



**Minutes of a meeting of the Kent LINK Governors' Group held on  
Wednesday, 19 May 2010 from 4.00pm until 7.00pm in the Training Room,  
Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone**

**Present:**

Francisca Alabi  
Mark Fittock  
John Fletcher (Chairman)  
John Holloway  
Cate Jackson  
Bose Johnson  
Sally Keverne  
Kath Pavely  
Stan Richardson  
David Swaffer

**Also present:**

Robin Kenworthy, LINK External Representative  
Alex Burnand, KCC Contract Manager for Host contract  
Brenda O'Neill, Governance Lead / Contract Management Director, KMN  
Cate Boland, LINK Development Worker  
Chris Bostock, LINK Development Worker

**Opening of meeting**

**1. Apologies for Absence**

1.1. Apologies were received from Roger Kendall, Mike Eddy John Ashelford, John Gallimore and Graham Hills (KMN).

1.2. Before the meeting commenced Governors discussed the issue of who takes the minutes of each meeting, noting that it is not possible to take the minutes and contribute effectively at the same time. Governors **AGREED** the employment of a minute-taker whose sole purpose would be to attend Governors' meetings, take the minutes and provide KMN with a draft immediately after each meeting. In the meantime Brenda O'Neill took the minutes of this meeting. **ACTION: Graham Hills**

**2. Declaration of interests**

There were no interests declared.

### 3. Any other business

John Holloway raised the issue of the LINK's continuation after 31 March 2011 and it was **AGREED** that this be placed on the agenda for the next meeting, including exploring other sources of income for the LINK. **Action complete** **ACTION: Graham Hills**

### 4. Minutes of the last meeting held on 21 April 2010

4.1. **Accuracy** - The minutes were **AGREED** as a correct record, subject to the following corrections:

4.1.1. Item 5.2 - (typo) remove the second mention of 5.2

4.1.2. Item 7.4i to read "Dennis Smith, be approached ....." (to reflect that Dennis Smith is **not** a LINK participant)

4.1.3. Item 16 to read ".....funding, Governors agreed to support the extension of KMN's contract (from 1 April 2011 to 31 March 2011)." **ACTION: Becky Alvey**

#### 4.2. Actions arising:

- i. Ref item 4.2ii of the last minutes (and item 6 of the minutes of 21 April) - LINK Review of Stroke Services in Kent and Medway. It was **AGREED** that a project group be established to review the LINK's Stroke report and the recommendations contained therein. **ACTION: Chris Bostock**

<b>Items for decision / action</b>
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### 5. Hygiene, Disinfection and Patient Experience in Hospitals

5.1. Governors were advised that a press release was imminent and that the final report will be published at the LINK's Annual Meeting on 26 May 2010

5.2. Governors **AGREED** that the comments received from NHS Trusts so far will be in an Appendix and attention drawn to them in the main body of the report, noting that it was the intention of the LINK to respond to all such comments as appropriate

**ACTION: Graham Hills**

5.3. John Fletcher thanked all of those who had contributed to the project and that the report will be sent to the Care Quality Commission **ACTION: Graham Hills**

5.4. John Fletcher was thanked for all of his time and guidance given to the project, resulting in a professional piece of work.

### 6. Disabled access to Darent Valley Hospital

6.1. Referring to the tabled amended 'Darent Valley Hospital Access Visit' report David Swaffer asked how this related to the West Kent's Single Equality Scheme. Kath Pavely advised that she had undertaken the visit as a Mystery Shopper

6.2. Governors **AGREED** that the report be submitted to the relevant NHS Trust and to ask the Trust to comment on the observations of the visitors **ACTION: Graham Hills**

6.3. Governors **AGREED** that the report be copied to all other NHS Trusts, to ask them if they would like the same project to be undertaken for them in their hospitals

**ACTION: Graham Hills**

6.4. John Fletcher thanked Kath Pavely, John Beadle, Lynne Martindale, Chris Bostock and Graham Hills for their involvement in the project. **ACTION: Graham Hills**

## 7. Engagement Strategies

### 7.1. Draft Youth Strategy

- 7.1.1. Sally Keverne introduced the draft strategy indicating that the Youth Service was keen to work with the LINK. A budget of £10,075 was needed to take the strategy forward
- 7.1.2. It was agreed that the LINK commission the Youth Service to do this work as part of a well-defined and programmed project, with clear aims and objectives and a budget of around £10,000 **ACTION: Graham Hills**
- 7.1.3. It was agreed that a LINK participant group be involved in the project and the Sally Keverne should be Project Leader **ACTION: Graham Hills**
- 7.1.4. Sally Keverne and Louise Murrell were thanked for their contribution to developing this strategy.

### 7.2. Equality and Diversity Strategy

- 7.2.1. David Swaffer updated the meeting on progress so far, reporting on two workshops held in conjunction with the Partnership Trust, one in Ashford with around 40 attendees and one in Tonbridge where around 20 people attended. Medway LINK was to undertake the same in its area. Alex Burnand advised that she had attended the exceptionally good events, that there was real participation and enthusiasm from a wide range of attendees
- 7.2.2. Thanks and congratulations were extended to David Swaffer, Sheree Bell from the Kent and Medway NHS and Social Care Partnership Trust and Cate Boland.
- 7.2.3. It was agreed that the item be deferred to the next meeting and the following actions were arising: **ACTION: David Swaffer**
  - Report to the next Governors meeting
  - Collate data from the workshops to identify themes that will contribute to the LINK's strategy
  - Work with Medway LINK re holding a workshop in that area.

