

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

22 July 2011



a LOCAL INVOLVEMENT NETWORK

**Minutes of a meeting of the Kent LINK Governors' Group held on  
Wednesday, 20 July 2011 from 10.00am – 1.00pm  
Main Hall, Lenham Community Centre, Groom Way,  
Lenham ME17 2QT**

**Present – Kent LINK Governors:**

John Ashelford  
Mike Eddy  
John Fletcher – Chairman  
John Holloway  
Roger Kendall  
Sally Keverne  
Stan Richardson  
David Swaffer  
Junetta Whorwell

**Present**

Ray Harris – Kent LINK Priorities Panel  
Diane Conway – LINK Participant

**In attendance:**

Alex Burnand, Contracts Manager, Kent County Council (KCC)

Brenda O'Neill – Contracts Director, Kent & Medway Networks (KMN)  
Heather Wells – LINK Lead Project Development Worker, KMN  
Cate Boland – LINK Project Development Worker, KMN  
Clive Brock – LINK Project Development Worker, KMN  
Steph Moir – LINK Groups' Support Worker, KMN – minute taker

**Opening of meeting**

1. **Apologies for absence** were received from Kent LINK Governors: Mark Fittock, Bose Johnson, Cate Jackson and Rob Woolley; for Kent LINK Priorities Panel: Lyn Gallimore; for Kent and Medway Networks: Jane Williamson and Richard Beckwith.
2. **Declarations of interest** – there were no declarations of interest.

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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 10.1 – KCC Local HealthWatch Development Group:** Alex Burnand agreed to forward the confirmed group details of the HealthWatch Development Group to the LINK.

4.2.2. All other items were complete or on the agenda.

<b>Items for decision / action</b>
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5. **LINK Activity**

5.1. **Projects**

5.1.1. Heather Wells tabled the Kent LINK Project Updates report dated 18 July 2011 and advised that these summary updates will be presented quarterly to Governors. At each monthly meeting of Governors a folder containing all individual updated project plans, updated expenditure reports and project briefs will be available for any Governor to review.

5.1.2. For each project Heather Wells updated Governors:

- hygiene, outpatients, patient experience and cervical screening in West Kent - projects reports are being drafted and will be presented in August / September 2011 for Governors' approval, prior to publication
- Quality Accounts commentaries had been submitted to each Trust and a meeting scheduled with Canterbury Christchurch University to sign off the toolkit
- Youth Project – a youth event arranged, to be held on 7 October 2011 in West Kent; more details will be provided soon
- Equality and Diversity and Community Ambassador programmes were underway with events being arranged, aiming to identifying Community Ambassadors in various areas

5.2. **Annual Work Programme**

5.2.1. Heather Wells confirmed that a meeting had been held with John Fletcher, Brenda O'Neill and some Project Leads to discuss how current and future LINK projects are managed and how progress on the projects will be reported to Governors.

5.2.2. Mike Eddy commented that there was a need for more work with Project Leads and project support staff and a standard established for LINK project management. Brenda O'Neill confirmed that a workshop was being held soon for all KMN project support staff with John Fletcher, in his role as Lead Governor for Project Management. This workshop will include roles and responsibilities of all involved in a LINK project and a similar event could be held for LINK participants who take on the role of Project Lead.

5.2.3. It was suggested that there was a need for a LINK Projects Programme Lead on the Governors' Group to undertake the emerging role of providing an overview of all projects, ensuring there was consistency of standards and that projects did not overlap or duplicate others. A draft role description was provided and Governors were requested to provide comments on this to Brenda O'Neill, by 29 July 2011.

**ACTION: All Governors**

5.2.4. Sally Keverne confirmed, at the meeting, and Cate Jackson, via email, that they were interested in taking on this role.

