

**MINUTES OF A MEETING OF THE LINK STEWARDSHIP GROUP**  
**Held in the Conference Room HQ Building,**  
**26th May 2010 6.00 p.m.**

**Present:**

Chris Boote (Chair)  
Joe Dunn (Vice Chair)  
Julie Paget  
Peter Woodley  
Gennifer Paul-Gomez  
Barry Lucas  
Lois Lloyd  
Geoff Marks  
Vicky Shipway (LINK Support Team Manager)  
Christine Breckell (Minutes)

**Apologies:**

Jake Paget  
Althea Morgan

**Agenda Items**

1. **Minutes** of meeting on 24<sup>th</sup> March 2010 were unanimously agreed.

2. **Matters Arising**

- \* Chris Boote thanked the stewards who had attended the Providers event.
  - \* Dot and Vicky gave a report on the Carers meeting they had attended with Elaine Fitzsimmons, and the PCT commissioner Sally Parker, which they found a very positive experience. They went with a plan of carers issues from feedback the LINK has received, and gave the information to Elaine as a printout. Elaine gave a positive response to the issues raised, but pointed out that there is very little money available, and that funds given for carers breaks is not ring-fenced, and has therefore been absorbed by other carers services. Elaine has asked LINK to use Carers week to gain information to help her help prioritise carers' issues to provide a start point for change. Both Dot and Vicky felt that Elaine had acknowledged the problems and would look for solutions.
  - \* Proposed LINK Stewardship Group meeting with the PCT board – Chris Boote is to try and arrange with the PCT board for the Stewards to meet them after a board meeting at Derriford.
  - \* Further to discussions in the Issues meeting earlier in the month about meeting representatives of the PCT to discuss particular topics in detail, Chris Boote asked for volunteers from the Stewardship Group to join the LINK delegation (himself and Vicky), each additional Steward could cover a specific area of interest i.e. GP's/pharmacists/dentists/opticians. Dot volunteered to cover carers' issues. The first meeting is set for Friday 25<sup>th</sup> June 9-11am at Derriford Business Park, and will take place bi-monthly after that. Chris Boote suggested that the stewards stay with one area, to provide continuity of LINK representation. Vicky suggested that she and Chris attend the first meeting, discuss meeting frequency and the stewards then decide how to proceed.
  - \* Elaine Fitzsimmons would like to attend a LINK meeting to talk to the stewards about planned care/end of life care issues – it was decided to suggest a date in September.
- Barry pointed out a correction to the April minutes – PALS is not an impartial body, as its employees are part of the NHS, and can only handle complaints about community health

- \* services provided by the PCT. If a person has a complaint about a hospital service, there is a different PALS body which must be approached.

### **3. Feedback from Stewardship Group members on any events:**

- \* There was no feedback to report to this meeting – the meeting with Elaine Fitzsimmons has been covered under matters arising.
- \* Question Time evaluation is a separate agenda item.

### **4. Requests**

No requests have been received.

### **5. Opportunities for Involvement**

Fri 28<sup>th</sup> May 2-3pm - Induction of new volunteers session at HQ.  
Sat 5<sup>th</sup> June 10-4pm – Volunteer event at the Guildhall  
Fri 18<sup>th</sup> June 10-4pm – Carers event at Guildhall  
Fri 18<sup>th</sup> June 11-2.30– Hospital lunch at Future Inns. Meet at 11am for briefing.  
Sun 27<sup>th</sup> June 10-5.50pm – Salute to armed forces and veterans on Plymouth Hoe.  
Mon 28<sup>th</sup> June 11-2pm – NHS Children’ Heart Services event at Holiday Inn  
Tues 6<sup>th</sup> July 6-8pm – AGM at Copthorne Hotel  
Fri 9<sup>th</sup> July 6.30-9.30 pm – All Nations Ministries  
Sat 10<sup>th</sup> July 11-5pm – Plymouth Unity Festival  
Sun 11<sup>th</sup> July 10.30-2pm – Plymouth Hoe  
Sat 17<sup>th</sup> July 11 -4pm - LINK Celebration event at Plymouth Piazza

Chris Boote suggested that a short explanation of events be added on future opportunities for involvement sheets for the stewards, and also whether the LINK was to have a stand at these events.

