

LINKs Board meeting minutes:
7th February 2011, 10.30am-12.30pm
Oak Room (Tontine House, CVS Offices)

1. Welcome & Introductions

Present – Roman Babij, Eddie Cunningham, Jonathan Griffiths, Ann Louise Jones, Margaret Leys, Bernie Lightfoot, Brenda Smith, Claire Wildman, Joan Young, Emma Rodriguez Dos Santos.

Apologies – Sam Omar

Minutes – Sean Molyneux

The Board nominated Eddie Cunningham as Chair of the meeting.

2. Current Issues – Task groups

Attitudes of GP staff

There have been changes in the PCT generally, including staff working in the primary care section, but still people available to discuss the work of the task group and new performance data should be available now. The task group needs to re-start – meetings to be arranged after this Board meeting.

The interim report, mainly about the practice staff survey findings has been sent to all practices via consortia leads – all feedback to Emma Rodriguez Dos Santos.

LINK members need to start joining their PPGs and being more challenging of staff/GPs at the consortia forum. The findings so far, already show that the ways of involvement that are currently happening are not sufficient and this situation will need to be addressed in light of the pending health & social care bill.

If action is not taken on the issues of improving customer service, more transparency, LINK will need to hold consortiums to account.

Transport – next meeting – 17th Feb, 10.30am Peter Street CC.

Claire Wildman discussed issues with 'Fairways' bus driver attitudes – she is writing to MerseyTravel.

The board discussed the issues of electric buses not turning up at their destination. A poster was put up at the main bus depot in St. Helens to inform passengers but this information was not relayed to people at Morrisons, ASDA and the retail park who were unaware that the service was not running. This incident should be highlighted as an example at the next transport group meeting (17th Feb).

The Southport bus service has stopped. It was not considered to be financially viable despite it being a welcome and well-used service. The group were told

that the service would 'probably not' return due to an overload of buss pass users on it, i.e. it was being subsidised rather than taking cash income.

There have been complaints about roadworks around the Four Acre area. No signs have been put up to inform people of a diversion and passengers have been waiting at bus stops unaware that the service is no longer running on that route.

Action: Emma Rodriguez Dos Santos is to forward Eddie's email regarding bus shelters/vandalism to the board and will also draft a press release to take to the next transport task group.

Dignity in Care

The group had not met since the last board meeting.

The scrutiny committee are now getting involved in looking at dignity, but in various care settings, sampling a couple of each type of facility. A proposed scoping meeting is taking place to draw up questions and allocate homes to visit in a task group report. LINK need to exchange notes from their task group to avoid duplication. Brenda Smith (as the OSC representative) would be involved in that group and ensure feeding back of information.

An opportunity to do a visit to Ranelagh Grange was still being arranged, this would be the LINK's first official Enter & View visit, looking at the service from a Dignity angle, however there had been no concerns raised with the LINK about the quality of service at the home.

Action: Helen Saarma is drafting a checklist for the next visit. LINK members that have done the E&V training and were CRB checked would participate.

3. Previous minutes and matters arising

Spelling of Claire Wildman corrected and the initials of Ann Louise Jones. (Pg.1)

'Ramp-containing' changed to 'ramp-equipped' regarding transport task group. (Pg.1)

'GPs are also making assessments' changed to 'Assessors are also making assessments' regarding Mental Health. (Pg.1)

4. Feedback from Reps

Roman Babij - Various

Roman circulated a summary of his recent activity to board members, including details from the St Helens MBC Scrutiny task group – Crisis team/Mental Health. A special meeting is to take place in February to look at the final report.

He reported that a Q&A session took place at the recent St.Health consortia Patient Participation Group (PPG), where Roman reflected concerns raised in other arenas regarding the White Paper.

The future of the St Helens mental health related Social Inclusion Network (SIN) and the evolving Partnership Board for Mental Health was discussed. Roman had commented on proposals to amend Terms of Reference of the St Helens Mental Health Partnership Board including to add SIN to proposed Membership List (now submitted). This and other points had also been followed up by Emma & Sally Yeoman at Halton & St Helens VCA.

A report is to follow via LINK Organisers regarding the Merseyside LINKs Event on the 21st January at Aintree.

Emma Rodriguez Dos Santos is to circulate '5 Boroughs Partnership – Involvement Strategy & Quality Accounts 2010/11' to the board/website – any comments will be fed back via Roman Babij. The future structure of how 5BP will communicate with the new health & wellbeing structures is that Simon Barber (5BP Chief Executive) will be the link to GP consortia. John Kelly will be link to Health & Wellbeing Boards.

Roman is to provide a written reports on the following:

- Mental Health Improvement Programme's evaluation
- document from NALM's 'Striking a Balance' – about GP commissioning
- Government's new Mental Health strategy entitled 'No Health without Mental Health'.

Action: Board members can comment on Roman's recommendations.

Joan Young - Medicines Management

Terms of reference for this sub-group to the Medicines Management Board were accepted from the last meeting.

The meetings are no longer on a Friday to improve access for all faiths. The next meeting will take place on Thursday 24th February.