5.2.5. Governors AGREED that

- A minimum of 3 LINK participants should be involved in LINK project groups
- LINK projects should be reported to the wider LINK on a regular basis
- There was a need for a Projects Programme Lead on the Governors' Group and that Sally Keverne and Cate Jackson take on this role jointly
- A meeting of Project Leads and the LINK Projects Programme Leads be arranged as soon as possible to address any issues around managing the projects, reviewing / updating the related roles

**Action: Heather Wells**

### **5.3. Issues – Minutes from Priorities Panel Meeting, 6 July 2011**

5.3.1. John Fletcher referred to Appendix 1 to the draft minutes - an email from Pat Fletcher, Priorities Panel member - and spoke of the importance of flexibility on decisions made by the Priorities Panel. If any evidence arises after the decision has been made then this should be taken into consideration.

5.3.2. John Fletcher read a report received from Cate Jackson expressing her concerns about this particular Panel meeting - especially around the conduct of some Panel Members during the debate on IVF.

5.3.3. Having heard these comments, the role and conduct of the Priorities Panel in its most recent meeting was discussed:

- Sally Keverne commented that, in such discussions, personal bias should be ignored
- Junetta Whorwell supported Cate Jackson's comments and suggested that re-training may be necessary to avoid individual personal views being taken into consideration and unfavourable comments being made
- Ray Harris commented that Panel Member's views were varied
- Alex Burnand advised that some comments made at the meeting were verging on the unacceptable, that the NICE recommendations were not taken into consideration in this instance, equalities were disregarded and some objectivity was needed and the scoring system was the best the Panel had at the moment
- Diane Conway, as an interested observer to the process, also present at the meeting, felt that there had been inappropriate comments made but added that there was a need for the Panel to be allowed to discuss openly and express a wide range of opinions. She supported the scoring system as one that provided objectivity, removed the emotiveness and enabled a responsible person to score reasonably
- Heather Wells, also present at the meeting, commented that more work could have been done by KMN in presenting the various issues to the Panel so that they could make objective decisions and score each more readily. She added that discussions had since taken place with the support staff regarding how they presented such issues and the level of research required before submission to the Panel. Heather confirmed that the relevant training had been provided for Panel Members.
- Brenda O'Neill confirmed that she had received feedback that some of the comments made at the meeting had caused upset. She added that Cate Jackson's report back to Governors had highlighted why a Governor had been asked to take the lead in liaising with the Priorities Panel

- 5.3.4. Ray Harris commented on how the Priorities Panel operates currently and felt that the Panel had absorbed more duties recently. He confirmed that he had sent a letter to Lyn Gallimore, Chair of Priorities Panel, with his suggestions for changes to the Panel's Terms of Reference and the scoring system.
- 5.3.5. A number of Governors commented on the pros and cons of using a scoring system and the need for appropriate training for all.
- 5.3.6. Brenda O'Neill confirmed that relevant training for individual roles was provided within one month of selection if possible. She added that the LINK's Authorised Visitors were not formally appointed into that role until they had received the full training package but this did not apply to other members of the LINK's core groups.
- 5.3.7. Governors **AGREED** that:
- the email, concerning the IVF issue, from Pat Fletcher and Cate Jackson's feedback, should be referred back to the Priorities Panel for consideration and to consider the principle raised
  - the Panel's Terms of Reference and the scoring system used for evaluating issues should be reviewed, to ensure that issues are objectively assessed, and any proposals for change be presented to the Governors for consideration
  - full induction training should be provided for anyone who is to carry out a LINK core role (Governor, Priorities Panel, Authorised Visitor, External Representative) before they attend relevant meetings / carry out that role, so that they are fully aware of the issues around equality and following the Nolan principles for working in public life
  - refresher training sessions are needed for existing panel / group members
  - a brief induction pack be provided to all members of panels / groups with an indication that they cannot be a full member of that group / panel until the required training has been undertaken
  - Cate Jackson retains her position as liaison between the Governors' Group and the Priorities Panel
  - It was important to get the protocols settled before Local HealthWatch was introduced.

