

# Reading LINK Interim Board Meeting 14<sup>th</sup> September 2009

Held at RISC, Main Conference Room, Reading

## Present:

Clare Palmer (CP)	Individual
David Shepherd (DS)	Individual
John Shaw (JS)	Princess Royal Carers Trust (Chair)
John Rogers (JR)	Faith Forum
Janet Wignall (JW)	Macmillan Cancer Support
Jan Rothwell (Jan R)	Citizen's Advise Bureau
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)
Jeremy Sandell (JSL)	RVA Director

**Apologies:** Mary Jacobs, Tony Hall

JS opened the meeting and welcomed all present, especially JSL.

## 1. Minutes of the last Board meeting 13<sup>th</sup> July 2009

**1.1 Minutes:** The minutes were agreed. A copy of the approved minutes will be passed to CP for sign off.

**1.2 Matters Arising:** (2.8) On the issue of Increased Choice and Control/ Choose & Book Appointments –JR reported that when referred by GP to speciality one receives a letter offering choice of site/consultant, which is often a delusion of choice. The IT system sometimes doesn't work and GP practices are unable to help. The information provided does not enable lay people to make an informed choice, and they end up selecting the nearest hospital. JR suggested that the LINK Board should research these issues: 1. To find out what GP Practices think 2. Find out what the public think is useful. MS commented that these are known issues to RFTRA. Agreed this should be added to the issues log.

(2.2) Increasing community participation in LINK: DS suggested that Task & Finish Group projects should be aiming to undertake 6 to 8 rather than 4 projects a year, previously suggested. This was agreed.

**1.3 Actions:** SM gave a brief report on all actions and JS accepted these as completed.

## 2. Update on the LINK

**2.1 Summary of Host Engagement Activities July/August 2009:** Copies had been circulated prior to the meeting. EH reported that a meeting was held with mental health links to identify ways to access mental health users/groups for inclusion into LINKs' activities.

JR gave EH contact details for the new Chaplin at Prospect Park as a point of contact for inclusion into LINKs' activities.

EH reported attending a Physical Disability & Sensory Needs Partnership committee meeting (RBC) as a fact finding exercise in relation to PHAB referral and as an opportunity to network and promote LINK.

### 2.2 Researcher proposal update:

Copies of 'Summary LINK Researcher Proposal Sept 2009', circulated prior to meeting.

A summary of the approved proposal was:

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- The agreement will be for an initial 12-month period with a one-calendar month notice period for both parties.
- The consultant will be self employed and the consultancy agreement will be with Reading Voluntary Action.
- The consultant will work for a maximum of 58 days over a 12-month period.
- The fee per day will be £160 [£9,280p.a.] plus £500 for potential travel expenses. Therefore the maximum total for the 12-month period will be £9,780.
- The consultant fees, and any additional expenses, will be paid from the LINK Board budget.
- The consultant will work partly from home and partly in the LINK team office.
- The consultant will support the work of the LINK Board, in particular the 'task and finish' groups, and will report to the LINK Co-ordinator.

The Board approved for RVA to appoint Dr Sally Lloyd Evans to provide advice and research activities for the Reading LINK.

**2.3 HHCC Scrutiny Committee update:** SM provided update – HHCC Scrutiny panel have confirmed that a LINK representative should attend the management panel meetings, but discussions are ongoing about how LINK and HHCC Scrutiny Committee should work together. The Board agreed that a LINK Board member should be representing the LINK on the committee. MS was approved as the HHCC Scrutiny management Panel representative.

CP suggested that it might useful to have a possible review of which committees it is important to have LINK representatives on. RS advised that sifting does take place and ones identified to date are important ones.

#### **2.4: LINK Information Leaflet**

Copies of draft LINK Information Leaflets were circulated. SM reported that these quick look leaflets were a handy pack to promote LINK and briefed the Board that the cost of design and printing 2000 copies would be approx. £400. JS asked the Board to report comments back to SM by next board meeting and proposed that the Board should make final decision to produce and print a leaflet at next board meeting.

