

**Gateshead LINK  
Steering Group  
Thursday 7<sup>th</sup> July 2011  
Meeting Room, GVOC  
10am – 1pm**

**Minutes**

**1. Welcome and apologies**

**Present:**

Kay Parker	Resident
Christine Squires	Resident
Glenys Goodwill	Resident
Dave Wallace	Resident
Andi Parker	Gateshead Council Involvement Officer
Bill Llewellyn	Resident
Steve Cowan	Gateshead Carers Association
Paul Frank	Gateshead Health NHS Foundation Trust

**In Attendance:**

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

**Apologies:**

Ethel Donnelly	Resident
Norah Stevens	PCT Public Involvement Gateshead Locality Lead
Gretel Keadell	Resident
Anthony Atkinson	Resident
Maria Hall	Resident

The meeting started at 10.05 am. Christine Squires agreed to chair the meeting as had previously been agreed.

**2. Minutes of Previous Meeting**

The minutes of the previous meeting on 7<sup>th</sup> April were agreed as a true record. The notes of the planning meeting on 4<sup>th</sup> May were also agreed as a true record.

## **Matters Arising**

There were none not already covered by the agenda

### **3. Personalisation Guide**

It was agreed that the documents should be presented at the next Personalisation Partnership Board which meets next week. Distribution of the documents was discussed and the Steering Group was asked to suggest organisations where the document could be sent. There is no money in the budget to print hard copies and therefore this will be an on-line resource only.

### **4. LINK Transition to Healthwatch**

RJ gave a general update on this and gave details of issues which have occurred since the last formal Steering Group meeting on 7<sup>th</sup> April.

AP then gave an update and feedback from several meetings which have taken place internally within Gateshead Council over the past few weeks and which concern LINK and the transition to Healthwatch.

She said it had been agreed that various representatives from Gateshead Council would like to meet separately with the Steering Group, LINK staff and GVOG (as the host organisation) to canvas opinions about the transition. This is to be a prelude to a ½ day consultation meeting with a much wider audience, which will include partner organisations and LINK members. This was discussed and agreed.

Also discussed was the 6 month gap; if Gateshead LINK will actually exist during this period, if it does how it is to be funded and whether the organisation will be a LINK or Healthwatch. AP stated categorically that there has been no suggestion whatsoever that the LINK will fold and the expectation of Gateshead Council is that there will be a LINK throughout the 6 month gap period.

The pause in the White Paper was discussed and the implications this has had on Gateshead LINK, transition to HealthWatch and the current contract with Gateshead Council. It was pointed out that other LINKs in the area do not have any specific mention of Healthwatch obligations in their contracts and have mostly set up special advisory groups to deal with the transition. The White Paper pause is causing some uncertainty for the staff, particularly in engagement work. AP said that amendments have been made to Gateshead LINK contract obligations which will be put to the Steering Group for comment. There was some discussion about the possibility of losing volunteers/staff/members during the transition process due to lack of information and support. The White Paper will not be passed by parliament until at least the autumn and in the meantime it was agreed that the LINK continues as best it can.

CS asked for confirmation that funding will continue for the LINK between April – October 2012 (during the 6 month gap) and BL asked for assurances that the current work of the LINK will continue. AP replied that no guarantees could be made.

Budgetary issues were discussed and it was agreed that Gateshead Council need to be aware of these. It is difficult to assess what resources will be needed to run an effective Healthwatch but this does need to be done as soon as possible. AP pointed out that Gateshead Council is also in a difficult position as no firm information has been received from the Department of Health regarding the financing of HealthWatch.

*PF joined the meeting at 10.35 am*

AM said that GVOC (as host organisation) would need confirmation in writing about levels of support and funding during the gap period. **Action AP**

Concern was expressed about the open tendering process for HealthWatch; it was felt that there would be a potential conflict of interest for LINK. It was agreed that this could be difficult to manage.

*GG joined the meeting at 10.40 am.*

It was agreed that the organisation of the meetings between Gateshead Council and Steering Group/staff/hosts go ahead. AP will liaise with RJ to do this.

**Action AP/RJ**

AP also gave feedback from the VONNE event she had attended with RJ. There were presentations on health reforms and the effect on the voluntary sector.

Copies of the presentations are to be circulated.

**Action RJ**

*AM left the meeting at 10.50 am.*

Before the next agenda item, RJ welcomed SC & PF to the Steering Group.

## **5. Overview and Scrutiny Committee (OSC)**

The Protocol for Working Relationship between OSC & LINK is overdue for review. It was agreed to form a small working group to look at this document as well as others also due for review. LINK staff to look at dates and arrange a meeting.

**Action RJ**

The last meeting of the OSC took place on 4<sup>th</sup> July and was attended by KP, DW and RJ who gave feedback on the meeting.

Quality Accounts are to be placed on the website

**Action RJ/RD**

LINK was asked to contribute to a CQC inspection of 2 Nursing Homes in Gateshead and Springwell Village. There is a need to set up procedures to get this information quickly to the wider membership in future so that any concerns, information or feedback can be passed on to the CQC.

