



St Helens LINK Board meeting 8th November 2010

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

Apologies: Margaret Leys.

2. Current issues – task groups.

i) Attitudes of staff – staff survey results report was available for comment and was to be sent to the consortium managers and PPI team at the PCT for comment. This was only part of the whole task group's activities; more practice visits were needed yet. ALJ showed some leaflets regarding patient experience that they had obtained at their GP practice.

Action: ERDS to obtain new CRB forms for CW and EC.

Action: ERDS to arrange Enter & View Training date for EC and widen out to other LINK members.

ii) Transport – this task group was progressing and some of its jobs had already been dealt with. ALJ provided leaflets that had been produced on 'how to get a wheelchair onto a bus'. Colleen McCullin was a contact for hub support at MerseyTravel – she was being contacted by CW to clarify why pensioners' bus passes could not be used before 9.30am. CW also stated that the 'Dayrider' ticket could be purchased for people making multiple journeys for £2.10 and this could be used at anytime of the day.

EC and BS had worked together on highlighting a Rainhill bus shelter which needed refurbishment and this had been done quickly.

Members had been publicising the new bus service (no. 28) that was finally offering a route from St. Helens into the St. Helens hospital grounds and then continuing to Blackbrook area.

Action: BS to revisit member of public with a relative in Reeve Court to see if their concerns were ongoing and whether they had formed a residents group/pressure group to progress their issues of a lack of transport at weekends.

iii) Dignity in Care – the group had not met since the last Board meeting due to waiting to meet Tracy Ryan, Dignity Lead at Halton Council who holds the country's only funded Dignity Lead post.

ERDS noted that the LINK support team had recently had notification that the Dignity Champions campaign was being scaled back, i.e. would not be able to order literature anymore and all information would be web-based.

O/standing Actions: EC to bring Royal College of Psychiatry visits questionnaire and **RB** to obtain copy of 5BP – both have examples of a 'dignity' question to rate customer satisfaction of this element of care.

3. Previous minutes and matters arising

Corrections to accuracy of minutes:

Page 1 – under Current Task groups i) Spelling mistake patients, iii) spelling mistake Jonathan

Page 2 – under Feedback from Reps

Early Detection of Depression – **RB** was still waiting for a feedback report on a local GP (Dr. Rahill) and the commissioners (Erica Crisp) joint visit to an assertive outreach model in Wirral.

Page 3 – Partnership Boards are being revamped in St. Helens, however the mental health one will be meeting in December, others yet to be progressed and Valuing People one will remain as legislation means must keep.

Matters arising:

It was noted that a GP had not been available to attend this meeting due to understaffing in the practice he was based at. ERDS also informed the group there had been an “awareness-raising” meeting for GPs last month regarding commissioning.

Dr. Thomas was expecting to further details on how GP commissioning consortia would operate from colleagues in the near future and was still interested in coming to speak to the LINK Board.

Action: the Board agreed to aim to ask GPs to attend the next meeting and if this was not possible to arrange a separate meeting of an evening in January.

Action: ERDS to also send out White Paper formal response with minutes.

4. Feedback from Reps

- Dementia – BS attended a meeting on 29th October – James Boyes is the project manager of the review of dementia services. The steering group is considering where duplication can be minimised and cost savings made. There will be local events for dementia patients and their carers ONLY on 17th Nov in St. Helens and 23rd Nov in Halton. Members please to spread the word – flyers available.

Action: ERDS to mail shot some specific groups that would be likely to want to be involved. **Also print off latest information for RB** to comment on.