**Action: Heather Wells / Steph Moir**

#### 5.4. LINK PR and Publicity Update.

- 5.4.1. John Ashelford updated Governors:
- Roger Kendall, on behalf of Kent LINK, had added his name to the letter from SELLNET (South East LINK Leads) to the Secretary of State regarding the need to ring fence future funding for Local HealthWatch. Brenda O'Neill, on behalf of the Host organisation, expressed concern that the letter could be seen as a criticism of Kent County Council whilst good progress had been made and achieved in this year's contract negotiations. Roger Kendall **AGREED** to check if the letter had been sent already and try and ensure that such a criticism was not perceived for Kent. **Action: Roger Kendall**
  - Issues had been raised with the LINK regarding Pembury Hospital, in relation to a recent Care Quality Commission (CQC) report that suggested failings in the storage of materials. The BBC had become interested and so sought the view of the LINK. John Ashelford had responded on the basis that such failures should not occur, however, the Trust was in the process of transferring a major hospital service from Kent and Sussex Hospital to the new Pembury hospital and teething problems would occur.

- Contact with Medway LINK is regular now. Recently Neville Dack, Medway LINK Development Worker had written an article on the integration of two Trusts: Medway NHS Foundation Trust and Dartford and Gravesham NHS Trust.
  - Mike Eddy was in the process of writing an article for Kent on Sunday concerning the changes and challenges arising from the current Health Bill.
  - Work underway, with the help of Cate Boland, regarding an Isle of Sheppey local community event - it had been agreed to postpone this event until September 2011 in order to get as many people involved as possible and addressing more issues than just those around the Minor Injury Unit.
- 5.4.2. John Fletcher thanked John Ashelford for the PR and Publicity work undertaken and for raising the profile of the Kent LINK. Mike Eddy was also thanked for stepping in and writing the article for the Kent on Sunday.

### 5.5. Mental Health Report

- 5.5.1. Cate Boland was in attendance to answer any questions that Governors may have concerning the mental health report and the actions that had been identified. Cate Boland advised that comments received to date were that the action plan was not assertive or strong enough, therefore the terminology needed to be reviewed. Cate Boland confirmed that she did not anticipate needing any more than the £1,000 budget left for this project. This would be used for participants to attend meetings and the majority of the remaining work could be completed virtually.
- 5.5.2. Brenda O'Neill confirmed that the programme in the report was a joint effort between the Trust that delivers the service and the LINK that is there to provide the public input and the Primary Care Trust. Brenda added that this report was a very good example of the LINK being at a point at which it was successfully acting as a conduit for creating networks, with a number of organisations coming together to produce the report and develop a work programme from the findings of an earlier project.
- 5.5.3. Governors **AGREED** that changes to strengthen the wording used in the report should be made and the final version returned to Mark Fittock for sign-off and then for publication by the next LINK Community Engagement Event.
- Action: Cate Boland**
- 5.5.4. John Fletcher commended Cate Boland for a well presented report and work plan.

### 5.6. LINK West Kent Steering Group

- 5.6.1. Clive Brock confirmed that Mark Fittock had written to the members of the Steering Group to advise that it was closing. The number of attendees had been falling and the basis on which the group had been formed had changed with the PCTs clustering and ending of their Commissioning Delivery Teams (CDTs). Mark had felt that the group needed to reconvene in a different form to enable a better way for the public to liaise with health service managers. Clive Brock confirmed that a meeting with Mark Fittock will be organised to discuss a replacement / restructuring of the group.
- 5.6.2. Cate Boland advised that this may be an opportunity to rebrand the West Kent Steering Group and work with Kent County Council's Area Involvement Group (AIG). They were in a similar position with the creation of Health and Well Being Board(s) and the integration of aspects of both health and social care.

5.6.3. Brenda O'Neill recommended that Clive Brock be asked to review, taking account of current discussions, his original paper (More Local Proposal – Engaging with LINK Participants) that went to the Governors' Group in May 2011 but not discussed at that time.

5.6.4. It was **AGREED** that Clive Brock review the earlier paper, prepare a recommended way forward, including a draft terms of reference, objectives and functions of such a group for consideration by interested parties in West Kent at a meeting in September. The aim would be for the proposal to work in both the east and the west of the county. **Action: Clive Brock**

### 5.7. Review of Kent LINK presence in Local Gateways

5.7.1. Brenda O'Neill confirmed that, as part of the Host contract with Kent County Council, KMN would help the LINK set up Access Points in local areas. This had been undertaken through using the services / buildings of local Gateways in certain areas – KMN staff (not LINK participants to date) regularly attending, raising the LINK's profile, speaking to likely LINK participants and seeking feedback on local services.

