



22 June 2010

**Minutes of a meeting of the Kent LINK Governors' Group held on
Wednesday, 16 June 2010 from 10.00am until 1.00pm in the Osbourne Room, Lenham
Community Centre, Groom Way, Lenham, ME17 2QT**

Present

Mike Eddy
Mark Fittock
John Fletcher (Chairman)
John Holloway
Roger Kendall

Also present

Richard Beckwith, LINK Development Worker, Eastern and Coastal Kent
Alex Burnand, Kent County Council Contract Manager for Host contract
Graham Hills, Operational Director, Kent LIN
Louise Murrell, LINK Development Worker, East Kent
Sophie Swain, LINK Project Worker

Opening of meeting

1. Apologies for Absence

- 1.1. Apologies were received from John Ashelford, Cate Jackson, Bose Johnson, Sally Keverne, Kath Pavely, David Swaffer and Stan Richardson.
- 1.2. Concern was expressed by the Chairman at the poor attendance by Governors and that if Governors were aware of their possible non attendance at the July or August meetings then consideration should be given to rearranging these meetings.

ACTION: Graham Hills

2. Declaration of interests

Mike Eddy and Mark Fittock declared their interest, as former County Councillors, in any discussion that may take place in respect of the Government's interest in the Health Watch scheme.

3. Any other business

- 3.1. The following items were notified to be discussed if time permitted:
 - 3.1.1. LINK involvement in 'Patient Opinion' scheme
 - 3.1.2. Health Watch proposal from incoming Government

- 3.1.3. Request by Candy Morris, Chief Executive, NHS South East Coast, to meet with the Kent LINK
- 3.1.4. Invitation for the LINK to be represented on the Maternity Services Liaison Committee in West Kent
- 3.1.5. Issue regarding day centre services project in East Kent.

4. Minutes of the last meeting held on 19 May 2010

4.1. **Accuracy:** The minutes, Attachment 1, were **AGREED** as a correct record.

4.2. Actions arising

- 4.2.1. Ref minute 3 and the Government are thinking on the future of LINKs. Reference was made to recent discussions involving Ministers whereby one particular proposal under consideration was that of the Health Watch scheme founded on the Kent model. It was **AGREED** that the LINK should be involved in advising Ministers and information be collected to inform that process. **ACTION: Graham Hills**
- 4.2.2. Ref minute 4.2 concerning the LINK's stroke project. Need to draw attention to improvements made to services in East Kent. **ACTION: Chris Bostock**
- 4.2.3. Ref minute 7.2 it was **AGREED** that David Swaffer be asked to present at the next meeting on his proposals for updating the LINK's equality and diversity strategy. **ACTION: David Swaffer**
- 4.2.4. Ref minute 16.1 it was **AGREED** that a progress report be made to the next meeting on the LINK's communications and public relations. It was confirmed that Kath Pavely continues to be the lead in this area. **ACTION: Kath Pavely / Graham Hills**
- 4.2.5. Ref minute 16.1 it was **AGREED** that Governors be issued with press releases as and when they are issued. **ACTION: Janine Judd**

Items for decision / action

Agenda items were then taken out of order

5. Priorities Panel meeting 9 June 2010

- 5.1. The Group received Attachment 11 being a report from the Priorities Panel on referrals for action.
- 5.2. Arising from the discussion of this item the Chairman reported on a complaint from the person who had been asked to present to the Panel on ID 036. Governors heard from Mark Fittock, Alex Burnand and Sophie Swain who had been present at the meeting. The Group took the view that this was a serious complaint which, amongst

other things, highlighted a need to clarify the respective roles between the Governors' Group and Priorities Panel.

5.3. Concern was also expressed at the recommendation in respect of ID 037, which was that no action be taken on an issue which raised a possible contravention of the law on disability discrimination.

5.4. In view of the above, it was **AGREED** that:

5.4.1. A small group be established with representatives of the Priorities Panel to discuss the above issues and report to the next Governors meeting with recommendations on the way to proceed. In addition, the working group be asked to consider the referral back from the Annual Meeting of the proposed changes to the decision making framework

5.4.2. The Panel be asked to cancel their next meeting pending the conclusion of these discussions **ACTION: Graham Hills**

5.4.3. The Governors' Group in these discussions be represented by Mike Eddy, John Holloway and Mark Fittock. **ACTION: Sophie Swain**

5.5. Advice was sought on whether existing Priorities Panel members would be required to submit themselves for reappointment when their period of office ends in September. It was **AGREED** that Priorities Panel members, who would be appointed for two and three year terms, should be required to apply in the same way as Governors had to reapply. **ACTION: Graham Hills**

