

St. Helens LINK Board Meeting – 7 March 2011

Present:

Roman Babij, Eddie Cunningham, Jonathon Griffith, Bernie Lightfoot, Margaret Leys, Sam Omar, Brenda Smith (Chair), Anne Lousie Jones (Jonathon's PA), Sue Hooten (5 Boroughs Partnership) Dennis Dewar (5 Boroughs Partnership)

Apologies: Claire Wildman

1. Presentation: Five Boroughs Partnership - Quality Accounts – Sue Hooten and Dennis Dewar.

Quality Accounts have been instigated partly due to mid-Staffordshire NHS Trust's experiences and Lord Darzi's review. All NHS trusts have to do these. They are an account of a Trust's quality, so focus on the quality of services. If you provide any NHS services you have to produce Quality Accounts.

Need to pick up on 3 priority areas from the last year's document:

- Prevent avoidable harm (didn't know enough about what harm done)
- HONOS recording (came from initial document called Our Healthier Nation) – are a way to score people going through treatment
- Improvement Quality of Life for people who are long-term inpatients
 - training for secure unit staff in better risk management
 - additional patient experience work

Priorities that have been identified for next year:

i) Patient safety (5 indicators)

- Preventing avoidable harm
- Set target to reduce self harm in children and young people (across all accommodation)
- Older people falls
- People who go missing from services
- Absconding

ii) Effectiveness

Reducing premature death = i.e. healthy lifestyles & suicide prevention tool kit

iii) Experience

Experience of care

Stretch patient experience monitoring across all services and publish on the internet.

- More staff time
- More therapeutic time

Questions from the Board: Why are there less complaints from Learning Disability services than from any other services? Can St Helens LINK help? There will be a roll out of staff training to be stretched to cover these areas.

Timescale: 15th March - documents will go to Council of all members, will formally be agreed at the end of March. Emma asked for a draft to come to the Board after Council of Members, Brenda also suggested that Senior Voice might wish to discuss it. Roman – some of targets/objectives chime with national (new) M.H strategy.

How will 5BP measure 'recovery' as HONOS is done by practitioners, so no users are actually involved in assessing themselves or their development!

Bernie raised the issue of how priorities for the Learning Disabilities work stream would be decided, given the proposal to move Learning Disability Community Nursing services from Willis House to Warrington? Also how many annual health screening checks for people with learning disabilities have been done? This role requires additional training and some GPs are transferring this responsibility to other GPs, thereby possibly compromising the doctor/patient relationship.

2. Task group areas:

Attitudes of Staff

A few more visits were in the process of being arranged, Emma was also to organise for the PCT's staff to come and talk about the latest performance figures to task group members, in order to evaluate what measures there were around patient experience that were done through financial incentives.

Action: Emma.

Transport

The Council said they would do a press release about getting people's comments on bus stops etc. Contact at MerseyTravel has made it easy to work with – if you request a bus shelter to be looked at, it's often done within a matter of weeks.

Ann-Louise and Jonathan had been at the Transport Access Panel – 16th February:

MerseyTravel mentioned a survey that they had sent out 2500 numbers and only 48 responded. They did chose their own groups to send it to, however members thought LINK could assist with suggesting more appropriate ones that might respond! Emma – to suggest a stakeholders approach – to contact Paula before they do the next survey.

Action: Emma

By end of 2011 – 95% buses of Arriva's stock will be accessible (but not the same for other smaller companies).

Poor drivers' attitudes - MerseyTravel needs more information, so if you want to report this issue, you will need to take down the

- Time and date
- Four digit number on the side of the bus
- Route number

Dignity in Care

Meeting of the task group is on the 22 March 2011.

Brenda had found various press cuttings (national work and campaign on the issue). There have been quite a few documentaries recently on TV about patient experiences.

The group was pleased that Ranelagh Grange visit had been done and they can adapt the checklist and visit paperwork/approach for future visits.

Action: Jonathan and others reflecting on questions need adding?

Brenda also attending scrutiny session on choosing which local care homes and will be at a scoping session before properly planning a visit.

Joan has also researched dignity with other LINKs.

Some thoughts:

- Records should be kept up to date at all times.
- If there are more regular visits from LINKs, you are prompting them to be better.
- Would too many LINKs members be intrusive to residents?
- Ask can you look at the complaint book.

3. Previous minutes – there were no matters arising.

4. Feedback from Reps

Joan Young: Medicines Management Board (MMBD)

Liverpool, Sefton, Knowsley, St Helens & Halton – this is the final decision about which PCT cluster we are in.

Local MMBD have created a local formula now to pay for drugs.

The groups queried whether could be better to advise on change of drugs to patient – so they understood why their prescription had changed

Recommendation was to improve communication on change of drugs

'M' – a collection of drugs change their price every quarter and must be hard to manage for practice. Some people will get unlicensed drugs, that NICE has not given guidance on, including anti-psychotic drugs.

Brenda – fed back on Mental Health crisis services report (special meeting) and attending task group of residential care provision scoping meeting (Wednesday 9th March). She and Claire also staffed stand at cancer summit – very useful to be there.

Roman – fed back on NHS NW event on GP commissioning – 28th February 2011 and VSNW event on Public Health White Paper 2nd March 2011.

Jonathon – provided a written report (attached)

Eddie – fed back on vascular services consultation.

Cheshire and Merseyside consult and 3 centres of excellence from 9 possible (2 already unlikely Crewe & Whiston)

Concerns raised that will still have some people that will have to travel further but might get better service at excellent centre.

5. Requests for LINK involvement

A vote was required on the HealthWatch Advisory representative – this was unanimously agreed as Ann Bisbrown-Lee (from Sefton LINK).

Items 6&7 – no business.

8. Any Other Business

New membership forms – approved with suggestions made, this is being done to combine the leaflets with a form. It saves person having to ring or email for a membership form; they will be automatically be able to sign up.

Each Board member agreed to take away 5 membership forms each to get people to sign up and to carry on using that approach until something else appears.

Roman suggested that it should be considered how LINK Board members dealt with getting personally involved in people's issues with health and care services and/or referring people for treatment.

Emma suggested this needed discussion and perhaps the role of Board members and the terms of reference being amended to bear this in mind.

Action: Emma.

Date and time of next meeting: Monday 4 April at 10.30am at CVS Offices, Tontine House, St Helens.