

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

1. Welcome and introductions, apologies.

Apologies from Margaret Leys.

2. Current issues – Task Groups

The task group reports for 'Better access to quality information' and 'Hygiene' have been circulated. Comments are needed by Friday 13 August.

The 'Attitudes of staff' task group report has been delayed due to illness, which has prevented some of the 'mystery shopping' visits to GP surgeries from taking place. This group will continue to meet to discuss setting up more practice visits and the new feedback from the postcard campaign.

3. Next task group priority areas

- **Transport** – SO, CW, JG and EC would be the Board representatives, with LINK support from Jayne Parkinson. Patricia Robinson had passed on the minutes of the Merseytravel's Women's Forum meeting on 10 June 2010 which ERDS would summarise for the first task group meeting.
- **Dignity in Care** – BS, BL and JY would attend the first meeting, with LINK support from HS. A regional LINKs event on Dignity in Care will be held on 14 September in Manchester.

4. Previous minutes and matters arising

BL had attended the Primary Care Trust's (PCT) Performance and Approvals Committee at which potential ward closures and the under use of about 50 beds at Whiston Hospital were discussed.

RB's paper following the LINKs/Mental Health Forum event on 8 June 2010 has been delayed due to awaiting feedback from various parties who attended.

The Ambassador Programme which aimed to improve mental health services for black and minority ethnic communities will not continue.

No one from St Helens LINK was able to attend the joint Health and Wellbeing forum across Halton and St Helens on 14 July. ERDS will follow up for any outcome.

Early Detection of Depression – due to the changes in the PCT, this programme was unlikely to now be looking for new initiatives on which to spend its budget.

RB will rearrange a meeting with Diann Conley to discuss Patient and Public Involvement across the Commissioning Strategic Plan.

Focus on schools regarding outreach – BL will ask on behalf of LINK whether a presentation would be useful, at the next Local Education Authority's School Governors' Forum, which she already attends. Jayne Parkinson as outreach worker will be sending out information to school in September and would like

to know the best people to contact, if members have good contacts that will ensure the information is circulated, they should advise Jayne. Patient Opinion have been invited to attend the next Learning Disability Partnership Board on 22 September.

- **Annual report** – ERDS asked for suggestions of where to distribute approx 200 printed copies of the LINK annual report. These included the Council's Mayor, Leader of each political party, community centres, hospital trusts, Adult Social Care and Overview and Scrutiny Panel.
- **Implications of NHS White Paper** – the White Paper reforms include transforming LINKs into HealthWatch. LINKs and members of the public are being asked their views on the proposed reforms and there will be a meeting about this with Merseyside & Cheshire LINKs on 13 August at Knowsley CVS.

A concern was raised over how far volunteers will be fully involved in the new system of GP commissioning, despite the emphasis on patient choice, as it could be seen that GPs were already too independent in the way they operated. Also a lot of the language/consultation around the White Paper was complex and members of the public would need more support/training to become involved in the proposed new ways of working.

The Department of Health is asking for feedback on the proposals in the White Paper by 5 October and ERDS has asked that views be fed back to LINK by the end of September so that LINK can submit its own response.

HS' summary of the White Paper is on the LINK website and RB has expanded on this in a summary to include implications for mental health, which he will circulate.

5. Patient Experience and Safety Council

Knowsley, St Helens and Halton LINKs are working together to collect the experiences of patients at Whiston Hospital, so they can share common issues. Knowsley LINK will be producing a simple comment card (agreed to pay for first batch) to help gather information about the patient's experience, which LINKs will hand out at Whiston and other appropriate meetings/networks. The next meeting for people from the three LINKs to come together to discuss their experiences is 25 August at St Helens CVS. It was mentioned whether to have a similar questionnaire for Five Boroughs Partnership, but LINKs are looking separately at the issue of joint working across the five boroughs.

6. Co-opting of Harry Blackman

A closed discussion which was minuted took place.

7. Feedback from LINK representatives

CW attended a meeting on the Datix system which is a risk management system going to be implemented by St Helens and Knowsley NHS Trust. It logs incidents and complaints online and aims to protect both staff and patients.

JG attended two meetings at Merseytravel.

At the Equalities Stakeholder Workshop, he noted that there seemed to be a shortfall around the Third Merseyside Local Transport Plan's aim to have 91% of buses wheelchair accessible this year and what is actually in service currently.

At the bi-monthly Transport Access Panel, there was a presentation on www.openbritain.net which provides information to travellers in Britain with a disability.

RB attended the Mental Health Partnership Board, which is due to be disbanded. At the Early Detection of Depression meeting, there had been a rise to 1,000 people being referred through the Single Point of Access in June, but the freeze on staff recruitment would have an impact on this programme. RB also attended the Social Inclusion Network meeting.

8&9. Representation on partnerships/Request for LINK representation

Five Boroughs Partnership AGM on 22 Sept – SO hopes to attend.

10. Any Other Business

- CW attended the Overview and Scrutiny meeting. They are keen for LINK to be involved with the visits to private care homes.
- BS said that a nail cutting service might be provided within GP practice.
- The next LINK/LISTEN drop in will be held on 16 August. It will include information on personalisation and long term care.
- Manchester LINK has produced a DVD on homelessness and would like feedback. For those who wish to see it, it will be shown 30 minutes before the start of the next Board meeting.

Board members were each given a copy of the NHS Handbook.

Date and time of next meeting: 10am (for those who want to see the homelessness video)

Otherwise: 10.30am on 20th September 2010 at CVS offices.