



## St Helens LINK Board meeting 11 October 2010

**Present:** Joan Young (JY), Bernie Lightfoot (BL), Roman Babij (RB), Eddie Cunningham (EC), Brenda Smith (BS), Claire Wildman (CW), Emma Rodriguez Dos Santos (ERDS), Helen Saarma (HS, minutes), Jonathan Griffith (JG), Ann Louise Jones (ALJ, JG's Personal Assistant), Sam Omar (Chair).

Apologies: Margaret Leys.

### 1. Current issues – task groups.

**i) Attitudes of staff** – BL and JY had been on several 'mystery shopper' visits to local GP practices following feedback from the LINK postcard campaign. BL said the patient she spoke to at Garswood was full of praise for the practice and JY, who visited Fingerpost, said this seemed a well-run practice with the prescription collection box being regularly emptied and pleasant staff attitudes. However, the value of such visits depended on whom you met. It would've perhaps have been better to interview the practice managers first then mention relevant postcard feedback. There was also the issue whether the public were being respectful towards practice staff. The emphasis should perhaps be on how people who have a grievance against their practice are dealt with and LINK should be encouraging practices to publicise their complaints procedures and suggesting that where necessary, patients use them.

JG asked could LINK have a role in suggesting best practice and JY said there were examples she had seen which could be shared, such as GP's leaving their surgery offices to greet patients.

**ii) Transport** - CW had received copies of the application forms for bus passes. EC had contacted Merseytravel about seating and location of bus shelters. A third of bus shelters in St Helens had seating. These had to be provided against Merseytravel's criteria and although some were well maintained, others were vandalised regularly. Those in vandalism 'hot spots' were taken away.

**iii) Dignity in Care** – HS, BL and BS are due to meet with Tracy Ryan, Dignity Lead at Halton Council who holds the country's only funded Dignity Lead post.

BL had emailed Mike Wyatt, St Helens Council, asking about the Council's work in this area. Caroline Barlow's remit will include work on dignity.

RB said that 5 Borough Partnership's (5BP) exit questionnaire for ward patients includes a question on dignity and he will bring more information, as will EC from the Royal College of Psychiatry's questionnaire.

## Previous minutes and matters arising

Page 1 – Homelessness video. BS had contacted her local church but they didn't collect parcels for the homeless anymore.

**Action: ERDS will find out more about the Hope Centre and where to send donations to.**

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- IAPT stood for 'Improving Access to Psychological Therapy'
- Converting LINK to HealthWatch – LINK had been involved in several LINK host consultation events and there was some doubt about their proposed advocacy role. There was a six month funding gap between the end of the LINK contract in October 2011 and the proposed start of HealthWatch in April 2012 – discussions on this are ongoing and a report about LINK has gone to a Chief Officers' group at St Helens Council.

It was thought that the general public seemed unaware of how much the NHS White Paper could change the face of the NHS. EC said his GP, Dr Thomas has said he would be willing to answer questions about the White Paper.

**Action: Emma asked for questions which could be put to Dr Thomas and would arrange another GP from the Consortium to attend.**

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- At the CVS AGM, the merger between St Helens CVS and Halton Voluntary Action was approved. Due to the merger, the LINK support team in St Helens and Halton may in future be covered by one contract, rather than two.
- Dennis O'Reilly, Halton LINK Board member who had sadly passed away, has been formally recognised for his contribution with a presentation to his family during NHS Halton and St Helens' AGM.
- CQC and LINKs – the word 'flet' should read 'felt' and the phrase 'yet not reciprocated' should perhaps be changed to 'had yet not taken proper steps'.

### 3. Feedback from Reps

- **Safeguarding training** – ERDS and CW attended this. It was presented through different safeguarding scenes being acted out. CW said it was often difficult for people to speak out about/challenge behaviour.
- **Early Detection of Depression** – RB attended the final meeting of this group. RB was still waiting for a feedback report on a local GP (Dr Rahill) and the commissioners' (Erica Crisp) joint visit to an assertive outreach model in Wirral.
- **IAPT** – the contract for talking therapies around mild-moderate depression is being provided by 'Self Help Services', a voluntary sector, not for profit organisation.

### 4. Requests for LINK representation/help

- **Medicines Management Board** – 11am on 22 October at Hollins Park. JG is now going to the Transport Access Group that day, but SO can attend.

**Action: If anyone else would like to attend, please let ERDS know.**

- **Dentistry** – Dental Access Centres, which provide emergency access for people not registered with a dentist, are being replaced by high street dentists. A group was meeting on a monthly basis to discuss this. It was agreed that Board members would cover these meetings on a rota basis.

**Action: ERDS to ask for dates and times and send to the Board.**

## **5. Representation on partnerships**

- **LINK/LISTEN drop in** – 10 November 10.30am-3pm at the Millennium Centre. This will include a presentation from Sarah Bullock, Programme Manager, St Helens Council on personalisation and what it will mean for people to have their own budget for personal care. Mike Wyatt is speaking on the NHS White Paper. There would be half hours slots on different topics. BL is working part-time on Direct Payments and said people were often not getting enough advice about their rights in terms of direct payments so this would be a useful event.
- **Partnerships Boards** – The Partnership Boards are being revamped in ST.Helens, however the mental health one will be meeting in December and others are yet to be progressed. for Older People, Carers etc will become Borough Forums. ERDS has agreed to carry out a stakeholder analysis on how the Forums should be formed. Valuing People (Learning Disabilities) will remain as legislation means this must continue.

## **6. Any Other Business**

- **Car Parking** – CW had a written reponse about car parking. Patients/families of those with cancer, long term conditions or terminal illness who attend Whiston and/or St Helens Hospital can buy a book of pre-paid tickets for 75p per ticket.

**Action:** ERDS would write to the hospitals asking if they have a publicity leaflet about the scheme.

- **Centre for Independent Living (CIL)** – ERDS circulated a draft of the CIL consultation plan and asked people to suggest any user groups who may wish to respond.
- **Pharmacy Needs Assessment** – the replies received to the Pharmacy Needs Questionnaire are now the basis of a draft report, which is available for a 60 day consultation.

**Action: ERDS asked that the groups/individuals who had replied to the questionnaire to be made aware that the draft report is available.**

- **Rheumatology** – Claire Hiles had been to the LINK drop in on footcare and wanted to run a focus group on the rheumatology service review. ERDS asked would people be interested.
- **Annual Reports** – RB had copies of the reports from 5BP and CVS AGM.

## **Dates of Board meetings in 2010:**

8 November and 6 December, 10.30am, CVS Offices.