



**Draft minutes of a meeting of the Kent LINK Governors' Group held on
Wednesday, 19 January 2011 from 10.30am until 1.00pm, the Osborne Room,
Lenham Community Centre, Groom Way, Lenham, Maidstone ME17 2QT**

Present:

Jane Cooper
Mike Eddy
John Fletcher (Chairman)
Mark Fittock
Bose Johnson (part of the meeting)
Roger Kendall
Sally Keverne
Stan Richardson
David Swaffer

In attendance:

Rebecca Barraclough - LINK Development Worker, Kent & Medway Networks (KMN)
Alex Burnand - Contract Performance Manager, Kent County Council
John Gallimore - LINK External Rep, Kent LINK
Lyn Gallimore - Priorities Panel chairman / Authorised Visitor and External Rep, Kent LINK
Deborah Gibbons - Priorities Panel Support and LINK Project Worker, KMN
Tony Haynes - LINK Project Worker, KMN
Gill Hurley - Agency note taker
Tom Maddison - Priorities Panel member, Kent LINK
Brenda O'Neill - Contracts Director, KMN
Heather Wells - LINK Project Worker, KMN
Jane Williamson - HR and Finance Director, KMN

Opening of meeting

1. **Apologies for absence** had been received from John Ashelford (Governor), John Holloway (Governor), Cate Jackson (Governor), Kath Pavely (Governor) who has had to resign due to work commitments and Roy Coles (LINK External Representative).
2. **Declarations of interest** – there were no declarations of interest.

3. **Any Other Business** – Two additional items were agreed:
 - 3.1. **Kent LINK Community Researchers Project** - to be discussed under item 13.2 (see page 6)
 - 3.2. **Kent LINK Annual Meeting** - John Fletcher advised on actions from the last Annual Meeting and it was **AGREED** that:
 - 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. The proposal relating to the rejection of issues raised with the LINK’s Priorities Panel had been deferred but all Governors and Lyn Gallimore (Chairman of the Priorities Panel) indicated that there was no longer a problem so no further action was required.
 - 3.2.3. The rest of the minutes of the last Annual Meeting should be checked to ensure that nothing else is outstanding. **ACTION: Brenda O’Neill**
 - 3.3. **New Health Bill** - Governors **AGREED** that the LINK should make a public statement (press release) and comment on the contents of the Bill, to keep the profile of the LINK high. **ACTION: Graham Hills**

4. **Minutes of last meeting held on Wednesday, 15 December 2010**

- 4.1. **Accuracy** - the minutes were approved subject to the following corrections:
 - 4.1.1. Attendees should include Lyn Gallimore, John Gallimore, Bose Johnson and Alex Burnand and apologies had been received from Ray Harris and Sally Keverne (so to be removed from the attendance list).
 - 4.1.2. Page 2, item 5.1.3 - correct the spelling of MP Roger Gale’s name
 - 4.1.3. Page 5, last paragraph of item 8 - John Ashelford volunteered to be part of the small group reviewing the Purple Edge contract, not John Fletcher.
 - 4.1.4. Page 7, item 13 - should read as follows:

“13. Project Updates
 13.1 *Age Concern Day Centres* - it had proved difficult to identify the relevant day centres as we had no knowledge of the homes affected. Detailed Mystery Shopper reports would be sent so as homes involved could be more easily identified.
 13.2 *Visits to Residential Homes* - see item 14.1.
 13.3 *Cervical Cancer screening project* had established three focus groups in Riverside (Gravesend), Parkwood (Maidstone) and Ightham (Sevenoaks).”
 - 4.1.5. Page 7, item 14.2 - replace Roy Coles name with David Townsend.
 - 4.1.6. Page 8, item 15 - replace **ACTION: Graham Hills** with **ACTION: John Gallimore**

