



**Minutes of a meeting of the Kent LINK Governors' Group held on
Wednesday, 16 February 2011 from 10.00am – 12.30pm, The Motivation Suite, Village
Hotel, Forstal Road, Castle View, Sandling, Maidstone ME14 3AQ**

Present – Kent LINK Governors:

John Ashelford
Mike Eddy
John Fletcher
John Holloway
Cate Jackson
Roger Kendall
Sally Keverne
Stan Richardson
David Swaffer
Rob Woolley

Present – Kent LINK Priorities Panel:

Brian Davis
Pat Fletcher
Lyn Gallimore
Ray Harris
Tom Maddison
Robin Ridsdill-Smith
Douglas Tutton

In attendance:

Alex Burnand, Contracts Manager, Kent County Council
Roy Coles, Kent LINK External Representative and Authorised Visitor
John Gallimore, Kent LINK External Representative and Authorised Visitor
David Harris, Chairman, Medway LINK Governors Group

Steph Moir – Secretary / Administrator, Kent & Medway Networks Ltd (KMN)
Brenda O'Neill - Contracts Director, KMN
Heather Wells - LINK Project Worker, KMN - minute taker
Jane Williamson - HR and Finance Director, KMN

Opening of meeting

1. **Apologies for absence** were received from Jane Cooper (Kent LINK Governor), Mark Fittock (Kent LINK Governor), Bose Johnson (Kent LINK Governor), Ruth Christie (Kent LINK Priorities Panel) and Graham Hills (Director, KMN).
2. **Declarations of interest** – there were no declarations of interest.
3. **Minutes of the last meeting held on Wednesday, 19 January 2011**
 - 3.1 Minutes were agreed with no points of accuracy raised.
 - 3.2 Matters Arising (raised in the previous meeting minutes not covered by the agenda):
 - 3.2.1 Item 3.2.1: The revision of the LINK's Complaints Procedure was outstanding – Brenda O'Neill to follow up and refer to the Governors Group. **ACTION: Brenda O'Neill**
 - 3.2.2 Item 3.2.2: The minutes of the previous Annual Meeting to be checked to ensure that no work was outstanding. **ACTION: Brenda O'Neill**
 - 3.2.3 Item 3.3: New Health Bill - Brenda O'Neill confirmed that Purple Edge was hoping that a major Kent Newspaper would be running a feature on the new Health Bill. Graham Hills would be following up with Purple Edge on this issue and would feed any further information back to the next meeting. **ACTION: Graham Hills**
 - 3.2.4 Item 4.2.8: Memorandums of Understanding – Brenda O'Neill confirmed that Graham Hills had distributed the Memorandums of Understanding to the Governors via email. A question had been raised about the 'no surprises' clauses contained in the Memorandums. John Fletcher confirmed that 'no surprises' meant in practice that the LINK would share recommendations contained in final reports before publication.
 - 3.2.5 Item 5: KMN meeting with Kent County Council (KCC) – Brenda O'Neill confirmed that a meeting, to discuss future contract arrangements, had taken place with KCC and that earlier KMN had provided information about LINK projects (including progress and budgeting) to KCC. Since the previous meeting with KCC there had been a change of KCC Cabinet, and County Councillor Roger Gough had replaced Alan Marsh as the Cabinet Member responsible for the LINK. Due to just taking up this role Roger Gough was unable to agree to a full year's extension to the contract with KMN at this time. However, he agreed to a three month extension from 1 April 2011 and that a decision on the longer term would be made before the end of April 2011. For this to happen it was agreed that a further meeting would be needed as soon as possible. Brenda O'Neill also advised Governors that
 - o the contract discussions with KCC would need to include plans for the transition of the LINK to HealthWatch and the future arrangements for the existing KCC HealthWatch, and

