



**Minutes of a meeting of the Kent LINK Priorities Panel held on
12 May 2010 between 2.00pm and 4.00pm at Town Hall, High Street
Maidstone, Kent ME14 1TF**

Present:

Lyn Gallimore (Vice Chair)
Ray Harris
David Dye (Chair)
Junetta Whorwell
Robin Ridsdill-Smith

Also present:

Cate Jackson, LINK Governor with responsibility for the Priorities Panel
Sophie Swain, Kent LINK Project Worker, Kent & Medway Ltd (KMN)
Graham Hills, Operational Director, KMN

Opening of meeting

1. **Apologies for absence** were received from Alex Burnand (Kent County Council) and Bose Johnson (West Kent NHS – regarding Item 4.2).
2. **Declaration of interests**
There were no declarations of interest.
3. **Minutes of the last meeting on 10 March 2010**
 - 3.1 **Accuracy**
The minutes from the last meeting were checked for accuracy and approved.
 - 3.2 **Actions arising**
 - 3.2.1 **Minute 3.2:** The Panel's length of office has been clarified through letters sent out to members offering them an extension of their post until September.
 - 3.2.2 **Minute 6.1:** The issue of the process for dealing with issues has been put as an agenda item for this meeting as agreed.
 - 3.2.3 **Minute 8.1:** A LINK project has been conducted looking at the variations in stroke care. The initial project lacked participant

involvement and so it is proposed that the research will be extended further to involve LINK participants who have an interest in the area and relevant NHS contacts to see what more can be done, linked to the work which CQC is to undertake. The LINK Annual Meeting will be utilised to sign people up to be involved with the project. Members of the Panel with an interest in the subject were keen to see the project extended further to incorporate the whole stroke experience, as they were concerned to know whether stroke services were providing a holistic service. The group recommended that the Panel could be involved in determining the project brief for the next stage. It was **AGREED** that a template be produced for consideration at the next meeting.

3.2.4 Minute 9: It was noted that April's meeting did not take place, as the Panel carried out virtual scoring. Members of the group raised concerns about this process and it was confirmed that that the members see the value of the meetings in being able to discuss any differences in scoring in order to reach a consensus.

Items for decision / action

4. To consider existing referrals to the Panel

4.1 ID 035 – Inadequate provision for young people with Autistic Spectrum Disorder (ASD) from the Children and Adolescent Mental Health Services (CAMHS) in Kent

Only three members of the group had scored the issue. The scores were 27, 22 and 23, giving a mean score of 24.

The Panel **AGREED** actions as follows:

- Maintain a keen watching brief as to the Canterbury Christ Church study and monitor the outcomes. Utilise LINK database to inform those with an interest about the opportunity to contribute to the study and support them to get involved.
- Facilitate the opportunity for parents and carers to have contact with the commissioners with the intention of feeding back the concerns raised, and identify if the service in Shepway is worse compared to other districts and the reasons for this.

4.2 ID 036 – Feedback on Breast and Cervical Screening Services in West Kent

This issue had been previously considered virtually, and some members of the group had raised concerns that the request did not come under the remit of the

LINK. The LINK Governors had discussed the issue and felt that it was a request which LINK could support.

The Panel scored the issue as follows: 19, 20, 24, 22, 21, giving a mean score of 21. In principal the Panel supported the request but **AGREED** actions as follows:

- To establish more information about the demographic of those who did not take up the screening which would make it easier to carry out the work. It was felt that it would be useful for the LINK to be aware of any particular groups of women who did not attend in order to know who to approach to find out about the barriers.
- To invite the representative from NHS West Kent to the next meeting in order to clarify the project aims so that the project can be developed further.

Items for discussion

5. Effective management of information to the Panel

The Panel reviewed the minutes of a meeting between KMN staff and David Dye, Chair, which were tabled for reference. The meeting was aimed at establishing an effective process for issues to be brought to the Panel to enable them to be responded to in a timely manner.

- 5.1 The need for sufficient information to be established prior to an issue coming to the Panel for consideration was discussed. The Panel requested that if relevant, then numbers of people affected should be provided as opposed to percentages, as well as clear evidence to suggest that the issue illustrates a current problem. It was also **AGREED** that in future where there was a proposal for joint working with a stakeholder such as a PCT or Kent County Council being brought to the Panel that a representative from that particular body be invited to attend the meeting to discuss the process, and establish why they want LINK to be involved, what they want LINK to do and what will be done with the outcome.
- 5.2 In order to ensure that the recommendations of the Panel are in line with the expectations of the participant in terms of what action to take it was **AGREED** that participants needed to understand what action LINK is able to take and exactly what they would like the LINK to do should be clear on the template.
- 5.3 It was **AGREED** that in future a regular alert would be set up informing participants by email when issues come in to the LINK to invite others who may have some knowledge or experience of the issue to contribute. It was agreed that there are limitations in terms of this only going out via email, however it was recognised that this process goes some way towards raising the awareness of

LINK participants of the process of issues coming to the Panel and would hopefully get some more input from others with similar experiences.

- 5.4** It was **AGREED** that issues would be sent to members of the Panel prior to being put on a template, requesting input as to whether any further information is required, in order to ensure the right questions are asked early on and to enable the issues to be considered for action as quickly as possible.

6. Priorities Panel Report to Kent LINK Annual Meeting

The group were informed that the Panel would not be required to present a formal report at the Annual Meeting, but a report from the Priorities Panel had been included in the LINK for the Annual Report. There will be a question and answer session at the Annual Meeting for members of the Priorities Panel and Governors so that participants can put questions to them about the working of the LINK over the last year. Participants who are unable to attend the meeting will be able to post questions in advance.

7. Priorities Panel Proposed Changes to Decision Making Process for Kent LINK Annual Meeting

The changes agreed at the last meeting will be put to the LINK Annual Meeting for approval.

8. Any other business

- 8.1** Meetings of the Priorities Panel are held in public, meaning that any participant with an issue is able to attend, however the group were asked to consider whether participants who have raised an issue should be formally invited to attend the meetings where their issue will be considered, to provide input or further information as required. It was **AGREED** that this should be added to the agenda for the next meeting.
- 8.2** The group were informed that Ram Appadoo had resigned from his post as a member of the Priorities Panel due to continuing ill health. A letter was sent on the Panel's behalf thanking him for his contributions and wish him well.
- 8.3** The group were informed that the LINK Governors had proposed that group members not attending for a period of time without good reason could lose their place. This will be approved at the Annual Meeting as a change to LINK governance.
- 8.4** There will be a further selection event in July where people will be able to register their interest in becoming a member of the Priorities Panel.
- 8.5** The issue of accessibility of meetings was raised. Disabled parking at the Town Hall is limited and this needs to be taken into consideration for future meetings at this location.

Items for noting

9. Summary of issues not taken to the Priorities Panel for consideration

9.1 An update was provided on an outstanding issue which Junetta had been working on with Cate Boland (LINK Development Worker for Mid Kent) which was a complaint that had been taken to the Ombudsman, who had ruled that no further action should be taken. There were a variety of concerns that were raised, but it was felt that the main area which LINK could support with was around transport and the participant had been invited to contribute to the LINK transport project.

9.2 It was agreed that 'live' issues be added to the table of issues not brought to the Panel for consideration so that the group had sight of outcomes on issues they have already considered.

10. Date of the next Priorities Panel meeting

The next meeting of the Priorities Panel will be held on Wednesday, 9 June from 2.00pm to 4.00pm at Lenham Community Centre, Groom Way, Lenham ME17 2QT.