

**Gateshead LINK
Steering Group
Thursday 4th August 2011
Meeting Room, GVOC
10am – 1pm**

Minutes

1. Welcome and apologies

Present:

Kay Parker	Resident
Christine Squires	Resident
Glenys Goodwill	Resident
Gretel Keadell	Resident
Anthony Atkinson	Resident
Dave Wallace	Resident
Andi Parker	Gateshead Council Involvement Officer
Maria Hall	Resident
Steve Cowan	Gateshead Carers Association
Susan Joyce	South of Tyne & Wear Community Health Services

In Attendance:

Kim Newton	LINK Engagement & Involvement Officer
Linda Thompson	LINK Administrator
Annie Murphy	Gateshead Community Network

Apologies:

Richard Jenks	LINK Coordinator
Ethel Donnelly	Resident
Bill Llewellyn	Resident
Norah Stevens	PCT Public Involvement Gateshead Locality Lead
Anya Simpson	Development Worker, Gateshead Mental Health Forum

The meeting started at 10.10 am. KP chaired the meeting as had previously been agreed.

2. Minutes of Previous Meeting

The minutes of the previous meeting on 7th July were agreed as a true record.

Matters Arising

Funding of the 6 month gap

Written confirmation of gap funding has not yet been received. AP said she was meeting with Michael Brown later in the day (4th August) and this was one of the items to be discussed.

Personalisation Guide & Leaflet

These documents are available on the LINK website. LINK staff will check the Gateshead Council website and raise the issue at the next Personalisation Partnership Board. **Action RJ**

OSC Quality Accounts

These have now been placed on the LINK website

Issues around the Disability Partnership Board

This issue is on-going. **Action RJ**

Crisis Leaflet

Angela Frisby and Caroline Wild are dealing with this. They will report back to RJ when they have some information.

Mental Health Directory

The Mental Health Directory and Well Being Guide has been taken on by Washington Mind, will be an on-line resource only and will be going live in September.

Ambulance Criteria

Information about this to be sought from Sadia Hassan (NEAS). **Action KN**

3. LINK Transition to Healthwatch

AP talked about the successful Pathfinder bid and reported that the Department of Health issued a press release on 3rd August which was circulated.

SJ joined the meeting at 10.25 am

AA joined the meeting at 10.30 am

A series of articles had been published in the Health Service Journal regarding the lack of funding and confusion about funding around the pathfinder bids and there was discussion about this. The Department of Health document regarding

funding which had been produced and then withdrawn is due to be re-issued on 15th August.

AP also reported that a series of meetings have been arranged between Gateshead Council and the LINK Steering Group, LINK staff, the host organisation (GVOC) and LINK stakeholders. These meetings are as follows:

- 9th August with LINK staff
- 19th August with Steering Group and separately with GVOC
- 24th August with stakeholders

It was suggested that 4 Steering Group members be nominated to attend their meeting and CS, GK, GG, DW & KP all volunteered. AP has produced an invitation for the meeting on 24th August which is to be distributed as widely as possible.

The CQC has produced a document “Guide for LINKs” which was published in June 2011. It was reported that Jo White, the Chief Executive of the CQC has made some comments in the media regarding the inadequacies of Health Watch funding.

There followed a discussion on the strategy for Gateshead LINK becoming a HealthWatch pathfinder. It is unclear if any extra resources will be available for networking etc and the Department of Health has not yet produced any HealthWatch literature. It was agreed that the issue was too big for discussion at a Steering Group meeting and it was decided to organise a HealthWatch Pathfinder Planning Day. It was suggested that this be held in place of the next Steering Group meeting which was scheduled for 1st September and this was agreed. Meeting to take place between 10 am – 2 pm but the room is booked all day in case the meeting overruns.

AP reported that NS has arranged a meeting on 20th September on the issue of public engagement; invitations have not yet been sent out but this is a PCT event and not a public meeting.

MH left the meeting at 10.45 am

Regional Chair's Meeting

CS is now the representative at the LINK Chair's meeting and gave feedback from this. There is a problem about resources for this meeting, CS reported that the meeting room is paid for until 31st March 2012 but that refreshments are not. It was agreed that CS be able to claim subsistence for the day. There was discussion about the need for a representative to attend the Chairs Meeting as it

had previously been agreed there was no benefit to Gateshead LINK from this association. It was agreed that in the current situation working with other LINKs was essential.

