Minutes of the Cumbria LINk Governing Body Meeting
Held on 24th March 2011 at Quaker Meeting Rooms Keswick

Present

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

In Attendance
Jane Macfarlane

1. **Apologies**
   Jo Wildman Care Quality Commission.

2. **Minutes of the Previous Meeting**
   Agreed

3. **Matters Arising**
   Item 6. It was agreed that the process for action on issues raised should be taken to the steering group. Jane reported that meetings had taken place between Gilda and separately with Jane around the First Steps services. A request has been made for a meeting with Dr Thwaites to discuss developments and issues. Self referral to the service is now in place and is only available to primary care and not for people who are currently receiving secondary mental health care. Jim is pursuing this issue separately.

   Action Jane to include Jim in planned meeting

   WP 2. The presentation of certificates for Community Health Champions will take place in June. The need to identify .services to signpost clients to was discussed. It is hoped that Community Health Champions will be able to identify gaps in services.

   Action Jane to send details of the event to GB Members

   There was some discussion about how GP's are informed about First Steps and other services and how a consistent approach is developed throughout the county.

Action Jane to Explore

WP9. Janet has had a reply from Mark Hulme. A useful meeting was held yesterday with the CE and Chair of University Hospitals of Morecambe Bay. The FT hold their meetings in public and an invitation was extended to present to the Governors and the Trust Board on LINk and the development of HealthWatch

Action Jane to contact Lancashire LINk to jointly present and to forward contact details to the Trust..

WP 10. Previous minutes to be changed 'here to hear'

WP 17. Liz needs to inform Janet of relevant meeting dates.

Item 7. Neil informed that Sustainable Community Strategy is still a legal requirement and that the Liverpool example mentioned was a workforce strategy.

Web Site Review
Alan has been in touch with Liz Kay from the UHNC NHS Trust regarding our own web site, there was an offer of advice from the Trust. Liz has not yet made any arrangements, Alan has passed this on to Ramona.

4. **Conflict of Interest**
   None noted

5. **Equality and Diversity**
   No issues were raised

6. **Work Plan**
   WP4. West Cumberland Hospital
   It was noted that a recent radio interview with Peter Weaving made mention of the plan to move some specialist services to Carlisle. It was thought that the public needed to have clear information on this. Palliative Care will remain in the Copeland until the new arrangements are in place, however it was noted that the majority of people are cared for at home. It was also noted that there is no Hospice in the Copeland and Allerdale districts.

   WP 9. UHMB
   As previously mentioned some members of the Governing Body met with the CE and Chair of the Trust. The organisation is much bigger than the North Cumbria Hospital Trust both in terms of geography and population size. Cost cutting has been achieved in part by focusing on employment rather than earnings. There was some discussion around the costs of some treatments which can be expensive to set up and run but the overall benefit is that the patient stay is shorter. Other issues discussed were the beast cancer services noted at WP24.

WP 10. North West Ambulance Service.
Alan has been informed that the Trust has introduced 55 of the new Fiat vehicles to the fleet and there have been some teething problems which have been addressed.

Janet reported on the multiple calls issue. The Trust has informed her that this does not happen as much as one would think. Details are taken on the first call and subsequent calls are given short responses.

WP11 Cancer Network
Marie provided a briefing for the meeting that explains the cancer network aims to bring all groups together but does not replace any existing group.

WP12 Visits to Residential Care Homes
Two reports were circulated for approval these were the Pines at Appleby and Twin Oaks at Windermere. Both were agreed but some typographic errors were noted.

Action Jane to amend and publish

WP 16. CQC
The UHNC Trust has invited LINk to be involved with examining 3 out of the 16 CQC criteria through enter and view visits.

WP22 Annual Report
Draft headings were circulated at the meeting content was requested for the next meeting in May.

Action All to provide copy.

WP24 Breast Screening
Alan has received feedback on his comments on the terms of reference for the clinical governance review and a briefing from the Governance and Quality Committee

We have still had no response to our request for the explanation of a satisfactory response

A response to our information request on the Breast Screening Triple Assessment service in the South of the County has been received. This issue relates to the provision of diagnostic breast service (triple assessment|). Best practice recommendation is that all three assessments take place in one clinic on the same day. However this was not the case in Barrow and recently the Trust has not been able to recruit a breast Radiologist. And the service has been transferred to Lancaster where the service provided is a one stop approach. A review is currently underway to look at the future options.