- Safeguarding training Sept – attended by ERDS & CW. CW said it was very good and encouraged others to go onto it, as a theatre company delivered it and some of the examples used to show how staff could be complacent were very realistic.
- Early Detection of Depression – RB noted that the group he had been attending was due to change into the new structure being proposed by St. Helens Council and the PCT, an initial meeting being set up for 1st December of key stakeholders including LINK to discuss the potential new format for partnership boards. It was commented that it seemed short-sighted of the PCT to reduce funding to the self-help groups coordinator when the groups supporting people in the community were fairly successful. An evaluation of those groups was currently being finalised by The Wellbeing project.
- Early Detection of Major Illness – BS & CW attended. CW said that the meeting was a lot of information but some relevant bits i.e. locally cardio-vascular disease was 25% above the national average and cancers were 20% above the national

average. A leaflet regarding how to perform the stool test for bowel cancer was circulated at the group and comments had been invited on it. Board members agreed that sadly the local mentality was that 'it won't happen to me'. **Action ERDS:** to send round bowel cancer screening toolkit information to members

- CW had also attended most recent Patient Experience and Safety meeting at the St. Helens & Knowsley Hospital Trust – where a carer's policy and a support flowchart were discussed. More feedback is welcome via ERDS. **Action: ERDS** to send this to all members also.
- Crisis Resolution and Home Treatment reviews – RB was involved in the Overview and Scrutiny review as well as the LINK meeting on it, both of which had happened the week before. The scrutiny group was awaiting flow-chart information and the internal agreement between the local authority and the 5BP. There continues to be a mis-match between what a crisis is (in the public's view) and what the service can deal with e.g. only for over-18s, not an emergency service etc. RB also has concerns regarding recovery plans (WRAP) and what provision there is in these where crisis issues occur for the client. RB added that in the last annual report from 5 Boroughs Partnership that there is a £2.2m surplus (profit) and £4m capital expenditure last year – both of which could offer some flexibility in the new financial climate.
- Social Inclusion Network – RB reported that the Job Centre Plus Merseyside Co-ordinator is part of this group has also started working on getting people into work with mental health issues.
- Written report from JG – see enclosed. Concerns had been raised with Critical Friends group at NWAS regarding reduction in patient transport services funding from NW PCTs. However good moves in patient care around palliative care patients' ambulance services and JG also is involved in assisting a local network for Personal Assistants.

5. Requests for LINK representation/help

- **Medicines Management Board** – Joan Young had attended with ERDS to the first meeting on 22nd October at Hollins Park. It was an initial meeting to scope how the group would work. More to follow.
- **Audiology procurement panel** – No members were available at this time, ERDS to cover and invite already to Deafness Resource Centre.
- **Dentistry** – members had asked for dates, time & a role description for their involvement. ML agreed to be a representative at general strategy meetings from January onwards.

6. Representation on partnerships

- ERDS to take over representation at PCT Commissioning Committee, as BL has other commitments. Structure was due to be revised in any case due to changes in staffing & restructure in PCT.

The LINK Board had concerns about how budgetary and 'clinical' concerns were being prioritised above the negative social impacts of cutting services. It was felt

important to have a representative keeping an eye on this and ERDS instructed to find out what the revised structure was and to get LINK involvement in current meetings.

- Due to Board members not attending the OSC workshop in June, it was felt it would be useful to obtain a summary of the OSC's workplan for the coming year. **Action: BS and JG** due to attend the next Adult Care and Health OSC.

7. Any Other Business

- Sam Omar suggested that some of the LINK members might want to have an e-group to discuss mental health issues arising locally. Some of the Board agreed this would be useful, it was proposed SO to set up a Google email network for this purpose and those wanting to join to let SO or ERDS know. It will then be circulated to other LINK members to invite them to join.
- Negotiation and Influence Training – a proposal of a basic agenda was put forward from Sandra Green who facilitated the Board's away day in February. This was agreed to be put on and ERDS to contact to arrange this in the New Year. Suggested that leadership needs are also addressed as well in this.
- RB suggested that LINK as a stakeholder in local health & social care services should be provided with any 're-assurance' information pertaining to recently publicised deaths at the Peasley Cross site.
- ERDS reminded members they could claim expenses for attending LINK activities, and would re-circulate the claim form.

Dates of Board meetings in 2010:

6 December, 10.30am, CVS Offices.