5.6. In respect of ID 036 - Request from NHS West Kent for feedback on cervical cancer screening - it was **AGREED** that this issue be entered on the LINK's work programme with the priority accorded by the Panel. Bose Johnson to be approached with a view to her becoming project leader. **ACTION: Sophie Swain**

5.7. In respect of ID 037 it was **AGREED** that further discussion be delayed until the outcome of discussions with the Priorities Panel and that the referrer be kept informed. **ACTION: Sophie Swain**

6. LINK Annual Meeting

6.1. In considering the draft minutes of the Annual Meeting, Attachment 7, it was noted that the governance rule specified that "All decisions made at the Annual Meeting shall be by a two thirds majority of those voting". In the light of this all motions had been carried with significant majorities, greater than the two thirds required. In view of this it was **AGREED** that the draft minutes, as amended, be placed on the LINK's website. **ACTION: Graham Hills / Janine Judd**

6.2. Changes to the Priorities Panel decision making arrangements, Attachment 8. The working group identified in minute 5.5 be asked to consider this matter and report. **ACTION: Sophie Swain**

6.3. With regard to the referral back of the draft complaints / grievance procedure, the offer of assistance from Lynda Pearce of East Kent University NHS Foundation Trust to be taken up. **ACTION: Brenda O'Neill / Mark Fittock**

7. NHS Quality Accounts

7.1. The Group noted Attachments 2a - 6b being the LINK's commentaries on this year's quality statements by NHS Acute Trusts in Kent

7.2. Thanks were extended to Mike Eddy and Sally Keverne, supported by Sophie Swain and to all LINK Participants that had helped prepare these statements. It was noted that some LINKs had not responded this year and neither had the Health Overview and Scrutiny Committee, so Kent LINK had performed an important function in commenting on the first year of Trusts' self declarations on quality

7.3. It was **AGREED** that further work needed to be carried out with Trusts in preparation for next year's accounts **ACTION: Sophie Swain**

7.4. It was further **AGREED** that the LINK's work on the Quality Accounts should be forwarded to the Department of Health and relevant health journals should be advised of the techniques used by Kent LINK to give the community of Kent a voice on quality. **ACTION: Sophie Swain**

8. Access (Transport) to Health Services

A copy of the final draft of the above report was tabled, paper 10, and it was **AGREED** that comments be invited from Governors, including those not present, by 25 June 2010. Such comments be reviewed by the Vice Chair prior to the report being sent to the relevant NHS Trusts and to NHS Eastern and Coastal Kent and NHS West Kent Primary Care Trusts and the Health Overview and Scrutiny Committee of the Kent County Council. **ACTION: Louise Murrell**

9. Adult Social Care

The Group received Attachment 12, which set out arrangements whereby senior managers within social care services in Kent communicate with the users of their services. It was **AGREED** that the LINK should proceed to explore with the Council how it might facilitate its Directorate Involvement Group.

ACTION: Cate Jackson / Cate Boland / Graham Hills

10. Any other business

10.1. Patient Opinion - The Group endorsed the promotion of the 'Patient Opinion' website where service users and patients can give feedback about their care and rate the service they have received and the NHS can then easily respond and learn from that feedback. It was noted that that at least one Trust in Kent was considering using patient feedback in this way. It was **AGREED** KMN further explore LINK involvement with this initiative **ACTION: Graham Hills**

10.2. NHS South East Coast - The group received a request for Chief Executive, Candy Morris, to meet with the LINK. It was **AGREED** that Ms Morris be given the option of

meeting with the Governors' Group or attending the next LINK Community Engagement Event
ACTION: Graham Hills

10.3. Maternity Services Liaison Committee in West Kent - It was **AGREED** that the LINK accept the invitation for the LINK to be represented on the West Kent Maternity Services Committee
ACTION: Graham Hills

10.4. Day Centre Project - The Group reaffirmed their desire for this project not to be seen as a contract type review of Age Concern's Day Centres but more specifically looking to the future type of day care that is appropriate for older people over the next five to ten years
ACTION: Graham Hills

10.5. LINK Summer Quarterly Event - It was **AGREED** that in view of the difficulty over finding a venue within budget, the event be delayed until the early part of August.
ACTION: Louise Murrell / Janine Judd

Items for discussion

Agenda items 10 – 17 were not discussed due to the three hour time allocated for the meeting having expired.

Items for noting

Agenda items 18 – 20 were not discussed due to the three hour time allocated for the meeting having expired.

11. Date of next Governors' Group meeting

The next meeting will be held between 4.00pm to 7.00pm on Wednesday, 21 July 2010 at Lenham Community Centre, Groom Way, Lenham, ME17 2QT.

End
Minutes written by Graham Hills
Kent & Medway Networks Ltd
May / June 2010