heather Wells will liaise with Bose Johnson to finalise the report by the 4 October Community Engagement event.

Action: Heather Wells

5.8. **Patient Experience of Outpatient Clinics**

5.8.1. The Outpatients Project had 4 remaining. A draft data analysis report and final project report has been sent to the Project Leader, Pat Fletcher, for comment and completion. A new target date was set for 31 October 2011 to complete the report.

Action: Heather Wells

5.9. Monitoring Quality of Residential Homes in East Kent

5.9.1. Heather Wells confirmed that all visits had been completed and the final draft report is being prepared by Louise Murrell. Heather Wells thanked Louise Murrell for her work on this project. Visit reports will be sent to the Homes for checking accuracy before publication.

5.10. Care of the Elderly in Hospitals Project

5.10.1. The Care of the Elderly Kent wide and the West Kent PPG projects are in the “set up” stage and are being supported by Clive Brock, West Kent Project Development Worker. Volunteers were sought for undertaking the Project Lead role for each project. Heather Wells confirmed that Clive Brock is meeting with participants involved previously to discuss how to take the Care of the Elderly project further. Junetta Whorwell expressed an interest in the Care of the Elderly project and will liaise with Heather Wells. Clive Brock to be asked to approach Maureen Moore and Doug Tutton to rejoin the project group.

Action: Clive Brock

6. Quality Account Summary 2011/12 Review

- 6.1. Heather Wells provided a summary of activity planned for ensuring year long engagement with the public on the quality of hospital care. The plan was **AGREED** by Governors.
- 6.2. John Ashelford and Brenda O'Neill had met with Canterbury Christ Church University to discuss the questionnaire and in particular how questions should be phrased to produce an unbiased response. Whilst agreeing that the questionnaire was good and had produced sufficient feedback to analyse the data, the University suggested a scoring system of 1 to 4 and a final 'catch all' question to enhance the process.
- 6.3. John Fletcher asked if hospital staff should be included in the questioning. Heather Wells said that there is space within the projects to include discussions with staff about their experiences.
- 6.4. When collecting information for Quality Accounts it was agreed that Authorised Visitors should be used as well as LINK support staff.
- 6.5. Tish Gailey suggested that by asking staff questions on retention rates and sickness days, it is possible to assess the motivation and training of staff
- 6.6. Rich Beckwith suggested contacting the Trade Unions as they would be a useful way to gather Quality Accounts information.

7. Priorities Panel Operational Procedures

- 7.1. Lyn Gallimore updated the group on the Priorities Panel planning meeting held on 7 September 2011. Suggested changes in the Terms of Reference discussed were:
 - Input from External Representatives who attend other groups be taken into consideration
 - Wording to reflect the move into HealthWatch
 - Priorities Panel to decide when an issue is closed and advise referrer of the outcome

- KMN to inform LINK members of the actions taken through the LINK bulletin, newsletter and core groups
- Written report from the Chairman of decisions made and actions to be taken and presented at Governors' Group meetings
- Request that the Kent LINK issues template reflect the decision making matrix criteria
- A new scoring system as proposed by Doug Tutton to be used on a three month trial period with structured and unstructured evidence being merged
- Lyn Gallimore to look at how to monitor the work the Priorities Panel carries out and prepare a monthly report to present to Governors
- It was agreed that some issues that do not come through Kent and Medway Networks can be provided with an ID Number in order for the Priorities Panel to investigate them

7.2. Ray Harris suggested an induction pack be prepared for new Priorities Panel members. Lyn Gallimore promised to keep Tish Gailey abreast of changes in the Priorities Panel's method of scoring. Tish Gailey advised that Kent County Council has an interest in how issues raised are dealt with by the Kent LINK Priorities Panel in light of the transition to HealthWatch and to have the opportunity to review the evidence portfolio for equality and evidence showing the balance between health and social care and public health.

8. Minutes from Priorities Panel Meeting

8.1. Lyn Gallimore provided an update from the Priorities Panel meeting held on 7 September 2011. No new issues had been presented to the Priorities Panel in September but updates on ongoing issues were discussed.

8.2. Item 3.2.1 – Maternity Update

8.2.1. It was requested that Lyn Gallimore liaise with John Richards to establish which group of the East Kent Hospital University Foundation Trust he attends.

