



**Cumbria LINK Governing Body
Minutes of the meeting held on 29th April 2010
Theatre by the Lake, Keswick Cumbria.**

Present

Janet Pitman
Liz Clegg
Alan Alexander
Neil Hughes
Jim Bradley
Jane Thompson

In Attendance

Jane Macfarlane

1. Apologies

David Singleton-Edwards
Chris Abbott
Paul Brown

2. Minutes of Previous Meeting

Agreed

3. Matters Arising

i. CQC Performance ratings/Children's Mental Health Services

NHS Cumbria has acknowledged our request for information and we are hoping to get a response soon

Action: To apply Day Counter, due to the lateness of the response

iii. Our Health

The deadline has now passed for responses. Activity around this issue will be incorporated with the Listening to Communities project and Community Champions

v. Community Hospitals Development

A letter has been received from Adult Social Care on the development of residential homes. Liz was keen to find out more information in particular about developments in Millom

Action: Jane to speak to Liz about further contact with Adult Social Care.

A meeting will be held following our next scheduled meeting with the PCT to discuss localisation. PVG reps to be invited.

vi. Patient Safety Alerts

Request still outstanding, need to apply Day Counter to this issue

4. Conflict of Interests

Neil – issues in Carlisle

5. Future Meeting Arrangements

A discussion took place around the length of Governing Body meetings, there were mixed views on this issue but it was agreed that we could improve on delegating work items to sub groups as long as groups were functioning well and good lines of communication were established. The additional cost implications were also discussed along with use of host resources to service meetings,

Action: To implement as indicated by the work plan

6. Work Plan

Changes to the Work Plan and corresponding Action List were circulated at the meeting. The Action List will be used to track activity and progress on issues.

WP1 - Listening to Communities

Jane reported that meetings had taken place with the Howgill Trust in Whitehaven, Cumbria Youth Alliance (CYA) and Barnardos all of whom are keen to work with us. CYA are willing to train young researches to undertake some of the work.

It was agreed that more detail should be added to the Action List to account for all partner organisations involved in the project and the three elements of the pilot project.

Work has begun on a data recording/management system to support the project. This also needs to be added to the Action List.

Action: Jane to update list and progress activities. Jim will lead from the Governing Body.

WP2 - Community Champions

Jane reported that the three information sessions had been held and there was good attendance at all events. 24 people have signed up to the project with more expected from the Parish Nurse in Barrow and CYA.

Alan felt it important that details of all host activities/events need to be accurately recorded for monitoring purposes along with numbers of news articles and other media coverage.

Action: Jane to arrange log

WP3 - Primary Care Assessment Services

A meeting was held between those taking part on the visits to identify key questions for the Primary Care Trust.

Action: Host to send key questions along with full narrative from the visits to NHS Cumbria

WP4 - West Cumberland Hospital

A short report was circulated at the meeting from the last Task Group Meeting. Despite the recent request for information and subsequent response there remains serious concerns around the long term and short term solutions for patients in the Yewdale ward. With demolition due at the end of September it was felt that time was running out. It was agreed that these concerns should be referred to the Overview and Scrutiny Committee. Our referral should mention the recent letter of response from the Cumbria Partnership Trust, the NHS update on Mental Health Consultation implementation and the minutes from our Task Group.

Action: Jim to draft letter of referral for circulation to all

The Task Group also reported their intention to survey people using the hospital during May to find out if information, signage and other issues are causing concern, David Day has asked for volunteers on 25th May to support the survey Janet offered to help.

Action: Host to report back to Task Group on both items.

WP5 - Social Support for people living with HIV and AIDS

Responses have been slow and the deadline has been extended to encourage more respondents. Those who have responded suggest there is a need for social support. A web site has been suggested along with support meetings.

WP6 - Personalisation

Marie will be conducting meetings in the next few weeks with organisations to identify what issues people are facing when taking on personal budgets.

Action: Report back on progress at next meeting.

WP7 - Dentistry PCAS

A meeting is being arranged between David Tyson and Alan to address outstanding issues and developments

WP8 - Penrith Hospital

The first meeting of managers and commissioners, LINK and League of Friends was held early April. It was agreed that these meetings should continue and offer a forum to discuss issues relating to changes resulting from Closer to Home and future opportunities. Adult Social Care managers will be invited to attend the next meeting which will be held on 18 May at 10 am. The Host is making contact with local organisations so that their issues can be discussed at the meeting.

WP9 - UHMB

Janet has completed her observation exercise in A&E and has identified a number of recommendations which include the need for clear information on triage and waiting times, better magazines/reading material, extension of no-smoking area well away from the door and a solution to the reception area where conversations can easily be heard,

Action: Janet to send report to Jane. Jane to forward to the Trust and arrange a meeting between Helen Jarram, herself and Chris Abbot to discuss the recommendations.

WP10 - North West Ambulance Service Survey Report

The Trust has been in touch to acknowledge the report and will respond in early May.