### **6. Evaluation of Question Time Event**

Chris Boote asked the stewards to give an evaluation of the event; the consensus of opinion was that the event had been an overall success, had provided good publicity for the LINK, had provided a new way of reaching the public and was in a format that was worth repeating.

A breakdown of costs was provided, which showed that overall the event including host salary costs but excluding salary costs of guest speakers had cost over £1000 to stage. The turnout was in excess of 50 with members of the general public accounting for 21..

The event had given residents of a community an opportunity to question some influential providers of GP services within the locality and city wide. From a provider perspective this opportunity had not been facilitated previously and it was considered that it was important for providers to meet patients and potential patients and listen to their views in this instance GP provision.

The event was considered to be a huge success a view echoed by a number of the guest speakers and members of the public

A number of learning points have been identified and as a consequence it has been decided that in future, events located in the city suburbs to reach out to communities will have only 1 or 2 health professionals to answer questions, and will be far lower key and informal. Should the LINK again have a panel of 5 experts to answer questions, then a city centre location will be chosen, to allow the public ease of public transport. The Guildhall, Plymouth University and Derriford Business Park were suggested as future venues, with the meeting to be set outside of working hours in a bid to increase attendance figures. The time that the GP Question Time had been held was set by the panel members to ensure their attendance.

The stewards discussed the handling of 2 contentious members of the public, and agreed that the situation had been handled diplomatically and effectively. Lois made the point that this was always likely to happen at a public meeting, and Vicky said that it was not for the LINK to censor what the public had to say. Chris Boote suggested that next time, the Chair be given a better briefing beforehand, and explain before the start of the meeting that people could only ask one question in the first instance enabling all present to make a contribution. Peter Woodley emphasised the chair should have made it clear that under no circumstances should (health) professionals have been named in a public forum. Vicky suggested that time slots for questions will not be used again. The group thanked Christine for the organisational work she had done towards the event. Due to the difficulties experienced with the delivery and content of the buffet, the group agreed that at future events, only light refreshments such as cakes and biscuits would be provided. The stewards agreed that the event had been invaluable as a means of collecting a different type of feedback, and Chris Boote said that he believed that the LINK had made a good impression on both the panel and the public. It was suggested that another Question Time could be held in November; Chris Boote asked for volunteers to assist in putting on the event, and Lois, Julie and Geoff volunteered. Vicky pointed out that the more people who became involved in events, the more we could do, as the Host team has a limited capacity. Vicky ended the discussion by mentioning that Devon Doctors had approached her to ask if the LINK would stage a similar event for them; Vicky has agreed, as long as they cover all costs.

## **7. Conflicts of interest**

Due to time constraints, this topic was deferred to the next meeting.

## **8. Update on Health Event**

The date for this has been set as the 9<sup>th</sup> October, and the event is being organised by the Stewardship Group, primarily Chris and Lois. The idea behind it is to saturate the city centre with health professionals, and NHS Plymouth has promised to match our funding. Chris asked for more stewards to help, and Julie and Geoff volunteered.

## **9. AGM/Piazza/Annual Report update**

The AGM is on 6<sup>th</sup> July at the Copthorne hotel. Vicky asked for a volunteer to take part in the presentation to attendees. Vicky also asked for suggestions as to who to approach as well known speaker to draw people in to the event. Sally Mountjoy from BBC Plymouth was suggested, and Claire is to ask her to attend.

Gennifer and Geoff are to approach the Tanner brothers to ask if they would speak/provide a demonstration at the Piazza event.

Vicky spoke to those members whose contributions to the Annual Report have not yet been received. On 15<sup>th</sup> July, drafts of the Annual Report will be sent to the Stewardship group for their comments before going to the printers.

## **10. Hospital lunch at Future Inns.**

This is taking place with the hospital executive team. The set time is 12 -2pm, but LINK stewards are needed from 11am to have a briefing from Vicky. Vicky then discussed the agenda for the meeting with the stewardship group. The executive team have offered LINK a tour of the hospital after lunch, but it was felt that a visit to Heartswell Lodge would be more beneficial. Vicky and Chris Boote are to arrange this, possibly with the Overview and Scrutiny Committee attending as well.

## **11. Budget**

Vicky provided the group with an overview of the budget. The topic will be covered in more detail in the next meeting.

## **12. Next meeting date**

Thursday 24<sup>th</sup> June 6-8pm.