

## Reading LINK Board Meeting 8<sup>th</sup> February 2010

Held at RISC, Main Conference Room, Reading

### Present:

Sheila Booth (SB)  
John Fisher (JF)  
Harriet Hall (HH)  
Tony Hall (TH)  
Mary Jacobs (MJ)  
John Rogers (JR)  
Nina Sethi (NS)                      Chair  
John Shaw (JS)  
David Shepherd (DS)  
Malcolm Stone (MS)  
Janet Wignall (JW)

Rachel Spencer                      RVA Advice Services Manager  
Sheena Masoero (SM)              LINK Coordinator  
Elaine Holloway (EH)              LINK Development Worker  
Jagdeep Hunjan (JH)                LINK Administrator

### Guest speakers:

Tim Inkson (TI) Local Area Manager CQC  
Phillipa Slinger (PS) Chief Executive, Berkshire Healthcare NHS Foundation Trust  
Joanna Gilbert (JG) PPE Lead, Berkshire Healthcare NHS Foundation Trust

**Apologies:**                      None

**1. Presentation from CQC:** NS opened the meeting and welcomed Tim Inkson, Local Area Manager from CQC, who gave a presentation providing an overview of the CQC and in particular how LINK may contribute to the assessments replacing the Annual Health Check submission. Copies of 'Standards based assessment feedback for Reading LINK' had been circulated to the Board. TI gave an overview of how the CQC will drive improvements and how the CQC will involve people. The star rating determines how often visits are carried out. What people feedback into CQC will also impact on frequency of visits, so it is important that bodies such as the LINK feedback ad-hoc evidence about services. It was emphasised that CQC was not a complaints body, and they advise individuals to raise the complaints/concerns with the service provider. During inspection visits, CQC would ensure that good complaints procedures are in place. The role of the CQC is about inspecting, writing reports and ensuring there is compliance with regulations. Providers not meeting standards can be closed down. A helpful guidance document – Compliance Guidance – will be sent to the LINK. TI advised that Regulation 17 relates to people's needs (inc. all diversity needs), this concluded discussions around the importance of how this can be taken into account.

NS thanked TI for his presentation and the meeting broke up for half an hour buffet lunch.

### **2. Overview of Berkshire Healthcare NHS Foundation Trust & working with LINKs:**

Phillipa Slinger gave an overview of Berkshire Healthcare providing secondary care to mental health patients across the whole of Berkshire – 80% of which was in homes and the community, only 20% in an acute setting. With a budget allowance of £90 million for Berkshire (approx. £9-£10 million in Reading). Against projections of increasing service demands, the Berkshire Healthcare Trust are looking into increasing effectiveness and providing quality services without making redundancies or recruiting new staff, the aim being to improve the quality of services and to reduce costs by approx. £12million over the next 3 yrs. This is the backdrop to the Next Generation Care work going on currently, which is about efficiencies, changing the way care is delivered with less people and less buildings.

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PS reported that in autumn 2009, a survey questionnaire to find out people's issues, revealed 3 key messages:

Quality of service:

1. Rude, abrupt staff
2. Hard to access services – lack of clear direction/understanding
3. Feel bounced about in being referred from team to team.

As a result, Berkshire Healthcare are looking into improving style of customer services through telephone messaging systems. Mystery shoppers – to ensure that staff are courteous and helpful. There would not be any financial savings, but service improvement would be monitored for 3 years. The Berkshire Healthcare are switching to electronic records so data collection should occur only once and looking at how people can help themselves on route to accessing services by self screening questionnaires.

Berkshire Healthcare were also looking at introducing on-line consultations for simple cases. Virtual groups – chat room environment including web-cam, electronic counselling, will be offered to those who are comfortable with using technology, whereas the traditional methods will still be available. The aim of this change in services would be to reduce the number of face-to-face consultations when they are not needed.

Berkshire Healthcare will also need to review in-patient services and will need to consider options of locating beds from 5 current sites to 1 site at Prospect Park. There are currently less than 200 beds across Berkshire so one site of excellence could result on buildings savings of £3million.

