

Reading LINK Board Meeting 6th June 2011

Held at Abbey Baptist Church Hall

Present:

Sheila Booth (SB)
Tony Hall (TH)
John Rogers (JR)
Subrata Saha (SS)
John Shaw (JS)
David Shepherd (DS)
Janet Wignall (JW) Chair

Richard Corbett (RC) Interim LINK Coordinator
Sheena Masoero (SM) LINK Developer
Merlyn Barrett (MB) LINK Developer
Jagdeep Hunjan (JH) LINK Administrator

1. Minutes of the last Board meeting 11th April:

1.1 Welcome & apologies:

The Chair welcomed everyone to the meeting. Apologies: Caroline Langdon. Introductions were made by all and Merlyn Barrett introduced herself as the new development worker, supporting the work on the mental health project this year.

1.2. Minutes from 11th April:

The Minutes were accepted as an accurate record, and were approved for sign off.

1.3 Matters Arising: None

1.4 Actions: SM reported that all actions were complete, or being followed up, but to note: Action 3 – SM reported response still outstanding. TH advised to check if Daisy Benson was still involved in Community Care, Housing & Health, as her role as lead counsellor for this had changed. SM to check with SS if the query she raised with DB can be referred to RBH officers
Action 4 – Not progressed in light is further agenda item on AGM planning.

2. Transition to Healthwatch Sub-group

Copies of 'Report to Board on progress on transition since last meeting' were distributed previously. Since the last meeting the Government had declared a 'pause' of about 4 months in its programme of NHS reforms.

On 19 April 2011 members of the Transition Sub group met as part of the regular Host/Commissioners meetings with RBC. Officers from RBC agreed to take away a number of issues and came back with responses as follows: -

- There is a proposal for a Reading HWB to go live in the near future and there will be a place for a HW representative on this board.
- Suzanne Westhead will be the practical LA lead and will set up a meeting with the LINK in the near future. At the time of writing this has not yet occurred.
- JL and IC (RBC) will liaise with SW to clarify their respective roles as the LINKs contract comes to an end and HW emerges in 2012/13.

3. Workplan (New & existing)

3.1 Update on issues for decisions:

Copies of 'Update on issues for Board Decision – June 2011' were distributed previously to Board. The Board agreed on suggested options to be actioned.

Concerns about patient safety at Prospect Park Hospital: Following a detailed discussion, the Board agreed with suggested options, and asked that LINK write to BHFT to ask for an analysis of

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when suicides took place – were the patients in hospital; or receiving care in the community. Also ask for trends over past 5 yrs and what support is being given to bereaved families.

Anticipated that CQC manager will be attending x3 LINKs meeting and informal advice can be sought as to how best to progress this issue with them.

Further experiences of families can be gathered that might have been affected by this issue, which could become part of the LINK work on mental health.

DS volunteered to be board member taking this issue forward, and report on the outcome of the details of SUI trends that will be reported at the forthcoming x 3 LINKs meeting.

3.2 Update on Issues for Information:

Distributed previously to Board for Information - Noted by Board.

Access to Alcohol Misuse Treatment (Issue No.34) – Response has since been received from referrer who stated that the PCT were not going to be supporting alcohol treatment requirements in Reading, which is not great for those with an issue with alcohol.

– SM to liaise with referrer and write to PCT to ask why they are not investing in this service, and ask for information on what services are offered.

3.3 Update from T & F Groups:

Distributed previously to Board for Information - Noted by Board that work is continuing with SLE

3.4 Update on Mental Health/Social Care work projects:

Copies of Mental Health Summary and Potential Areas of LINK Focus, and Social Care and Potential Areas of LINK Focus had been previously distributed for Board information and update.

JR commented that he is concerned about the personalisation agenda and its impact on care and services. Suggested that LINK need to know more locally about progress – positive comments and any doubts around the changes. JW/SM to raise at next LINK meeting with RBC Adult Social Care.

3.5 NHS Berkshire West formal response to community Survey:

Copies of the response letter from Helen Mackenzie, NHS Berkshire West had been previously distributed for information. Noted by Board.

4 Update on the LINK

4.1 Summary of Host Engagement:

Copies of 'Reading LINK Host Engagement Activities- April/May 2011' had been previously distributed. Noted by Board.

4.2 Finance Update:

Copies of Reading LINK budget to actual 2011/12, LINK Board Finance report for Board Meeting 6th June 2011' had been previously distributed.

RC reported that SM's successor to the co-ordinator role has been appointed. The role will be that of Involvement Manager. The new appointee cannot start until mid August, so in the meantime, RC would step in as Interim LINK Coordinator taking on key areas around transition, and sharing other items with SM or other support to do as required. RC reported that the work on preparing the LINK Annual Report 2010/11 had been outsourced to Paul Harper.

A question was raised about the budget affecting the transitional staffing measures. RC advised that this was well within the agreed budget.

4.3 Annual Report 2010/11:

SM reported that Paul Harper was working on producing the Annual Report. CL and JR were the sub group working with reading the draft. The deadline for the report was end of June. JR gave short overview on current status, comments required from Reference Group and Board. Board agreed final draft sent to whole board for comment and DS to do the final overview and sign off. JR asked to convey thanks to Paul Harper for all the work to produce this Annual Report.

4.4 AGM for 2011:

LINK AGM Planning for 2011 had been previously distributed to support this item.

