



**Cumbria LINK Governing Body
Minutes of the meeting held on 9th June 2009
Cumbria CVS Office, Penrith**

Present

Janet Pitman
Liz Clegg
Alan Alexander
David Day
Neil Hughes

In Attendance

Jane Macfarlane
Louise Blackburn
Jan Yates Care Quality Commission

1. Apologies

Juan Shimmin

2. Minutes of Previous Meeting

Agreed

3. Matters Arising

Invitations to Future Meetings

Georgina Ternent, Allan Buckley and Peter Clarke will be attending the Review Day on 8th July in the morning.

Graham Hodgkinson will be attending the meeting on the 8th September.

Jane has invited John Critchley to attend the meeting in August, awaiting response. If he is able to attend the meeting will take place in Penrith

Cancer support Group

Fundraising activities for the Cumberland Infirmary Radiotherapy Department Extension included in the next newsletter. Concerns were raised about the need for patients and the public to raise funds for necessary improvements.

Action: Jane to find out if they have approached the PCT for funding.

Host to find out if we can add another field of information to the database to show if members interface with the NHS.

Public Transport to Kendal Hospital

Kay had sent Janet a copy of a letter from South Lakes Society for the Blind which was sent to Chief Executive of Cumbria County Council, Chief Executive of Westmorland General Hospital and the Operations Director of Stage Coach on the 1st June. They were asking for the LINK Governing Body to send an additional letter

of support, it was decided to wait for the response from the first letter to see what we could do next to help.

Action: Jane to send copy of the letter to Sonia Mangan at Age Concern.

4. Conflict of Interests

None

5. Work Plan

i) Dentistry

Regarding people being directed to NHS Direct instead of the Dental Direct Line by dental receptionists, Jane passed round an email from Judith Deft saying they were not aware that this had been happening but would work to prevent it happening again.

Alan provided a copy of the letter they are now sending out to people on the waiting list, they are being sent out in batches with 2000 more letters going out in the next week.

Action: Ask the PCT to give quarterly updates on how many provisions have been given and how many are still on the waiting list.

Gill to give Alan a list of those who have enquired with the LINK so he can respond to them.

ii) Annual Report

Agreed subject to changes.

iii) Barrow and Closer to Home South

First OSC meeting on 23rd July, Janet is attending and will update next meeting.

iv) Incontinence Pads (update)

Copy of interview with a carer circulated. Need to set a deadline for evidence gathering and decide what to do next. Final report from Jane at the next meeting.

Action: Jane to approach GP mentioned in interview to see if he will come forwards.

v) West Cumberland Hospital

David put together a report from the focus group findings, which was agreed by the rest of the governing body. The report is to be sent to the Acute Board, Project Team, the PCT and the Strategic Health Authority. It was decided to when sending the report to ask for a response or meeting about the report. It was decided to keep survey open and keep compiling results to send out as a press release at a later date. Discussion about setting up a Task and Complete group to be on agenda for next meeting. David reported that he felt he had received poor support from the host when organising the focus groups, it was decided that the host would produce information regarding which days staff worked and where they worked and to put in place procedures to improve team working

Action: David to send out report.

Host to put the link to the survey in the next newsletter and to the Focus Group Report

vi) UHMB Acute Medical Services Task Group

The next task group meeting is on the 3rd September, Janet will be attending. Janet and Kay have requested a meeting with the ambulance service regarding Kendal hospital changing from acute medical services to 'step up step down' and how they feel it is working. Janet will update at next meeting. LINK visit to the hospital is being planned.

6. LINK Representative Reports

Janet gave a report regarding vehicle replacements within the ambulance service 2009/11. As ambulances are getting bigger this can cause problems in rural areas and they are looking into designs of new vehicles suited to operating in rural areas.

7. Host Update Report

A copy of the host update was circulated.

Action: Host to forward copies of the minutes from the Third Sector Network Event when they are ready.

8. Regional Event

Janet and Juan will be attending the event on the 26th June.

9. Explaining Scrutiny Presentation

It was decided to put this item on the agenda for the AGM.

10. Budget

Item not covered during meeting.

11. LINK terms of reference and structure review and AGM

The review will take place on the 8th July. Looking for ideas of 'how to move forwards'. Jane to set outcome of the day.

12. Jan Yates Care Quality Commission

Jan gave preliminary feedback on our commentary on Trust's performance saying that the quality was good and that she was impressed that we had been able to comment at all given the early stage of the LINK. Many LINKs had not been able to submit any comments.

Following on from the declarations 83 Trust's will be inspected, 10% will be randomly selected, and the remainder will be risk based. Visits will be ongoing throughout July. Jan will inform the Cumbria LINK via Jane if any Trusts are to be visited in Cumbria and if those visits are risk based or random selections.

For the future Trusts will be able to update their commentary in October, it is not known if the LINK can contribute at this point. A new system will be in place next year where a more targeted approach will be adopted by the Care Quality Commission.

The Engage website is still open and LINK can provide relevant feedback via the site.

The new contact number for quality care commission is 03000616161 anyone can contact the Commission with concerns at this number.

Action: Host to include this number in the next edition of the newsletter.

Jan was able to report back on the concerns previously raised about Barrock Court. The home was visited in October 2008 where a poor inspection had been reported and statutory notices applied. The home was visited again in January 2009 and April 2009 where improvements had been noted and a new Manager in post. Currently they are not able to admit new patients until all the statutory notices have been fully met. As well as the Care Quality Commission, Social Services and the PCT are monitoring the situation. It was agreed that the LINK should visit the home to speak to residents about their views on their care and what improvements they have noticed.

Action: Host to arrange visit.

13. Any Other Business

Safeguarding Adults

Janet had received a flyer regarding Safeguarding Adults; the information will be in the next newsletter.

Contact Numbers

Janet suggested that it may be useful to have a list of contact numbers for the governing body.

Action: Host will circulate a list.

Diabetes Cumbria Organisation.

Liz reported that the organisation has been delayed setting up due to internal problems with Morecambe Bay trust. The organisation will hold the budget to deliver care to those with Diabetes in Cumbria. Liz will keep informed.

Involvement Conference.

David will attend the Involvement Conference in London on the 2nd July.

NHS Awards

Alan attended a recent meeting to agree the awards, there is a wide range of categories including best nurse, best doctor, best secretary etc. We have been invited to the awards ceremony later in the year..

14. Date and Time of Next Meeting.

Review day – 8th July at the Theatre by the Lake.

Tuesday 14th July at Whitehaven.