

**Gloucestershire Local Involvement Network (LINK)  
Stewardship Board Meeting  
Wednesday 19<sup>th</sup> October 2011 2.00pm**

**Present:**

Barbara Marshall, Chair	Bren McInerney, Vice	Albert Weager	Judi Brown
David Hearn	Christine Donald	Val Dyer	Judy Gazzard
Robin Agascar	Ray Storey		
Barbara Piranty, LINK Lead GRCC			
Pamela Dewick, GRCC			

<b>1</b>	<p><b>Welcome and apologies</b> BarbaraM welcomed everyone to the meeting. Apologies were received from Jenny Hincks</p>	
<b>2</b>	<p><b>Declaration of Interest</b> There were no Declarations of Interest</p>	
<b>3</b>	<p><b>Notes of the LINK Stewardship Board Meeting held on 21<sup>st</sup> September 2011</b> Item 11: delete the sentence 'It appeared preference was for refurbishing the previous site'.  It was agreed the notes were accurate</p>	
<b>4</b>	<p><b>Matters arising</b> <b>Host Report:</b> the Communications and Community Engagement (CCE) Group will be considering printing an insert flyer to go into the LINK Explained leaflet.  <b>Gloucestershire Care Services Drop In Events:</b> BarbaraM met with Ingrid Barker, Chair Designate Gloucestershire Care Services to discuss the feedback from a number of LINK members. She raised with her a number of queries related to community involvement. One query was about having community members and a Community Forum, but no clear plans for any opportunity to feed information into the Board. The Community Forum is limited to members who have signed up to the SET, but may not be representative of the public.  The CQC registration of Care Services was going through the CQC a week before the takeover deadline. Because the transfer is on hold, the services are being currently being provided by NHS Glos. Ingrid had advised BarbaraM that all the comments collected at the drop in events are being collated and will be shared with the LSB.</p>	

	<p><b>Amalgamation of Great Western Ambulance Service and South Western Ambulance Service:</b> Albert advised that GWAS have issued a confidential document concerning the future of the amalgamation.</p> <p><b>Response to ‘Access to Services for patients with Fibromyalgia:</b> Gloucestershire Hospitals NHS Foundation Trust (GHNHSFT) considered the recommendations within the report were all applicable to Commissioner based issues, so had not issued a response. Members agreed that the response from Adult Care Directorate was excellent but the response from NHS Glos was not very satisfactory.</p> <p>BarbaraM has been asked by the members who had taken part in the focus group if they could have copies of the responses. They had already received a copy of the Final Report. It was suggested that BarbaraM should write to the commissioners to advise that a copy of their responses will be sent to the participants of the group.</p> <p>BarbaraM asked members whether they thought any action should be taken about the content of the NHS Glos response. They appear to be semi-committed to a Care Pathway. BarbaraM did not realise that patients could self refer for hydrotherapy. There is also an indication in the response that Interventions Not Normally Funded (INNF) is open and transparent, but it is clear it is not. It was agreed to raise it at a Partners meeting when all four of the partners are present. It was suggested the issues are referred to the Health Community and Care Overview and Scrutiny Committee (HCCOSC). Members agreed that the tone of the NHS Glos response was very dismissive.</p>	
5	<p><b>Chairs Report</b></p> <ul style="list-style-type: none"> <li>• BarbaraM commented that there was little to add to her written report. She is arranging for Helen Godfrey to give talk on Safeguarding to LINK members.</li> <li>• Annual Report on Complaints, Compliments and Representation GCC: The members agreed to ask for a similar document from the Health Trusts.</li> <li>• Annual Report of the Director of Public Health: this year’s publication is a different format, and focuses on groups of vulnerable people. The Public Health staff have offered to talk to LINK members about the report. It was suggested that maybe they could talk about a specific part of the report</li> <li>• The members agreed and signed off the ‘Health, Care and Community Overview and Scrutiny Committee (HCCOSC) and Gloucestershire LINK Joint Protocol’. The Chair of the HCCOSC has also agreed with the protocol</li> </ul>	Barbara M To write

