

# Reading LINK Interim Board meeting 23<sup>rd</sup> March 2009

## Present:

|                |   |
|----------------|---|
| Clare Palmer   | Individual  |
| David Shepherd | (Chair)   |
| Jan Rothwell   | Reading Citizens Advice Bureau                          |
| Janet Wignall  | Individual  |
| John Rogers    | Faith Forum   |
| John Shaw      | Princess Royal Carers Trust                             |
| Malcolm Stone  | Reading Federation of Tenants and Residents Association |
| Mary Jacobs    | Individual  |
| Tony Hall      | Individual  |

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

**Suzanne Westhead:** Guest speaker Reading Borough Council

**Apologies:** Emel Soylu, Nina Sethi

David opened the meeting and welcomed all present.

## 1. Minutes of the last Board meeting 16<sup>th</sup> February 2009

1.1 **Matters Arising:** Decision Making statement discussed at Feb. 09 Board Meeting, this was agreed and accepted by the Board at that meeting, noted here.

1.2 **Actions:** Accepted as completed

1.3 **Planning Meetings/Chair Rota:** Suggested rota sent out with last board minutes did not reflect continuity previously agreed, revised version was circulated prior to meeting, this was accepted with the amendment of Mary and Tony swapping their dates. The revised version is included at the end of these minutes.

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

## 2. Update on the LINK

**2.1 Care Quality Commission Response:** Proposed responses suggested by Sheena were accepted, in addition John Rogers suggested that the LINK if they carrying out specific research/evidence collection that this should be fee based. Janet suggested information collected from CQC research is shared with the LINKs. LINK should also comment that the CQC to publish its workplan as this would be of benefit.

**2.2 South Central IVF Consultation request:** Sheena asked if the Board were in agreement with the approach LINK were proposing to take to disseminate information about specific public/patient consultations that were being undertaken by statutory bodies, in the same way as we had done with the South Central IVF consultation request – this was sent to Reading & District Twins+ group, Local branch of TAMBA(Twins & Multiple Birth Association) and Local special care baby unit parent support group (BIBS), informing and asking the groups if their members would like to comment they could do so directly. Board agreed approach, incorporating the following:

Jan asked for the proposed route to be taken, to be forwarded to the Board.

John Rogers suggested that once information is being sent out to a particular organisation, LINK should ask if they could inform us of any other body that would benefit from receiving information from us.

It was agreed that this information would also be included in e-bulletins and sent out to the Forum networks.

**2.3 PCT/RBH- Standards for Better Health Declaration:** Sheena reported that the response has been actioned.

**2.4 RBH Patient & Public Involvement Stakeholder Group Meeting on 14 April:** Janet volunteered to attend. David volunteered to attend other meetings on 14<sup>th</sup> July 09 & 13<sup>th</sup> Oct '09. Copies of group's Terms of Reference and background information passed to David and Janet, along with a copy of the Reading LINK progress report previously sent to the RBH.

**2.5 Summary Report of Host/Board engagement Activities March 2009:** Copies were previously circulated for the Board to outline formal/informal meetings with various groups: RBH Clinical Support Services Panel, Katesgrove Residents Association at Waterloo Meadows; PHAB Family Drop in Centre for Adults & Young Children with/without disabilities, and Parent Partnership Funday at Rivermead. This is the proposed method going forward to keep all informed of host/board engagement activities. Sheena confirmed that to date there were no issues logged from these events.

**2.6 Walk-In One-Stop clinic (Oxford Rd) update:** Rachel reported on this development being on hold. A letter has been submitted to the PCT containing issues raised around this project and to ask how these issues will be followed through, a copy of which had been previously circulated to the Board. Tony highlighted the issues over pathology tests now that Battle Hospital is closed – should be GPs providing this service vs RBH, experiences of Board reflected this. A specific question regarding pathology services has been put to the PCT.

### **3. Stakeholder Issues**

**3.1 Update and feedback from subgroups:** The subgroup has agreed and produced a single report, copies circulated at the meeting for comments. Some minor amendments required on the reference to socially excluded groups and a conclusion to the report. The Board agreed that the final report would be sent to the PCT/RBH/Berkshire Healthcare Trust and RBC, all stakeholders event attendees & also published on the e-bulletin.

**3.2 Agree report to Stakeholders attendees:** This was agreed as in 3.1

**3.3 Agree report to PCT/RBC etc:** This was agreed as in 3.1

**3.4 Identify priority issues:** These would be agreed dependant on further research, update as per item 4.1

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

**4.1 Review existing issues listing:** Copies had been previously circulated to the board, and Sheena reported that there is a need for more in depth research into each issue before the Board are asked to consider any decisions on allocation to the Task & Finish groups, which ideally would be face to face meetings with the referrers. Verbal update provided against this need:

**Berkshire Autistic Society** – Elaine has met with Kate Manton for an update and reported - the issue was about the need to raise awareness of people's needs who were on the autistic spectrum with A&E staff. This indicated a need for a training package for the A&E staff, which the Autistic Society could not afford to produce. The referrer has advised they will carry out a survey of their members asking about needs and experiences in hospital, once this information is available they would like the LINK to present this to the PCT/RBH. David advised that there is a designated nurse for people with special needs at the RBH, this was not known to Kate Manton. Issue debated around LINKs role in ensuring information about services is available & communicated; this should be highlighted in our access to information focus across all subjects. Board agreed to wait for outcome of survey.