**Action RJ**

A4E – RJ had reported difficulties in arranging a meeting with A4E but this has been resolved and the meeting has taken place. A4E were concerned about the lack of sign up to their service and have asked Gateshead Council for more time to recruit more clients. CS said that people have reported concerns to her about the restriction of choice for payroll service because of cost issues. There was some discussion about this and concerns were expressed about the possibility of the costs rising and, if an effective service can be delivered at that cost level.

KP reported back on the Gatnet presentation. There has been a name change to Gateshead Clinical Commissioning Group. Copies of the presentation are available.

## **6. LINK Representation on Partnership Boards**

The current system does not appear to be working particularly well and the feedback system needs to be improved. This was discussed and it was agreed that all relevant boards (and partnership board sub-groups) be researched, a list produced and circulated and then Steering Group members nominate themselves to attend appropriate boards.

**Action RJ**

It was also agreed that once this has been done then the opportunity to attend boards should also be given to the wider membership. This will also help to develop volunteer role descriptions.

## **7. Enter & View**

This was discussed and it was agreed that there is a lot more work to be done in this area and activity needs to be stepped up. RJ has talked to the Volunteer Centre about development of volunteer role descriptions. KN described the volunteer recruitment process used by Hartlepool LINK as good practice. It includes the facility to discuss with the potential volunteer their suitability for various roles and to steer them in a different direction if necessary.

It was agreed that volunteer recruitment be stepped up and training organised. CS would like to undertake the Enter & View training.

## 8. Working Groups Up-date

### Personalisation & Independent Living Working Group

The minutes of the final meeting on 25<sup>th</sup> May were agreed as a true record by KP & DW who were both there.

Outstanding business from the last meeting:

- Brokerage – KN to hold a meeting with a brokerage company next week.
- Your Voice Counts – the questions they asked to be taken to the Personalisation Partnership Board should receive answers by next week.

These issues and any others will now be addressed through the monthly Issues and Concerns Meeting.

### Transition into Adult Services

The minutes of the final meeting on 17<sup>th</sup> May were agreed as a true record by KP & DW who were both there.

Outstanding business from the last meeting:

- Joanne Waters took recommendations made at the last meeting to panel on 7<sup>th</sup> June as she promised.
- There seems to be some difficulty in taking recommendations to the Disability Partnership Board regarding draft transitional protocol. The LINK is to send a letter requesting clarification. **Action RJ**

A meeting has been arranged on 6<sup>th</sup> September to follow up these issues

### Mental Health

The minutes of the final meeting on 21<sup>st</sup> February were agreed as a true record by KP & DW who were both there.

Outstanding business from the last meeting:

- Crisis Leaflet – Angela Frisby is to follow this up on behalf of the LINK.
- Mental Health Directory – this was withdrawn because it contained a large number of errors and consequently has had to be revised extensively. It would appear that there is no funding to have it re-printed and it is likely to be available as an on-line resource only. LINK will contact Paul Grey (PCT) for an update. **Action RJ**

### Hospital Discharge Procedures

The minutes of the final meeting on 10<sup>th</sup> May were agreed as a true record by KP & DW who were both there.

Outstanding business from the last meeting:

- Eligibility criteria for patient transport by ambulance to be clarified. **Action RJ**
- Copies of Hospital Discharge report to be sent to AP and PF. **Action RJ**

## 9. **Issues & Concerns**

The first Issues, Concerns & Information (ICI) meeting was held on 2<sup>nd</sup> June. The meeting was well attended and issues raised there will be taken forward by LINK staff.

With regard to Terms of Reference and protocol for this new series of meetings, LINK staff have looked at a decision making protocol used by North Tyneside LINK and suggested that it be used as a model which was agreed. This is to be produced as a draft and taken to the next Steering Group meeting. **Action RJ**

The proposed meeting date for the next ICI meeting was agreed as 27<sup>th</sup> July.

## 10. **Policies due for review**

Because of the complexities of the transition to HealthWatch and limited time it was agreed that reviews be undertaken at a policy review sub-group. CS and KP volunteered to do this. KP has already done work on new standards for equality & diversity.

*AP left the meeting at 1.10 pm*

## 11. **Members Reports**

Steering Group members were reminded that a Members Report form should be completed by anyone attending an event or meeting on behalf of the LINK and any action points brought to the Steering Group meeting.

CS gave feedback from the NHS Tyne of Wear Partner Event regarding service model review. Information from this event has been passed on to LINK staff. She also gave feedback from Health – Everybody's Business which took place on 5<sup>th</sup> July.

KP gave feedback from an event she had attended regarding diagnostic assessment tools for people with dementia.

DW gave feedback from Alcohol Reduction and mentioned alcohol Awareness Week which takes place from 14<sup>th</sup> November.

**12.. Any Other Business**

There was none

**13. Date of Next Meeting**

The next meeting will take place on Thursday 4<sup>th</sup> August between 10.00 am – 1.00 pm.

It was agreed that KP chair this meeting.

The meeting closed at 1.20 pm