

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



a LOCAL INVOLVEMENT NETWORK

13 April 2011

**Minutes of a meeting of the Kent LINK Governors' Group held on
Wednesday, 16 March 2011 from 10.00am – 1.00pm
Osborne Room, Lenham Community Centre, Groom Way,
Lenham ME17 2QT**

Present – Kent LINK Governors:

John Ashelford
Mike Eddy
Roger Kendall – Chairman of the meeting
Sally Keverne
Stan Richardson
David Swaffer
Rob Woolley
Mark Fittock

Present – Kent LINK Priorities Panel:

Lyn Gallimore

In attendance:

Alex Burnand, Contracts Manager, Kent County Council
Tish Gailey, Health Policy Manager, Kent County Council Public Health Department (for item 5 only)

Brenda O'Neill - Contracts Director, KMN
Graham Hills – Operational Director, KMN
Heather Wells - LINK Project Worker, KMN
Louise Murrell – LINK Development Worker, KMN – minute taker

Opening of meeting

1. **Apologies for absence** were received from John Fletcher (Chairman, Governors Group), Kent LINK Governors: Bose Johnson, Cate Jackson, Junetta Whorwell, John Holloway and Jane Williamson (Director, KMN)
2. **Declarations of interest** – there were no declarations of interest.

3. Any other business

- 3.1. Report from attendance at SELLNET (South East LINK Leads Network) meeting (Roger Kendall)
- 3.2. LINK planning for 2011 / 2012 (Brenda O'Neill)

4. Minutes of the last meeting held on Wednesday, 16 February 2011

4.1. Accuracy - Minutes were **AGREED** with the following amendment.

- 4.1.1. Item 4.7: change wording to read"Mike Eddy suggested" rather than "confirmed".

4.2. Matters Arising

- 4.2.1. Items 3.3.1 and 3.2.2, Revision of LINK Complaints Procedure and checking on actions arising from the last Annual Meeting are outstanding.

ACTION: Brenda O'Neill

- 4.2.2. Item 3.2.11, LINK Annual Meeting - confirmed date, 19 May 2011, and venue, Kent County Cricket Ground in Canterbury. Governors **AGREED** an increase of £500 to the budget for this event making the total £2,500.

- 4.2.3. Item 4.4, ID049 Hearing aid batteries and ID044 Audiology - these issues had been due to an administration error on the part of the Primary Care Trust (PCT). The Priorities Panel will review the situation in 3 months. **Action: Lyn Gallimore**

- 4.2.4. Item 4.5, ID051 Ambulance stacking - it was **AGREED** that a visit by two LINK authorised visitors to the A&E department of the Kent and Sussex Hospital be arranged, in order to view the situation first hand. **Action: Heather Wells**

- 4.2.5. Item 4.6, ID052 Audiology - the deadline for the PCT to respond to the Priorities Panel is next week.

- 4.2.6. Item 4.7, Closure of Dover Ambulance Centre - Robin Kenworthy to be contacted and asked to pursue this issue. **ACTION: Louise Murrell**

- 4.2.7. Item 9.1, Health and Social Care Integration Programme - Contact to be made with Jim Hancock soon. **ACTION: Brenda O'Neill**

Items for decision / action

5. Local HealthWatch Pathfinders (this item was taken after items 6 and 7 to allow for Tish Gailey to attend)

- 5.1. Tish Gailey gave an update on the prospective Local HealthWatch from Kent County Council (KCC) perspective and indicated that Roger Gough, KCC's Cabinet Member

for Public Health, would like to meet with the LINK Governors to discuss their thoughts on this initiative. Tish reported on the successful applications for Early Implementers of the Health and Wellbeing Board and several GP Consortia in Kent.

5.2. Tish confirmed KCC's desire to apply for HealthWatch Pathfinder status for the following reasons:

5.2.1. This provided the opportunity for the LINK to shape its own future

5.2.2. The LINK would have influence – with HealthWatch England – in the decision-making around public engagement

5.3. Tish confirmed that the functions of the new Local HealthWatch would include those already undertaken by the LINK plus a new information service and a complaints advocacy service, formerly provided by Patient Advice and Liaison Service (PALS) and Independent Complaints Advocacy Service (ICAS) respectively. The advocacy element would be implemented in 2013 whereas the rest of Local HealthWatch was due to be implemented in April 2012.

5.4. KCC's current HealthWatch service would need to either close or be transferred to Local HealthWatch.

5.5. Governors discussed the pros and cons of applying for Pathfinder status and noted that additional funding was not available from the Department of Health, although KCC was looking to find funding for the development. It was also noted that KCC had committed funding for the LINK and the Host (KMN) to the end of June 2011 so far.