4.2. Actions arising (not on the agenda)

- 4.2.1. **Re item 5.1.4 Personal Attacks on KMN staff** - it was reported that KMN does have relevant HR policies covering the safety of its staff, for example lone working, use of mobile telephones and Directors are always available to contact in the event of a problem arising.
- 4.2.2. **Re item 5.1.8** - a letter had been sent to the Practice in Hamstreet (re feedback on the LINK's last Annual Report).
- 4.2.3. **Re 5.1.9** - The Mental Health Consultation Report - was tabled for this meeting but not discussed.
- 4.2.4. **Re item 6** - Child and Adolescent Mental Health Services and Ofsted Report; action outstanding to send the report to Lyn Gallimore, who offered to help with this piece of work. **ACTION: Brenda O'Neill**
- 4.2.5. **Re item 7.1** - Governors Education Day; a date to be agreed and event to be arranged. **ACTION: Brenda O'Neill**
- 4.2.6. **Re item 7.3** - rescheduling Priorities Panel and Budget Sub Group meetings; noted that bringing forward the latter impacted on KMN with having to produce monthly financial reports so close to the end of the month. However, the required scheduling changes are taking place.
- 4.2.7. **Re item 8** - Governors Sub Group to discuss Purple Edge contract; Brenda O'Neill advised that the PR Company was continuing to provide input to the work of the LINK, using the funds not yet spent. A date for the meeting to be agreed following this Governors meeting. **ACTION: Brenda O'Neill**
- 4.2.8. **Re item 10** - Priorities Panel; Graham Hills to send copies of the Memorandum of Understanding to interested parties. **ACTION: Graham Hills**
- 4.2.9. **Re item 14.1** - Visits to Residential Homes; Stan Richardson highlighted that this project was even more important with the Care Quality Commission (CQC) reducing its level of direct monitoring through visits.

Items for decision / action

5. Kent LINK 2011 / 2012 and Transition into HealthWatch

- 5.1. **Meeting with representatives of Kent County Council (KCC), 6 January 2011** - John Fletcher reported on the meeting held with Kent County Councillor Alan Marsh and Tish Gailey and that he felt that Alan Marsh was willing to listen and look at what the LINK had been doing and the work it is currently undertaking. The outcome of the meeting was for the LINK and KMN to provide additional information, including any financial and forecast underspend. It had been agreed that Kent & Medway Networks (KMN), KCC and the LINK Governors should then meet to agree a way forward around the forthcoming support arrangements (eg contract extension) and discuss face to

face a range of percentage reductions. Alan Marsh was fully supportive of KMN. Governors **AGREED** that KCC should be provided with as much hard evidence as possible to show what had been undertaken over the last three years. It was noted that the lack of a decision from KCC around any extension and level of funding was a risk for KMN - potential for loss of staff and lack of continuity and imminence of redundancy notices having to be issued.

5.2. Governors **AGREED** that John Fletcher and Roger Kendall should support KMN at the next meeting with KCC.

ACTION: Brenda O'Neill / Jane Williamson / John Fletcher / Roger Kendall

6. Consultations

6.1. **Review of Maternity Services in East Kent** - It was noted that the consultation ends in May 2011. After discussion, Governors **AGREED** that the LINK should consult LINK participants and the public using its normal techniques - through the LINK Bulletin, LINK web site and other virtual means available to the LINK. In addition for this consultation, Governors **AGREED** that the LINK publicise the PCT's review and seek views, through a press release, contact with Health Visitors, display of a bespoke LINK poster in Children's Centres, Sure Starts and other places where new mothers and Health Visitors attend – all seeking views for the LINK to forward to the Trust.

Sally Keverne volunteered to raise the profile of the consultation and seek views at an event she will be attending in Hythe, where users of the service and Health Visitors will also be in attendance.

ACTION: Graham Hills / Sally Keverne

6.2. **East Kent Hospitals University NHS Foundation Trust 'Patient, Public Engagement and Experience Strategy 2011 – 2013'** - It was noted that views and feedback had already been sought in the latest edition of the LINK Bulletin. There was confusion over the closing date for comment - believed to be 4 February 2011. Sally Keverne and Roger Kendall volunteered to provide their views on the draft strategy. Deborah Gibbons agreed to seek views from the Priorities Panel sub group who have an interest in the particular Trust. All views to be emailed to KMN by 26 January 2011 for onward transmission to the Trust by the closing date.

