



LINK Core Group Meeting
Minutes of Meeting Tuesday 29th June 2010
Walthew House, Shaw Heath, Stockport 10.00am – 12.30pm

Present:	Representing Organisation/Group
Loretta Alao	Vice Chair and African & Caribbean Community Association
Clem Beaumont	Individual
Gerry Wright	Stockport NHS Foundation Trust Governor
Tony Johnson	Stockport NHS Foundation Trust Governor
Les Pattison	Individual
Peggy Hall	Individual
Janet Brown	LINK Mental Health Carers
Pauline Roberts	LINK Mental Health Carers
Alan Watt	Individual
Mike Lappin	Chair of Stockport Health & Care Forum
Audrey Lee	Mellor Society
David Kirk	Stockport NHS Foundation Trust Governor
Anand Dutta	Indian Association
David Atkinson	Volunteer Pebble Enterprises
Jo Wolfson	Action for Sick Children
Sarah Thomas	CP Society
Apologies:	Organisation/Group
Lesley Abraham	Age Concern Stockport
Gaynor Johnson	Stockport Diabetes Society
Joyce Drummond	Individual
Glenys Paterson	Signpost for Carers
Stan Prescott	Reddish Pensioners
Jim Clark	Individual
Margaret McCausland	LINK Mental Health Carers
John Leach	Chair
Sheelagh Peel	Patient Representative Stepping Hill, AOT Shadow Board
Jean Weall	Stockport Diabetes Society
Norma Nield	LINK Mental Health Carers
Pat Hannah	Individual
Jane Bailey	Age Concern Stockport
In Attendance:	
Maria Kildunne	LINK Development Manager
Kirsty Bagnall	LINK Development Officer

1. Welcome, Introductions & Apologies

Loretta Alao (Vice-Chair) welcomed members to the meeting. She explained that John Leach (Chair) is on holiday at the moment so she will chair the meeting. Apologies were accepted and are detailed as above.

2. Minutes of Last Meeting

The minutes were agreed as a true and correct record of the meeting with the following exceptions.

2.1 Complaints procedures (Item 6.18)

Tony clarified that he meant a *folder* not a *leaflet*.

2.2 Stoke services at Stepping Hill (Item 10.1)

Tony clarified that this is a 24 hour service, not a 21 hours service.

2.3 LINK Work Programmes (Item 6)

David K pointed out that the final line should be “whether to pick up those *or* to drop them”, not “whether to pick up those *of* to drop them”.

2.4 Mental Health Local Implementation Team (LIT) (Item 7.6)

David K pointed out that “*film*” in the final paragraph should be “*form*” and that “*average*” should be “*reasonable*”. Conversation started based on this example, but the group were reminded that this was a hypothetical example to explain the bigger point.

3. Actions Arising

The group were asked to look at the *Actions Arising* table handed out with the minutes. The following points were discussed:

3.1 Bowel Cancer Screening (Item 6.13)

Jane Rossini has said the LINK will be fed back within the week. Clem noted that the LINK wants a response of courtesy – it is not a problem with the service.

3.2 Black & Minority Ethnic Mental Health Group (Item 5.8)

It was asked if there a block on information. There is not, the reason for this action not moving forward is that CVS has requested support and the LINK are waiting for a request form from them. Clem suggested looking into this.

3.3 Stockport NHS Revised Constitution (Item 3.2)

This is discussed at agenda item 4.5

3.4 Decision Making Programme Boards (Item 5)

David K asked if the LINK is making progress on this. Maria has minutes for every representative part from Unplanned Care we making progress. David K asked if they are still enthusiastic about the LINK. Maria feels that they are and have made a commitment.

3.5 Hearing Aids Update (Item 5.4)

Clem said that this shouldn't be a major problem. There has been an improvement as an influence of the LINK's work. He now wants factual statistics. The purpose of the July 22nd meeting is to find out what the input of the LINK has been.

