

**Your LINK for improving health and social care**

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**Minutes of the Priorities Panel meeting  
held on Wednesday, 9 September 2009 from 2.00pm  
at Strode Park House, Herne Bay**

**Present:**

Ram Appadoo  
David Dye  
Angela Evenett  
John Forrest  
Lyn Gallimore  
Ray Harris  
Robin Ridsdill-Smith  
Douglas Tutton

**Also present:**

Alex Burnand, KCC Performance Manager of Host contract  
Tish Gailey, Kent Health Watch  
John Cunningham, Kent LINK Governor  
Graham Hills, KMN Operational Director  
Brenda O'Neill, KMN Contracts Director  
Cate Boland, Kent LINK Development Worker  
Elayne Oxley, Kent LINK Development Worker

**1. Apologies for absence and facilitator for the meeting**

Apologies received from Fretha Biggs and Junetta Whorwell and agreed that Graham Hills to facilitate the meeting.

**2. Notes of last meeting held on 2 July 2009 - AGREED**

2.1. **Actions arising** - ID001, fire safety procedures at Medway Hospital - the issue had been raised with the relevant Trust and Medway LINK was pursuing.

**3. Declaration of interests** - none declared.

**4. Consultation on decision making criteria**

After consideration of the responses to the consultation and Panel Members views it was agreed to defer consideration of the response to the consultation until January 2010 and to use the current matrix in the meantime.

**ACTION: Graham Hills**

5. **Referrals to the Panel** - see Annex A for actions and decisions made.

6. **Kent LINK's current work programme** - noted.

7. **Kent Health Watch**

Tish Gailey advised Panel Members how Kent Health Watch had originated and that it was to provide the public with easier access to services. The staff work closely with all Trusts' PALS (Patient Advice and Liaison Service). Panel Members discussed the sharing of information.

8. **Any other business - Priorities Panel methods of working**

It was **AGREED** to add this to the agenda of the next meeting, to address how the panel could make decisions collectively through meetings or virtually.

**ACTION: Graham Hills**

9. **Date of next meeting:**

**AGREED** Thursday, 8 October 2009, 1.30pm – Salvation Army Centre, Union Street, Maidstone.

## Priorities Panel Decisions – meeting 9 September 2009

ID Number	Title	Action / Decision
001	Shortcoming in pain control services in Kent	<p>Query to pursue or not. Need further information. Is it right across the county or just centred around Maidstone? What use of the services and knowledge of: people returning home from hospital - service for? Letter to the 2 PCTs:</p> <ol style="list-style-type: none"> <li>i. Availability of pain services across the county</li> <li>ii. 800 Members' experience</li> <li>iii. Public knowledge / awareness of where to get help for pain control</li> <li>iv. Patient returning from hospital re service available</li> <li>v. Royal College of Anaesthetists - ask re ratio of patients to pain consultants across the county</li> <li>vi. Royal College of Anaesthetists - ask what options should be given to patients in pain (alternative to surgery).</li> <li>vii. PCTs – what options are given in Kent?</li> </ol>
002	Proposal to set up a primary angioplasty service in West Kent	<p>General support / interest in:</p> <ol style="list-style-type: none"> <li>i. Chris Tom – specialist view (bit more thinking). Obtain more info – stroke (letter to Judy Hunt)</li> <li>ii. Phyllis / Glynis Holt – cardiac. Applies to 'poor service' in West Kent, not East Kent (quality good)</li> <li>iii. Refer to HOSC = disparity of services across East and West Kent.</li> </ol>
003	Withdrawal of physiotherapy and occupational therapy services	<p>Physiotherapy and occupational therapy - agree some action:</p> <ol style="list-style-type: none"> <li>i. Find out what the situation is for other users, eg involving Mencap, People with Downs' - ask participants and groups.</li> <li>ii. What services are available generally in community - PCT, area by area</li> <li>iii. What is the patient entitled to and what are they receiving</li> <li>iv. What about particular course of treatment for people with long-term conditions?</li> <li>v. Can each PCT commission from private sector and probably take with ID 004.</li> </ol>
004	Shortage of physiotherapy services in Swale	See item 003 above for action

ID Number	Title	Action / Decision
005	Recognition for Swale (West) users	<p>Action:</p> <ol style="list-style-type: none"> <li>1. Draw the issue to the attention of PCT re concerns of group <ul style="list-style-type: none"> <li>- ask where Swale sits</li> <li>- what doing to communicate with the residents of Swale.</li> </ul> </li> <li>2. Advise referrer can, of course, liaise with their local elected representatives and also to the HOSC.</li> </ol>
006	Impact of green paper 'Sharing the Future of Care Together' for those on benefits	<p>Action:</p> <p>Keep a watching brief or LINK can respond to consultation; Priority Panel can respond to consultation; inform participants can get involved and can respond. So:</p> <ol style="list-style-type: none"> <li>1. Refer to LINK Governors re LINK responding to the consultation and how and may incur resources and cite some of the actions already being taken.</li> <li>2. Advise there is a consultation and can feed in views into that but also see 1 above.</li> <li>3. Ask Priorities Panel members re personal experience.</li> </ol> <p>Note that David Dye's organisation is a charity that helps re benefits.</p>
007	Population growth and impact on services in Edenbridge	<p>Action:</p> <ol style="list-style-type: none"> <li>1. Write to Practice to ask what their plans are in the area.</li> <li>2. Write to the PCT as a general case re ratio of GPs to population.</li> </ol>
008	X-ray services in West Kent	Complaint - advise referrer of correct procedure.
009	Financial abuse of self funders and other vulnerable adults	<p>Action:</p> <ol style="list-style-type: none"> <li>1. LINK make referral to Kent and Medway Adult Protection - contact the team (part of social services) because it is financial abuse and this is the rightful place for an investigation to take place.</li> </ol> <p>Help the referrer make the referral.  Ask the LINK Governors if such an issue is within the LINK remit?  May need to be referred to Care Quality Commission (CQC) later.</p>
010	Planning mental health services in West Kent	<p>Action:</p> <p>Ask Kent and Medway Partnership Trust why they have not responded to the referrer.</p>
011	Adverse health impacts on black and minority ethnic groups (BME)	<p>Action:</p> <p>Write to PCTs – what are they doing about it?  Service of check ups for people so NHS is doing it.</p>

ID Number	Title	Action / Decision
012	Improving audiology services in West Kent	Watching brief Letter to Trust: <ol style="list-style-type: none"> <li>1. How many patients on the waiting list?</li> <li>2. How long is the wait, ie GP referral to completion of treatment?</li> <li>3. Follow up with the patient</li> </ol>
013	Assisted help with service provision for young carers	Action: Sympathetic support letter Letter to PCT raising the issue Money is not ring-fenced, but is baselined and each PCT decides how to spend this. East Kent has decided to spend money on carers but West Kent has not. There are alternatives: European funding, lottery funding. What is KCC's strategy re carers? Ask the LINK participants if can add to it and defer tto the next meeting.