

Gateshead LINK  
Steering Group  
Thursday 4<sup>th</sup> February 10  
GVOC  
10am – 1.00pm

**Minutes**

**1. Welcome and apologies**

**Present:**

Kay Parker	Resident
Dave Wallace	Resident
Alan Davison	Age Concern Gateshead
Norah Stevens	PCT Public Involvement Gateshead
	Locality Lead
Lucia Charnock	Gateshead NHS Foundation Trust
	Involvement Lead
Lyn Boyle	(on behalf of Andi Parker)
Susan Joyce	Learning & Change Lead Provider Services
	NHS SOTW

**In attendance:**

Angie Maidment	LINK Administrator
Kim Newton	LINK Communication and Engagement Officer
Julie Whitehouse	LINK Project Coordinator
Councillor Brenda Osborne	Gateshead Council (Visitor)
Councillor Christine McHatton	Gateshead Council (Visitor)
Angela Frisby	Scrutiny and Appeals Co-ordinator (Visitor)

**Apologies:**

Julie Hope	Pathways Advocacy
Gev Pringle	GVOC
Annie Murphy	LINK Project Manager
Christine Squires	Resident
Ethel Donnelly	Resident
Bill Llewellyn	Resident
Andi Parker	Gateshead Council Involvement Officer
Emma Chapman	Gateshead PCT (Provider Arm) Carer and Patient Involvement Officer

Kay Parker offered to Chair the meeting and was accepted by the group.

As there were several new members at the meeting everyone introduced themselves.

## **2. OSC/LINK – OSC Processes/Discussion (identifying best practice)**

Angela Frisby thanked the LINK for inviting her and her colleagues Councillor Brenda Osborne and Councillor Christine McHatton to the meeting.

AF offered information on the role of the OSC in Gateshead. This is supported by notes attached to these minutes.

Councillor Osborne informed the group that she is the Chair of the Tackling Health and Equality Review Committee. This has a community based approach as Gateshead has many diverse areas. The five Area Forums in Gateshead feed into the work of the Overview and Scrutiny Committees.

Councillor McHatton informed the group that she is the Vice Chair of the Overview and Scrutiny Committee for Children and Young People, this includes children and young people in long term care. Tackling Obesity in Children is a major ongoing piece of work which has involved young people and has resulted in a number of different responses. This has been commended by the Governments National Support Team.

AF said the OSC is an important way to make improvements, on an annual basis it decides its work plan and it meets on a six weekly basis. Representatives from the LINK are invited to attend OSC meetings and the OSC attended the LINK Annual Event. The LINK Steering Group could not attend the OSC January meeting and AF is to forward the minutes of this meeting to JW. It was agreed that the group will look at this information and give their views on emerging issues by 11<sup>th</sup> March 10. **Action AF**

AF said the OSC work plan for the year is agreed March/April and would welcome views on how the LINK and the OSC can work together and asked if the LINK wants to become more involved. AF informed the group that this is a good opportunity for the LINK to help decide the OSC work plan and look at key areas e.g. Vision 2030. It was agreed that the LINK will decide their work plan for the year and then get together with the OSC.

A lot of information was delivered by AF and she agreed to distribute the presentation to JW following the meeting. **Action AF**

It was noted that it is quite difficult to get information into the Council News magazine and KN said it would be very useful if we had a named contact. AF is to raise this issue. **Action AF**

LC and NS commented they had also had difficulty getting information in to the Council News from a Health perspective. LC/NS will keep KN informed of developments in this area.

Councillor Osborne did say that if there are any problems Councillors can be contacted via email.

At this point AF, Councillor Osborne and Councillor McHatton left the meeting.

### **3. Minutes of last meetings and matters arising**

Andi Parker gave her apologies for the last meeting but this was not minuted.

### **4. Alpha Communications – progress update**

There are two options for the website domain:

- Keep the domain with GVOOC
- Hand over the domain to Alpha Communications

Following a discussion it was agreed that Alpha Communications will have control of the domain. **Action KN**

**The minutes of the last meeting were agreed as a true record**

### **4. LINK “Away Day” (planning day)**

This agenda item was put in abeyance until the new coordinator is appointed.

### **5. LINK Budget – Update**

A copy of the LINK budget (April – Dec 09) was distributed. There is currently a surplus which will be absorbed by the end of the LINK contract as agreed with Gateshead Council. It was noted that the cost of the LINK website and the quarterly newsletter has not to date been accounted for.

## 6. LINK membership – Update

Pie charts were circulated which showed:

### Membership by interest

- Mental Health 33
- Carers 20
- Hospital Discharge 19
- Residential Care 19
- Other 84

### Gender

- Male 39
- Female 97
- Prefer not to say 1
- Groups 25

### Geographic Data

- East Gateshead 14
- South Gateshead 14
- West Gateshead 33
- Inner West Gateshead 13
- Central Gateshead 61
- Outside Gateshead 9

### Age Range

- 0-10 0
- 11-20 1
- 21-30 4
- 31-40 10
- 41-50 10
- 51-60 20
- 61-70 21
- 71-80 10
- 80+ 5
- Groups 25
- Not Known 58

The information was discussed and it was noted that the Comms and Engagement Officer uses this information to target particular groups or areas.

