

# Reading LINK Interim Board meeting 16<sup>th</sup> February 2009

## Present:

Clare Palmer	Individual
David Shepherd	Individual
Jan Rothwell	Reading Citizens Advice Bureau
John Shaw	Princess Royal Carers Trust
Nina Sethi	Sakoma
Malcolm Stone	(Chair)
	Reading Federation of Tenants and Residents Association

Rachel Spencer	Reading Voluntary Action
Sheena Masoero	LINK Coordinator
Elaine Holloway	LINK Development Worker
Jagdeep Hunjan	LINK Administrator (secretary)

**Apologies:** Mary Jacobs, John Rogers, Janet Wignall, Emel Soylu, Tony Hall

Malcolm opened the meeting and welcomed all present.

## Minutes of the last Board meeting 12th January 2009:

Page 2- Workplan: Leads were identified for the Task and Finish Groups - David Shepherd for Diabetes and Janet Wignall for Footcare.

Action 2 – It was agreed that Suzanne Westhead would be asked to attend.

Action 4 & 5 –The Decision making process & appeal process has been drafted for approval. OSC was not contacted to discuss their potential participation in appeal process as LINK is not accountable to OSC, and all agreed this was not the appropriate way forward.

The minutes were then approved. A copy of the approved minutes will be passed to Malcolm for signing.

## Update on the LINK

**E-Bulletin – Future frequency:** The Board agreed that monthly e-Bulletins should be sent. Information on various Health and Social Care events in Reading could be included. John Shaw advised LINK-stuff should be up-front and our role be made clear.

**Meetings/activity update:** Sheena informed the Board about her meeting with the Parent Participation Network – Aiming High for Disabled Children (AHDC). They will be holding an event at Rivermead on 21<sup>st</sup> March 2009 from 1pm to 4pm. This will be an information day for parents of disabled children where they would be able to voice their concerns. Sheena proposed to the Board that Reading LINK should have a stand as it would be LINK's opportunity to promote its activities support parents and carers. This was approved. Nina and John's organisations were also attending this event.

Sheena reported on her meeting with Jo Gilbert of Berkshire NHS Trust. It was an introductions and scene setting meeting. The Trust was happy to work with LINK and see how the relationship evolves.

Sheena reported on meeting with the RBH NHS Foundation Trust (Melanie Rogers, Ally Eustace & Sue Jackson) who have a good PPI structure. RBH NHS Trust expressed a commitment to work closely with Reading LINK. The RBH requested a written report of the LINK activities for their quarterly Stakeholders Group meeting to which they have invited a representative of each LINK Board to attend. The Stakeholder Group will be the formal interface with the LINKs. The date of the next meeting is 14<sup>th</sup> April. More information will be sent to us.

Rachel reported that a member of the Wokingham LINK contacted her to suggest that a Reading LINK Interim Board member might wish to provide the PPI representation on the Oakwood Hospital Patient Environment Action Team (PEAT). The Board discussed and agreed that this would not be appropriate.

Walk In – One Stop Shop – a big consultation coming up. Rachel had contact from Access Forum. LINK do not know anything about this. Rachel to follow up.

Update on Expanded Links Pilot: Rachel reported that - There was no news. Discussions with identified groups were planned mid February, and all interested parties would be informed at the end of March 2009.

Reading LINK Annual Report: The Board discussed the issue at length. It was agreed that volunteer Board members – Malcolm, John Rogers, David Shepherd and Jan Rothwell would fix a date to meet early in April to decide content for the report, and report back at the Board meeting on 20<sup>th</sup> April. 30<sup>th</sup> June would be the deadline for a published report. Action points as well as the budget and marketing potential to be scoped out. Rachel reported that potentially a budget of £3 to £4 K should be considered to be made available for this exercise. Rachel to ask RBC for their report on the transition period to be included.

Copies of the Local Involvement Networks Annual Report (Guide No 14) were distributed to all the Board Members for information.

### Workplan (New)

Elaine gave a report of update on issues referral listing

**Berkshire Autistic Society** - Awaiting an update from referrer

**Reading Lifeline** - Referrer not available until March

**South Central Ambulance Service**- Further information was awaited but contact will need to be re- established. David advised there was a previous PPIF survey carried out on transport services. This may form the basis for future referral.

Elaine would try to get a copy of information regarding waiting for ambulance transport.

**RAHAB**- were keen to be involved with Task and Finish Group on this project.

Action Outstanding: Allocation needed to T & F Group.

The Board agreed that general ground rules would be for referrer to sit on Task and Finish Group. To make sure that LINK captures any issues raised and being reported on, even if they are not on Task and Finish groups. LINK need to find out how many people are affected by the issue that people are referring before we take on as an issue to T & F.

### Stakeholder Meeting Feedback

The Board undertook a review of the feedback gathered from the Stakeholder Meeting. This was split into Healthcare and Access. Jan highlighted main areas that LINK should work on in order to feedback to participants and service providers/commissioners: Person Centric, Holistic Approach: put person at the centre; Joint Teams; Working relationships and commissioning process.

Nina advised that we should not lose any information captured and suggested preparing a booklet or report to be sent to PCT/RBC. We could also have an easy-to-understand flyer to capture/communicate key issues. The raw data could be included and circulated to raise awareness and instigate actions for improvement. PCT/RBC would also be able to put things into context for the Board.

Jan suggested that the RBC/PCT be contacted to ask for the Board to be kept informed on an indication of what items of the issues they have on their agenda.