3.6 Alcohol (Item 6.15)

This is on the agenda at point 8.9.1

3.7 Do Not Attends (DNAs) (Item 6.2)

As this work programme has been ongoing for a while, clarity was requested on its purpose. It was asked if the DNAs are about the hospital. This work programme was looking at community clinics based on a request for involvement. It was noted that hospitals are better at reminders and have a better rate. Dentists can charge for DNAs so do not have as big a problem.

4. Feedback from Steering Group Meeting

Maria fed back to the group on what the Steering Group had discussed during their meeting on 24th June

4.1 Care Quality Commission Feedback

It was said at last meeting that LINK members can feed back issues to the Care Quality Commission either individually or collectively. The Steering Group feel that the LINK needs to know about any issues and as a body, we have more influence than as individuals.

4.2 Complaints Task Group

At the last Core Group, nobody put themselves forward to lead on the Complaints Task Group. Gerry said that he will lead on this. He suggested a first step of looking at complaints procedures of the Local Authority, NHS Stockport, Stockport NHS Foundation Trust and Pennine. It was noted that the issue came from hospital, via feedback forms, but it would be a good idea to compare with other services procedures. Tony said it is important that it is a speedy process and sympathetic.

Action: LINK Support to get complaints procedures from service providers

4.3 Public Health Partnership

At the last Core Group, nobody put themselves forward to sit on the Mental Wellbeing action group which is part of the Public Health Partnership. Joyce volunteered to sit on the board with support from Maria.

4.5 Stockport NHS Revised Constitution

Peggy received a response to her letter, which confirmed that people aged over 65 will not be invited to their GP for Annual Health Checks. Peggy suggested working with the Health and Care Forum on this and representatives from the Forum agreed.

ACTION: Peggy to work with H&C Forum.

5. Enter and View Update

Gerry spoke about the upcoming wave of Enter & View visits. We have identified 16 places of care. He said that it has been an uphill struggle to get an appointment with many of them. For example with Borough Care, Gerry has had to confirm the dates with the company secretary, rather than the home managers.

Gerry went through the proposed dates and people. Names and dates are subject to change.

He said that many managers are not in position to make a decision and it is concerning that we send them so much information and they do not know who

we are. He also noted that turnaround for staff in care homes is high, so there are often new managers as many do not stay very long.

He noted that Abbeyfield was very cooperative.

Peggy asked if extra housing could be added to places to visit during Enter & View. It will be considered during the next wave of Enter & Views.

Les asked if we got a list of which care homes got residents from Cherry Tree. This was requested as part of discharge groups work.

ACTION: Gerry & LINK support to let E&V members know which visits they are going on.

6. GP Boundary Consultation – discussion

A letter was circulated in behalf of the Health & Care Forum, replying to the GP Boundary Consultation, LINK members were asked to look through the letter and decide if they wanted to lend their support to the letter and its recommendations.

Clem said letter was very good. Alan said that he can quote studies supporting choice which increases clients' satisfaction. Alan asked if the LINK wants to support the Health and Care Forum in their suggestion of not doing away with GP boundaries.

In principle Clem supports the letter. Tony asked if this is about choice, he said GP's should have choice of being seen outside of hours etc... rather than transferring them to other hospitals out of range etc...

David K motioned that the LINK will endorse the letter and Clem seconded.

It was noted that "*practise*" needs to become "*practice*".

Tony suggested adding the line that it is important that everybody should be registered with a GP. It was suggested that this is not relevant in this consultation. Anand agreed that if changing the boundaries is not going to affect people not registered then it is not relevant in this letter. Anand suggested that if it is framed in a different way, such as abolishing boundaries may make people register, it could work in the context of the letter. Alan said that what Tony is suggesting is looking at a bigger and different issue to the consultation. David K said the boundaries do not affect people not registering. Gerry said that the letter written covers the context the consultation was in. It was suggested that Tony's point to be referred to the Health and Care Forum and the letter to be endorsed as it stands. This was agreed.

ACTION: LINK to support H&C Forum letter.

7. LINK Annual Report

Maria went through the LINK Annual Report. Alan and Clem said it was excellent and congratulated Maria for pulling it together.