**Crisis Pregnancy Counselling** – Sheena reported that Reading Lifeline as an organisation sits under the Mustard Tree Foundation – Meeting set to review the issue referral with Tim Clewer and Lis Rout. Issue to be reported back at next board meeting.

**RHAB** – Elaine has met with referrer from RAHAB – and reported that the issue is around access to healthcare services for Street Workers. Many are not registered with GP's, so access healthcare via Baker Street Clinic – but they do not provide prescription services around drug programmes, the resulting referral process thereafter does not work well. Referrer plus another volunteer are willing to work on a Task and Finish Group to look at this issue. Broad agreed to take this issue forward with Clare Palmer volunteering to take the lead on the T&F Group. A second Volunteer did not come forward from meeting – if those board members not at the meeting would like to volunteer to work on this Group, please let Sheena know.

**South Central Ambulance** – No further information could be obtained from referrer. Letter has been written to advise LINK will include issue in quarterly reporting to statutory bodies, and to inform LINK they would like LINK to consider any other specific issues. Board agreed no further action required.

**Macmillian Cancer Support** – Elaine has met with referrer – reported that issue raised was a national issue, referrer did not have any specific issues locally. Board agreed issue on quarterly reporting to statutory bodies, no other action required.

**All other issues** – meetings to be booked for further research and to be reported back at next meeting – some concerns raised about immigration issues not sitting under the LINKs remit, at this point we have very limited information, hence the need to have further meetings to explore the exact details of the issues.

#### **4.2 Update on existing Task & Finish group work:**

Existing Diabetes and Footcare Task & Finish Groups – second sets of questions for more information submitted to PCT, awaiting responses not due until 27/3/09 under 20-day timeline.

John Rogers reported that a concern was being looked at by the Faith Forum that parking restrictions around places of worship were a cause of considerable distress to communities attending funeral services at city centre churches. He asked the Board to consider who this issue should be addressed to. It was suggested to John that this could be referred to RBC lead councillor or the CEO of the RBC.

### **5. Governance**

**5.1 Government Document:** Rachel asked the Board for feedback and the Board agreed to endorse the document in readiness for the forthcoming elections.

**5.2 Communication Strategy:** A key actions/activities timetable (April-June 09) was circulated to the meeting, which detailed the communication activities. David suggested producing a general leaflet about what services LINK provide – this was agreed by Board. The Board agreed monthly e-bulletins and the suggested activities timetable. The need for a hard copy newsletter to be produced would be reviewed by Board in 3 months. David enquired about the progress with developing a web-site, and Rachel confirmed that a web-site should be up and running within four to six weeks.

**5.3 Board election Process for July 2009:** David asked if the former core of the Board should continue. Jan responded that there would be an advantage in increasing categories – anybody can stand, and that would ensure participation in more Task & Finish groups and representing at forums. Yearly elections – change 1/3 of the Board; Clare suggested expanding by four members, and the current Board be re-elected. John Rogers recommended that the key point should be to ensure that expertise level be the key criteria, the current numbers were just right when it comes to members having their input heard at minuted meetings.

The general consensus was for total 15 people (one more in each category); 3 years – 1/3 change. It was agreed that more information about the nomination process of re-election of the Board was required, with 2 fully worked up options. The existing Board would be asked to stand again.

**6. Finance:** Financial statements of the LINK budget 1<sup>st</sup> Oct 08 to 31<sup>st</sup> March 09 had been circulated prior to the meeting. Rachel would be sending the Board information on her suggestions on how the allocated monies could be utilised.

### **7. AOB**

**7.1** Agree scope to be covered by Cllr Daisy Benson at next meeting.

Scope so far: Overview of role of the Overview & Scrutiny Committee (OSC), How the Reading LINK should work with the OSC, Discuss is there a lack of focus on health and social care issues, Suggestion to add: Discuss how Reading LINK can help the OSC do their job.

### **8. Meeting Reading Borough Council – Suzanne Westhead – Head of Social Services (Adult Care)**

Introductions were made and Suzanne outlined the role of the RBC in ensuring care for over 18+ and the vulnerable adults in the community.

Assessment carried out – then these are divided into three categories – 1. Critical (life threatening) 4% ; 2. Great – Substantial 48% ; and 3. Moderate 48% of the cases fall into the third category. If they fit these criteria people may be offered services in home care, specialist care, respite care.

These would generally be provided internally or sub contracted out.

SW passed around draft booklet outlining information about services available. 3,500 people were in social services care – hence the eligible criteria having been put in place. There was a budget of £36 million plus the income, totalling to £50million. A copy of this could be printed from the RBC website.