John suggested that we ask for evidence of number of issues which would become case studies - and take individual case studies under the headings of 'access to information' and 'person centered support'. It would then be for the LINK to ask right questions and our degree of challenge on these would be important.

Following a lengthy discussion the Board agreed that LINK will prepare a report, and a flyer to pass to PCT/RBC. This would capture and communicate key issues and comments in easy to understand format. This would be considered the start of the process. RVA to prepare a report to the Board. Priority issues would be decided by the sub group - David, Malcolm and Nina and John Shaw, in order to take issues work forward.

**Workplan (Existing)**

**Diabetics T & F Group:**

David reported that PCT was doing the right things, but not feeding through into the Local Implementation Team (LIT). So this point needed to be raised. Outcomes of meeting with David Turner to be circulated and final questions to be prepared to go to PCT.

Malcolm suggested that the Board need to outline a way of looking to see how others are improving their access to information/and improving their issues - for example by the systematic training programme on Customer care, communications etc. so that others can implement these in their establishments.

**Footcare:**

Elaine gave a general update following her meeting with Janet Brown. Queen Victoria Institute was highlighted by Clare as another organisation providing footcare services for the elderly, and asked for them to be included in the T & F work. LINK need to review questions after meeting with Janet Brown, before these go out to PCT.

**Governance:** It was agreed not to ask the OSC to act as final arbiter on Board Appeal issues.

**Finance:** Financial statements had been circulated prior to the meeting. David Shepherd expressed concern that the budget showed a deficit. Rachel explained that RVA had calculated there may be a deficit in the first year and actually it wasn't going to be as bad as they planned for.

Rachel reported that more funds were being made available by the RBC to LINK Board. John Littlefair will be asked to email Malcolm to receive these on behalf of LINK Board.

**AOB** None

**Next Meeting of the Interim Board**

Monday 23<sup>rd</sup> March 2009 at 2.15pm, Room 3 at RISC. David Shepherd has agreed to chair. A rota for chair and planning group meetings will be prepared and circulated to all Board members shortly. This method was suggested and agreed at this Board meeting.

The meeting closed at 4:35pm.

**ACTIONS**

1	Contact Suzanne Westhead to confirm invitation to attend the March Board meeting.	Rachel
2	Send a copy of the approved January Board meeting minutes to Malcolm for signing.	Sheena
3	Follow up on information from Walk In One Stop Shop	Rachel
4	Inform LINK Board on outcome of Expanded Links Pilot	Rachel
5	Request RBC for their report on the transition period to be included in the Reading LINK Annual Report	Rachel
6	Obtain copies of information regarding waiting for ambulance transport	Elaine
7	RVA to prepare a report re: Stakeholder Meeting Feedback for Board approval before sending to RBC/PCT & Attendees	Rachel/Sheena

8	Decide priority Issues re: Stakeholder Meeting Feedback	Sub group
9	Circulate outcome of meeting with David Turner & prepare final questions to send to PCT	Sheena
10	Send monthly LINK e-bulletins	Sheena/Rachel
11	Contact John Littlefair to email Malcolm to receive funds for LINK Board from RBC	Rachel
12	Prepare and circulate a rota for chair and planning group meetings to all Board members shortly	Jagdeep

### Chair Rota for Planning Groups & future Board Meetings

Event	Date & Venue	Chair
March Board Meeting	Monday 23 <sup>rd</sup> March 2009 2.15pm, Room 3 at RISC	David Shepherd
April Board Meeting	Monday 20 <sup>th</sup> April 2009 2.00pm- 5.15pm South Street Arts Centre, San Francisco Room	Mary Jacobs
May Board Meeting	Monday 11 <sup>th</sup> May 2009 2.15pm, Main Conference Hall at RISC	Emel Soylu
June Board Meeting	Monday 8 <sup>th</sup> June 2009 2.00pm – 5.00pm Social Enterprise Berkshire, East Street	John Rogers
July Board Meeting	Monday 13 <sup>th</sup> July 2009 2.15pm, Main Conference Hall at RISC	Janet Wignall
August Board Meeting	Monday 10 <sup>th</sup> August 2009 2.15pm, Main Conference Hall at RISC	Tony Hall

### Diary dates & Volunteers

Event	Date & Venue	Attendees required
Interim Board Planning Group meeting	Monday 9 <sup>th</sup> March 2009 10am	David, Janet, Jan
Stakeholder Issues Sub Group	Tuesday 17 <sup>th</sup> March 2009 10am, RVA Office, London Street	David, Malcolm, Nina & John Shaw
LINK Annual Report Sub Group	Wed 1 <sup>st</sup> April 2009-02-24 10am, RVA Office, London Street	Malcolm, John Rogers, David & Jan
Interim Board Planning Group Meeting	Monday 6 <sup>th</sup> April 2009 10am, RVA Office, London Street	Janet, Mary, Tony Hall
Interim Board Planning Group Meeting	Monday 4 <sup>th</sup> May 2009 10am, RVA Office, London Street	David, Emel, Nina
Interim Board Planning Group Meeting	Monday 25 <sup>th</sup> May 2009 10am, RVA Office, London Street	Jan, Clare, Malcolm
Interim Board Planning Group Meeting	Monday 22 <sup>nd</sup> June 2009 10am, RVA Office, London Street	Tony Hall, Janet, John Rogers
Interim Board Planning Group Meeting	Monday 27 <sup>th</sup> July 2009 10am, RVA Office, London Street	Mary, Clare, David