Tony asked how to get to the YouTube account. This was included in the April/May Newsletter and you can either type "Stockport LINK Youtube" into a search engine or go to www.youtube.com/StockportLINK.

It was noted that it was interesting that a lot of the Foundation Trust feedback included both negative and positive points, showing that parts of the pathways are working well and some not so well.

Tony asked about the branding. Maria said that the national logo was introduced after the Stockport LINK had gained their own branding.

The Annual Report goes to the Department of Health, Chief Executives, Managers of services and to LINK stakeholders and members.

Maria said that the Health & Wellbeing Partnership will add LINK Annual Report summary as part of their own Annual Report.

8.1 Care Home Forum - Gerry

Gerry spoke about this event, which was held in Heaton Moor where various care homes get together to meet with each other and they invite speakers.

Gerry said that the first speaker was Professor Dutta, who spoke about stroke and he was offering training programmes for staff within care home settings. Nicole from NHS Stockport spoke about best practice. Care homes are now going to have quarterly meetings between themselves to discuss things.

There was a discussion at the Forum about education and courses for Care Homes but staff not attending due to not being able to release staff. The LINK suggested offering training via computers and this was taken on this board.

Anand asked if the training is part of the Carers Forum. It is not, it is the training offered by Stockport Council. Every month a list of training courses are offered and people register but then do not show up. Introducing e-learning is a way around this and therefore easier for staff who then do not have to leave the home.

David K said this information can be fed to the Care Quality Commission.

Peggy asked if they need to take a test at the end of the computer e-learning training. Some bigger homes have training offices and it was suggested during the forum that homes pool resources to pay a trainer to work as an assessor around all homes.

David K if there is incentive for staff for qualifications. Gerry said that with qualifications people get better positions therefore better pay. Tony asked if it is mandatory that they attend training. Some training is mandatory but some would be useful, but are not mandatory. Maria said that she can ask Chris Waddleton what is in the contract.

It was noted that there was a question in the checklist for enter and view representatives to ask about the training staff has undertaken.

Anand suggested that if learning is computer based, then perhaps the care homes can approach Open University etc... and whether this could be paid by the council? A point to be taken on board.

8.2 Stockport Partnership Event (Alma Lodge)

Many LINK members attended this event about what people thought were the values of an aging population. Those who attended felt it was a good night and were impressed by the mix of young and older people. Maria said that she got contacts during the night for Youth Councils and Youth parliaments.

Gerry said that these events tend to miss people aged 25-50.

Les attended and said there were 9 separate tables for the consultation. They will be putting together a report to the group which will be circulated.

Tony asked what changes will be made financially. As the consultation was not about finance, Maria asked Tony to put his questions for an agenda item for next month.

ACTION: Tony to forward his comments about finance to the LINK Support Team for comment in next month's agenda.

8.3 Discharge Task Group Update – Peggy

Peggy updated the group on the work of the Discharge Procedures group at their meeting on 22nd June 2010.

Peggy said that materials received included:

- a number of new feedback forms which were left with the support team to record on the system and analyse for discharge cases.
- A note regarding complaints received by PCT in 2008/2009 involving discharges from Stepping Hill, together with attachments detailing the number of discharges arising from admissions for elective care.
- Papers relating to discharge procedures, dated March 2010, as part of a review of dementia services carried out by the Health Scrutiny Committee with their findings and recommendations.
- A paper from Nicola Baker relating to a Report of the 4th National Alliance nationwide survey into patient discharge information around patient safety at risk including a copy of the Report proper.
- An official list of organisations accredited to provide home support services, updated February 2010.
- Copies of June media articles about shortage of nursing time and re-admissions.
- Statistics of alcohol related admissions to Stepping Hill with an analysis of gender and type of problem.

There was discussion on:

- The letter received from Judith Morris, which included a copy of the current discharge procedure, policies and statistics. Peggy read her own views, and concerns, on the content of which most were agreed by Sheelagh and Mike who had both read the letter. Sheelagh was unclear as to who is responsible for discharge of complex cases, and the named person. Questions were also raised about Multi-disciplinary Team/Case conference arrangements and nurse led routine discharges. The remaining group members have yet to see the letter and make their own comments, all of which will be addressed in a reply as soon as possible. The group also plan to include a hypothetical complex patient case study, asking for a typical journey from admission through to final discharge, and a list of specific relevant questions.

