

# Reading LINK Interim Board Meeting 8<sup>th</sup> June 2009

## Held at Social Enterprise Berkshire, Reading

### Present:

Clare Palmer (CP)	Individual
Jan Rothwell (Jan R)	Reading Citizens Advice Bureau
Janet Wignall (JW)	Macmillan Cancer Support
John Rogers (JR)	Faith Forum (Chair)
Nina Sethi (NS)	Sakoma
Malcolm Stone (MS)	Reading Federation of Tenants and Residents Association

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

Charles Waddicor (CW) Guest speaker Chief Executive NHS Berkshire West PCT  
Ravinder Desai (RD)

**Apologies:** David Shepherd, Emel Soylu, John Shaw, Tony Hall, Mary Jacobs

JR opened the meeting and welcomed all present.

### 1. Minutes of the last Board meeting 11<sup>th</sup> May 2009

1.1 The minutes were agreed. A copy of the approved minutes will be passed to TH for sign off.

#### 1.2 Matters Arising:

The election sub group (TH, MS and JW) are meeting on 17<sup>th</sup> June for election preparations. Copies of amended recommendations agreed at last board meeting were circulated for information.

#### 1.3 Actions:

JR accepted actions as completed. None outstanding.

### 2. Update on the LINK

#### 2.1 Reading LINK website:

SM had forwarded a link to enable everyone to have a look at the work on the website that is currently underway. Feedback was good and the Board gave the go-ahead for finalising completion.

#### 2.2 Volunteer for the OSC Planning Meeting in July and September:

Hard copies of information were circulated and SM reported that the Housing, Health & Community Care (HHCC) Scrutiny Panel had invited Reading LINK to attend their management panel meetings as well as the public meetings, to allow closer working relationship between the LINK and Scrutiny Panel. A volunteer from the LINK Board was required to attend these meetings:

1<sup>st</sup> July Full HHCC Scrutiny Meeting to give a 10-minute presentation on:

- An overview of what LINKs is (organisation and structure)
- A brief outline of how issues are handled by LINKs
- A brief outline of current issues and approach to responding to issues raised by individuals or groups.

22<sup>nd</sup> July 2009 Management Panel Meeting 6.30pm

16<sup>th</sup> September 2009 HHCC Scrutiny Meeting 6.30pm

4<sup>th</sup> November 2009 6.30pm Management Panel Meeting 6.30pm

8<sup>th</sup> December 2009 6.30pm HHCC Scrutiny Meeting 6.30pm

MS volunteered to attend these meetings on behalf of LINK, and it was agreed that he would meet with SM outside of the meeting to discuss details for preparation for 1<sup>st</sup> July.

#### 2.3 Summary of Host Engagement Activities:

Copies of 'Summary Report of Host/Board Engagement Activities June 2009 were previously circulated to the Board for information.

## 2.4 RBC Adult Care Inspection:

SM reported that the focus group was facilitated by JS at the Indian Community Centre (ICC) on 20<sup>th</sup> May. There was a vibrant atmosphere at the club attended by approx. 35 people and a mixture of gender and ages. 9 participants attended the focus group and were forthcoming with their experiences around social care.

SM reported on the second focus group's meeting at a Luncheon Club run by Age Concern Reading, facilitated by JW. This was observed as a quieter group of 11, gender mix with the average age much higher.

Responses from the participants from both groups had been collated for reporting directly back to Care Quality Commission (CQC). The Chair asked for copies of the final focus group reports to be circulated the Board, for information.

SM reported to the board, future meetings which were taking place in relation to the inspection and asked if anyone from the Board would be able to represent the LINK on the following event dates: Friday 19<sup>th</sup> June 12-2.30pm at Civic Centre: Sara Gee from RBC had invited the LINK Board to attend a "Partner's Briefing" on the Inspection, where the council's self-assessment will be outlined and feedback requested.

Wednesday 15<sup>th</sup> July 2.30pm, Kennet Room, Civic Centre – CQC Inspectors would like to meet directly with user led or advocacy groups.

SM also reported that an Open Public Forum had been set up for 14<sup>th</sup> July at the Kennet Room, Civic Centre. 12-2pm. This was being promoted by LINK through the LINK e-bulletin.