Action: Lyn Gallimore

8.2.2. Roger Kendall referred to Attachment 15, Health Overview and Scrutiny report detailing information on the maternity review and suggested contacting Dr Neil Martin and Dr Sarah Montgomery concerning the consultations of the maternity and minor injuries unit in East Kent. Roger Kendall advised that there will be formal consultations in October on four proposed structures for maternity services in East Kent. A report will be prepared by Mark Fittock in the near future, on the lack of birthing facilities in Dover or Canterbury hospitals.

8.3. Item 3.2.4 (ID 061)

8.3.1. Mark Fittock confirmed that the Scarborough Ward issue has been taken forward in the Mental Health report and will be discussed at the Community Engagement event on 4 October 2011 and raised concern that it may not be necessary for the Priorities Panel to revisit the issue as the LINK was already addressing this.

8.4. **Item 5.12 – Any other business of the Priorities Panel Meeting held on 7 September 2011**

8.4.1. Mike Eddy requested his comments be amended to read: “Mike Eddy advised that these reports will begin to be filtered through to the Governors’ Group future meetings and could then be passed to the Priorities Panel.” **Action: Steph Moir**

8.5. **Item 3.2.3 (ID060) – Premium rate telephone numbers**

8.5.1. Tish Gailey suggested Lyn Gallimore write to the Local Medical Council to raise the LINK’s concerns about surgeries using premium rate telephone numbers.

Action: Lyn Gallimore

9. **LINK PR and Publicity Update**

9.1. John Ashelford had received enquiries from the media concerning the merger between Dartford and Gravesham NHS Trust and Medway NHS Foundation Trust.

9.2. Mike Eddy had responded to queries concerning ambulance delays in the Sevenoaks area.

9.3. The BBC provided John Ashelford with figures showing deterioration in waiting times in West Kent but these did not show the number of clinical procedures that had been carried out over the same period. John Ashelford felt it would be more meaningful to measure the delays in hospital treatments against the actual number of operations that had been carried out. These results could indicate that the delays were the result of a significant increase in surgical treatments or that fewer cases were being handled together with delays.

9.4. Cate Boland has organised a Sheppey / Swale public meeting on 22 September 2011 and Roger Kendall had agreed to Chair the meeting. Representatives of the Trust will be present to respond to questions raised by the community at the meeting.

9.5. The next edition of the Kent LINK newsletter had been sent to print and will be available for distribution shortly.

9.6. Rich Beckwith had prepared and distributed with the LINK’s monthly bulletin, a newsletter on the transition to HealthWatch.

Action: Rich Beckwith

10. **Mental Health Report – Meeting to be held on 4 October 2011**

10.1. Roger Kendall **AGREED** to chair the morning session of the Community Engagement event on 4 October 2011.

10.2. Brenda O’Neill confirmed she would draft the written report for the Governors’ Group.

Action: Brenda O’Neill

10.3. Governors **AGREED** the Programme for the Community Engagement Event.

11. **LINK Community Ambassadors Project**

11.1. In light of Rob Wolley’s resignation, John Fletcher asked for volunteers for the project group in particular a leader and John Gallimore expressed an interest and will meet with John Fletcher and Louise Murrell as soon as possible to get the project underway.

12. **LINK Representation on Clinical Commissioning Groups**

12.1. Brenda O'Neill confirmed that there are nine Clinical Commissioning Groups in Kent and work is underway on the LINK's representation on the groups through the Working Better Together Project in East Kent. KMN has also investigated the situation in West Kent. It was **AGREED** that John Fletcher will write to the Clinical Commissioning Group Leads. **Action: John Fletcher**

13. Training for LINK Participants including Authorised Visitors

13.1. A training review meeting was suggested to discuss issues on how to improve training for Kent LINK participants. John Fletcher, Stan Richardson, Lyn Gallimore, Mike Eddy, Junetta Whorwell, Mark Fittock and Veronika Segall-Jones agreed to attend the meeting. **Action: Steph Moir**

14. Financial Update

14.1. The Budget Sub Group minutes were **AGREED**.

14.2. LINK Procurement Policy

14.2.1. Preferred suppliers for urgent situations are to be included in the LINK procurement policy. All business will be directed to small or medium enterprises or not for profit businesses wherever possible within Kent. Governors **AGREED** the amendments to the Procurement Policy.

14.3 LINK Locality Groups

14.3.1 The Budget Sub Group had recommended that two pilot areas are established, one in East and one in West Kent with an allocation of £8,000 for each project group. Governors **AGREED** the two Locality Groups pilot.