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- Andrew Lansley's, article in the Daily Mail, about re-admissions. The group will be asking for relevant statistics on this matter also in our next letter to Judith Morris

The action plan was updated and the following was agreed:

- To write to Chris Bellis for complaints statistics received by Adult Social Care - Peggy
- The questionnaire to be ready for circulation by the end of the week - LINK Support
- Reminder to go to Maggie Kufeldt for reply to requests sent more than a month ago - Maria

Any other business that came up during the Discharge Procedure meeting included Sheelagh asking if the group would consider allowing a friend and ex-colleague, Carol Helm, to join the group as she is very interested and experienced. She is a LINK member. This was agreed.

David K said that there is an interesting new government decision that hospitals are responsible for patients for 30 days after discharge, which will impact on discharge procedures. Janet said there was a report on the radio about wrong medication being given on discharge.

Peggy is categorising issues that are not directly relevant to discharge procedures to work on after requests are made to the providers on the discharge procedures.

8.4 Publicity & Promotion Sub-group - Kirsty

Kirsty said that the main update for the Publicity & Promotion Sub-group is that the LINK will be holding an event in September. More discussion on this will be on the agenda for next Core Group.

LINK generic posters have been sent to every GP Practice, Community Centre, Adult Education Centre, Citizens Advice Bureau, Nursing & Residential homes, Pharmacies, Council Services Dentists, Leisure Centres and Voluntary Organisations.

8.5 Hearing Aid Task Group – put back to July meeting

Clem and Joyce have a meeting about this later on in July. Clem said he wanted to make it clear that the task group is looking at *urgent repairs to tubing* not waiting times for new digital hearing aids. Clem said he is happy to take on board any other ideas to be e mailed to him/LINK Support Team.

8.6 Engaging communities in health inequalities event – Maria

Maria and John attended this event where they met service providers from Sweden and shared experiences of how have they looked patient and public engagement to reduce health inequalities. Maria will circulate the report. In Sweden patient engagement is key and comes from the top, whereas here engagement is working from the bottom up.

Action: Maria to circulate Report with minutes

8.7 Quality Accounts meeting with Judith Morris

The LINK were asked to comment on the Foundation Trust's Quality Report (a requirement from the Department for Health), a copy of which is available from the LINK Support Office.

A small group of core members met for an hour before the arranged meeting with Judith Morris, Head of Midwifery and Nursing at Stockport NHS Foundation Trust and then put together some questions for Judith about the report. These were around:

- How the quality accounts will be presented to the public. The group were told that salient points will be made on glossy leaflets and distributed in public places.
- It was mentioned that the slogan of the organisation is "Every patient Matters", but during the AGM some members of the audience felt that they were not listened to and did not receive satisfactory answers to their questions.
- The LINK's oppositions to closed board meetings
- Explaining that the data surrounding the complaints were not clear. What were the statistics to responding to comments as well as complaints?
- Patient and public engagement – the LINK neither knew nor was involved in the patient engagement that was mentioned in the report. They also asked about patient groups. The Patient group which Sheelagh represents is the only one which the LINK was aware of.
- Maria will meet with scrutiny support officer to provide copy of the LINK response to the report.

There were time constraints with the consultation on the report and the Trust had to consult before a certain time but our responses will be sent separately to the Trust and to Monitor and Care Quality Commission.

There was a Stepping Hill "Confidence in Caring" open day where it was suggested that productive wards seem to be going well.

David K will give Maria information about NHS Trusts open board meetings to include as supporting information to the response. It was noted that as good practice Foundation Trusts should have open board meetings but do not have to. David K said he can quote open board meetings speeches from Parliament. Janet said that she was of the understanding that when Foundation Trusts were set up to be accountable to their local communities, all agreed that they were.