JW and NS both expressed an interest, but attendance would depend on their availability – dates to be circulated for confirmation. SM/RS could also potentially attend if required.

## 3. Researcher Proposal

RS/SM had a meeting with Dr Sally Lloyd Evans, lecturer in Human Geography at the University of Reading. RS reported on this meeting with regard to the proposal of a 'researcher' to support the work of the Task and Finish groups on a yearly retainer basis. It turned out that Sally herself had a keen interest in this. RS reported that she had put a proposal to the UoR and was awaiting a response. Jan R advised that RS should ensure that a contract is drawn up to clarify ownership and cover IPR.

## 3. Workplan (New & Existing)

**3.1 Update on Footcare Task & Finish Group:** Copies of 'Additional questions submitted by Reading LINK Task & Finish Group to NHS Berkshire West' (review of footcare service specification) were circulated to the Board. The response to the 3 questions were noted and EH advised that a further meeting would be needed with Janet Brown of Age Concern and Task & Finish group as now near to being able to prepare the final report.

JR raised his concern that PCT were undertaking a review, and at this stage we don't know if this review will bring about any changes, so it would be important to see what the outcome will be following the long process and to have input again if that is required.

**3.2 Update on Diabetes Task & Finish Group:** Copies of 'Diabetes Event' 9<sup>th</sup> July 2009' were circulated to the Board. SM reported that as a result of the Board's support Reading LINK had been asked to co-host a Diabetes Event, the format of which will be David Buckle, Clinical Specialist on diabetes, introducing and talking about his project, followed by LINKs to talk about their work, and Diabetes UK to talk about they can offer. Participants will then discuss 2 questions around information and education, followed by lunch. The information captured would be used to help shape services in the future. This event is aimed at patients and their families/carers. SM reported that David Turner from Reading & District Voluntary group was also in full support of the event. SM reported to the Board that since this was a joint PCT/Reading LINK Event, the PCT were looking to get some funding from the LINK Board for this event. Following a lively discussion, JR said that he would approach the subject of funding for his event with CW (Chief Executive PCT) later in the meeting. Some funding would be considered but how much and how this sets the scene for the future needs to be more fully explored.

Widespread promotion of the event was about to begin.

**3.3 Update on issues:** Copies of the updated Issues/Enquiries spreadsheets were previously circulated.

Issues/Enquiries received – For Board Information only May 2009 – Noted

Issues pending requiring further research/work/contact – For Board Information June 2009 – Noted

No decisions required on issues at this board meeting.

JR suggested that research around the issue of counselling advice for unplanned pregnancies should remain anonymous in order to protect interagency relationships. Lifeline would be willing to take part in any research alongside any other agencies if this were required.

JR passed a flier from an agency 'Silent No more' who were organising an abortion awareness event in Broad Street Mall, and asked SM that LINK contact this agency to find out more about the service they offer in order to ensure that LINK get varied views.

#### **4. Annual Report Sub group: Update on progress**

JR reported that the subgroup had met and studied the draft Annual Report in A4 and A5 format. The subgroup had agreed to have the report printed in A5 format for ease of distribution/postage etc. SM was asked to inform the Board on the costs involved for the number of copies to be printed for final decision to be made – suggestion was around 5,000 copies. NS suggested that the Annual Report should indicate the issues resolved. The Board debated whether to report number of issues that had been dealt with, but it was agreed that further information on issues would be reported in the next annual report – when a clearer difference can be reported.

#### **5. Healthier Reading Partnership (HRP):**

Information previously circulated to board, to consider request from partnership for LINKs representative to sit on this partnership. JR asked if any member would volunteer to represent the Board on this partnership. NS advised she could also represent LINK. The following suggestions were made to avoid dilution in the partnership by dual representation: a) Rest of board to be asked if there was any interest and if not b) HRP to be asked if it would be acceptable if host staff acted as representative as an interim until after board elections.

#### **6. Finance: New financial year budget**

RS circulated copies of "LINK Financial Summary Quarter One - 1<sup>st</sup> April 09 to 31<sup>st</sup> March 2010". The figures are recorded as noted.

Going forward, the financial summary should be reported against the budget.

Annual Report financial summary was also discussed, the Board agreed that the financial summary in the Annual Report would be amended to reflect income and expenditure combined across host and Board rather than splitting these, as it would be clearer. RS agreed to amend the report accordingly.