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

**3.1 Update on Footcare Task & Finish Group:** EH circulated 'Footcare Task & Finish Group report 14<sup>TH</sup> September 2009' reporting that the PCT would be holding a review of footcare to include toe nail cutting starting on 1<sup>st</sup> October. This would be led by Jill Dean, Care Group Commissioning Manager. JW had agreed to be the LINK representative on this Group.

Copies of the draft report and recommendations were circulated around the Board, inviting the Board to comment before next board meeting. The draft report conclusion states that "The Reading LINK through its Task and Finish Group has successfully raised the issue of toe nail cutting for the elderly as an issue of concern in Reading and the NHS Berkshire West has now agreed to commissioning a review of foot care services in the Berkshire West area, and the LINK recommends that the findings from the review be published when complete. The Reading LINK will assess the outcome of the review in December 2009 to see if it has fulfilled the original objective of more resources being invested in foot care for the elderly". EH was asked to keep the Board posted on the review outcome. Board agreed proposed course of action.

**3.2 Update on diabetes Task & Finish Group/Event feedback:** copies of the 'Diabetes Event – Evaluation of public responses 9<sup>th</sup> July 2009' had been circulated for information. SM reported that Reading LINK had the opportunity to run this joint venture, and it has raised the LINK profile in having helped in shaping future events in the field of diabetes, and also got 26 individuals that signed in to join our Reference Group. JR asked that the evaluation report be sent out to all attendees as

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feedback. SM would find out from PCT if that has already been done. SM reported that she had been advised that another diabetes patients' day was being scheduled in November. RS advised that LINK need to have a measure of impact, with these projects – clear to see on the day how event affected people but difficult to capture and measure. Jan R commented that LINK need to have an exit strategy at the beginning of projects. SM reported that still arranging at meeting with RBH clinical staff to take forward other aspects of issues outstanding.

### 3.3 Update on issues:

Issues pending requiring further research/work/contact – for Board information only – Sept 09:

Circulated prior to meeting, Board were asked to note for information. No comments made.

Issues pending decisions by LINK Board– Sept 2009. Circulated prior to Board meeting. Board guidance and decisions required on the following:

PHAB Referral: EH updated the Board on the issue of lack of recreational facilities for young adults with physical disabilities, following a meeting with RBC. Angela Todd was currently working on a strategy for RBC for those with physical disability and sensory needs. A meeting is being planned to take place at the end of September, with Angela Todd and service users/carers who referred the issue and if successful, EH would move that the issue may be concluded. Jan R advised that EH should ask if providing recreational facilities was a mandatory requirement. The Board agreed that a decision to bring closure would be reached following EH's feedback following her meeting.

A draft of 'Final Report On Review Of Treatment Of Patients On The Autistic Spectrum In Accident And Emergency At Royal Berkshire Hospital NHS Foundation'

EH reported that a meeting took place between BAS, LINK and RBH on 22<sup>nd</sup> July. BAS outlined the problems that those on the Autistic Spectrum had in A & E and the hospital team were keen to address these issues in partnership with BAS. At the meeting last Wednesday Kate was able to confirm that many of the actions agreed had already taken place. It was decided that the Board would agree the final report at the next Board meeting, but issue can be concluded.

'Commissioning of Contracts for Care workers': EH reported that following her request for information sent to RBC regarding quality aspect of care contracts, she had received a response from Debbie Wright, Commissioning and Client Support Services Manager, and asked the Board to review and provide guidance on how to proceed. The letter also invited LINK to attend a Quality and Performance Monitoring meeting held once a month. After discussion it was agreed that next steps would be to contact Debbie Wright to ask 1. RBC to comment specifically on the issue raised – travel element of the hourly rate – how it is made up and passed onto providers. 2. A copy of the draft Quality & Monitoring policy and Procedure and 3. A copy of the full results of the Home Care Satisfaction Survey.