ACTION: LINK Support to send response to Quality Report to Judith Morris.

8.8 Health Care (H&C) Forum – Questionnaire Alan/Mike

The H&C Forum has formulated a questionnaire for the public, which was circulated with the minutes. LINK members were asked to give feedback on the questionnaire to Maria.

Clem thinks it is excellent and asked what the sample size will be. It will be sent to patients, groups, LINK members, other groups, and Age Concern Stockport and other organisations will also distribute it.

Tony thinks it is excellent and said that he would like to see how much exercise people do, he feels people need to take responsibility for their own health. The H&C Forum said that other surveys cover questions like this, so we can look at other surveys for the results in this area. Alan said that he can add “to what extent do you think you are responsible for your own health?” if the group wanted.

David A said that his surgery has a computerised survey in the waiting room

ACTION: LINK members to forward comments to Maria.

8.9 Health & Wellbeing Partnership – Maria/Mike/Loretta

Loretta said that we need to ensure the Health and Wellbeing Partnership is aware of what LINK is involved with and where we can feed into the Partnership. Loretta said that at the last meeting, Mike did raise issues to the H&WB Partnership that he felt the LINK should be kept informed about.

The LINK is now at the point when we can challenge points on the agenda. Maria has asked if the LINK can have an agenda item on discharge. Maria produces a quarterly report on the LINK’s work to the Partnership, which they go through, but with the increase in the LINK’s work and the wider upstanding of what the LINK does, we are now at a point where we can request agenda items on the Partnership.

8.9.1 Alcohol Research

Simon Armour from NHS Stockport Public Health gave an alcohol misuse talk at the Partnership and said he would support a piece on alcohol. The Chair of the Partnership Cllr. Pantall asked about older people and alcohol and it was suggested Age Concern Stockport and LINK discuss leading a piece of work on older people misusing alcohol. This was agreed as a good idea, as Age Concern Stockport is a LINK member and other members can support them on this research.

It was noted that the Alcohol Misuse LINK piece of work got changed along the way to promotion which is not the LINK’s work and now Age Concern Stockport have offered to lead on research, this is a great idea.

Anand said research needs background, to find out where the service is funded. We need to ensure we are not repeating research. Mara said that there is no research locally on this subject.

ACTION: LINK Support to talk to Age Concern Stockport about setting up task group.

9. Feedback from briefing sessions

Maria asked LINK members to fill in the feedback forms on the briefing sessions circulated with the minutes and return to the office. Some members contributed both positive and constructive comments about the speakers.

Les asked for the Feedback forms to be given during or before the meeting. The reason these are late is because it was an afterthought when people came to Maria with comments.

Alan suggested a LINK person gives information to the group beforehand. Information is already circulated, but Alan wants to know the context of the information, for example, where the ideas come from nationally and locally.

ACTION: LINK members to forward comments to Maria.

9. Requests received and Requests made

9.1 The Christie – Quality accounts

The Christie invited the LINK to comment on their Quality Report. As the Christie have been very good in engaging the LINK – this was noted and a response was written and was signed off by John. This response is available on the LINK website and by request at the LINK Support office.

9.2 Podiatry

A podiatry focus group is taking place next week. Any interested members were asked to let Kirsty know.

10. Events

Events coming up are:

Cream Tea & Conversation - Progress House - 30th July

Deaf Health Community conference - Masonic Guild Hal - 30th July

Modernisation - Several dates, ask Kirsty for more information. Kirsty explained that the Modernisation group are similar to a “Think Tank” for the Modernisation team of Stockport Adult Social Care and look at a different new or changing service every month. She said that it was a very good group to be involved in.

11. Any other Business

12. Date and Time of Next Core Group Meetings/Briefing Sessions

The date and time of the next Core Group Meetings:

Wednesday 28th July 2010 10.00am-12.30pm, Walthew House

Thursday 2nd September 2010 10.00am 0 12.30pm, Walthew House

The date and time of the next Briefing Sessions:

Friday 16th July 10.00am-12.30pm, Walthew House

Monday 16th August 10.00am – 12.30pm, Walthew House