

*Your LINK for improving health and social care  
Supporting the development of Local HealthWatch*

17 November 2011



a LOCAL INVOLVEMENT NETWORK

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

**Present – Kent LINK Governors:**

John Ashelford  
Mike Dowden  
Mike Eddy  
Mark Fittock  
John Fletcher – Chairman  
Cate Jackson  
Roger Kendall  
Sally Keverne  
Stan Richardson  
Veronika Segall Jones  
David Swaffer  
Junetta Whorwell

**Present**

Lyn Gallimore – Kent LINK Priorities Panel  
Doug Tutton – Kent LINK Priorities Panel  
David Morris – Kent LINK Priorities Panel  
John Gallimore – Kent LINK External Representative Coordinator

**In attendance:**

Alex Burnand, Contracts Manager, Kent County (KCC)

Brenda O'Neill – Contracts Director, Kent & Medway Networks (KMN)  
Heather Wells – LINK Lead Project Development Worker, KMN  
Steph Moir – LINK Groups' Support Worker, KMN – minute taker  
Rebecca Barraclough – LINK Project Development Worker (Youth)

## Opening of meeting

1. **Apologies for absence** were received from Kent & Medway Networks Finance and HR Director, Jane Williamson.
2. **Declarations of interest** – there were no declarations of interest.
3. **Any other business**
  - 3.1. To note three additional External Representative reports from Mike Eddy that were tabled:
    - 3.1.1. Westminster Health Forum, 13 October 2011
    - 3.1.2. Westminster Health Forum, 8 November 2011
    - 3.1.3. South East LINK Leaders Network (SELLNet), 19 September 2011.
4. **Minutes of the last meeting held on Wednesday 19 October 2011**
  - 4.1. **Accuracy** – The minutes were accepted for accuracy with correction noted below (4.2.8).
  - 4.2. **Matters Arising**
    - 4.2.1. **Item 4.2.2** – Lyn Gallimore confirmed that a response had been received from the Kent Local Medical Committee concerning GP's using premium rate telephone numbers. An article was written and submitted for the Kent LINK bulletin requesting participants to approach their local Patient Participation Groups (PPGs) if they experienced a problem. It was **AGREED** to provide the letter from the Local Medical Committee to the local PPGs to take up with their individual practices as appropriate.

**Action: Lyn Gallimore**
    - 4.2.2. **Item 4.2.4** – Brenda O'Neill reported that a letter to the Clinical Commissioning Group Leads concerning LINK representation was about to be sent. Brenda O'Neill advised that a letter had been received from Dartford, Gravesham and Swanley Clinical Commissioning Group seeking Kent LINK representation.

**Action: Brenda O'Neill**
    - 4.2.3. **Item 5.2** – Heather Wells confirmed that the reports from the Canterbury Christ Church University and the Primary Care Trust would be appendices in the Kent LINK Cervical Screening Uptake in West Kent Report.
    - 4.2.4. **Item 5.3** – John Fletcher confirmed that the Hygiene, Disinfection and Patient Experience in Hospitals Project Report was not finalised and would be distributed to the Trusts shortly.
    - 4.2.5. **Item 5.3.3** – Brenda O'Neill advised that Kent & Medway Networks would write to each Trust requesting that hospitals modify their patients' handbooks / leaflets detailing patients' rights to challenge if they witnessed poor practice in hand hygiene.

**Action: Steph Moir**

- 4.2.6. **Item 6.3.2** – Steph Moir updated the group that NHS Kent and Medway advised that the Whole System Delivery Board for Eastern and Coastal Kent is currently pending and meeting dates for the Whole System Delivery Board in South of West Kent and North of West Kent will be available shortly.
- 4.2.7. **Item 11.3** – Veronika Segall Jones confirmed that it was agreed in the previous Governors’ Group meeting that co-option to meeting(s) would be time limited / project limited as appropriate. Minutes to be amended.  
**Action: Steph Moir**
- 4.2.8. **Item 12.1** – Doug Tutton raised concern that maternity services in Dover were not being retained, as originally promised by NHS Eastern and Coastal Kent in their review in 2008. John Fletcher, Doug Tutton and Lyn Gallimore would liaise and write to Stuart Bain at East Kent Hospitals University Foundation Trust to raise concerns and ask why the recommendations in the 2008 report were not being followed.  
**Action: John Fletcher / Doug Tutton / Lyn Gallimore**
- 4.2.9. **Item 13** – Mark Fittock reported on his attendance at the Kent and Medway LINKs meetings about the Integration of Medway NHS Foundation Trust and Dartford and Gravesham NHS Trust on 10 October and 19 October 2011. Kent & Medway Networks were complimented for organising very professional and successful meetings. It was noted that both Kent and Medway LINKs would report jointly to the Trusts and report the questions identified during the meetings and take appropriate action once responses were received.