5.7.2. KMN had undertaken a review of the LINK's use of the Gateways to assess whether this approach was effective and offered value for money. The report prepared by Rebecca Barraclough was a collation of information and views from relevant KMN support staff and it's results complemented the work proposed in relation to the West Kent Steering Group – how the LINK related to local people in local communities.

5.7.3. Governors **AGREED** that

- The LINK stops using Local Gateways as a drop-in service
- The LINK continues to attend Gateways in relation to other organisation's events, such as Awareness Days on specific topics
- The LINK's local presence be considered as part of the update on the More Local Proposal – Engaging with LINK Participants paper, referred to earlier.

**Action: Heather Wells**

5.7.4. John Fletcher thanked Rebecca Barraclough for her report.

### 5.8. LINK Finance Update

5.8.1. The Income Expenditure Report April to June 2011 was tabled. Roger Kendall confirmed the Budget Sub Finance Group will now meet quarterly, although Governors would receive a monthly update, and that the £90,000 from the LINK under spend last year had been transferred back to KCC for the HealthWatch Development Fund.

### 5.9. Governors' Group Procurement Policy

5.9.1. It was explained that the Procurement Policy on the agenda had been prepared some time ago and was based on Local Authority procurement policy. It had been presented to this meeting to discuss if it needed to be reviewed.

5.9.2. Mike Eddy advised that, whilst following the policy and the Nolan principles, the Kent LINK needed to be flexible and responsive to situations especially in light of the transfer to HealthWatch. He added that it was counter-productive for support staff to keep seeking three quotes when the LINK already had a tried and tested good provider.

5.9.3. John Ashelford confirmed that the LINK had tested the market place and found suitable suppliers who meet the deadlines, quality and cost of work. As a result the

current policy did not reflect the LINK's current situation. Roger Kendall added that the policy could now include a list of preferred suppliers.

5.9.4. Mike Eddy suggested that the policy could be amended to allow for, under special circumstances and tight timescales, urgent procedures being implemented.

5.9.5. It was **AGREED** that

- the Procurement Policy needed an Urgency Procedure, allowing decisions to be made by John Fletcher (as Chairman of Governors) or Roger Kendall (as Vice Chair / Finance Lead).
- Roger Kendall discuss changes to the policy, including to the value thresholds, with John Ashelford and Mike Eddy and refer any proposed changes to the next meeting of the Governors' Group.

**Action: Roger Kendall**

## 6. Local HealthWatch.

6.1. A Transition to local HealthWatch report was tabled. Roger Kendall updated Governors:

6.1.1. A HealthWatch Development Group had been formed with representatives from KCC, Kent LINK, KMN and PCT (facilitated by Lorraine Denoris). This Group will be addressing the development of the Local HealthWatch in Kent, taking account of all of the functions it will be responsible for (LINK functions, information and signposting and, later, complaints advocacy).

6.1.2. Around 20 LINK participants had expressed an interest in helping the LINK in the transition work and a Workshop had been arranged for 15 August 2011 to provide an update on national and local developments and to explore ideas for a Local HealthWatch, including how to ensure a wide and diverse membership, including involvement of young people. Anyone interested in attending should advise KMN as soon as possible. Reimbursement of expenses will be applicable for the Workshop.

## 7. Possible Kent and Medway LINK Collaboration

7.1. John Fletcher confirmed that he has been liaising with David Harris, Chairman of the Medway LINK Board of Governors about co-operation between the two LINKs. He added that already the LINKs share some resources, such as Richard Beckwith, working on the HealthWatch development in both areas, Neville Dack, addressing the integration of the two Trusts in West Kent and Medway and the recent work on Quality Accounts.