'Crisis Pregnancy Counselling Research': SM reported that this report was prepared as a result of her research on advice/support services available for those with unplanned pregnancies. The report concluded with the following: **Options for the Board to consider:**

1. Consider taking this issue forward by investigating if there is a good service provided locally against DoH operating principles. This maybe resource heavy and we have limited evidence that this is an issue for local people.
2. Hold this issue for 12 months to see if any further feedback from community which leads LINK to consider this a priority.
3. Close issue - acknowledge that there appears to be a framework in place nationally to ensure counselling is available and that there seems to be a number of options locally to support women facing an unplanned pregnancy.

JR suggested that the counselling agencies should give unbiased counselling for service users to make a reasonable choice. JS concluded that the Board need to establish the size of the problem by relating to abortion rates in Reading area if this is available from the DoH. It was agreed that this could be picked by the researcher.

Copies of Dental Issue – Additional Information/Research – Aug 2009 had been circulated. Options for the Board to consider were as follows:

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- Consider taking dental issues as a full T&F to include community questionnaire about NHS dental services and/or add to comment section on LINK website, to help scope out what exactly are the issues around dental services locally. Potentially this could be a major project for Reading LINK.
- As HHCC are looking at dental issues, find out their plans for future scrutiny over dental services especially endodontic services (avoid duplication). Potential for joint working with HHCC Scrutiny Panel.
- Monitor/Review further PALS activity as this has been a major focus for PCT.
- Obtain and review work carried out by PCT Dental Commissioning Group (Public representative on this committee is Tony Lloyd – West Berkshire LINK)

The Chair passed that considering the amount of paper work and reading on dental matters, a Task & Finish group should be formed to study and further research this. MS, DS volunteered to be part of the Task & Finish group. It was agreed also that the researcher should pick up this issue to help take the work forward with the T&F group.

**3.4 Community Issues Report:** Copies of the LINK Community Issues/Feedback Report 1 were circulated to the Board. The Chair asked the Board to email their comments to Sheena by the next board meeting, so that board can give final agreement to use of this report going forward.

## 4. Election Sub-Group Update:

**4.1 Update on election progress:** Copies of 'Reading LINK election key dates/process – Amended Sept 09', were circulated to the Board. This document was approved and the Board agreed to adopt this for inclusion in the Governance Document.

**4.2 Update on AGM planning:** SM reported that the AGM Planning Meeting sub-group - MS & TH had met and had prepared the Agenda/Programme and scope of the evening for the AGM on 20<sup>th</sup> October. Copies of the programme were circulated to the Board. Outline proposal agreed. Board invited and it was agreed that Jan Rothwell would chair the AGM, as this would be her last formal meeting with the LINK, as she intends to step down at the AGM. JS volunteered to facilitate the speak out session

**4.3 Candidate profiles/nomination forms:** SM reported that she had 3 potential names as new nominees for the Board, but only 1 form received. SM reminded the Board that everybody must ensure that they lodge their candidate profiles and nomination forms with the LINK team by 21<sup>st</sup> September in order to allow time for names and pen portraits to be circulated and postal votes submitted, if required.

## 5. Berkshire West PCT:

**5.1 Review PCT proposal & agree position for x3 LINKs meeting on 30/09/09:** Copies of this proposal had been circulated along with suggestions for agreement of the Reading LINK on several points. Board accepted the proposal in broad terms and the suggestions for change to be taken forward to the x3 LINKs meeting on 30<sup>th</sup> Sept.

DS raised the issue of patient representatives from Health Network vs. LINKs – it was agreed this should be discussed at the x3 LINKs meeting on 30<sup>th</sup> Sept.

**5.2 NHS Berkshire West Board Meeting Rep required:** DS volunteered and it was agreed that he would go forward to be the Reading LINK representative, for the required vacancy for the PCT Board Meetings Committee.