Governors **AGREED:**

- Mark Fittock would be responsible for signing off the report to the Trusts in order to avoid delays. **Action: Mark Fittock**
  - John Ashelford and Mark Fittock would liaise and agree the appropriate method of distribution for the press release. Brenda O’Neill to be informed of their preference concerning the distribution of the Kent LINK and Medway LINK press release(s).  
**Action: Mark Fittock and John Ashelford**
- 4.2.10. **Item 17.1** - Concern was raised in relation to reports of the closure of Gateways. Brenda O’Neill advised that the Kent County Council official dealing with HealthWatch is considering the use of Gateways to be part of information and signposting services for HealthWatch. It was **AGREED** to keep a watching brief on the status of the Gateways.

<b>Items for decision / action</b>
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## 5. LINK Activity

### 5.1. Monitoring Quality of Residential Homes in East Kent.

- 5.1.1. Stan Richardson presented the Monitoring Quality of Residential Homes in East Kent Draft Report and highlighted a number of the statistics. Stan

Richardson acknowledged the work undertaken by the Authorised Visitors, the Care Homes for their co-operation and Louise Murrell, Project Development Worker for Kent & Medway Networks, for her commitment, efficient approach and involving all concerned.

- 5.1.2. It was confirmed that the recommendations contained in the report had been sent to the individual Care Homes.
- 5.1.3. Governors discussed a number of points such as:
- Media coverage concerning care homes assessed in the project
  - How visits were rated by the Visitors
  - Including appendices to the Kent LINK report recording what the Kent LINK was restricted from looking at during the care home visits
  - Emphasising that the Kent LINK report offers a snap-shot of the care provided in each home.
- 5.1.4. Governors **AGREED**:
- Accept the Monitoring Quality of Residential Homes in East Kent draft report with the proviso that modifications were made from the recommendations.
  - Send a letter and final report to Authorised Visitors thanking them for their work involved in the visits to the care homes.
  - Send a letter to care homes thanking them for their assistance in the project.
  - Publicise Dignity Champion role in care homes to ensure resident awareness. **Action: Stan Richardson**

## 5.2. Locality Group Terms of Reference

- 5.2.1. The Governors **AGREED**:
- The Terms of Reference for the pilot Kent LINK Locality Groups on the proviso the points were re-ordered to emphasise locality first.
  - The Terms of Reference be reviewed in six months to evaluate and revise accordingly.
  - Mark Fittock would chair the first meeting of the North Kent Locality Group where a lead person would be nominated for the group. John Ashelford confirmed he would be the lead Governor for the Swale Locality Group.

## 6. Other LINK Activity

### 6.1. LINK PR and Publicity Update

- 6.1.1. John Ashelford provided an update on the national issue concerning hospital waiting times and advised that there appeared to be no breach of targets locally.
- 6.1.2. The new Kent LINK leaflets were distributed for Governors to distribute and raise awareness of the Kent LINK.

- 6.1.3. Mike Eddy and John Ashelford were commended for their relationship with the media as the Integration meetings recently held with Kent and Medway LINKs have proved invaluable with the press and media coverage received.
- 6.1.4. Brenda O'Neill confirmed that the Kent LINK hessian bags have proved very successful and requested that the Media Sub Group discuss if a further order of the bags be approved.
- 6.1.5. It was **AGREED** that Cate Jackson liaise with John Ashelford concerning the newspaper advertisement for the Supervision and Training of Care Assistants Project. **Action: Cate Jackson / John Ashelford**

## 7. **LINK Procedures**

Brenda O'Neill presented the proposals for change to three of the LINK's procedures.