6	<p><b>Host Report</b></p> <p><b>Finance:</b> Barbara Pi presented the figures in the usual format. There is a slight underspend on the combined host and participants expenditure but the pending commitments for future events, venue hire and publicity will balance out the figures for next month. She also explained that the County Council had asked for financial projections for the project in the period from April to end September 2012 in the lead up to Local HealthWatch as part of the contract extension discussions. It will be necessary not only to project the figures for the two quarters as normal but also take into account the additional activity around engaging the wider community in discussions about Local HealthWatch. Barbara Pi, Barbara M and Chris Aston will meet to look into this and prepare figures shortly.</p>	
7	<p><b>Communications and Community Engagement (CCE) Update</b></p> <ul style="list-style-type: none"> <li>• Members have been asked to look at the website to consider improvements or changes</li> <li>• The Public events for 2011/12 have started, with the third one on Tuesday 8<sup>th</sup> November in Minchinhampton</li> <li>• It had been agreed to keep the CCE group members up to date on Pathfinder and HealthWatch news</li> <li>• 2getherFT have asked if they can talk to LINK members about 'Fair Horizons'</li> <li>• Helen Godfrey, NHS Gloucestershire has asked if she can talk to LINK members about structure of Safeguarding. The trust is undertaking a big piece of work in conjunction with the Care Quality Commission, as they wish to ensure that Winterbourne View is not repeated in Gloucestershire. Village Agents will also be invited to attend</li> <li>• It was agreed that one way of keeping members updated on what is happening with HealthWatch could also be included in a member's event. Board members agreed to inform her of any other ways of keeping members updated</li> </ul>	
8	<p><b>Governance Group Update</b></p> <p>The Governance Group did not meet in September. The Database Review work is ongoing.</p>	
9	<p><b>Task Group Report</b></p> <p><b>Access to Services by the Visually Impaired:</b> The members of the LSB approved the report. It can now be sent to the Commissioners, Providers and the Care Quality Commission (CQC).</p> <p><b>Survey for distribution to Care Homes on Access to Primary Services:</b> Barbara and Barbara recently met with the members of the Gloucestershire Care Providers Association, to look at a survey for Care Homes on Access to Primary Care</p>	

	<p>Services. It is clear that there are problems even with high powered care homes getting access to the services.</p> <p><b>Dental Services:</b> Two dental surgeries with salaried dentists and good access facilities have recently opened. The CQC used our previous report on Dental services to form the basis of questions they ask of dentists.</p>	
10	<p><b>Reports from members</b></p> <p><b>Children and Young People Services:</b> Two reports were submitted. Three LSB members had attended the event. They all agreed it could have been more effective. The event did not start on time. The person giving the presentation just read it through. The venue was not satisfactory; there was no sound system and no loop. Bren was pleased that the charity 'Action for Children' was included in the presentation. Clearly there are a lot of strands that need to be joined up. Barbara asked how LINK can continue to monitor the changes. The tendering group were very clear on what was needed but nothing seems to have happened. It was agreed that writing a letter would be better than raising it at the Partners meeting, and then it could be followed up if needed.</p> <p><b>Children in Crisis:</b> There was a discussion about the 2gether FT talking to children in schools to look at identifying when the children are in crisis. There clearly needs a cultural change, which can be difficult.</p> <p><b>World Mental Health day:</b> focussed this year on schools and schoolchildren in an attempt to address the issues.</p> <p><b>MSK Learning Event:</b> this had been a good event. Both speakers were clear in their presentations and were inspirational, because they were aspirational. There were four workshops, with attendees able to attend two. The message was that it was revolution not evolution, coming from the grass roots.</p> <p>One workshop was 'Map of Medicine', intended basically as an aide memoir for GPs so that they can sit with the patient and discuss the concept. It goes live on 21<sup>st</sup> October, the first are Mental Health and COPD (which will include Telehealth project), then diabetes then hips and knees. There was a concern that some of the questions put forward by the young GPs in one group were basic fundamental questions. It was clear the young GPs did not understand the Choose and Book system. Robin said that although the event was labelled MSK, in Gloucestershire it was mainly Orthopaedic, although for Oldham which is held as the model, it is certainly MSK. No one spoke about Rheumatology. It is thought it is linked with the Clinical Commissioning Group. Although there are separate care pathways they are</p>	Barbara M to write