**5.3 PCT AGM 18/09/09:** SM informed the Board that the PCT AGM was scheduled for the 18<sup>th</sup> September & all 3 LINKs had been invited to share a stand – so Reading LINK would be in the Broad st. Mall from 12-4pm.

**5.4 PCT Prescribing Committee:** SM advised the board that LINK has received several requests from the prescribing committee for feedback about drugs under review with the committee. Format was very technical and it was not clear what was being asked, which tight timeframes for the feedback. SM advised this had been referred back to the Patient & Public Engagement Team at the

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PCT who reviewed this aspect of patient & Public involvement with the medicine management team – PCT have agreed that in future they will give more notice, do a summary sheet for each paper as to what the drug is about, what conditions it will impact and explain what is expected of the LINKs. Links need to consider their involvement in this going forward. Suggested as an agenda item for x3 LINKs meeting on 30<sup>th</sup> Sept.

## **6. Finance:**

**Financial Update:** RS circulated copies of "Reading LINK - budget to actual – First Qrt 09/10. The figures are recorded as noted.

## **7. AOB:**

**7.1 Spotlight on Diversity:** NS circulated information copies from Spotlight on Diversity group and asked the Board if they would consider a 45 minute's presentation from them on race and disability issues. The Chair moved that LINK should obtain further details regarding costs and this might be taken into consideration after the AGM.

**7.2 NICE Conference – Innovation & value (Dec 09):** SM reported that a bursary application had been posted on 06/08/09 to attend the annual NICE conference in December, but she had had no response yet.

**7.3 Broad Street Mall Walk-in Centre – DR D'Cruz:** MS reported that he had visited the Centre and was impressed with the efficient running of this new service. MS proposed Dr D'Cruz is invited to a future Board meeting. The Board moved that it maybe be prudent to write to invite him after the Centre has run for at least 6 months.

**7.4 ROPP Meeting on 29<sup>th</sup> Sept:** SM reported that as TH could not attend and he asked for a volunteer to attend the afternoon session from 2 to 4 pm. CP accepted to attend. SM to inform Anne Laing about attendee changes.

**7.5 Health Profile for Reading 2009:** Copies of these papers were circulated for information.

The meeting closed at 4:30pm.

**Next Meeting of the Interim Board  
Monday 12<sup>th</sup> October at 2.15 pm**

## **ACTIONS**

1. **Arrange for copy of final June minutes to be signed by CP. (SM)**
2. **Log Choose & Book Issue on issue log (SM)**
3. **Progress appointment of Dr Sally Lloyd- Davis (RS/SM)**
4. **Feedback to SM suggestions for LINK leaflet before next board meeting (All)**
5. **Feedback to EH comments on the final report for Toenail Cutting & Final Report on Autistic needs in A&E before next board meeting (All)**
6. **Seek further information on carers issue (SM)**
7. **Refer dental issue to researcher (SM)**
8. **Feedback to SM comments on LINK community Issues/Feedback Report 1 before next board meeting (All)**
9. **Spotlight on Diversity – Find out possible costs (SM)**

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

**Board Planning Meeting for October Board Meeting  
Monday 28<sup>th</sup> September 2009 10am RISC Room 1  
Mary, David & Jan R**

**October Board Meeting  
Monday 12<sup>th</sup> October 2009 2.15pm-4.15pm, Main Conference Room, RISC  
Mary to Chair**

**Board Planning Meeting for November Board Meeting  
Venue and attendees to be confirmed post elections**

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**November Board Meeting**

**Monday 9<sup>th</sup> November 2009 2.15pm-4.15pm, Main Conference Room, RISC  
Chair to be confirmed post elections**

**Other meetings of interest**

**PCT Health Network Meeting, Newbury**

**Tuesday 17<sup>th</sup> November 6pm-8pm**

**Confirm attendance to PCT if interested.**