

Reading LINK Board Meeting 8th March 2010

Held at RISC, Main Conference Room, Reading

Present:

Sheila Booth (SB)
John Fisher (JF)
John Rogers (JR)
John Shaw (JS)
David Shepherd (DS)
Janet Wignall (JW) Chair

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

Apologies: Nina Sethi, Harriet Hall, Mary Jacobs, Tony Hall, Sally Lloyd-Evans.

JW opened the meeting to record the Board's sadness and shock at the news of Malcolm Stone's sudden death. Malcolm was an active member of the LINK Board and the much wider local community. The Board's thoughts at this time are with his family, and at the beginning of the Away half day session, John Rogers lead the meeting to think and give thanks for Malcolm. A donation of £50 to be made to the British Heart Foundation.

1. Minutes of the last Board meeting 8th February 2010:

1.1.Minutes: The Minutes were accepted as an accurate record. NS to sign the final copy.

1.2 Matters Arising:

1.2.1 - SM reported that she had not yet received the CQC Compliance Guidance document, and would chase that up with Tim Inkson.

1.2.2 – SM reported meeting with Jo Gilbert, PPI Lead, plus other LINK Host Staff, following the last Board Meeting. At this meeting it was proposed that x6 LINKs would aim to meet with Berkshire Healthcare on a 6 monthly basis, with Board and Host staff from each LINK. This was supported by Board, SM to send an email to the Board asking for a volunteer to attend these meetings with Berkshire Healthcare.

1.3 Actions:

1. SM reported that RBH were using the Liverpool Care Pathway, this had been confirmed by DS. Board considered next steps for this enquiry and agreed to see if any issues were raised over the coming months from the community.

2. Issue 37 – Action completed

3. Issue 19 – Final report/recommendations, shared with referrers, who felt that some of the recommendations were not strong enough, some amendments to be made. Revised report to be reviewed by JS before sending to RBC.

4. Issue 21 – Review of information to be undertaken by JW and SM, after SLE has provided feedback on the dataset, for report back to Board in May.

5. Issue 26 – Work progressing with SB

6. Issue 30 – Work progressing with DS

7. Issue 28 - Hospital appointments – Choose & Book System. Request made to neighbouring LINKs, response received back but SM reported that she needs to clarify. DS highlighted a report included in the pct Board papers – SM to send copy of JR. JR reported follow up with journalist who was covering issues raised about the Choose & Book system from a cardiac consultant in the London area.

8. Issue 29 – Action completed.

Approved

9. Final Report/recommendations on the Diabetes project has been issued, requesting response to be sent to LINK within 20 working days.
10. SM will send a reminder email to all Board members to ask for feedback on the Information collection form, by end of March.
11. SLE to be invited to attend the meeting in May.
12. SM communicated the terms of use of survey to Wokingham LINK. No response yet received if Wokingham LINK want to carry out the survey.
13. Cheque for £50 to be raised and sent.
14. Safeguarding vulnerable adults – Meeting to be arranged.

2. Feedback from pilot survey by Dr. Lloyd Evans:

SLE was unable to attend the Board meeting, and SM gave an overview of the Pilot Analysis Report. Copies of 'Community Engagement Survey Pilot Analysis – Summary Report for the LINK Board Feb 2010' were distributed around the table.

Key points to note were:

- 55 responses during the pilot survey in December 2009, 16 responses from the LINK reference Group – in total 71 respondents answered the survey – 50% male and 50% female.
- Majority of the sample was aged over 50 – This bias towards an older demographic would have an impact on the attitudes and results.
- Healthcare services: Overall 89% of respondents *tend to agree* or *strongly agreed* that health services are meeting their needs in Reading. This was a very positive response.
- Social care Services: The responses to this suggested that those who have social care needs, around 50% felt that improvements could be made in meeting their social care needs. This could be an issue of concern.
- Quality of Healthcare services: NHS Dental Care for Adults received the highest number of low scores – over 30% of respondents rated the service as either 'very poor' or 'poor' GP services and Pharmacy were rated the highest – 77% rated these services as 'very good' or 'good'.
- Quality of Social Care Services: Mental Health Services were quite badly rated overall. Of the 25 people who had experienced the service, 10 rated it as 'poor' or 'very poor', 10 as 'okay' and only 5 as 'good' or 'very good'. The survey suggested that many social care services could be improved.
- What does Reading do well?: GP services and RBH were well regarded by the general public.
- There were very few examples of good social care and 10 respondents explicitly wrote, 'there are none'.