14.4 Kent LINK Code of Conduct

14.4.1 Rebecca Barraclough and Brenda O'Neill had prepared a draft Code of Conduct and Volunteer Agreement which was presented to Governors. It was suggested a complaints procedure be included in the Code of Conduct as an Appendix and details of who to contact when making a complaint. The draft Code of Conduct was **AGREED** and Brenda O'Neill will produce a final version of the document to be presented at the next Governors' Group meeting in October. Governors were requested to contact Brenda O'Neill with any additions or comments.

Action: Brenda O'Neill

14.4.2 It was **AGREED** that Brenda O'Neill include the full list of Kent LINK Core Groups in item 12.6 of the Code.

Action: Brenda O'Neill

15. Proposed Integration of Medway NHS Foundation Trust and Dartford and Gravesham NHS Trust

15.1 A Consultation event in Dartford / Gravesend is being organised. 205 responses to the LINKs survey had been received and it was confirmed that 60% of participants were unaware of the proposal until they were informed by the LINKs.

15.2 John Fletcher thanked Mark Fittock and Jim Hancock, Medway LINK Governor, for the work they have undertaken so far.

16. LINK Pharmacy Network Group

- 16.1 Louise Murrell presented the draft Terms of Reference for the Pharmacy Network Group. Tish Gailey advised the group that one of the statutory duties of the Health and Wellbeing Board is to agree the Pharmaceutical Needs Assessment through the Health and Wellbeing Board and suggested a representative be available to attend these meetings and provide an update on the state of play. Governors with any comments / amendments were asked to contact Louise Murrell by Friday 30 September 2011.

17. HealthWatch Update

- 16.2 Rich Beckwith advised that the Health Bill had gone to a third reading on 7 September 2011 and will now be considered by the House of Lords.
- 16.3 A HealthWatch online community has been created on the Care Quality Commission website.
- 16.4 Rich Beckwith reported that a joint meeting with the NHS Cluster Leads had been held and due to its success they would meet again in December 2011.
- 16.5 Tish Gailey advised that the Local HealthWatch Development Group workshop is scheduled for 19 September, and the draft report will be produced by the end of September bringing together work already undertaken for the Readiness Project,
- 16.6 Rich Beckwith confirmed interest has been received from the Kent LINK Participants to join the LINK Transition Group and that those interested will be contacted shortly to discuss how Locality Groups can be integrated with Local HealthWatch and how it can be developed in their region of Kent.

18. Health Overview and Scrutiny Committee Meeting – 14 October 2011

- 16.7 It was **AGREED** to respond to Nick Chard at the Health and Overview Scrutiny Committee advising that the Kent LINK has no evidence to present on reducing admissions to A and E but LINK representatives will be available to participate in discussions on the day. **Action: Brenda O'Neill**

Items for discussion

19. Reports of external meetings

19.1 Health and Wellbeing Workshop – 20 July 2011

Roger Kendall recommended that an update be provided to the Transition Group in August and Governors' Group in December. The report was noted.

19.2 Kent Community Health NHS Trust – 21 July 2011

It was recommended that a West Kent participant attend the meetings alongside Cate Jackson. Louise Murrell has approached West Kent External Representatives and is awaiting responses. The report was noted.

19.3 Health Overview and Scrutiny Committee – 22 July 2011

Roger Kendall presented the reports received regarding maternity and developments in the Medway Dartford and Gravesham merger.

19.4 SECamb Services NHS Foundation Trust – 28 July 2011

It was recommended that the Kent and Medway LINKs invite SECamb to make a presentation at a forthcoming public meetings. It was requested an External Representative be appointed to attend the Acute Trust Accident and Emergency management meetings. Robin Kenworthy to be updated. **Action: Louise Murrell**

19.5 Louise Murrell to continue contacting the Trust concerning external representation
Action: Louise Murrell

20. **Any other business - Taken** at the start of the meeting.

Items for information / noting

21. **Acceptance for HealthWatch Pathfinder Programme** – noted.

22. **Reports of meetings** – reports noted.

23. **Diversity Information** – noted and that Local HealthWatch will need to show full representativeness

24. **Kent LINK website hits** - noted.

25. **Complaints and compliments** – tabled.

26. **Date of next meeting - AGREED:**

Wednesday, 19 October 2011 from 10.00am until 1.00pm,
Osborne Room, Lenham Community Centre, Groom Way, Lenham, Kent ME17 2QT

****end of draft minutes****

*Steph Moir
LINK Groups' Support Worker
September 2011*