7.2. Governors **AGREED** that a response to David Harris should be sent on the basis that they agreed with the principle of collaboration, there are already areas where this is occurring and would continue this where appropriate and efficient to do so but without it increasing the LINK's workload.

**Action: John Fletcher**

8. **Proposed Integration of Medway NHS Foundation Trust and Dartford and Gravesham NHS Trust – Arrangements for Public Consultation**

8.1. Clive Brock advised that the two Trusts have been considering an integration of certain services, such as human resources and financial systems but what the integration entailed remained unclear. He was working closely with Neville Dack who supports the Medway LINK to find out more information on what the proposal really means and to seek public views and opinions on the proposed integration.

8.2. Governors **AGREED** the recommendations in Clive Brock's paper:

8.2.1. to seek involvement of the LINK's Authorised Visitors in gathering public views at the relevant hospitals

8.2.2. expenditure for two public engagements which will help to inform the public in the areas

**Action: Clive Brock**

8.3. John Fletcher thanked Clive Brock for his report.

<b>Items for discussion</b>
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9. **External Representative Co-ordinator role and responsibilities**

9.1. It was noted that John Gallimore has agreed to take on the coordinator role and the draft outline role description had been tabled and Governors **AGREED** to provide comments to Brenda O'Neill by 29 July 2011.

**Action: All Governors**

10. **Reports of external meetings**

10.1. **Swale Sub Group** - John Ashelford provided a verbal update on meetings with residents in Swale and advised that more work was planned to ensure the LINK was aware of the views of the people of Swale.

10.2. **Eastern and Coastal Kent Primary Care Trust report, 18 May 2011** – Governors noted the recommendations and **AGREED** to

10.2.1. ask Lyn Gallimore to keep a watching brief on the Ofsted / CQC report findings

10.2.2. request Richard Beckwith to provide Governors with an update from external representatives on each of the emerging GP Consortia and on the PCT cluster group during the transition

10.2.3. acknowledge the external representative report and advise on the action being taken on their recommendations.

**Action Steph Moir**

10.3. **Patient Experience Committee, 2 June 2011** - Governors noted the report and **AGREED** that a letter be sent to Peta Groom thanking her for the report. It was an excellent example of what is expected of an External Representative and gave a good example of where this had worked well.

**Action: Steph Moir**

10.4. **Health and Overview Scrutiny Committee, 10 June 2011** – John Ashelford reported that he was already following up on the recommendation regarding the opening of the Minor Injury Unit in Sheppey Hospital

10.5. **Kent Brokerage Network Group Meeting, 30 June 2011** - It was **AGREED** that Cate Boland investigate the questions posed by Cate Jackson in her report and report back to the Governors' Group.

**Action: Cate Boland**

10.6. **League of Friends of Community Hospitals, 1 July 2011** - John Ashelford commented that Cate Jackson made good contributions during this meeting and

was well received as a Kent LINK representative. It was **AGREED** that liaison with the Leagues of Friends was good for the formation of the LINK's Locality Groups and that a meeting be arranged with Margaret Walker and Marion Dinwoodie to discuss the support and help available.

**Action: Cate Boland / Clive Brock**

11. **Any other business** – Governors **AGREED** not to meet in August but that the September meeting be scheduled for longer to allow time to take any additional items arising.

**Action: Steph Moir**

<b>Items for information / noting</b>
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12. **Memorandum of Understanding between the LINK and East Kent Hospitals University Foundation Trust** - noted.
13. **Health Overview Scrutiny Committee** - the letter from Nick Chard, Kent County Council was noted.
14. **Individual Project Updates** – noted these will be available on a quarterly basis.
15. **Diversity Information** - noted.
16. **Kent LINK website hits** - noted.
17. **Complaints and compliments** – tabled
18. **Date of next meeting - AGREED:**

**Wednesday, 14 September 2011 from 10.00am until 2.00pm,  
Osborne Room, Lenham Community Centre, Groom Way, Lenham, Kent ME17 2QT**

**NOTE - meeting for 17 August 2011 cancelled**

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

*Steph Moir  
LINK Groups' Support Worker  
July 2011*