- o she was discussing with Jane Williamson a change to KMN's staffing structure to take account of the changing support needs and learning from the experiences of the last three years.
- 3.2.6 Item 6.1: Maternity Services, East Kent - Brenda O'Neill confirmed, on behalf on Graham Hills, that the issue reported had been regarding patient safety, with a high volume of deliveries at the William Harvey Hospital in Ashford and the resulting demand on staff. The unit had been utilising staff from the Canterbury and Dover units resulting in the closure of those units. The situation was being reviewed by the Trust on a monthly basis and the LINK would be involved in the earliest stage of the consultation process. Any consultation would need to bear in mind the diverse nature of the users of the services, particularly in locations such as Dover.
- 3.2.7 Item 6.2: East Kent Hospitals University NHS Foundation Trust, Public Engagement and Experience Strategy – Brenda O'Neill confirmed that the LINK's response had been sent by the due date.
- 3.2.8 Item 6.3: Women and Children's Services, West Kent – no action required at this stage.
- 3.2.9 Items 8 and 8.4: Request for LINK representation on outside bodies – Brenda O'Neill confirmed that expressions of interest have been invited from all LINK External Representatives and those with interest in relevant topics.
- 3.2.10 Item 10: Kent LINK Community Engagement Event – Brenda O'Neill confirmed that the arrangements for the Community Engagement Event (confirmed for 23 March 2011 in Tunbridge Wells) were proceeding well and requested that any comments on the circulated draft poster and agenda should be fed back to the KMN office at the earliest opportunity. The theme for the event, GP Consortia, was discussed and that a local GP had not been found to speak on the subject yet. John Gallimore suggested that Tony Martin from Thanet might be a good speaker but Governors **AGREED** that KMN should continue to seek a speaker from West Kent. It was also **AGREED** that formal LINK representation on the GP Consortia Pathfinder(s) should be sought. **Action: Brenda O'Neill**
- 3.2.11 Item 10: LINK Annual Meeting, date and venue yet to be confirmed - Brenda O'Neill confirmed that, following the Governors decision that the event should be held in Canterbury, a suitable venue was still required but, so far, venues were proving to be very costly. However, current options were St Mary Bredin Church or Westgate Hall. A £2000 budget had previously been agreed and Brenda O'Neill asked if Governors would agree to increase the budget in light of the cost of suitable venues. No decision was made.
- 3.2.12 Item 13.2: Community Researchers Project – Changes to the project brief had been agreed with Greenwich University and there was no revision to cost.

Items for decision / action

4. **Report from the LINK's Priorities Panel meeting held on 2 February 2011** - Lyn Gallimore briefed Governors highlighting the Panel's recent activities and drawing attention to a selection of issues and those that needed Governors' decision.
 - 4.1 ID040: Care of the Elderly - an issue that was of particular concern especially in light of the recent publication of the Ombudsman's report on the same subject.
 - 4.2 ID 042: Community Nurses – as a result of the Priorities Panel's agreement, a presentation on Community Nursing Services would take place at a future meeting.
 - 4.3 ID 047: Investigation of Child and Adolescent Mental Health Services; Lyn Gallimore agreed to give a formal report on this item at the next Governors' Group meeting.

ACTION: Brenda O'Neill
 - 4.4 ID 049: Hearing Aid Batteries and ID044: Audiology – The Governors' Group **AGREED** to support the recommendations of the Priorities Panel: that a recommendation be made to the Primary Care Trust that patients should be supplied with hearing aids according to their need.

ACTION: Brenda O'Neill
 - 4.5 ID051: Ambulance Stacking – The Governors' Group **AGREED** to support recommendations that Authorised Visitors should be asked to visit the Accident and Emergency Department of the Kent and Sussex Hospital to monitor activity.

ACTION: Brenda O'Neill
 - 4.6 ID 052 Audiology Services – The Governors' Group **AGREED** that the Priorities Panel Chairman should discuss the issue with the Trust (including a reply deadline) and, if necessary, escalate the issue through the KCC Health Overview and Scrutiny Committee. The Governors' Group **AGREED** that the Chairman of the Priorities Panel was authorised to follow this process in subsequent issues arising at the Priorities Panel.

ACTION: Lyn Gallimore
 - 4.7 Doug Tutton reported that the Dover Ambulance Centre was apparently closing and that there had been no public consultation. Mike Eddy suggested that the press report indicating that the Dover Ambulance Centre was closing had made an assumption, and that a consultation on the creation of deep cleansing stations had recently taken place. The Governors **AGREED** that Robin Kenworthy should be asked to pursue this.

ACTION: Robin Kenworthy
5. **Report from LINK's West Kent Steering Group** - report received and noted.
6. **Report of meeting to discuss LINK's publicity / marketing** – as well as the minutes included in the agenda papers Roger Kendall reported that the sub group had made the following recommendations:
 - i Purple Edge to produce the Spring Newsletter with LINK / KMN input and identify lead LINK Governor
 - ii To sign off 'easy-read' material and video with a view to recommending publication

- iii To bring the entire production and distribution of the LINK bulletin in-house (KMN).