#### **9. AOB:**

SM reported the Access Forum had invited Reading LINK to attend a meeting on 26<sup>th</sup> June 2-4pm Reading, Kennet Room, Civic Centre, to do a presentation of the LINK. MS volunteered but would like host staff support.

RS reported that in response to her query about parking arrangements during funeral services, she had received a letter from the RBC. A copy of the letter was circulated around the meeting, and JR asked RS to thank Tony Page for his response.

#### **10. Meeting Charles Waddicor– PCT Strategic Planning in response to questions previously presented by the Board.**

Copies of a Powerpoint presentation that the PCT gave to the Health & Housing Scrutiny Panel in July 2008 had been previously circulated to the Board for information and to form a basis for some questions to the PCT CEO at this meeting.

Charles Waddicor was asked to cover commissioning process/strategic planning, so LINKs know

what is coming in the future, so we can be more involved and specific questions outlined at the Board planning meeting, which had been sent to the PCT:

**Questions for Charles Waddicor:**

1. Within the process of the PCT Strategic Planning Framework, how does the framework seek to deliver the 2 core objectives raised by our Stakeholder Group which are (i) The Need for Person Centered Health and Social Care Services and (ii) Access to Information relating to Health and Social Care?
2. How do you establish and enforce contracts with your Providers?

Before CW arrived for the meeting, the Chair asked RD if the Diabetes Event was being publicised via General Practitioners' surgeries to inform their diabetic patients. RD said that posters were being sent to RBH, all GP surgeries, libraries and community centres, and the event was also being advertised via RVA and LINK e-bulletins.

CW arrived at the meeting and outlined that the strategy was to provide service closer to home, and educate people on how to gain more control to manage their own health. That would provide better value for money for the patient and the tax payer. CW said that the involvement of LINKs and other groups that can speak on behalf of the patients was crucial in achieving maximum efficiency.

In answer to question 1, CW responded that the PCT had applied for and had been awarded the Health budget –person centered services. This was currently at pilot status and PCT are keen to see it work in RBC as well, for people can take control of their own healthcare, especially in the long term conditions like Diabetes.

In response to question 2, CW said that PCT wanted to establish and maintain links with groups and providers through monthly meetings to find out about services and to maintain a flow of information. The RBH had the biggest contract and there were rewards and penalties in contracts around quality of service.

Broad Street Mall drop in centre was part of an incentive to provide better care to deprived areas.

JR asked that DS who was not able to attend the meeting, had raised the following question: ' A pathology open door service operates at the RBH, and they are trying to minimise waiting time for what are mainly routine blood tests. Apparently the PCT is trying to encourage GP practices to provide their own service locally which would reduce physical attendance at the RBH and be more beneficial for patients. Some GPs are resistant to the idea, and I wonder what the PCT is doing to encourage take-up of this service. Another question arises – will the Walk in Centre provide phlebotomy services?

CW responded that GPs should be providing phlebotomy as part of the service. West Berks community hospital have recently done a lot of work around reducing waiting times, which are now max. ½ hour. Dr Buckle is looking at the issue of waiting times and these services in Reading, but it is proving tricky to balance amounts paid to provide the service vs. value for money.

CW advised he would note the feedback given by JR in his example of Tilehurst practice and also advised that they needed to note the needs of working people.

RS asked CW to give the Board a picture of the PCT financial context in, relation to the global financial downturn. CW responded that:

Each year the NHS was growing by 9% (example given on lucentis, which is a drug used to treatment an eye condition called macular degeneration – this treatment works well but costs NHS £2 million, but was not available 2 yrs ago)

This year the uplift is 5%

Next year the uplift will be less than 1%

Future times will be challenging, but CW wanted to urge people to think of the NHS more than just the acute hospitals but more of the bigger system ie GP care/opticians etc.

MS asked CW if there were problems over contracts for dental services. It appeared that a lot of the dental practices were not offering treatment on NHS.

CW responded that the most common reason for the public to call PCT was to ask where their nearest NHS dentist could be found. Some dentists do not offer all types of treatment ie. Root canal that would require the equipment and skills, some cases are referred to RBH. PCT were looking to provide specialist services in local community but move it away from dental practices.