As a result of a successful pilot run, Talking Therapies will be launched in summer 2010.

JR asked how spiritual and diversity needs of service users are addressed. HH said that electronic counselling would not offer human compassion, and emotional comfort. PS responded that Phase 2 of Next Generation was looking to study in detail, all concerns raised at public consultation to be held in mid June. DS asked how LINK can interact with the Berkshire Healthcare. PS responded that a PPI strategy was being drawn up, and LINK were invited to contact and exchange their views through Joanna Gilbert since the Trust will be going out to consultation with this initiative and would like to do so in partnership with the LINK. It was an opportunity for the 6 LINKs in Berkshire to work together with the Trust. NS thanked PS and JG for attending the meeting. Leaflets "Next generation Care" were left out for the Board for information.

### **3. Minutes of the last Board meeting 14<sup>th</sup> December 2009**

**3.1.Minutes:** The Minutes were accepted as an accurate record.

**3.2 Matters Arising:** 2.5 National LINK Campaign: DS asked if Reading LINK were participating in the media campaign previously flagged to the Board. SM responded that this was not pursued in light of the National Campaign being launched by Forster, at this time.

AOB Diversity discussion: NS suggested that it was the duty of LINKs to address equality matters, and suggested this be added as a future agenda item. Agreed by Board.

**3.3 Actions:** All Actions except Action 7 were recorded as completed. SM requested clarity on the issue and why information was being requested. TH outlined that there were concerns that had been raised generally in relation to providers using the Liverpool Care pathways and so it would be useful to find out the local provision. SM to find out from RBH if they are using this pathway and how are patients involved in the consultations.

### **4. Workplan (New & Existing)**

**4.1 Issues for decisions:** The Board discussed and considered each issue and agreed the following:

- Issue No: 37- Concern about exclusion from school for children on the autistic spectrum: EH to signpost this referrer to National Autistic Society. JR stated that there is a support service now available within education services for those excluded from school.
- Issue No: 19: Lack of daytime resources for young disabled adults: Copies of 'Draft Report on Review of Provision of Recreational Activities for Those With a Disability in Reading'.had been previously distributed, and the Board agreed that it was an excellent report and that it should be issued. It was agreed that a review be timetabled to be carried out in 2 months.

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- Issue No: 21: Concerns over quality of domiciliary care and the need for more realistic commissioning: JW volunteered to review all findings with SM to draft a final report/recommendations. SLE to be asked to review the dataset from RBC to ensure LINK conclusions from this survey concur with those drawn by RBC about people's satisfaction with their home care.
- Issue No: 26: Problems accessing MS consultants at RBH: SB volunteered to lead to take forward this issue in seeking more background information from PPI lead at RBH. To ascertain how appointment systems work, and to contact the local MS society to find out if this is a common issue.
- Issue No: 30: Concerns relating to appointment system at the eye clinic at RBH: The Board agreed that DS would lead in seeking information from RBH PPI lead to ascertain how the current appointment system at the Eye Clinic at RBH works and involve the Reading Assoc. for the Blind.
- Issue No.28: Hospital appointments – Choose & Book system: – Copies of 'Choose and Book Appointment system distributed to the Board, which outlined the issues and reports to HHCC Scrutiny panel in July 2009. SM informed that the LINKs Community survey might bring in some related comments to determine if Choose & Book is reported as an issue/concern. JR Stated that there was no real choice, and little support from GP surgeries who did not support the system. JR volunteered to lead this issue and actions agreed: to consult neighbouring LINKs to find out if they have similar issues, await further feedback from community survey and test system with GP surgeries.
- Issue No. 29: Standard of care in a local private Residential Home – Referrers decided that they did not wish to take the issue forward. Board agreed LINK should write to referrers confirming this and advising that they could refer any issues again in the future as required.

**4.2 Diabetes final Report:** Copies of 'Final Report & Recommendations – Diabetes Care in Reading' had been previously distributed to the Board. This was broadly approved for issue. DS reported that this report would clearly indicate that the profile of getting patients involved in shaping diabetes care in West Berkshire has come about as a result of these issues being raised by the Reading LINK. Some minor changes needed to be made before issue. Agreed by Board.