The Governors Group thanked John Ashelford for offering to take the lead on LINK Publicity / PR. A discussion followed around the quality and potential use of the video produced by Purple Edge. Governors also discussed the Proposal from Purple Edge, Review of Kent LINK Communications & Publicity Strategy. It was **AGREED** that John Ashelford would produce a report for discussion at the next Governors' Group meeting. It was also **AGREED** that any further work contracted to Purple Edge needed to be better defined and monitored. **ACTION: John Ashelford**

7. Financial Report

- 7.1. Draft minutes of the Budget Sub-Group meeting held on 10m February 2011 were received and Roger Kendall provided a verbal update.
- 7.2. Governors **AGREED** to the sub-group's recommendation that, in future (2011/2012) and for clarity and financial reporting systems, ALL salaries for project delivery and development work are recorded within the KMN part of the income expenditure report.
- 7.3. Governors **AGREED** to the proposal to extend Rebecca Barraclough's contract for a further three months, to ensure continuity and maintain the momentum of the Kent LINK Youth project.

- 8. **Consultations** – East Kent Hospitals University NHS Foundation Trust's Patient Engagement and Experience Strategy 2011 / 2013 - the Governors congratulated Doug Tutton on the letter written to the Trust.

- 9. **Request for LINK representations on outside bodies** – To consider an invitation for the LINK to be represented on the following

- 9.1. Health and Social Care Integration Programme – Governors agreed that Cate Jackson represent the LINK and that Jim Hancock also be asked if he was interested in representing the LINK also. **ACTION: Jane Williamson**

10. LINK Governance Issues:

- 10.1. Criminal Record Bureau (CRB) – following an issue regarding one participant, the Governors **AGREED** that **all** Authorised Visitors need to be CRB checked and that anyone not going through this process had to be denied the role. The Chairman will write to the Link participant concerned. **Action: John Fletcher**
- 10.2. Selection Process – regarding a candidate who was unable to attend a selection event due to a prior commitment - the candidate had a particular interest in being part of the Priorities Panel so Governors **AGREED** that the relevant paperwork be passed to the Panel who could decide if they wished to meet with the candidate first and then, if acceptable, co-opt them until such time that they could go through the full process. **Action: Lyn Gallimore**

11. Health Overview and Scrutiny Committee (HOSC) meeting, 25 March 2011 re NHS and Financial Stability – Governors **AGREED** that

- 11.1. The number of planned HOSC meetings on this subject should be established

- 11.2. The HOSC should be sent a collated set of LINK's previous reports and advised that the LINK was following the item with the interest of patients in mind but that it did not have a collective view currently. **ACTION: Roger Kendall**

Items for discussion

12. **Projects Updates** – Brenda O'Neill and Jane Williamson confirmed that they had been working closely with staff to make sure that all LINK projects had project briefs, plans and expenditure sheets. This was to ensure that a good management and budgeting system was in place, and KCC had been very impressed with the documentation provided to them regarding projects. Governors will receive project updates at the next meeting.
13. **Reports of meetings** - the following reports were noted, and actions agreed:
- 13.1. NHS West Kent, 17 January 2011, attended by Mark Fittock and Robin Ridsdill-Smith - Governors **AGREED** that the LINK should monitor the impact of the move of maternity and children's services and that a letter should be sent to the Trusts to check for additional pressures being placed on other hospitals, such as William Harvey in Ashford. Medway Maritime and Darent Valley. **Action: Brenda O'Neill**
- 13.2. KCC Health Overview and Scrutiny Committee, 4 February 2011, attended by Roger Kendall.
- 13.3. NHS Eastern and Coastal Kent Board, 26 January 2011, attended by Roy Coles and John Gallimore.
- 13.4. Department of Health, 8 February 2011, attended by Roger Kendall and to discuss transition to HealthWatch – report tabled.
- 13.5. The Big Society – Big Deal?, 4 February 2011 attended by Clive Brock – report tabled.

Items for information / noting

14. **Diversity information** - information sent with agenda and noted.
15. **Kent LINK website hits** - information sent with agenda and noted.
16. **Complaints and compliments** - tabled.
17. **Next meeting of the Kent LINK Governors' Group - AGREED:**
Wednesday, 16 March 2011 from 10.00am until 1.00pm, Lenham Community Centre, Groom Way, Lenham