The PCT changes and clustering will affect this sub-group's membership – currently Knowsley, St. Helens, Halton & Warrington.

The meeting discussed how people made complaints about pharmacists and that the process didn't seem easy to find out about. The board agreed that complaints should go to PALS, which would ensure that they are nationally logged and accounted for.

A 'Red, Amber, Green' (RAG) system for performance of pharmacists was discussed, which revealed problems with repeat prescriptions. GPs are sometimes refusing recommendations from specialists and GP practices are refusing payments previously covered by hospital pharmacies.

Shared care issues for GPs around people with mental health issues were discussed. The group agreed for a need to have descriptive care plans due to issues of vulnerability and the clash between GPs and specialists.

An annual meeting has been proposed with patient groups and Mental Health forums to talk about the group's work.

Roman Babij raised issues over the Mental Health/Care plans regarding social context and over-prescribing.

Action: Roman and Joan Young to liaise regarding the Mental Health issues within Medicines Management group.

Brenda Smith/Jonathan Griffiths – Adult Social Care & Health – Scrutiny Committee

Mental Health Crisis - Jonathan spoke of dignity and care issues leading to safeguarding issues (such as malnutrition). The board agreed it should be one of the key things to look at on the checklist.

Brenda informed the board of the findings from the Council's Corporate Management Report regarding personalisation budgets (target for April 2011) and contingency levels (set at 25%). Also relayed information regarding progress in health, employment and accommodation targets.

Emma Rodriguez Dos Santos informs the board that the report is available online and is continuous. Emma also encouraged the board to hold people to account in light of the central government's decision to stop auditing performance of local councils i.e. feedback should be given to the committee and the health and wellbeing board that there needs to be agreed measures of progress and the LINK to be involved in setting those indicators

E.g. the Resource Allocation System – which is a system meant to totally revolutionise the way care packages are arranged and ensure regular reviews and is linked to the payment of entitlements for personalised budgets, is good and will provide information. However the RAS also only looks at support needs that are not covered – by what – JG to elaborate!

Emma Rodriguez Dos Santos – PCT changes/dementia project

Emma referred the board to the recent mail-out due to time constraints – for the Cancer summit information and Clatterbridge's quality accounts session.

PCT's are downsizing and told to cluster into borough groups, leading to certain staff moving locations. The PPI team was back to the original officers of Simon Bell and Louise Sinnott.

Emma also informs the board that LINK will be commissioned to engage all parts of the picture including GPs about dementia and various events and consultations to publicise the issue.

5. Requests for LINK representation/help:

Comments on Clatterbridge 'Quality Accounts'

Emma Rodriguez Dos Santos to circulate information via mail-out.

Cancer Summit – 23rd Feb, Widnes Stadium

Two reps are required from each LINK to help man a stall and participate in the summit.

Brenda Smith and Claire Wildman showed an interest in attending with Emma Rodriguez Dos Santos.

‘Lay person’ for hospital group to revalidate doctors fitness to practice

Joan Young, Margaret Leys and Claire Wildman all volunteered to attend.

HealthWatch Advisory group – election process for LINKs rep

Information circulated to the board at the meeting. Nominations are to take place until Friday 25th February and votes are to be returned by Friday 11th March.

Roman Babij raised concerns over the role description and workload required to complete the task.

Action: all members to read the role and decide whether they wish to be put forward. Each LINK can only nominate one person and then vote for their one preferred candidate.

Standard of training for education of pharmacists

An event is taking place on Monday 21st February at Warrington Gateway, details circulated.

6. Representation on partnerships etc.

Nothing new to report.

7. Awaiting progress from others:

Panel – closure of list at Bethany Medical Practice

LINK rep needed – Claire and Margaret expressed their interest

Ranelagh Grange – Enter & View w/c 15th-18th Feb (tbc)

Owner not present - Helen to correspond.

The LINK has already appealed for information in mail-out, but nothing so far. Participation is available for those who are suitably trained and CRB checked.

8. Any Other Business

Out of Hours GP Home visits – what criteria decides who gets one?

Emma Rodriguez Dos Santos gave out document detailing relevant information to the board, this is the Carson Standards that all OOH providers have to adhere to and they are measured on it in contract reviews.

CRB checks

Document available at the meeting for those who haven't had one and wish to. Please provide documentation with the form and submit to Claire Jones at HASHVCA (previously CVS)

Consultation on GP access – LINK website and paper copies

Questionnaires provided and collected at the meeting.

Consultation on how GMC should police medical practitioners

The Board proposed that it went out to all members in the mail-out for people to participate in.

Roman Babij – Daily Mail Article

Roman reminded board members of their duty as a public body. There was a news article that Wiltshire LINK has had their funding withdrawn following ‘un-appropriate’ remarks made by a member of the board.

Margaret Leys – requested a copy of the latest long-term conditions strategy and a copy of the National Service Framework for Long-Term Conditions (which was the previous national strategy for such)

Dates of Meetings for next year:

7th March

4th April

9th May

6th June

4th July

8th August

5th September

3rd October

7th November

5th December