**4.3.Update of Dental Task and Finish Group:** MS reported on the Dental Access Program – Implementation Group Meeting 25<sup>th</sup> January 2010'. Copies of his report had been circulated to the Board for information. T&F work is progressing.

**4.4 Update on Issues for Information:** Noted by Board. No comments raised.

**5 Community Survey :** Copies of 'Community Survey/Pilot Update for Board Meeting February 2010' had been previously distributed to the Board' reporting that following the face-to-face sessions requesting the general public to complete the survey, 52 survey forms had been completed and a further 100 sent to the Reference Group resulted in 16 completed responses. SM circulated the Community Engagement Survey Pilot Analysis- Summary Report for the LINK Board Feb 2010, which had been prepared by SLE – SM reported that the priorities identified from this sample were Mental Health services, social services for the elderly and access to NHS dental services. Board would like to invite SLE to Board meeting in March to further consider these early findings. SM also outlined the forward plan for the survey to launch in Feb 2010, hard copies being printed and website currently being designed. Host focus on South Reading, polish community and vulnerable women's group in addition to wide public sweep to gather 1000 completed surveys. The Board agreed: Proposed forward plan; £800 allowance for host to use for incidental costs relating to survey activities and that Wokingham LINK's request to use the same survey in Wokingham be accepted with a fee of £250 per day for development time. All Board members were asked to identify any groups/organisations for circulation of the survey on 'Information Collection' forms previously distributed.

Pick a winner from the hat of the £50 community donation from the Pilot survey: was won by Salvation Army in London. The Board agreed that winners will be asked for the benefit to go to Reading people.

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**6. Safeguarding Vulnerable Adults Act:** Copies of the proposed governance document 'Draft – Safeguarding Vulnerable Adults Policy' had been circulated. RS asked the Board for 3 volunteers to form a sub group for review of the draft in order to provide a clear procedure that will be implemented where protection issues arise. SB, NS and HH agreed to form the sub group. Copies of 'The requirements of a safeguarding and Enter & View subgroup' had also been circulated.

**7. Away Half-Day:** The Board was informed that this event would be held on the morning of 8<sup>th</sup> March at the RISC, Main Conference Hall, with a buffet lunch at the Global Cafe. MS and JW agreed to attend a planning meeting with Helena Poldervart, who will be facilitating the day.

## **8. RBC Inspection Reports:**

8.1 Inspection Report July 2009

8.2 Annual Performance Assessment Report 2008/2009 – Adult social care

8.3 CQC Performance Ratings for Adult Care in SE.

The Board noted all 3 reports in 8.1, 8.2, and 8.3 and agreed that it would consider a comparison study of CQC feedback and feedback from the LINK community survey when completed.

## **9. Update on the LINK:**

9.1 Summary of Host Engagement Activities: Copies of 'Summary of Host Engagement Activities Jan/Feb 2010 had been circulated to the Board for information. Board asked to note.

9.2 Report on PCT Committees: Copies of 'LINK Representatives on Committees etc' had been previously circulated for information. DS and MS also attended the 3 LINKs meeting with Charles Waddicor.

9.3 HRP Health & Wellbeing Strategy: Copies of Healthier Reading Partnership – Health and Wellbeing Action Plan' and 'Reading Health and Wellbeing Strategy – draft 2' had been circulated for information and Board comments. JR commented that there was complete absence of recognition of an individual's spiritual needs. NS stressed the importance of engaging with the community and voluntary sector in order to ensure that hard to reach groups are kept informed and involved. These comments need to be fed back to HRP.

9.4 HHCC OS verbal update: MS advised that an informal meeting had taken place with the RBC officer to work on the OSC/LINK protocol and final draft is near completion for this to be presented to the OSC management panel.

9.5 ROPP verbal Update: TH reported that the ROPP provided intergenerational activities – both educational and sports. It was noticeable that there was no user representation of pensioners, and he had raised this point at the meeting. There was a need for older people to sit on the ROPP Board.

