

MINUTES OF A MEETING OF THE LINK STEWARDSHIP GROUP

Held in the Conference Room HQ Building.

22nd April 2010 6.00 p.m.

Present:

Chris Boote	(Chair)
Joe Dunn	(Vice Chair)
Julie Paget	
Peter Woodley	
Althea Morgan	
Geoff Marks	
Vicky Shipway	(LINK Support Team Manager)
Claire Hendy	(LINK Support Team)
Christine Breckell	(Minutes)
Chris Hall	(CIW)

Apologies:

Jake Paget
Gennifer Paul-Gomez
Dot Throssell
Lois Lloyd
Leanne Duff
Barry Lucas

Visiting Speakers

Sally Parker	PPI lead for PCT
Heather Wood	PALS manager

Agenda Items

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1. Minutes of Meeting on 24th March 2010 were unanimously agreed.

2. Introduction

Chris Boote introduced and welcomed Chris Hall as a member of the LINK team in the role of Community Involvement Worker. He then introduced Sally Parker and Heather Wood as guest speakers.

3. Matters Arising

- * Dot Throssell has agreed to take part in Carers' Issues meetings in April, following an invitation for LINK to become involved.
- * Service Providers Event 30th April (2 hr sessions in the morning and afternoon). Vicky asked that as many members of Stewardship Group attend as possible on the day to assist with manning the stands and talking to services about the LINK – Geoff, Peter, Althea and Joe volunteered to attend.
- * Question Time – To take place at Tothill Community Centre on May 20th. Speakers have been confirmed with the PCT. To try and attract as many people as possible, the session is set to run from 12.00 to 2.00 pm, with a lunch provided. A flyer has been produced, to be distributed locally by Lois and Jake. A

roving mic system has been identified for hire. The interview panel and the Stewardship Group event organisers are to meet prior to the event to discuss how the meeting will be managed. An independent Chair needs to be located – Sally Parker is to speak to Vicky about this with a suggestion.

- * In view of the increase in events, the Chair asked the Host to make it a priority in the next two months to recruit additional Ambassadors, Stewards (or both).. This is to be coordinated by the Host Team.
- * Vicky pointed out the increase in LINK involvement with many outside bodies, and went through the list of meetings to show the scope of LINK activity.
- * As it is proving difficult to meet with the PCT board members, the Chair put it to the vote as to whether the Stewardship Group thought that it would be beneficial to meet them – unanimously agreed that it would be.
- * In view of the difficulties experienced in trying to meet the PCT board at an outside venue, the Chair suggested that the LINK meet them at the hospital to introduce the Stewardship Group members.
- * Sally and Vicky are to explore possible dates for this to happen.
- * The non executive members are to be invited to attend the Providers Seminar on 30th April to gain an overview of LINK involvement work.

4. Feedback from Stewardship Group members on any events:

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- * There was no feedback to report to this meeting.

5. Requests

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- * LINK has been invited to join Peer Review visits by the PCT – dates have now been provided, and Claire is leading on this.
- * LINK has been invited to meet the primary care director and leads on a regular basis. Vicky and a LINK representative are to attend. The first meeting is scheduled for the end of June.
- * Vicky reported to the group that the LINK is now in regular contact with representatives in many services – a full list is provided in the 22nd April opportunities for involvement sheet, provided with the minutes.
- * CQC has approached Plymouth LINK to be in their Annual Report as an example of good practice, and also take part in some filming.
- * Sally had been requested by Elaine Fitzsimmons, a Commissioner, to ask if Elaine could visit the LINK to speak about planned care. Vicky is to arrange a date.
- * Vicky requested specific Stewardship involvement in the following events as a priority: – Relaunch of Torbay LINK,
 Provider Event 30th April – need stewards to man tables and answer queries.
 May 5th – Networking Event in Exeter – an opportunity to meet other teams and members.
 May 20th Question Time – stewards needed to ask questions to encourage the audience.
 June 18th – possible hospital lunch.

6. Guest speakers

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Sally Parker gave an overview of the structure of the NHS, explaining the difference between commissioning and providing services, and which services came under which umbrella. She explained how procurement was prioritised, and how services were put out to tender and then monitored for quality.

The role of the Joint Strategic Needs Assessment was also explained i.e. its role in preventative treatments/education of the public in health matters.

Sally also provided leaflets and posters about the NHS constitution for use by LINK members.

Heather Wood gave an overview of the role of PALS's – an impartial body to which patients can complain about any health provider. PAL's provides quarterly reports to the PCT board as does LINK – LINK and PAL's agreed to liaise and work together where possible. The NHS is working towards amalgamating LINK and PAL's reports to give a bigger and better report to the PCT of areas needing improvement. Heather left leaflets explaining PAL's for use by LINK members.

7. Opportunities for Involvement

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Tues 27th April – Torbay LINK relaunch. Attended by Vicky, Chris Lois, Joe Dunn.

Fri 30th April – Provider Event at HQ 10-12 and 2.00 – 4.00.

Weds 5th May – LINK Networking Event. Vicky Exeter (10.30 – 3.00)

Weds 12th May – LINK SG additional meeting to discuss priorities.

Thurs 20th May – 12-2.00pm Question Time Event at Tothill Community Centre.

Thurs 27th May – Beating Stigma Event at Drake Circus. Details TBC.

Sat 5th June – Family Week Sports Day at Central Park.

Mon 14th June – Fri 18th June – Carers Week (various events).

Fri 18th June – meeting & lunch with hospital executive team – hospital and tour or Future Inns?

14th July – Free management techniques training – Vicky to obtain details.

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8. Conflicts of interest

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

9. Annual Report

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A worksheet was distributed, detailing required contributions by Stewardship Group members. Vicky offered assistance from the Host team in producing the articles, should any members need it. The deadline for the articles is the end of June.

10. Budget

Due to the date of the Stewardship Group meeting, up to date figures were not available. At the next meeting the Year 3 budget will be discussed. Vicky told the group that the new funding worker has compiled a bid for funds, and is prioritising.

11. Next meeting date

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Issues meeting Wednesday 12th May 6.00 – 8.00 pm.

Stewardship Group meeting Wednesday 26th May 6.00-8.00pm.