LINK representative on the HealthWatch Advisory Group

Mike McNulty from Sunderland LINK is the regional LINK representative on the HealthWatch Advisory Group. AA & GK stated that they had expressed an interest in the Regional LINK representative position. They would like clarification regarding the process by which the representative was selected. **Action RJ**

There was some discussion about the need for Gateshead LINK to have a Chair. There was also discussion about Steering Group members having particular roles and areas of responsibility within the group. It was decided to place this on the agenda of the Planning Day on 1st September. **Action LINK Staff**

There was also some discussion about the election of Steering Group members and whether or not to hold an annual event. This is to be placed on the agenda of the Planning Day. **Action LINK Staff**

4. **Liberating the NHS, Greater Choice & Control – Department of Health response to questions**

KP gave a brief verbal summary of the document (she had also produced a written summary – in supporting papers). This was discussed.

5. **Gateshead LINK Budget**

AM went through the budget for the first quarter. There is a slight surplus but this could be because there are outstanding creditors. When the budget figures are available for the second quarter at the end of September this will provide a more accurate indication of the LINK's financial position. Steering Group members were urged to claim their expenses promptly so that no large amounts remain unpaid.

It was reported that the printer in the LINK office is broken and beyond economic repair. Some costings had been done for both monochrome and colour printers and, after some discussion, it was decided to go ahead and order a new colour printer.

AP left the meeting at 11.35 am

There followed a general discussion about the budget and finance issues. It was felt that training for both staff and volunteers was of high priority and could influence the success of any future tender, particularly the advice and guidance

training for KN. It was agreed to look again at training issues after the results are known for the second quarter.

6. LINK Representation on Partnership boards

RJ had produced a list of the various partnership boards and Steering Group members were asked to express their interest in representing LINK on these boards. He has also emailed or telephoned the officer responsible for each board to find out which sub-groups are attached to each board. The list is to be circulated to Steering Group members not present at the meeting so they can have the opportunity to nominate themselves to sit on the boards which interest them. After this, it will be discussed again and it may be possible to open up representation to the wider membership. **Action LT**

Concern was raised regarding the relationship that LINK has with community groups and organisations. It was felt that this relationship should be more formal and structured. There was a discussion around this. KN has done a great deal of engagement work over the past few months with community groups and individuals. There is also a problem with capacity with the recent reduction of staff hours (12 hours weekly have been lost). It was agreed that a list of the organisations that LINK is in contact with through membership, partnership or working groups be drawn up for the next meeting and further discussion take place then. **Action LT**

There was also discussion about representation on the Clinical Commissioning Group.

7. Enter & View

KN read extracts from RJ's notes to say there has been no progress on this since the last meeting. On his return he will: arrange a visit to Hartlepool LINK to discuss their E & V system, launch a recruitment campaign and organise training. **Action RJ**

Concern was expressed by the group regarding the lack of progress around Enter & View. It was felt that LINK should be in a position to respond in an appropriate and timely manner to local concerns regarding issues around any health or social care organisation. The LINK does have trained Enter & View volunteers it can utilise now.

LINK members have still been receiving reports around hospital discharge. Problems reported include waiting for pharmacy and transfer to community services. The possibility of this being an Enter & View issue was discussed. It was asked how the Steering Group could find out what mechanisms are in place

between organisations for reporting problems. It was noted that SJ was the contact for any information requests regarding community services. It was agreed that the LINk write officially to SJ requesting information about the mechanisms in place.

Action RJ

Other possible venues for Enter & View were suggested but no recommendations were made. GG is interested in undertaking Enter & View training.

8. Issues & Concerns & Information update

The format of the ICI meetings was discussed. It was strongly felt that the meeting in its current form is not working. It was suggested that the meeting be a lot more informal, perhaps be run as a coffee morning or a drop-in.

There was also a discussion about how to progress the work of the LINk. It was felt that since the dissolution of the Working Groups that focus had been lost and it was increasingly difficult to find a way forward.

This is all to be discussed at the Planning Day on 1st September.

9. Policies due for review

The operational task group set up to review policies will meet on Thursday 11th August. CS, KP & GG will attend. Also to be discussed is a procedure/protocol for dealing with issues received.

10. Members Reports

KP gave feedback from the PUCPI meeting and highlighted possible problems at the Blaydon Primary Care Centre.

CS gave feedback from a meeting with Neuropartners, essentially a brokerage organisation.

GG gave feedback from Public & Patient Liaison Radiography Group regarding a tour of the Freeman Hospital.

11. Any Other Business

There was none

13. Date of Next Meeting

The next meeting will be the planning Meeting between 10 am – 2 pm on Thursday 1st September at GVOC

The next Steering Group meeting will take place on Thursday 6th October between 10.00 am – 1.00 pm at GVOC

The meeting closed at 1.15 pm