5.6. Resource implications and the potential for distraction from the LINK's day to day business were the main concerns of Governors. Advantages included continuity (of LINK participants and Host) and a whole systems approach (with GP Consortia and Health and Wellbeing Boards emerging).

5.7. Brenda O'Neill advised Governors as follows:

5.7.1. To assist both Kent LINK and Medway LINK in their transition to their respective Local HealthWatch, KMN is employing a HealthWatch Development Worker, from 1 April 2011, shared between the two LINKs.

5.7.2. Contract negotiations for an extension of contract beyond June 2011 between KCC and KMN were progressing well but, as yet, no decision made by KCC

5.7.3. The Kent LINK had not determined its overall work programme for 2011 / 2012 - this would be a decision for the LINK's Annual Meeting to be held on 19 May 2011

5.7.4. The benefits for proceeding with Local HealthWatch Pathfinder status included the LINK (and Local Authority) being at the forefront of development for the future, the process would build on the good that had been achieved locally and it provided an opportunity for closer working (eg KCC, LINK, Host, Medway LINK)

5.7.5. The disadvantages included all parties, especially the LINK, LINK Governors and the Host taking their eye off the ball, it needed 100% commitment from all parties and availability of human resources, both within the LINK and the Host organisation (and possibly KCC).

5.8. Governors discussed a number of options and **AGREED** not to reject the possibility of applying for Pathfinder status but that a smaller group of Governors, and others,

consider the proposal in more detail with a view to presenting a proposal to the Governors' Group in April. The sub group will include John Fletcher, Roger Kendall, Rob Woolley, Mike Eddy, John Ashelford, Lyn Gallimore and John Gallimore and will meet with Tish Gailey, Alex Burnand and Niel Caddick from KCC as soon as possible.

Action: Brenda O'Neill

6. Priorities Panel

- 6.1. Lyn Gallimore referred to the draft minutes of the Panel's meeting held on 2 March and highlighted recent activities, a selection of issues and those issues that needed Governors' decision
- 6.2. The Panel had considered an application from a LINK participant to join the Panel but had agreed that they would have to wait for the next selection event. Governors' **AGREED** that Clive Brooks should contact the applicant, discuss other opportunities for them to be involved in LINK activity until they are able to be considered for the Panel
ACTION: Heather Wells
- 6.3. Re ID040: Care of the Elderly - Governors **AGREED** that a member of the Priorities Panel could support, as a friend, a complainant at a meeting with East Kent Hospitals Trust. This would assist in gathering information for the LINK project. Governors indicated that the Panel member must declare their interest to the Hospital Trust, identifying that they are a LINK participant, supporting the individual as a friend. They also needed to ensure that the complainant is content for information (anonymised) to be fed back to the LINK.
Action: Lyn Gallimore
- 6.4. Re ID 046: Arrangements for wound dressings in Sittingbourne - Nikki Clarke, Panel Member, will be seeking clarification from the Trust on where patients go to get their wounds dressed.
- 6.5. Re ID042: Community Nursing, Dover Area – it was **AGREED** that this is a good example of how local people raising issues and concerns can trigger service reviews and instigate improvements to services.
- 6.6. Re ID053: Transport to Pembury Hospital - The Priorities Panel are still waiting for a Transport Plan from Kent County Council before being able to move forward on this issue.
- 6.7. Re ID055: Lack of care for Parkinson's disease patients - It was **AGREED** that members could support a complainant in taking up an issue with East Kent Hospitals Trust.
Action: Lyn Gallimore
- 6.8. Re ID056: Fibromyalgia diagnosis - The Panel had not yet received a response from the Trust regarding their policy on self referral of patients to pain control clinics.
- 6.9. Re ID057: Ombudsman's Report on Care of Older People - It was noted that the Care Quality Commission (CQC) would no longer monitor carers and Governors **AGREED** that the Priorities Panel could write to the Government on behalf of the LINK to relay comments on the regulation of carers.
Action: Lyn Gallimore

6.10. Governors also **AGREED** that, in view of the accumulating evidence of issues presented to the Priorities Panel with regard to care of the elderly and the findings of the Ombudsman, a LINK project should be initiated and a project brief and plan be drafted. All of this action to be taken with a view to using current LINK methodology, inclusion in the LINK's work programme and undertaking a rolling programme of visits to hospitals in association with the current visits taking place in residential care homes. **ACTION: Heather Wells**

6.11. Lyn also gave a report on children's issues with regard to the key issues across Kent and Children and Adult Mental Health Services (CAMHS). It was **AGREED** that:

6.11.1. LINK seek to be represented on the Children's Trust Board or on its successor

6.11.2. KCC be followed up to confirm if a select committee is being set up to look at CAMHS

6.11.3. Continued contact be made with CAMHS to ascertain the current situation

ACTION: ??