ACTION: Sally Keverne / Roger Kendall / Deborah Gibbons / Graham Hills

6.3. **Women's and Children's Services, West Kent** - Mark Fittock reported on the meeting he had attended earlier in the week and relayed the views that had been expressed by LINK participant Robin Kenworthy (around access / transport). It was noted that this was no longer a consultation but about the implementation of the project. The LINK needs to be kept informed.

ACTION: Graham Hills

7. Representations to NHS West Kent: Prioritising Treatments

7.1. **Response from Primary Care Trust (PCT) dated 10 January 2011** - it was noted that the response was a positive one that showed that the PCT had listened to and acted upon the LINK's feedback on their funding proposals (cuts). The PCT was going

ahead with some difficult decisions (cuts), but, as a result of the LINK's input, it had decided not to proceed with cuts in referrals from consultant to consultant and restricting prescribing arrangements. Governors **AGREED** this outcome should be fed back to those participants who had given their views, particularly LINK representatives on the CDT groups and to the wider public, through a press release. It should be added to the documentary evidence being prepared for KCC negotiations.

ACTION: Graham Hills / Brenda O'Neill

8. Request for LINK representation on outside bodies

8.1. It was noted that, currently, the LINK has 19 External Representatives on 17 external groups. This item was seeking Governors' decisions on whether the LINK should be represented on the particular groups, given the background information provided.

8.2. Governors **AGREED** the LINK should be represented on the following groups:

- 8.2.1. Dementia Strategy Group, East Kent
- 8.2.2. Patient Information Group, East Kent
- 8.2.3. Maternity Services Liaison Group, Darent Valley Hospital
- 8.2.4. Community Engagement Strategy Working Group
- 8.2.5. Health and Social Care Integration Programme Board.

8.3. Governors also **AGREED** that

- 8.3.1. The LINK representatives should be reimbursed for their out of pocket expenses
- 8.3.2. If there is a LINK participant already attending then they should be asked to represent the LINK and subsequently reimbursed for their expenses
- 8.3.3. If no current LINK participant is on the group then a suitable representative be found
- 8.3.4. All the representatives should receive the relevant training for the role (provided by KMN) **ACTION: Graham Hills**

8.4. Governors **AGREED** the LINK should be represented on the Brokerage Group to provide LINK input to the development of its Terms of Reference. Any further representation on this group would be subject to those terms, ie if it is relevant to the LINK's role and objectives. **ACTION: Graham Hills**

9. **Financial Report** - Minutes of the Budget Sub Group and accompanying reports were tabled and Roger Kendall highlighted that the LINK's current under spend forecast for the end of the financial year was £117k; this figure did not take account of any future decisions made about other LINK work (such as the Equality and Diversity Strategy, budget of £12k, later on the agenda). The financial reports will be distributed and sent to KCC as requested. **ACTION: Jane Williamson / Brenda O'Neill**

10. Community Engagement Event

10.1. Governors **AGREED** arrangements for the next event:

- 10.1.1. It should be held in Tunbridge Wells or Sevenoaks, in a venue with suitable car parking facilities
- 10.1.2. It should be arranged for mid-March 2011 (not too close to the end of the month so as not to clash with the end of the financial year)
- 10.1.3. The theme should be linked to the significant changes / proposals in the new Health Bill, especially those relevant to the way health services will be commissioned in the future: 'GP Consortia' with the emphasis on the impact on the patient, eg "What will it mean for you and your GP?"
- 10.1.4. Tom Maddison to contact Howard Stoate, GP and former MP to ask if he would speak at the event (his area may be a Pathfinder Project)
- 10.1.5. Local Patient Participation Groups be contacted to provide a speaker / speakers at the event to represent a patient perspective
- 10.1.6. Time to be made available on the day for the regular items, such as updates from LINK Governors and the Priorities Panel and LINK Projects.

