



**Cumbria LINK Governing Body
Minutes of the meeting held on 16th February 2010
Cumbria CVS Office, Carlisle, Cumbria.**

Present

Janet Pitman
Liz Clegg
Alan Alexander
Neil Hughes
Jane Thompson
David Singleton-Edwards
Jim Bradley

In Attendance

Jane Macfarlane

1. Apologies

Chris Abbott
Paul Brown

2. Minutes of Previous Meeting

The following corrections were noted
Spelling mistake page 5, correct to Fetal Alcohol Syndrome

3. Matters Arising

January Meeting

Liz attended Maggie Chadwick's funeral on behalf of Cumbria LINK with Janet Pitman and Viv Stucke from the Patient Voice Groups

December Meeting

Budget

The budget will be included on the agenda of every other Governing Body Meeting and a budget report provided.

CQC Performance Ratings

Still waiting for a response regarding Children's Mental Health services

Action: Jane to send reminders

Air Ambulance

Information is still required on the nature of contacts with the Air Ambulance

Action: Janet to find out and report back

4. Conflict of Interests

Jim declared an interest in item 5.10 on the agenda but wanted to contribute to discussion

5. Work Plan

The draft work plan was circulated before the meeting. Jane requested content on the item of A&E Services at Furness General. Janet had been asked to observe the use of the information screen in the department and feedback on areas for improvement. It was agreed to note on the plan partners that we are working with on each item.

There have been some requests from Helen Jarram for LINK involvement in updating the Trusts PPI Strategy and the possibility of a LINK rep sitting on the Patient Service and Experience sub-committee which is the group responsible for the patient experience agenda and ultimately reports back to Board via the Director of Nursing and Modernisation.

It was agreed that the Lancashire LINK needs to be involved in discussion around the PPI Strategy discussion; Janet did express an interest in this area of work. It was also noted that Stan Holmes, LINK Member, already sits on the Patient Service and Experience sub committee and that he could fulfil that role. A meeting is planned with Helen for further discussion

**Action: Janet to undertake observation work at Furness General
Jane to contact Lancashire LINK regarding working together
Janet, Jane or Kay to attend meeting with Helen for Further discussion
Jane to complete work plan and re distribute**

Dentistry

Alan reported that there still remain considerable public concerns about information about the waiting list. There has been a response from the PCT regarding the list, one member of staff is employed full time to respond to queries, however there appears to be no cover for leave or sickness. It was felt that the PCT needs to do more to provide information and support for people waiting for a place with an NHS dentist. It was agreed to write and suggest the following:

- Auto response for people registering on-line
- Temporary staff to support during this period of heavy demand
- Post card updates to be sent to patients on the waiting list.

Cumbria LINK has been made aware of concerns about treatment and care at one Carlisle Dental Practice. A request was made to the PCT regarding their record of complaints in respect of the practice. We have been informed of contractual discussions currently taking place and await the outcome before any action is taken by Cumbria LINK.

Action: Jane to draft letter and circulate

West Cumberland Hospital

The Trust has issued the 3rd newsletter on developments and the web site is now up and running. There has been a request for information regarding the future provision of

OT services and a further request for more information on the arrangements both short term and long term for patients on Yewdale ward. Our initial request for information provided no real detail. At the meeting concerns were also raised about Physiotherapy, there had been some mention of a hydrotherapy pool in the past.

Our task group continues to meet on a regular basis. Ramona Duguid from the Trust has requested to attend the meetings to facilitate communications. Jim Bradley has suggested that Gilda Wells attends the task group meetings to provide mental health perspective.

Action: Jane to invite Gilda to the next meeting
Jane to request information about physiotherapy provision

AIDS and HIV

The survey is being distributed through GUM and the support group.

George House Trust are sending the survey out, they only have 15 registered clients in the area and will not be charging for any admin.

Body Positive North West have put the survey on their website www.bpnw.org.uk

It is hoped that the survey will be completed by the end of March.

Westmorland General

The proposed alternative to the bus route on the hospital site has proved to be no good. We understand that the hospital trust are looking at how this can be improved.

There was a suggestion from the OSC that signage to indicate that there is no A&E department at the hospital would be helpful. Janet will monitor this.

Our Health

The briefing paper and scoping document were circulated before the meeting. The scoping document mentioned that the LINK would test the questions, it was agreed to ask for an update on that element. Members expressed a willingness to volunteer when appropriate.

There was some discussion about the development of panels in each locality. It is understood that the PCT intend to recruit 100 people in area. An update on progress was requested.

Action: Jane to find out from Lorraine about testing of questions
Jane to ask for progress on panel development.

North West Ambulance Questionnaire

Responses have been very slow which may have been due to increased demand on the service during the floods and recent snowy conditions. It was agreed to send out one final email to encourage more responses then report on findings for the next meeting.

Action: Kay to complete survey

Primary Care Assessment Services

The briefing meeting has taken place which provided an opportunity for members to understand the purpose of the services. Where these are based in Acute hospitals the aim is that they will form part of an emergency floor. Visits have now largely been arranged and will take place in the next few weeks.

Jane would like to be part of the visiting team in the future.

Action: Kay to arrange CRB check for Jane and fast track visitor training.

Personalisation

A second meeting has taken place of the Joint LINK and Action for Health Task Group. The immediate need identified by the group was for a central point for all information both for people who uses services, families and carers and for third sector organizations. The Host is looking to develop a blog to meet that need.