7. **LINK Media Group**

7.1. John Ashelford reported on the meeting of the PR / Media Group held on 10 March 2011; the promotional DVDs will be completed soon; the LINK Newsletter has been distributed by KMN and this has worked well, although it is necessary to find other places for distribution; the additional strap line for all LINK document has been agreed as 'Your future local HealthWatch' to assist the LINK's smooth transition to Local HealthWatch.

7.2. It was **AGREED** that no major investment be made into the website until the future of LINK is known although updates should continue, for example uploading the videos.

7.3. It was **AGREED** that Mike Eddy and John Ashelford would field LINK related press enquiries.

8. **Financial Report**

8.1. Draft minutes of the Budget Sub-Group meeting held on 10th March 2011 were received and Roger Kendall provided a verbal update.

8.2. Mark Fittock raised the issue that volunteers were being put off attending events because their expenses were not being covered by the LINK and they struggled to cover the costs of travel. It was **AGREED** that the expenses policy should not be changed unless LINK participants raised it at the Annual Meeting in May. It was also **AGREED** that car share opportunities should be advertised in the newsletter, bulletin and event publicity.

8.3. Governors **AGREED** the sub group's recommendation that, in the future, reporting on LINK's finances be presented with an emphasis on the overall 3 year budget and the fact that the LINK had spent the first 8 months establishing itself.

8.4. Governors **AGREED** to the sub group's recommendation that an initial £2,500 be allocated from the Theme Specific Projects to the Kent Hospitals Care of the Elderly Project and that a project brief for this be drafted in order to ensure an appropriate allocation is approved. **ACTION: Heather Wells**

8.5. Governors **AGREED** to the sub group's recommendation that the Stroke Project be closed. **ACTION: Heather Wells**

8.6. Governors **AGREED** to the sub group's recommendation that work related to the Commissioning Development Teams (CDTs) and Directorate Involvement Group (DIG) was not project-based and, from 1 April, such expenditure should be recorded under a new budget heading of LINK External Representation, under the group heading Communications. **ACTION: Brenda O'Neill**

8.7. Governors **AGREED** to the sub group's recommendation that future project updates are reviewed by the Budget Sub Group ahead of the Governors' Group meeting in order that any related financial recommendations can be made. Before the Budget Sub Group meetings a review is undertaken with all Support Workers. **ACTION: Heather Wells**

9. LINK's Equality and Diversity Strategy

9.1. David Swaffer provided an update on the strategy and meetings due to take place with Dover and Shepway District Councils. Roger Kendall confirmed he had a contact within Canterbury District Council and will pass this to David. **Action: Roger Kendall**

9.2. It was **AGREED** that the publicity requirements of this strategy should be put to the media sub group. It was also **AGREED** that the strategy should be transferred into a project plan. **Action: Cate Boland**

9.3. David Swaffer agreed to submit a further report after the meetings with district councils. **Action: David Swaffer**

Items for discussion

10. Community Engagement Event - 23 March 2011

10.1. Arrangements were confirmed for the event in Tunbridge Wells on 23 March 2011. Speakers confirmed were Ann Sutton, Chief Executive Designate of the PCT Cluster, Dr Bob Bowles, GP in local GP Consortia, Margaret Walker, LINK Participant and founder member of Whitstable Practice Users Groups. The Governors' report for the event was tabled.

11. Project Updates

11.1. Governors **AGREED** that the new format of project updates gave a clearer picture on the progress of projects and all were noted.

11.2. Rob Woolley asked for the draft Quality Accounts Toolkit to be emailed to him for comments. **ACTION: Heather Wells**

11.3. It was **AGREED** that Heather Wells speak with Mike Eddy about media leads on each project group to help with promotion and publicity. **ACTION: Heather Wells**

12. **Reports of external meetings** - Reports were received on the following:

12.1. Patient Experience Committee, Maidstone and Tunbridge Wells NHS Trust meeting held on 3 February 2011

12.2. Community Event (KCC) held on 25 February 2011.

13. **Pharmacy Applications: process for enabling LINK responses**

13.1. Graham Hills recommended that a small group be set up. The group would be formed by LINK participants from across Kent and its aim would be to look at pharmacy issues and applications that the LINK receives for comment from the Kent Primary Care Agency. Governors **AGREED** with the recommendation and also that Robin Kenworthy should be included. **ACTION: Heather Wells**

14. **Any Other Business** - all items had been discussed.

Items for information / noting

15. **Diversity information** - noted.

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

17. **Complaints and compliments** - tabled.

18. **Date of next meeting - AGREED:** Wednesday, 20 April 2011 from 10.00am until 1.00pm, The Osborne Room, Lenham Community Centre, Groom Way, Lenham, Maidstone ME17 2QT

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