Following the National Health Service ombudsman report into older people's services published last month. The Trust has reviewed the findings of this report and produced a report which was presented to the Trust Board in March. They now are planning regular reviews of complaints and have asked for our involvement.

WP27 Mental Health Sub Group
The mailing list has been established but as yet there have been no bulletins

Action Jane and Jim to meet and discuss.

WP 31 GP Locality Boards
Some concerns were discussed about communication between the Carlisle Board and stakeholder group. Neil has not yet attended the Eden Board.

Following the Action for Health/LINk conference an action was to develop a local mechanism to engage with local people and groups. Alan will be attending the Copeland Board following this meeting and will discuss this with the board.

7. **Health and Wellbeing Boards**
The paper recommending that the Third Sector Network act now to ensure Third Sector representation on the Board was discussed. Liz had some concerns about conflict of interest given that many Third Sector organisations are also service providers.

8. **Representatives Reports**
Reports circulated before the meeting included Eden Valley Public Health Partnership, VSNW event on Public Health White Paper, OSC Children and Young People Task Group, Lancashire LINk Conference, NHS North West GP Commissioning, Accountability and HealthWatch Event.

On the Public Health event questions were asked about weighting for inequalities, Liz asked if rurality was taken into account, Neil thought that was not the case.

OSC Children and Young People's Task Group. Liz commented that at the Third Sector Network meeting funding had been pulled from children's services. Children's centres were told that there would be no more funding

Action: It was agreed that this would be a main agenda item at the next meeting. Liz to explore groups

North West Regional Event. It was commented on that only one GP attended this event, but good examples of best practice were noted in Oldham and Cheshire.

Jim reported on self directed support in mental health. Social Care has decided that from now on they will only provide services to service users through Fairer Access to Care. It is considered that no one in primary care will be eligible and also the majority in secondary care also will not be eligible.

9. Governing Body Co-opted Members

Members involved with the recent interviews recommended that Ailsa Benson and John McCarthy be invited to join the Governing Body as Co-opted Members. With limited places available it was also agreed that the Ella Cullen and Gwyneth Raymond be encouraged to use their skills to support the work of the Governing Body.

Action: Jane to write to all as outlined above

10. Correspondence

Letter circulated for information included response on breast screening in South Cumbria, letter of thanks to Alan for contributing to the UHNC web site testing. and feedback from Pharmaceutical Needs Assessment.

11. Public Relations.

Not discussed

12. Training Opportunities

Jane reported that media training was being explored and also encouraged members to attend Skills for Influencing Training.

Liz commented that the Public Law Training had been very useful.

13. HealthWatch Pathfinders

Jane attended a recent meeting with Cumbria County Council who are reviewing their public engagement methods. This is something that should be considered as we discuss the changes we need to make as we move towards HealthWatch. Representatives form the County Council, PCT and Action for Health will attend the meeting on 18th April to prepare our application for HealthWatch Pilot.

14. Any Other Business

Liz reported that she had attended a recent CTA meeting, saying that rural communities are being encouraged to develop transport solutions. There seems to be no evidence to suggest a negative impact as expected with the implementation of the eligibility criteria. Cumbria County Council have now set up a referral system between the PCT so that people can use Rural Wheels. Liz thought a task group should be established to consider this issue.

Lorenzo

Janet reported from the PVG Group that the UHMB's appointment letter is often referred to as the patient information letter/leaflet and it is this letter that had a reference to a Lorenzo enclosure. This reference has now

been removed. The enclosure was not included post 'go-live' live and 3 months after 'go-live', as there was a postal issue with the leaflet not easily being fitted into the windowed envelopes and additional costs being incurred to go through the TNT machines. This was an organisational decision, with no prior notification to the Health Informatics Department. The availability of threefold leaflets was explored with the SHA and CfH and it was confirmed that none are printed. It was therefore agreed that for the next 3 months a stock of leaflets should be placed in the outpatient departments at all 3 sites.

It was suggested that Sarah Roberts sits on the Communication Group representing PVG is asked to also represent LINk

Action: Jane to discuss with Sarah

ICES
Janet was asked by the PVG Group if LINk would take over this issue. Ella Cullen has been closely involved with this issue and it was suggest she continue in this role with Anne Glazebrook acting as deputy.

Action: Jane to discuss with Ella and Anne

15. Date and Time of Next Meeting

The next meetings will be:
18th April 12:30 -4:00 at Penrith Rugby Club HealthWatch Pathfinders (lunch will be available at 12:30)
12th May 10:30 -2:30 at Keswick Moot Hall (Governing Body Meeting)