Agenda/work programme: was set around self-directed support, which was felt to be most important. Self-assessment was important in identifying how much would be available for them to purchase their own services.

Re-ablement: services and support being provided enable an active rehabilitation, to reduce need for longer term care.

A Service Plan was available (all councils have one)

- Extra Care Housing
- Dementia Care: RBC have go ahead to build a specialist care centre but this is in very early stages.
- Mental Health/ Disabilities/Drug re-habilitation care aims to carve out jobs in the community.
- Safeguarding adults - Suzanne reported that there had been 380 alerts in 2009 and there is ongoing promotion around this.
- Accessing care – IT services focus
- Commissioning – aiming to get value for money

Star rating improvements –July 2009 review rating by the new Care quality Commission.

KPI – 3 years behind other councils and working hard.

Hoping to achieve 2 stars currently 1 star.

Electronic versions of all documents to be obtained and circulated to Board.

LINKs –scrutiny role and help in improving services was welcomed and Suzanne expressed her willingness in accepting to meet with the Board on a quarterly basis.

A number of questions were then put to Suzanne, which she answered saying that she recognised lack of access to information/lack of communication as a major item on their agenda for improvement.

The meeting with Suzanne was brought to a close, and she was thanked for her attendance. She renewed RBC's commitment to continue an ongoing dialogue with the LINK.

## 7.AOB (Cont.)

7.2 Issue raised about poor timing of communication by the PCT regarding their Health Network Meetings, as just over a weeks notice had been given to the LINK, and this was too short notice for members to attend. David has raised this issue directly to Cath Price at the PCT when this occurred. Cath Price had made an apology to the Board and this had been circulated in an e-mail. It was felt that at least 2 months notice of these dates should be given, Board would like this communicated to PCT.

The meeting closed at 5:15pm.

## Next Meeting of the Interim Board

Monday 20<sup>th</sup> April 2009 at 2.15pm, South Street Arts Centre, San Francisco Room.

Janet Wignall has agreed to chair.

### ACTIONS

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|---|---|---------------|
| 1 | Contact Cllr Daisy Benson to confirm invitation to attend the April Board meeting and confirm areas the Board would like covered. | Rachel/Sheena |
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|---|---|---------------|
| 2 | Send a copy of approved February Board meeting minutes to David for signing.                      | Sheena        |
| 3 | Provide the Board with more information about the nomination process of re-election of the Board. | Rachel/Sheena |
| 4 | Obtain and circulate copies of the information Suzanne Westhead brought to the meeting.           | Rachel/Sheena |
| 5 | Send to the Board suggestions on how the additional LINK monies could be utilised.                | Rachel        |

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

| Event  | Date & Venue   | Chair                      |
|--|--|----------------------------|
| Board Planning Group Meeting for April Meeting | Monday 6 <sup>th</sup> April 2009<br>10am, RVA Office, London Street                                 | Janet, Mary, Tony Hall     |
| April Board Meeting                            | Monday 20 <sup>th</sup> April 2009<br>2.15pm- 4.45pm<br>South Street Arts Centre, San Francisco Room | Janet Wignall              |
| Board Planning Group Meeting for May Meeting   | Tuesday 5 <sup>th</sup> May 2009<br>10am, RVA Office, London Street                                  | Tony, John Rogers, Nina    |
| May Board Meeting                              | Monday 11 <sup>th</sup> May 2009<br>2.15pm – 4.15pm<br>Main Conference Hall at RISC                  | Tony Hall                  |
| Board Planning Group Meeting for June Meeting  | Tuesday 26 <sup>th</sup> May 2009<br>10.30am, RVA Office, London Street                              | John Rogers, Emel, Malcolm |
| June Board Meeting                             | Monday 8 <sup>th</sup> June 2009<br>2.15pm – 4.15pm<br>Social Enterprise Berkshire, East Street      | John Rogers                |
| Board Planning Group Meeting for July Meeting  | Monday 22 <sup>nd</sup> June 2009<br>10am, RVA Office, London Street                                 | Emel, Mary, Clare          |
| July Board Meeting                             | Monday 13 <sup>th</sup> July 2009<br>2.15pm – 4.15 pm,<br>Main Conference Hall at RISC               | Emel Soylu                 |
| Board Planning Group Meeting for August        | Monday 27 <sup>th</sup> July 2009<br>10am, RVA Office, London Street                                 | Mary, Clare, David         |
| August Board Meeting                           | Monday 10 <sup>th</sup> August 2009<br>2.15pm – 4.15 pm,<br>Main Conference Hall at RISC             | Mary Jacobs                |

### Sub Group Meetings

|                              |   |                                   |
|------------------------------|---|-----------------------------------|
| LINK Annual Report Sub Group | Thursday 2 <sup>nd</sup> April 2009<br>11.15am, RVA Office, London Street | Malcolm, John Rogers, David & Jan |
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