The Board were asked to consider what should be published from the pilot survey and this was discussed. The Board agreed that SLE should be invited to the next meeting to reflect on the Analysis Report and enable decision making on next steps. JR advised that the Board should counsel caution on publishing a report on the findings from this small pilot survey, but thanks should be given via the e-bulletin to people who have taken part.

3. Workplan (New & Existing)

3.1 Update on issues for decisions. The Board discussed and considered each issue and agreed the following:

- Issue No 39: Lack of facilities in the Civic Offices in Reading for deaf people. Referrer has since advised that she would like to withdraw the issue to assess the outcome of a new initiative offering an improved service now at the Reading Deaf Centre. Board agreed, EH to send a letter to Referrer offering her the opportunity of informing the Board of the outcome of the new initiative and re-refer if felt appropriate.

3.2 Update on Issues for Information: Noted by Board.

Hospital appointments – Choose & Book System: JR to review the report from PCT on the 'Choose & Book'. and report back at the next Board meeting.

Domiciliary Care: SLE was reviewing the data set from RBC from carers satisfaction survey. SLE to report back for Board review in May.

Approved

3.3. Update of Dental Task and Finish Group: The Board agreed that Malcolm had been very active in leading this group, and attending the Implementation Group Meetings every other week. DS volunteered to attend the meetings as an interim measure, and request that notes of future meetings be sent to LINK.

4. Update on the LINK:

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

4.2 Report from PPISHG Meeting: JW had prepared this report, and copies of 'Notes from PPISG meeting 16.02.2010' had been distributed to the Board for information.

4.3 Report from PCT Board meeting: DS had prepared a report, and copies of 'LINK Representatives on Committees etc.' had been distributed for information and Board comments.

4.4 Verbal report on SE Summit in Guildford: SM reported that Dave Shields was the local co-ordinator for the DoH for the South East Region. DS informed that he gained the impression that Reading were doing very well. Milton Keynes had invited DS to visit them to share experiences. There was little cross-reference from other LINKs. DS expressed his appreciation for how much support Reading LINK have from RVA. The SE network asked that LINK Board provide contact details for their chair as a nominated lead representative/chair for future meetings, for future LINK members meetings.

The Board agreed that SM act as first point of contact and would inform the whole Board by email of any contacts.

4.5 Verbal Report on CQC state of care launch: JW reported that she attended this launch, which provided an overview of health and social care, highlighting improvements in reduced hospital waiting times, infection from MRSA and C.diff and more people living at home, but concerns remained about protecting people being cared for and staff training. Overall, it raised the question can LINK really influence CQC in standard setting? Anecdotal evidence shared by attendees at the meeting, was of a case where a care home had made an extra effort to ensure a diabetic pudding was available, but had not recorded this on the diet sheet, so was marked down by the CQC, which does not seem to really support individual care.

5. Annual Reports 09/10: The Board was asked for 3 volunteers for a subgroup to meet to draft the Annual Report for 09/10. DS, JS and JW volunteered, but SM would send an email to all Board members for them to respond.

6. Involvement in JSNA for Reading: Copies of the 'Joint Strategic Needs Assessment for Berkshire West – July 2008' had been distributed for information. SM reported that this appeared to be the latest report. It set the scene in preparation for what it is all about in the Reading Borough. The Board asked SM to invite Dr Sally Bacon to the Board meeting in May, to further understand the process and value of the report.

7. Finance: The Board accepted the finance report 'Reading LINK – budget to actual – Feb 10'. RS reminded the Board to claim expenses if they had not done so yet.

8. AOB:

8.1 Health Trainer Launch on 9th March: SM and EH were attending, taking the opportunity to exhibit the LINKs information and survey. SM commented that launch information about the role of the Trainers, appeared to be same as role for existing Health Activists and planning group had asked for this to be highlighted with NHS Berkshire West.

8.2 Social Marketing Workshop on 23rd March: SM had distributed copies of 'A Social Marketing Workshop' invitation on 23rd March 2010 in Guildford. Maximum of 2 representatives per LINK were invited. EH would be attending. The Board agreed that SM would circulate information to whole Board to check if anyone else would like to attend.

8.3 Summary Care Records: DS reported that cards had been posted to all residents nation-wide, and everybody was asked to complete these if they did not wish their medical records to be stored centrally. Otherwise, if people do not opt out personally, their records will be automatically held. DS

Approved

reported that Tony Lloyd had written to the PCT asking for further information, and LINK would be copied in on the reply.