	<p>not joined up. LINK has been invited to take part in the Clinical Programme Group and the MKS Delivery Group.</p> <p><b>Great Western Ambulance Services (GWAS):</b> The Trust is proposing a merger with South West Ambulance Trust (SWAT) because they were unable to get Foundation Trust on their own. The amalgamation is purely for financial reasons. Albert commented that there is the potential for there to be a National Service that is acted on locally in order to gain trust status. The SWAT was the first trust to become a Foundation Trust. The board agreed that Albert could look informally into the merger, particularly as he understands that staff members are very unhappy.</p>	
11	<p><b>Health and Social Care Bill</b></p> <p>It was agreed that the document 'HealthWatch Key Messages' from the Dept of Health, their first publication that spells out details of HealthWatch could be put onto the GlosLINK website. It was agreed not to put any information about Pathfinder onto the website.</p> <p>Barbara presented a Regional Voices picture of 'Connections between new health commissioning structures'. Robin commented that the Local HealthWatch box is rather small and would be better if it was bigger/highlighted so that it becomes more dominant</p> <p><b>Allocation on funding document Consultation:</b> The Transition group had suggested the response should say that the allocation should be based on whole population not the other two options</p> <p><b>Health and Wellbeing Board Event:</b> a training event is being held shortly. The first meeting of the shadow health and wellbeing board has been put back to December.</p>	
12	<p><b>Any Other Business</b></p> <p><b>Skills mix in the A&amp;E Dept:</b> This document is a briefing note, advising what is happening, not asking for views. Judy commented that it would have been helpful to see the report, in order to make a comment. There was the question of whether nurses will assess what will be a minor injury, and whether there will be a diminutive list. Is the Emergency Nurse Practitioner (ENPT) the first point of call? It was not clear who would take responsibility if a nurse makes the wrong decision. Will nurses assess what will be a minor injury, will there be a diminutive list</p> <p><b>Peter Mannion:</b> The Board agreed there should be short eulogy on the website about Peter. It was agreed the wording would be shared with the family first.</p>	

	<p><b>Care Quality Commission (CQC):</b> there is a lot of publicity about the CQC Dignity and Nutrition Inspection Programme, listing hospitals where there are dramatic faults.</p> <p><b>Gloucestershire County Council:</b> have a Consultation on moving residents between Long Term Care Homes. LINK has been asked to look at and comment on the policy. Comments are due by 15<sup>th</sup> November 2011.</p> <p><b>Telehealth:</b> NHS Glos would like GP Practices to look at Telehealth. Patients using Telehealth are feeling more confident and more relaxed because they stay at home knowing they have 'online' support.</p> <p><b>Pathfinder Event at Sanger House:</b> members found this event disappointing, because, the only conclusion reached after the two hours was the need to have dialogue with the Voluntary and Community sector (VCS). It did not look at how the links with the VCS will be formed. The next stage is to form a Core Group, with three members from LINK and three from the VCS. BarbaraM suggested that the three LINK members are the Chair, the Vice Chair and the Host Lead. It was clear that the onus is for the members of the group to consult with their wider members. There is a concern that it is clear some members of the VCS did not know why they were at the event or what it was all about.</p>	
13	<p><b>Date of Next Meeting</b>  Wednesday 16<sup>th</sup> November 2011  5.00pm to 7.00pm</p>	