

## Minutes of St. Helens LINK Board meeting

12th July 2010, 10.30am – 12.30pm, CVS offices

### 1. Welcome and Introductions

#### In Attendance

Emma Rodriguez Dos Santos	(ERDS)
Roman Babij	(RB)
Brenda Smith	(BS)
Jonathan Griffith	(JG)
Sam Omar (Chair)	(SO)
Joan Young	(JY)
Eddie Cunningham	(EC)

#### Apologies

Claire Wildman	(CW)
Bernie Lightfoot	(BL)
Margaret Leys	(ML)

### 2. Current Issues – Task Group Reports

#### Hygiene

Roman was the only member present from that group and missed the last meeting. A total of 83 hygiene questionnaires had been completed with feedback from members of the public, with an additional 30+ within the hospital, which included staff views. The hygiene task group is due to meet later today and the report will be available shortly.

#### Better Access to Quality Information

Helen has written up a draft report, most LINK members feel a central point of information is needed. The issue of 24-hour access to information appears to be a gap/already causing problems as depending on the problem; this doesn't always appear to be available.

#### Attitudes of Staff

4 practice visits have been done but other volunteers are needed to mystery shop. Joan has done 2 visits, which need to be written up. Some of the visits took place behind the reception with the staff aware they were being observed; therefore their attitudes and behaviour could have been staged. A summary will be written up eventually but there is still more work to be done. Jonathan and Brenda are willing to visit a practice as is Roman after a month or so, Claire may be interested and Eddie will after he has completed the required training course.

### **3. Next Priority areas – new task groups**

#### Transport

It was agreed by the board that Transport should be a separate task group but it needs to be decided which particular element of transport the group will focus on. Jonathan and Sam will be in the task group and one another member of the board is needed. Eddie could also feed in any relevant information he comes across but has too much on at the moment to be the third member of the task group.

#### Dignity in Care

Dignity in Care will also become a priority area; Brenda and Joan will be part of the task group with Margaret and Claire possibly being interested also. The group also needs to refine which specific area they will focus on, e.g. domiciliary care is a possibility.

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

Whiston Hospital ward closures were discussed and are to continue to be monitored. Claire was concerned that the reduction of beds due to closures could cause problems. Roman suggested that closures could be ok as long as the particular care is treated somewhere else. Sam noted that the supply and demand for beds will result in a culture shock for nursing staff and porters.

Emma RDS, Paul Mavers from Knowsley LINK and Dave Wilson from Halton LINK are attending the monthly Patient Experience Council meetings. They would like 2 board members from each LINK to go along also (quarterly to begin with) and meet separately quarterly as the 3 LINKs. By meeting regularly, the idea is to gather anonymous case studies etc, and eventually pull together an overall summary from LINKs regarding patient experiences. Claire would possibly be interested in representing St Helens LINK along with one other board member. The next meeting is due to take place on the 20<sup>th</sup> July, 10am at St Helens CVS.

Quality Innovation, Productivity and Prevention (QIPP) was mentioned in the previous minutes and Emma explained that this was a quality measurement.

#### Official letters

There had been a reply from Andrew Burgess Chief Executive of St Helens PCT regarding the speed of change in Transforming Community Health Services programme that the Board felt was reducing potential for user involvement. Emma to find out from Sally Yeoman what has been sent in terms of a plan to both St. Helens CVS & Halton Voluntary Action and what will be happening but both LINKs have noted their discomfort regarding public involvement.

Roman has drafted a report after his attendance at the 4 Boroughs Commissioning Alliance event with LINKs and mental health forums from the four areas, regarding building an infrastructure in mental health. He will take this to the Mental Health Partnership Board.

Sam Omar is still to hear from the BME strategic lead in Whitehall, but said as of the 1<sup>st</sup> January 2010, Delivering Race Equality and New Horizons have been scrapped because future policies weren't clear and had therefore been signed off by the politicians.

Emma mentioned that the new Mayor for St. Helens is keen to have a cultural event on the 25<sup>th</sup> September. Sam is still waiting for Erica Crisp (the PCT's commissioner of mental health services) to get back to him regarding Community Development Workers and their future position.

## **5. Amending LINK Policies**

### Terms of Reference re frequency of elections

Alterations were suggested for the LINK's terms of reference. It was suggested and agreed that people should be members of the board for 3 years rather than 1. The new board will then be required to nominate, anyone who joined mid term could be co-opted back if desired.

This was necessary because members of the board hadn't finished all their reports and tasks before the recent election; they felt that a year was too short in terms of settling in and achieving task group goals and objectives.