WP11 - Cancer Network

Marie has requested the LINK to support 2 Focus group meetings to discuss issues arising from the recent Network event. Governing Body agreed this activity.

Action: Host to arrange and support 2 focus group meetings.

WP12 - Adult Social Care Monitoring Visits

Liz and Jane reported back from their recent meeting with Adult Social Care managers. Members agreed that it would be beneficial for members of the visiting team to get involved with this work. Initially they would take part in monitoring visits with the team from Adult Social Care and develop activity from there.

There was a discussion around additional training to develop interview skills for LINK members involved in this work and potentially the need to recruit more members to the team.

Action: Host to inform visiting team and request volunteers. Inform Adult Social Care of Governing Body decision and explore training opportunities.

WP13 - Continuing Care Service User Engagement

Jane reported on a meeting held with NHS Cumbria Commissioners and Public Engagement Team, around developing service user engagement mechanisms for individuals who are assessed for medical need and the provision of care by the NHS. It was felt that the process needed better engagement and asked if Cumbria LINK would be willing to interview people who have gone through the process. An exit questionnaire could then be given to all who have been assessed. Quality of Care issues could be included in work with Adult Social Care.

Action: Host to inform visiting team and seek volunteers, report back to NHS on decision. Prepare costing when more information is available

WP14 - Carlisle Medical Group.

No activity to report.

WP15 - Our Health

Work to be included in the Listening to Communities and Community Champion work.

WP16 - Care Quality Commission

Members were reminded of the need to include the CQC in circulation of reports. The new structure should soon be in place and when possible invite local representative to a future Governing Body meeting. It was also noted to be aware of the work of the former Mental Health Commission.

7. Health and Wellbeing Board

It was agreed that Neil act as the rep on this board with Liz being substitute.

Action: Jane to inform Board.

8. Representatives Reports

None were circulated before the meeting

Promise North West: Neil attended this event in Preston and reported that it was an encouraging conference with a presentation focusing on the need to consider communities when commissioning for the provision of services

Collective Voice: Service user and carer event held in Kendal, several members attended and reported that this group would assist local groups with knowledge and support. Overall service users felt that they were not listened to.

Cumbria Diabetes Group: Liz attended and raised concerns about access and permissions to patient information centralised database on all diabetics in Cumbria.

Governors Meeting: A proposal for cost saving was discussed at the meeting

Mental Health Care Stream Board: Jim attended reporting the main topics of discussion were the Staff Survey and Crisis resolution.

Action: Staff Survey to be an agenda item for the next meeting

9. OSC

Liz attended the Adult and Cultural services Committee where the issue of personal care funding was discussed and future care for older people.

Liz also reported that she is not able to attend the next Health and Wellbeing Scrutiny committee. Janet agreed to go in her place. Liz will provide details of the meeting and inform the scrutiny officer. The issue of Angiograms no longer happening at West Cumberland hospital will be raised at the next meeting, Liz to provide details for Janet.

10. Host Update

Host activity was reported in the Action List.

11. Public Events

Included in discussion at item 12.

12. Marketing

It was agreed to set up a small group to work on this topic. Jane, Janet and Jim agreed to get involved. Discussions to include public events.

Action: Jane to arrange a separate meeting.

13. Quality Accounts

This years Quality Accounts Comments will be worked on jointly with OSC members. Alan, Janet and Neil will be part of a joint working group to produce the comments.

Action: Jane to inform scrutiny manager.

14. PCT Devolution and Integrated Care Organisations (ICO's)

A joint meeting between the PCT, LINK and PVG will be arranged to follow the next Governing Body meeting.

Action: Jane to arrange.

15. Annual Report

Draft content and guidance was circulated, other topics for inclusion were suggested including process for involvement at Penrith and Yewdale ward.

Action: Jane to develop for next meeting.

16. Any Other Business

- i. **Representative:** Ella Cullen acts as a rep on a number of PCT boards it was agreed to write formally to Ella and ask her to also act as a LINK rep.

Action: Jane to write to Ella

- ii. **PCT Chair.** Mike Taylor is the new PCT Chair

- iii. **Passenger Mileage allowance**

There has been a request from a member to increase the current allowance of 2p to 5p. Members discussed this and agreed the allowance to remain at 2p.

- iv. **Documents for Comments**

The draft Annual Report from University Hospitals of North Cumbria was circulated for comments. Comments are required for next week.

Action: All to comment and inform Jane.

Also circulated for comment were the draft Prevention Strategy and Partnership agreement document. Any comments should be forwarded to Jane.

- iv. **Chair**

Janet Suggested that Alan Chair the next two meetings in view of the changes to the meeting agenda and work plans. Alan agreed.

Neil also reported that Jim will Chair the next AGM in place of himself.

17. Date and Time Next Meeting

3rd June 9:30 at a Penrith Venue to be confirmed.