JR stated that in relation to the 2 LINK cases ongoing, there had been an encouraging response from the PCT to date, then went on to raise the question about funding around the joint Diabetes event. RD responded that this was the first joint event being organised and a precedence and standard has to be set so that in future joint events, no other party would feel less favourably treated. CW commented that PCT would be looking for contribution to the event in terms of commitment to make the event work.

JR said that the Board was giving their time on a volunteer basis and were happy to work with mutual respect, in partnership and co-operation.

Jan R asked how can we provide low level care which actually prevents massive costs in the future. CW stated that PCT intermediate care and RBC rapid response team were currently completing work prevent the need for later services. Issues arise around services, when people go via the PCT the services are free at point of delivery but if people go via RBC some contribution to services may be required, so how services are provided is key. Joint commissioning is key and a single provider. Discord across services can be overcome by patient voices having input to ensure the right outcomes.

JR thanked CW and the Board for attending the meeting.

The meeting closed at 5:05pm.

### Next Meeting of the Interim Board

**Monday 13<sup>th</sup> July at 2.15 pm – in the Main Conference Hall at RISC.**

### ACTIONS

1	Agree with MS & submit briefing paper for HHCC Scrutiny Meeting	SM
2	Researcher position to be progressed.	RS
3	Send a copy of approved May Board Meeting minutes to TH for signing.	SM
4	Send copy of Focus groups report to CQC to board for information	SM
5	Send dates/information to NS&JW regarding future inspection meetings	SM
6	Find out more about "Silent No More" meetings	SM
7	Final costs for Annual report to be sent to board for decision to be made about printing volumes required.	SM
8	Pursue options for volunteers for Healthier Reading partnership	SM

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

Event	Date & Venue	Chair
Board Planning Group Meeting for July Meeting	Monday 22 <sup>nd</sup> June 2009 10am, RISC Room 1	Emel, Mary, Clare
July Board Meeting	Monday 13 <sup>th</sup> July 2009 2.15pm – 4.15 pm, Main Conference Hall at RISC	Emel Soylu
Board Planning Group Meeting for August	Monday 27 <sup>th</sup> July 2009 10am, RVA Office, London Street	Mary, Clare, John S

August Board Meeting	Monday 10 <sup>th</sup> August 2009 2.15pm – 4.15 pm, Main Conference Hall at RISC	Mary Jacobs
Board Planning Group Meeting for September	Thursday 3 <sup>rd</sup> September 2009 10 am Venue TBC	Clare, John S, David
September Board Meeting	Monday 14 <sup>th</sup> September 2009 2.15pm – 4.15 pm, Main Conference Hall at RISC	Clare Palmer
Board Planning Group Meeting for October	Monday 28 <sup>th</sup> September 2009 10am Venue TBC	John S, David, Jan R
October Board Meeting	Monday 12 <sup>th</sup> October 2009 2.15pm – 4.15 pm, Main Conference Hall at RISC	John S
Board Planning Group Meeting for November	Tuesday 3 <sup>rd</sup> November 2009 Venue TBC	TBC post elections
November Board Meeting	Monday 9 <sup>th</sup> November 2009 2.15pm – 4.15 pm, Main Conference Hall at RISC	TBC post elections

#### Sub Group Meetings

LINK Election Sub Group	9.30-11am 17 <sup>th</sup> June 2009 RISC Room 2	Malcolm, Tony & Janet
Berkshire LINKs Meetings	10.30 am 25 <sup>th</sup> June 2009 RISC Room 1	David Shepherd, Tony Hall, Tony Lloyd, Christine Holland, Michelle Wooff, Barbara Wade, Elaine & Sheena

#### Other meetings of interest

PCT Health Network Meeting Woodley	Wednesday 1 <sup>st</sup> July 10am-2pm (inc lunch)	Confirm attendance to PCT if interested.
Public Law Training Day (Public Law to challenge unfair decision making by public bodies)	Thursday 2 <sup>nd</sup> July 9.30 -4.30pm IBIS Club Scours Lane Reading	More information to be circulated. Book direct if interested.
PCT Health Network Meeting Reading	Monday 21 <sup>st</sup> September 6pm-8pm	Confirm attendance to PCT if interested.
PCT Health Network Meeting Newbury	Tuesday 17 <sup>th</sup> November 6pm-8pm	Confirm attendance to PCT if interested.