8.4 SB informed the Board that GP boundary 'rules' are now changing and people can register with any GP.

8.5 JR asked the Board to record their thanks and appreciation of Helena Poldervart's work in facilitating the Away Half-Day. Points from this session would be picked up at the May Board meeting, to decide how to take these forward.

8.6 The Task and Finish Group for the Engagement with Partners: SM to send e-mail out to all Board members for volunteers. DS and JS volunteered. This was an outstanding action from Away Day work in the morning.

8.7 Community Dermatology Service: Letter received from NHS Berkshire West to Board informing them that PCT were planning to change the way dermatology services are provided in this area, this new service will operate from 1st April 2010. Board asked SM to find out if there had been a consultation, what was the outcome, and where and when is the new service being provided.

8.9 JR requested that the next Board planning meeting on 27th April be scheduled for 10:30 a.m.

The Board meeting ended at 4.12pm.

Actions

- 1. Arrange £50 donation to British Heart Foundation in Memory of Malcolm**
- 2. NS to sign off final copy of Feb. minutes**
- 3. SM to follow up CQC Compliance documents**
- 4. SM to call for Board volunteer for x6 LINKs meetings with Berkshire Healthcare**
- 5. SM to send copy of report from PCT Board Papers on Choose & Book to JR**
- 6. SLE to be invited to May Meeting to cover Pilot feedback analysis & carers dataset. (SM)**
- 7. Issue 39(Lack of facilities for Deaf People in Civic) Letter to be sent (EH)**
- 8. SM to call for volunteers for Annual Report sub group**
- 9. Dr Sally Bacon to be invited to May meeting to cover JSNA items (SM)**
- 10. Health Activist vs Health Trainers to be raised with NHS Berkshire West (SM)**
- 11. SM to call for volunteers for Engagement with partners subgroup**
- 12. Dermatology Service changes – Questions to be put to NHS Berkshire West (SM)**

**Board Planning Meeting for May Meeting
Tuesday 27th April 2010 at 10:30am RISC Room 1
John Rogers, John Fisher, Janet Wignall**

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

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

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

**Board planning Meeting for July Meeting
Tuesday 22nd June 2010 10am at RISC Room 1**

Approved

Harriet, David, Nina

Board Meeting

**Monday 5th July 2010 2.15pm at RISC Room 3
Chair – Harriet Hall**

Board Planning Meeting for Sept Meeting

**Monday 6th Sept 2010, 10am RISC Room 1
David, Sheila, Harriet**

Board Meeting

**Monday 13th Sept 2010 2.15-4.15pm RISC Main Hall
Chair – David Shepherd**

Board Planning Meeting for Oct Meeting

**Monday 27th Sept 2010 10am RISC Room 1
Sheila, Tony, David**

Board Meeting

**Monday 4th Oct 2010, 2.15pm - 4.15pm, RISC Room 3
Chair – Sheila Booth**

Board Planning Meeting for Nov Meeting

**Tuesday 19th Oct. 2010 10am, RISC Room 1
Tony, John Shaw, Sheila Booth**

AGM w/c 18th Oct – Date to be confirmed

Board Meeting

**Monday 8th Nov. 2010, 2.15pm-4.15pm RISC Main Hall
Chair – Tony Hall**

Board Planning Meeting for Dec Meeting

**Tuesday 23rd Nov. 2010, 10am RISC Room 1
John Shaw, Tony, TBC**

Board Meeting

**Monday 6th Dec 2010, 2.15pm-4.15pm, RISC Room 3
Chair – John Shaw**

Other Events/ Meetings:

23rd March 10am-12.30pm – x3 LINKs Meeting with NHS Berkshire West at RISC

24th March 10am-1pm – RVA Staff – LINK Survey at Greyfriars Church Hall

8th April 10-12.30 – RVA Staff – LINK Survey at Southcote Library

13th April 12.30-2pm RBH PPISHG Meeting(DS)

22nd April 10am-12.30pm – RVAStaff – LINK Survey at Palmer Park Library

30th April 10am – Meeting with RBC

12th May 10am- 12.30pm -ROPP Open Meeting at Greyfriars. 2-4pm ROPP Board Meeting (TH)

13th May 10am-12.30pm – RVAStaff – LINK Survey at Battle Library

15th June 10.30am-12.30pm – x6 LINKs Meeting with Berkshire Healthcare at Fitzwilliam House in Bracknell.

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

19th May 2010 – Reading

15th September 2010 – West Berkshire

30th November 2010 – Wokingham