ACTION: Graham Hills / Tom Maddison

10.2. Governors also **AGREED** that the LINK's Annual General Meeting (AGM) this year should be held in a suitable venue in Canterbury.

ACTION: Graham Hills

11. The Future Shape of Community Service Provision

11.1. Governors discussed the request from Kent County Council's Health Overview & Scrutiny Committee (OSC) to provide LINK views on the shape of community services, for consideration by the Committee at their meeting on 4 February 2011. Submissions were required by 25 January 2011. It was noted that the Priorities Panel had not received any issues relating to this service. Mark Fittock advised that he would not be able to attend the next OSC meeting.

11.2. Governors **AGREED** that

- 11.2.1. A brief response is sent immediately to the effect that the LINK would not be able to respond in writing in the OSC's timescale but would produce evidence for the OSC meeting.
- 11.2.2. Roger Kendall, who will attend on behalf of the LINK, and John Gallimore to discuss with Graham Hills what evidence could be presented to the Committee **ACTION: Roger Kendall / John Gallimore / Graham Hills**
- 11.2.3. It was noted that the focus for the following OSC meetings was going to be future of local health services (in light of funding cuts).

12. LINK's Equality and Diversity Strategy

12.1. David Swaffer presented the project proposal, advised that letters had been sent to key stakeholders, including the Police, to advise of the potential project, seeking their involvement and that project group meetings would be held at three to four weekly intervals. The estimates for the budgets are needed for the next three to four months.

12.2. Governors **AGREED**:

12.2.1. The project and estimated budget of £12k

12.2.2. It was important for the LINK to work alongside local Councils and their networks / groups and a letter should be sent to all Chief Executives of District Councils outlining what the LINK does and asking about their networks / groups

12.2.3. This particular project paper should be included in the evidence being submitted to KCC - as a good example of how the LINK is working in the different communities and with different stakeholders.

ACTION: Graham Hills / Brenda O'Neill

12.3. David Swaffer requested assistance from another Governor for managing the Equality and Diversity portfolio and the work. It was **AGREED** that, after the next selection event, a new Governor might be identified for this role. The situation will be reviewed at the next Governors meeting.

ACTION: Governors

Items for discussion

13. Projects Updates

13.1. **Working Better Together** - not discussed but an update had been provided with the agenda papers.

13.2. **Community Researchers Project** - Rebecca Barraclough reported her disappointment that, despite confirming they would attend, no one attended a recent training event that she had organised with Greenwich University. It was noted that the project had been changed by Governors to reflect the LINK's wish to involve more young people but, without any incentives it was proving very difficult to get their involvement and commitment. Governors **AGREED** that:

13.2.1. There was merit in the project and it should continue but reverting to the original plan of seeking involvement and commitment from people in other diverse communities, in line with the LINK's Equality and Diversity Strategy.

13.2.2. If it was necessary, it should be at the KMN support team's discretion to offer incentives, subject to reference to the Budget Sub Committee

13.2.3. The impact of this was a delay in the project.

ACTION: Rebecca Barraclough

14. **Reports of meetings** - the following reports were noted:

14.1. Patient Safety and Care Quality Committee, 13 October 2010

14.2. Kent and Medway NHS and Social Care Partnership Trust Board, 22 December 2010

14.3. Commissioning Delivery Teams Account Managers Meeting, 16 December 2010

14.4. KCC Health Overview and Scrutiny Committee, 7 January 2011 - report to be submitted in due course.

ACTION: Roger Kendall / Mark Fittock

15. **Any Other Business** - Kent LINK and Kent and Medway NHS and Social Care Partnership Trust; Mark Fittock will undertake action on this.

Items for information / noting

All noted:

16. **Diversity Information**

17. **Kent LINK Website hits**

18. **Complaints and compliments**

19. **Date of next meeting agreed:**

Wednesday 16 February 2011, Note that the venue is now the Motivation Room, The Village Hotel, Castle View, Forstal Road, Sandling, Maidstone ME14 3AQ

Minutes produced by Gill Hurley, agency note taker
Kent Top Temps
19 January 2011