## 8. Arrangements for reporting from and support for LINK external representatives

8.1. John Fletcher introduced the item and tabled paper prepared by Graham Hills (attachment 6). The item was discussed and the following issues identified / actions **AGREED:**

- 8.1.1. The appointment for Group 2 representative as identified in the paper
- 8.1.2. Feedback - the form was agreed subject to
  - 'Attended by' change to 'LINK participant Attending'
  - Include a section after Summary for 'Actions for the External Group'
- 8.1.3. The process to consider the general make up of the LINK, ie how diverse it is and the representation is - KMN to provide a list of names and groups

8.1.4. Cate Boland to arrange an urgent meeting of all external representatives

8.1.5. Consider the identification of an External Representative Coordinator (from the Governors Group) to help to identify the role of the external representative, to attend the meeting of external representatives and produce a summary of issues and actions from them. **ACTION: Graham Hills and Cate Boland**

**9. Report from Budget Sub Group meeting held on 12 May 2010**

9.1. Referring to the minutes of the last Budget Sub Group meeting Stan Richardson proposed, and it was **AGREED**, that the £50,000 and £1,500 LINK income from NHS Eastern and Coastal Kent and Kent County Council's East Kent Division (Social Services) respectively be ring-fenced **ACTION: Graham Hills**

9.2. Sally Keverne reported that, as a member of the sub group and to aid her understanding, she had visited the KMN offices and reviewed the various financial systems and processes and will maintain an interest and undertake a spot audit.

**10. Report from Priorities Panel meeting held on 12 May 2010**

Draft minutes of the meeting were tabled. Governors noted concerns expressed regarding the lack of openness of discussions during Panel meetings and Graham Hills will be consulted to agree what action could be taken. **ACTION: Brenda O'Neill**

<b>Items for discussion</b>
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**11. Governors' roles at the Annual Meeting**

Sally Keverne gave her apologies for the annual meeting. All roles were **AGREED** and will be sent to Governors in advance of the meeting. **ACTION: Brenda O'Neill**

**12. Memorandum of Understanding NHS West Kent**

The memorandum of understanding was endorsed by Governors. Chris Bostock was asked to identify LINK participants to represent the LINK on the various groups. It was noted that urgent action was needed to recruit additional LINK external representatives.

**ACTION: Graham Hills and Chris Bostock**

**13. Reports from meetings**

13.1. **Health Overview and Scrutiny Committee:** Mark Fittock reported that he had attended the meeting the previous week but, due to the election, the NHS organisations were unable to contribute. A future OSC meeting will focus on mental health and the LINK will likely wish to contribute – to discuss with Graham Hills **ACTION: Mark Fittock**

13.2. **Social marketing workshop held on 23 March:** Kath Pavely reported that she and Roger Kendall had attended and, from the LINK's perspective, she identified the need for the LINK to identify and target its audience, eg hard to reach groups. A toolkit had been promised and two copies will be obtained **ACTION: Brenda O'Neill**

13.3. Report from LINK Summit - it was **AGREED** that there was no further action on this item

13.4. NHS Eastern and Coastal Kent Trust Board meeting held on 17 March 2010: the report from Roy Coles was received and noted.

#### 14. Update on Projects

14.1. Quality Accounts - Governors **AGREED** that Sally Keverne and Mike Eddy oversee the LINK's reports, that they should liaise with John Fletcher if there are any issues and report back at the next available meeting of the Governors' Group

**ACTION: Sally Keverne and Mike Eddy**

14.2. NHS Eastern and Coastal Kent work: Governors noted that work was in progress and that a new dedicated LINK Development Worker was due to start in June 2010

14.3. Stroke services in Kent: It was noted that a new project would commence with Chris Bostock reviewing what had been done so far. It was agreed that the new project needed clear aims and objectives

**ACTION: Chris Bostock**

14.4. Access (transport) to Health Services: Governors noted that LINK participant Michael David Townsend had been nominated to represent the LINK on the Transport Working Group

14.5. Day Centre services for older people - it was noted that this project had started in East Kent.

#### 15. Response to Patient transport consultation

This item was deferred to the next meeting. **Action complete**      **ACTION: Graham Hills**

#### 16. Any Other Business

16.1. Kath Pavely advised that the role of Communications and PR had been taken over by the Company, Purple Edge, and therefore she was available to undertake any other work

**ACTION: Graham Hills**

16.2. A report from Robin Ridsdill-Smith and Ray Harris regarding the Community Well Being Board was noted

16.3. Robin Kenworthy reported that he had wished to attend the NHS Eastern and Coastal Kent transport meeting but been advised that it was only a business meeting. He gleaned that a further survey was to take place

16.4. Robin Kenworthy asked for responses to the South East Coast NHS Ambulance Service application for Foundation Trust status and for it to be mentioned in the LINK bulletin

**ACTION: Graham Hills**

16.5. Robin Kenworthy was thanked for his contribution and work for the LINK.

<b>Items for noting</b>
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#### 17. Various

The following items were noted:

- i. Host contract quarterly performance review (Attachments 11 and 12)
- ii. Diversity information, Attachment 13

- iii. Kent LINK website hits, Attachment 14
- iv. Compliments / Complaints - Tabled.

**18. Date of next Governors' Group meeting**

It was **AGREED** that the next meeting be held from 1.00pm at Lenham Community Centre, Groom Way, Lenham near Maidstone. **Please note the time of the meeting.**

End  
Minutes written by Brenda O'Neill  
Kent & Medway Networks Ltd  
May / June 2010