The Board discussed the options and what was required in terms of an AGM and agreed to hold a short AGM in Oct/Nov over lunch in central Reading for reporting on the Annual Report activities,

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with a Board member as Chair. Then hold a public event in spring 2012 or earlier, to look ahead at a new spectrum of activity as a clearer picture on Healthwatch emerges.

SS advised that the Board consider looking into holding introductory/advisory sessions in briefing potential new Board members so that candidates are made aware of the role of LINKs as well as the expectations of what their role would entail. The Board agreed that such sessions could be arranged via the RVA Volunteer Centre.

4.5 Co-opting Board members: Verbal

The Board agreed that Board members would be co-opted, not elected, in light of the transition into Healthwatch in 2012. It was noted that people from Interested to involved event might be interested to be co-opted.

4.6 Update on Enter & View training: Verbal

The Board agreed for MB to make arrangements for E & V training to take on Wednesday 13th July, with the Board members who would be available to undertake the training on that date and MB to invite the Reference Group members who showed interest at the Interested to Involved event.

4.7 Berkshire Healthcare Quality Accounts (Draft to be tabled at the meeting):

Copies of 'Berkshire HealthCare Quality Account 2010/11' had been previously distributed to enable board members to feed into the response. The 'Statement in response to Berkshire Healthcare NHS Foundation Trust Draft Quality Account 2010/11' was circulated at the meeting was approved by the Board.

4.8 Berkshire Healthcare Next Generation Care update:

Copies of the leaflet on 'Next Generation Care' had been distributed for information. The leaflet explains the changes planned in relation to some of the services within the community and are mainly focused on services provided to (adult) Community mental health Teams. This was noted.

7. AOB

7.1 - JW reported that she was very impressed with her visit to the RBC Call Centre in Bennet Road and she will prepare a report for distribution.

7.2 - DS reported on his current position as the LINK representative on the NHS Berkshire West Board, this he thought had ended after the clustering arrangements for PCT's came into force, but has subsequently been asked to attend further meetings, current position confusing, so he is seeking clarity with Helen Mackenzie and Penny Henrion the position going forward.

7.3 -DS reported on Patient Panel question and answer with Ed Donald, who released interesting information on cancelled outpatient appointments, so concerns here were still ongoing issues with eye clinic appointments -this needed to be watched. There was talk about outsourcing pathology and there is now a Lloyd's pharmacy on site at RBH.

7.4 -MB reported that Caroline Langdon had sent her apologies in being unable to attend the meeting, but wished to inform about the CQC failings in view of the Panorama programme broadcast about the Castlebeck Private Hospital. This was noted.

CL also wished the Board to consider the extended bank holiday situation-affecting patients. The Board shared this concern, but could not see how this could be taken forward, but noted that Reading does have additional provision with walk-in centre as well as out of hours GP service. JW asked MB to clarify with CL if there was specific evidence about this problem locally.

7.5 - JR asked if the RVA/Reading LINK could look to having a separate Reading LINK telephone number, and also have an email address separate from RVA. RC reported that there were a number of changes taking place in the autumn months with regard to the LINK Team office moves etc, and these matters will be explored then.

7.6 - SM informed the Board that from 6th July, fortnightly "drop-in coffee" sessions would be held in Cross Street Volunteer Centre. These will provide information about LINK work and welcome

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feedback from people about their experiences of local health and social care services. Guests will be invited to provide information about their services.

The meeting closed at 4:20 pm

Date of next meeting: 4th July 2011 at the Abbey Baptist Church Hall.

Actions:

1. April minutes to be signed by JW
2. SM to check with SS if the query she raised with DB can be referred to RBC officers
3. RC to follow up on invite to DEJ (GP Consortia) in the autumn for an update to Board.
4. SM/DS to follow up with Tony Lloyd on exploring role and value of LINK involvement in Dental Commissioning Group.
5. Domiciliary Care - SM to progress agreed actions via social care work at the 3 LINKs meeting on 14th June
6. MB write to BHFT to ask for an analysis of when suicides took place and to raise this informally with CQC.
7. SM to liaise with referrer (Alcohol issue) and write to PCT to ask why they are not investing in this service, and ask for information on what services are offered.
8. JW/SM to raise personalisation concerns at next LINK meeting with RBC Adult Social Care.
9. RC/JH to book venue and begin preparations for lunch time AGM in Oct/Nov
10. JW asked MB to clarify with CL if there was specific evidence about Bank holiday healthcare problem locally.
11. MB to invite the Reference Group members who showed interest at the Interested to Involved event, with details of the venue and time.

Diary Dates:

Board Meetings

**Monday 4th July 2011, 2pm, Abbey Baptist Church Hall
Chair – David Shepherd**

**Monday 5th Sept 2011, 2pm, RISC, London Street, Room 3
Chair – John Shaw**

**Monday 7th November 2011, 2pm, London Street, Room 3
Chair – Sheila Booth**

2011 Board Planning Meetings

**Planning Meeting for 4th July Board Meeting
Tuesday 21st June 10am, RISC, Room 1
Janet Wignall, David Shepherd, John Shaw**

**Planning Meeting for 5th Sept Board Meeting
Tuesday 9th August 10am, RISC, Room 1
John Shaw, David Shepherd, Sheila Booth**

**Planning Meeting for 7th November Board Meeting
Tuesday 4th October, 10am, RISC Room 1
Sheila Booth, TBC**

**Berkshire Healthcare NHS Foundation Trust Governors meetings:
21st Sep 2011 followed by AGM
07th Dec 2011**