### LINK Representative Role

The new governance document has been handed out and board members need to replace the original version with this in their membership packs.

Members of the board should also be aware of the revised and strengthened role required of LINK representatives in public meetings, etc.

There is a Skilling up for Stronger Voices training course on the roles and responsibilities of representatives this Wednesday (14<sup>th</sup> July)

Also this Wednesday is an event to discuss the formation of a joint Health & Wellbeing forum for both boroughs. Sam and possibly Roman are to attend this event. [N.B. St. Helens LINK host staff expressed an interest to be involved in future sessions, but were unavailable to attend this one].

Emma has booked a couple of extra places for safeguarding training on 16<sup>th</sup> September for anyone interested. Eddie and Emma are already booked to attend this in the afternoon.

## **6. Potential co-optee Board members**

Two people have expressed an interest, Ian Sankey is a social worker student and due to the fact that he has policy knowledge in social care it was agreed that he would join the board.

Sue Norris is also interested in joining and representing the LINK in learning difficulties. If she were to join, the board find Sue should assist with a specific area that is not already being covered as Eddie and Bernie are already representing Learning Disabilities issues.

It was stated that LINK could co-opt people to specific areas or task groups rather than the board. It was decided that as and when a specific area is identified for Sue's expertise, she will be invited for first-hand involvement.

## **7. Feedback from Reps**

Jonathan Griffith reported back on the North West Ambulance Service event on the 29<sup>th</sup> June and has written a report. He also gave feedback on the Community Empowerment Network on the 9<sup>th</sup> July from which there is a document on 'stirring up politics'.

Roman Babij reported on The Wellbeing project, Mark Swift's review of Coalition of Disabled People's self help groups. Roman is unclear about the review of service and how it connects with asset mapping, which NHS NW (the strategic health authority) is working on. Roman will keep his eye on this and keep LINK informed.

Emma attended the last Early Detection of Depression meeting in place of Roman and along with evaluation of good progress being made towards helping hairdressers and taxi drivers to help people with their own resilience. The programme lead also stated the programme was currently under budget and would like suggestions from members on other initiatives that might detect depression early. Brenda commented that the questionnaires in GP practices seemed a good idea; maybe these could be distributed further in the community?

## **8. Request for LINK Representation**

Harry's place on the Early Detection of Major Illnesses group needed to be filled. Claire & Brenda expressed an interest in being involved

A request has been made for LINK involvement in the Long-Term Conditions programme; Brenda Smith, Jonathan Griffith and Margaret Leys will represent LINK on the Long Term Conditions group, when possible.

## **9. Representation on partnerships etc. – vacancies**

These were organised and filled during the last meeting

## **10. Any Other Business?**

Roman Babij suggested discussions on the impact of the NHS White Paper were needed for the next meeting.

Dianne Conley – has been tasked with finding out what patient & public involvement (PPI) there is across the 7 strands of the Commissioning Strategic Plan (CSP). Roman has provisionally agreed to a meeting at Cowley Hill on the 20<sup>th</sup> July at 11am.

Helen from the team has summarised the White Paper proposing changes to how the NHS is set-up, which resulted from Andrew Lansbury's speech and this will be sent out to board members.

Also supplied were copies of a recent Customer Care report (PCT's comments and complaints team) and Patient Opinion summary were given out. There are now paper ways to give your views (Patient Opinion feedback freepost forms) and there's always been the customer care freephone number allowing people to express their comments and complaints without needing to use the Internet.

Emma would like people's feedback on Patient Opinion, as she had recently met with Tim Hunt and they want to show how LINKs have responded to people's views on services and are an independent way of doing this.

St. Helens LINK is going to target schools to be involved in the LINK, a list of schools in St. Helens was passed around and Emma would like to know if members of the board know anyone influential at the schools e.g. governors etc. who could encourage the school to support LINK's work. Jayne will be sending schools a pack and eventually visits set-up.

The minutes from the dementia meeting held the Friday before will be sent out once the CVS's e-mail system is working again.

Emma asked the board if monthly board meetings are still useful, Joan felt that there was possibly too much information involved in the board meetings. Brenda however thought the meetings were still useful and give board members a good overview of all areas of the LINK. It was decided that the current format of having monthly board meetings would remain.

**Dates of meetings for rest of year – all 10.30am-12.30 at CVS offices**

9<sup>th</sup> August  
13<sup>th</sup> September  
11<sup>th</sup> October  
8<sup>th</sup> November  
6<sup>th</sup> December