**10. Finance:** The Board accepted the finance report 'Reading LINK – budget to actual – Jan 10', following clarification on a question on budget vs. actual expenditure. RS reminded the Board to claim expenses if they had not done so yet.

## **11. AOB:**

11.1 Regional LINKs Summit: The Board approved that SM and DS will be attending the summit on 11<sup>th</sup> February 2010.

11.2 April Board meeting: The Board decided that the 12th April meeting be cancelled in view of Easter holidays.

11.3 RBC host contract: RS reported that the re-tender process would commence mid 2010. JS asked if LINK had any influence in procuring the contract. JR volunteered to draft a Board statement as part of the re-tendering process. RS informed that she would circulate information when available.

RS asked the Board to complete and forward the questionnaire if they had not already done so.

The chair thanked JS for completing the work on the LINK leaflet - Helping You Improve Health and Social Care in Reading'.

The Board meeting ended at 4.45pm

**Date of Next Board Meeting Monday 8<sup>th</sup> March 2010. PLEASE NOTE THE EXTENDED TIME for the ½ Away Day commencing at 9.30am.**

**Actions:**

1. Find out if RBH use Liverpool Care Pathway (SM) (carried forward item)
2. Issue 37 – Signpost referrer (EH)
3. Issue 19 – Issue final report/recommendations to RBC (EH/SM)
4. Issue 21 – Review information with JW and ask SLE to review data from RBC (SM)
5. Issue 26 – Progress agreed with actions with SB (EH)
6. Issue 30 – Progress agreed actions with DS (EH)
7. Issue 28 – Progress agreed actions with JR (SM)
8. Issue 29 – Write to referrers as agreed by Board (EH)
9. Complete and issue final report/recommendations on Diabetes project (DS/SM)
10. Board to complete and return Community Survey – Information collection Form to SM (ALL)
11. Invite SLE to attend the March Board Meeting to report on Pilot survey analysis (SM)
12. Communicate terms of use of survey to Wokingham LINK (SM)
13. Raise and send cheque and covering letter to Salvation Army winner of £50 donation (SM)
14. Safeguarding vulnerable adults sub group – arrange first meeting (SM)
15. Away Half Day – arrange planning meeting (SM)

**Meetings**

**Board Planning Meeting for March Meeting  
Tuesday 23<sup>rd</sup> Feb 2010 10am – TBC asap.  
Janet, Sheila and John Shaw.**

**½ Away Day and Board Meeting.  
Monday 8<sup>th</sup> March 2010 9.30am – 4pm including lunch.  
Main Conference Room at RISC  
Chair Janet Wignall.**

**Board Planning Meeting for May Meeting  
Tuesday 27<sup>th</sup> April 2010 at 10am RISC Room 1  
John Rogers, Malcolm and John Fisher**

**Board Meeting  
Monday 10<sup>th</sup> May 2010 2.15pm RISC Room 3  
Chair John Rogers**

**Board Planning Meeting for June Meeting  
Tuesday 25<sup>th</sup> May 2010 at RISC Room 1  
John Fisher, Harriet and Tony**

**Board Meeting  
Monday 7<sup>th</sup> June 2010 2.15pm at RISC Room 3  
Chair John Fisher**

**Board planning Meeting for July Meeting  
Tuesday 22<sup>nd</sup> June 2010 10am at RISC Room 1  
Harriet, David, Nina**

**Board Meeting  
Monday 5<sup>th</sup> July 2010 2.15pm at RISC Room 3  
Chair – Harriet Hall**

**Other Meetings:**

Final

**NHS Berkshire West – Health Network Meeting  
Tuesday 23<sup>rd</sup> Feb 6pm -8pm at Wokingham Town Hall, Market Place, Wokingham,  
RG40 1AS**

**Topics: GP access and GP performance Information.**

**NHS Berkshire West – Health Network Meetings – full details still to be confirmed:**

**19<sup>th</sup> May 2010 – Reading**

**15<sup>th</sup> September 2010 – West Berkshire**

**30<sup>th</sup> November 2010 – Wokingham**