

**LINKs Board meeting minutes**  
**10<sup>th</sup> January 2011, 10.30am – 12.30pm**  
**Oak Room (Tontine House, CVS Offices)**

**1. Welcome & Introductions**

**Present** – Claire Wildman, Margaret Leys, Brenda Smith, Eddie Cunningham, Joan Young, Bernie Lightfoot (Chair), Roman Babij, Jonathan Griffiths, Ann Louise Jones.

**Apologies** – Sam Omar

**Minutes** – ERDS

**2. Current Issues – Task groups**

**Attitudes of GP Staff** – interim report.

Board members thought that:

- LINK should make some recommendations about how attitudes could be made better.
- It highlighted a need to educate at every level – need to improve esteem and respect between practice staff (at hierarchical levels).
- Data requests could be improved – i.e. what is really required? And why it will be used to benefit service improvements?
- The reason for starting the task group was because the public feel they are being badly treated. If patients are to be given 'more rights', then practices need to move towards a more customer service approach.
- Also acknowledges difficulties for GP practices to 'transform' the NHS. Is that fair on them as front-line delivery agents? Is it any wonder that Patient Participation Groups (PPGs) can end up being weak and tokenistic? There are some possible tensions regarding the future of HealthWatch having a voice on behalf of patients, whilst PPGs are also representing patients within the surgery consortia.

**Transport**

Ann Louise and Jonathan attended the Transport Action Panel – 8/12/10, ALG/JG asked a number of questions:

About maximising the 'ramp-equipped' buses on routes where most wheelchair users travel? Suggested the use of a button on the ticket machine that collects data on usage/route for wheelchair users.

The question was again posed about why people with disabilities have to go to MerseyTravel offices in Liverpool for their medical assessment?

The answer was that they are aware, they are making lots of improvements and getting around to addressing this.

There was a feeling that the requirement of people to actually get themselves to Hatton Garden – that the assessor uses this to say they don't need extra help. Assessors are also making assessments on a subject they don't know about e.g. Mental illness and needs.

A person's own GP is chopped out of the process and would not be able to advise the assessment, despite having knowledge of their condition.

Why can't you use free buss passes before 9.30am?

Answers given:

- It would create more congestion at peak times
- Creates more paying passengers having to stand
- People who have appointments before 9.30am could ask for reimbursements from PALS.

Claire suggested that pensioners can get a half price 'day saver' to at least get 'cheaper' travel before 9.30am and then use their free travel pass afterwards to travel home.

### **Dignity in care**

Bernie contacted Karen Fitzsimons at the Council's Intelligence and Outcomes Unit, going to try a domiciliary care forum every two months, to discuss operational issues. There are approximately eight providers they work with regularly. Could LINK attend this?

Joan attended Patient Safety and Experience Council at Whiston Hospital to see what dignity issues they concentrate on around regarding residential and nursing care. The task group has already heard from Anne Hyson - already working at the hospital to ensure dignity champions on wards and with various other groups.

Board members felt that Anne Hyson and domiciliary care contact should be invited to come to the next meeting of the task group.

The topic needed refining to give the task group direction – suggested look at domiciliary care and social care provision around dignity.

And need to ensure that others in charge of dignity issues elsewhere are doing their job. CQC are also part of this area and want information.

### **3. Previous minutes and matters arising**

#### **Corrections/amendments**

##### **At 1. Attendees**

Name is correctly spelt as 'Jonathan' and he was not chair of the meeting.

##### **At 4. Feedback from Reps**

Joan confirmed the points detailed under feedback from Medicine Management meeting.

##### **M.H. LIT -**

The direction of travel is to change the EDD Programme Board into a group to develop the MH LIT into a partnership board with more stakeholders.

The minutes should read that 'the role of the LIT would be to ensure robust engagement for service users/carers and there are possibilities to increase user involvement via AQUA to improve the quality of services'.

### **Any other business**

Insert that 5BP Quality Accounts were presented at the recent scrutiny committee, however explanations were asked to return back to a future meeting of OSC.

### **4. Feedback from Reps**

Social Inclusion Network – RB and ERDS have participated recently in revising the Terms of Reference. It might be a vehicle for helping the dignity in care task group find out examples of dignity issues.

Overview and Scrutiny Committee update – Brenda (report provided) as a result of recent committee. Within the report was an item about Personalisation and how this was progressing locally.

Bernie wanted to know what proportion of the social care users who are actually purchasing their own services (13% of all people offered a Personalised budget decide to receive it so they can decide what services they want to buy) – how many are actually choosing to buy council services and how many are using ‘other’ services.

Jonathan also commented that some people who live with their parents, its the parents that actually get a carer’s allowance and the client themselves doesn’t register a need, therefore some people are being missed for being possible recipients of a personalised budget.

Eddie commented that he had asked two different people to bring forward his review and been told... ‘We’re not doing personalised budgets yet’ (for Learning Disabilities clients).

Board members suggested Eddie follow this up directly.

### **5. Request for LINK representation/help**

21<sup>st</sup> Jan – all day LINKs celebratory event at Aintree Racecourse

All Board members said they could attend.

**Action: ERDS** to organise mini bus and send agenda out to all

The Board members nominated ERDS to do a presentation of St. Helens LINK achievements for the celebratory section. Some ideas of content were suggested:

- 8<sup>th</sup> June 2010 - brought together 4 boroughs mental health networks
- St Helens Hospital bus service
- Hygiene at Whiston Hospital
- Postcard campaign

A volunteer was requested to join a panel discussing the closure of the patients list at Bethany Medical Practice (Eccleston) – Claire volunteered.

## **6. Representation on partnerships etc.**

- Finance & Performance Committee – awaiting next meeting  
Bernie maybe still interested as commitments have changed again.

## **7. Any Other Business?**

Out of Hours and home visits – what criteria decides who gets one? Policy on this from Halton & St Helens PCT? (See website). GP contract?

Enter and View Training – 17<sup>th</sup> January 9.30am – 3.30pm CVS Oak Room

Feedback on the NWS – 'Bariatric' (relating to obesity) policy – to Emma by 21<sup>st</sup> January.

25<sup>th</sup> Jan – local healthier Communities event

## **Dates of Meetings for next year:**

7<sup>th</sup> February  
7<sup>th</sup> March  
4<sup>th</sup> April  
9<sup>th</sup> May  
6<sup>th</sup> June  
4<sup>th</sup> July  
8<sup>th</sup> August  
5<sup>th</sup> September  
3<sup>rd</sup> October  
7<sup>th</sup> November  
5<sup>th</sup> December