Neil expressed his concerns that the LINK is not being incisive enough in respect of those affected by the personalization agenda

Action: Jane to feed Neil's comments to the task group

Penrith Hospital

The recent press release has brought a number of comments from the public on their experiences. These were presented at the meeting along with views posted on Patient Opinion and feed back from an integrated care team meeting. On the whole people seem to be supportive and positive about services provided there however there are some issues around delayed discharge and services not in place for people being discharged home. Members agreed that there is a need to know what should happen on discharge so that it can be identified where things are going wrong. In the first instance it was agreed to request a meeting with the hospital manager and GP lead for the area to discuss discharge procedure.

Action: Jane to request meeting outlined above.

listening to Communities Project

This project was suggested at the work plan meeting and some development work has taken place to outline the nature of the project together with rough costings. All were in favor of proceeding and it was agreed to have a further meeting to continue development work.

Action: Jane to arrange meeting on 1st March. Jim, David, Alan and Jane to attend

6. Representatives Report

Liz reported on the PCT Trust Board meeting and OSC meeting, reports were circulated before the meeting.

Neil reported back from three events:

UK Vision Strategy, which discussed the trauma people experience when experiencing sight loss and the importance of Integrated Care.

Conversations for Life, which talked about the importance of giving the opportunity to discuss their wishes for end of life care.

Tobacco Strategy, focused on how to clamp down on illicit tobacco
Janet reported on the North West Ambulance Service Board meeting that acknowledged the pressures the service had experienced during the last few months but were now back to a more normal situation.

Alan attended the measuring success workshop but had not found the day to be very useful.

7. North West Ambulance Service Annual Report

A request has been made for comments on this years Annual Report. It was agreed that Janet contribute and circulate to the Governing Body Members.

Action: Janet to progress

8. NHS OSC Quarterly Update

This update was circulated to members. Comments were made on its usefulness.

Action: Jane to thank Peter Clarke and ask to continue to circulate

9. OSC

Janet has been attending the OSC task group for South Cumbria, at the last meeting it was agreed to disband the group as no substantial services changes have been indicated. The group agreed that should any issues arise they would be picked up by the Transforming Community Services Task Group. Janet will be our representative on that group.

Anne sent her report on the Implementation of Closer to Home Task Group. Members questioned her comments on delays to step up and step down care and asked for more clarity.

Action: Jane to contact Anne regarding this issue.

10. Host Update

In addition to those items reported in the update Jane reported on a meeting with Ramona Duguid. The Trust are updating their PPI strategy and have amended their constitution to provide for a LINK Governor. Jim and Jane have yet to meet to discuss a protocol for working with Foundation Trusts.

Action: Jim and Jane to meet before the next meeting to prepare a draft protocol.

Jane also reported that the plans for a joint project between public health and Cumbria CVS to develop and support community champions will go ahead. Governing Body Members had agreed to support the project at the last meeting. Following some discussion Members felt that they would be interested in becoming equal partners if the benefit to Cumbria LINK could be demonstrated.

Action: Jane to prepare expected benefits to Cumbria LINK for the next meeting

11. NHS Finance Event

A joint event for LINK Members and Action for Health is being arranged and should take place in May. This will be advertised in the April Newsletter.

Members discussed the need to hold some public events.

Action: All to bring suggestions to the next meeting

12. Sub Regional Training

Information about the above event was circulated. Jane, Alan, David and Janet have requested places to be booked for them.

13. Fairer Contributions Consultation

The joint response to the consultation was circulated before the meeting. There is a feedback document available.

Action: Jane to circulate.

14. Chair

It was agreed that Alan will Chair the next three meetings.

15. Regional Events

Janet agreed to attend the engagement conference.

Jane, Jim and Neil all expressed an interest in the Care Quality Event.

Action: Jane to check dates of the CQC event and check member availability.

16. Any Other Business

News and Star Article 'who speaks for Patients'

The article was circulated at the meeting and is an account of concerns about discharge from NHS mental health services to private sector providers. The article has been passed to Cumbria Partnership Trust, but it was felt that we should write to the individual informing about the LINK and that we would be checking on the implementation of the past Mental Health Services consultation, it was felt that the meeting be open to the public.

Action: Jane to write to the individual and arrange a meeting to inform on implementation

Community Hospitals Development

It seems that there are some changes to the planned development schedule, it would be helpful to have details of revised plans.

Action: Jane to ask for an update.

PCT reorganization

Jim informed Members of the changes to commissioning which will be devolved to localities. We are unsure what PPI mechanisms are in place but we believe that panels have been recruited for each locality

Action: Jane to get an update from the PCT on the development of panels.

GP Access

Anne Glazebrook reported to the OSC on the difficulties people are reporting around access to GP surgeries. Peter Clarke has already offered to set up a meeting with Christine Keen to inform members about appointments systems and hours of working.

Action: Jane to confirm with Peter

Transition Arrangements

Liz reported concerns about the transition from Children's Service to Adult Services that had been a topic of discussion at a meeting of parents of children with autism. A Children's Trust has been established in Cumbria. This issue needs further discussion at the next meeting.

Action: Agenda next meeting

Patient Safety Alerts

David mentioned an article in today's Guardian that raised concerns about none compliance in response to alerts.

Action: Jane to get local information

Meeting with MPs

Ella Cullen will be meeting with local MPs in her capacity as Royal College rep and has offered to ask questions on behalf of the LINK. No questions were suggested.

Promotion Opportunity

The Cumberland News are planning an editorial to coincide with Jane's Birthday. Jane has asked for support in promoting the LINK.

Jane is also attending St Martins College to promote her mentoring projects. Some students have offered to get involved with that work and others with the LINK. Jane M will attend with her to work with students interested in the LINK.

17. Date and Time of Next meeting

Monday 22nd March 10am to 2 pm at the Lantern House, Ulverston

Wednesday 21st April

Wednesday 19th May