7.1. The Code of Conduct was accepted and **AGREED**.

7.2. The Complaints Procedure, Stage 2 would be amended to read: '*If this is not possible, or the complaint is not resolved at this stage, the individual should talk to the Governors' Group Chairman or Vice Chairman as appropriate.*' The Procedure with this amendment was **AGREED** by Governors. **Action: Brenda O'Neill**

7.3. Item 5 of the Grievance Procedure would be amended to read: '*If the grievance is still unresolved at this stage...*' The Procedure with this amendment was **AGREED** by Governors. **Action: Brenda O'Neill**

7.4. It was **AGREED** that the Governors' Group Chairman and / or Vice Chairman would be responsible for reviewing the complaints received and signing them off once they are completed.

## 8. **HealthWatch**

Roger Kendall agreed to provide an update in the planned afternoon session with all Governors' Group and Priorities Panel members present.

## 9. **Equality Delivery System**

Heather Wells presented the Equality Delivery System summary to Governors for guidance. Governors **AGREED** that, with regret, the Kent LINK was unable to be involved due to lack of time and resources available. All Trusts will be advised accordingly.

**Action: Heather Wells**

## 10. **Virtual Kent Wide LINK Community Health Network Group**

Heather Wells presented the proposal for a Virtual Kent-wide LINK Community Health Network Group. The Governors **AGREED** the proposals and the recommendations.

## 11. **Minutes from the Kent LINK Priorities Panel Meeting – 2 November 2011**

Lyn Gallimore reported that the Priorities Panel meeting on 2 November 2011 was very successful with Laretta Kavanagh and David Tamsitt present to answer questions relating to the Scarborough Ward closure. The issue concerning the closure of the Scarborough Ward was closed and a good relationship was established with Kent and Medway NHS and Social Care Partnership Trust and Kent and Medway NHS Trust to work on future issues around mental health.

- 11.1. It was announced that Tom Maddison had been appointed as Vice Chairman of the Priorities Panel.
- 11.2. **ID043 & ID067** - The Overseas Visitors issue and NHS Dental Charges issue were confirmed as closed.
- 11.3. **ID069** - The Priorities Panel were continuing to investigate the unfilled diabetes nurses positions and will be contacting Diabetes UK for their comments on level of provision.
- 11.4. **ID073** - The Priorities Panel would contact the Primary Care Trust to enquire if the Kent PCT Cluster had any intention of reducing the number of patients that GPs send for extra investigations and restricting access to scans, tests and x-rays.
- 11.5. Roger Kendall commended the Priorities Panel report. Governors **AGREED** the Priorities Panel minutes.

## 12. Budget Sub Group Finance Report - April 2011 to October 2011

- 12.1. Roger Kendall presented the Kent LINK Income and Expenditure Report and confirmed that there were currently no concerns to be raised.
- 12.2. Mark Fittock requested £1,000 for the Mental Health Project. It was accepted in principle and would be discussed at the Budget Sub Group Finance meeting on 5 December 2011.
- 12.3. The Budget Sub Group Finance report was **AGREED**.

## 13. Governors' Group Responsibilities

- 13.1. The Governors' Group responsibilities paper was noted. Governors were asked to contact Steph Moir with additions / amendments to the document as soon as possible.  
**Action: All Governors**
- 13.2. A similar document would be produced for the Priorities Panel and the External Representatives responsibilities.  
**Action: Steph Moir**

<b>Items for discussion</b>
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## 14. Reports of meetings with Recommendation for the LINK

- 14.1. **NHS / Volunteer Community Sector, 15 September 2011**  
John Gallimore would discuss the report with Ray Harris and is following up the issues with the Trust as appropriate. The recommendations were **AGREED**.  
**Action: John Gallimore**

15. **Any other business** - None.

<b>Items for information / noting</b>
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## 16. Social Care Consultation

The Information Note was noted.

17. **Reports of meetings** - reports noted.

18. **Diversity Information** - noted.

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

20. **Complaints and compliments** - tabled.

21. **Date of next meeting - AGREED:**

**Wednesday, 21 December 2012 from 10.00am until 1.00pm,  
Osborne Room, Lenham Community Centre, Groom Way, Lenham, Kent ME17 2QT**

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

*Steph Moir  
LINK Groups' Support Worker  
December 2011*