## 7. LINK staffing – Update

JW informed the group that her leave date is 11<sup>th</sup> Feb and an advert has been placed for her current role with a closing date of 12<sup>th</sup> Feb. Short listing will take place on 17<sup>th</sup> Feb and interviews will be held on 1<sup>st</sup> March. Annie Murphy was due to sit on the interview panel but has had a bad fall and as a result of this Lyn Boyle has agreed to sit on the interview panel with Gev Pringle and Beryl Robinson. It was suggested that a member of the Steering Group be on the interview panel, it will involve short listing and setting interview questions, it was agreed that Kay Parker will take on this role. All thanked JW for the work she has done on behalf of the LINK. **Action Project Staff to Notify KP of short listing and interview details**

## 8. Co-option to LINK Steering Group – Update

The membership of the LINK Steering Group 2009/2010 is now confirmed.

Elected Steering Group Members:

Kay Parker	Resident
Dave Wallace	Resident
Julie Hope	Pathways Advocacy
Christine Squires	Resident
Ethel Donnelly	Resident
Alan Davison	Age Concern Gateshead
Gretel Keadell	Resident

Co-opted Steering Group Members:

Norah Stevens	PCT Public Involvement Gateshead Locality Lead
Lucia Charnock	Gateshead NHS Foundation Trust Involvement Lead
Bill Llewellyn	Resident
Susan Joyce	Learning & Change Lead Provider Services NHS SOTW

Andi Parker  
Anya Simpson

Gateshead Council Involvement Officer  
Development Worker, Gateshead Mental  
Health User Forum  
Voluntary and Community Sector (to be  
confirmed)

Anya Simpson is a member of the Mental Health Working Group and is willing to be co-opted on to the Steering Group. All agreed to this.

## **9. Revision of Gateshead Link Governance Document**

Working groups do not wish to select a Chair but would like a member of their groups to attend Steering Group meetings to give updates. It was agreed to change the Gateshead Link Governance Document to allow this to happen.

## **10. Amendment to Working Groups Terms of Reference**

It was agreed to change the wording of this document to reflect the Working Groups do not wish to elect a Chair but a Group Member or the LINK host will facilitate meetings.

## **11. Regional LINK Network – Update**

JW gave a background on the Regional LINKs. The host has forwarded, at the Steering Group request, a letter to the Regional LINKs expressing some concerns regarding the above network. An email response from David Haw (Chair Durham LINK) was distributed and discussed. The SG did not feel this response fully addressed the points that had been raised.

The next Regional LINK meeting will be held on 17<sup>th</sup> Feb 10 and it was agreed that Dave Wallace will attend and Ethel Donnelly is to be asked to attend. On balance the SG agreed it is more productive to be involved in this Network to identify any possible future benefits.

JW is to request 3 agenda items:

- Update on Financial Arrangement in place to support a Regional LINKs meeting
- Update the National Picture/The Future of LINKs?

- Information Share from LINKs/What are the Key Issues for each LINK and best practice in responding  
**Action JW**

## **12. South of Tyne and Wear/LINKs joint meeting 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> March 10)**

It was agreed that it is a good idea for Sunderland Link, Gateshead LINK and South Tyneside LINK to work closer together as they share the same PCT and this will ensure best practice. Possible dates for a meeting are 2<sup>nd</sup>, 3<sup>rd</sup> March 10. JW is to contact Steve Wilkinson (Sunderland LINK) to check availability.

**Action JW**

## **13. SoTW /LINKs – An Introduction to Commissioning**

This has previously been discussed and all agreed that it would be a good idea to have one of these study days. JW is request this be an agenda item at the joint meeting. **Action JW**

## **14. Link Steering Group Chair/Vice Chair**

This item was deferred due to the lack of members at this meeting. The option of a rotating Chair was generally thought to be a good idea. There was positive feed back from the Chair Training that was held in December 09.

## **15. Joint Strategic Needs Assessment – LINK Involvement**

A brief discussion took place on JSNA and LINK involvement. It was agreed that a more structural approach is needed and this will be further discussed between the LINK, Gateshead Community Network and GVOC. NS has met with Nitin Shulka (Local Authority Diversity Officer). It has been suggested a day event could help many groups feed in to the JSNA. NS will advise the LINK of developments. **Action NS**

## **16. Carers Against Substance Abuse (CASA) – LINK support**

JW has been attending PUCPI meetings for some time. At one of these meetings the CASA group attended and it was put to the Steering Group that

the LINK may be able to lend support to CASA. A discussion took place and it was agreed it is not appropriate for the LINK to support individual groups. The issue appears to be about Service User/Carer Involvement in Service Commissioning. The LINK can address this with PCT Commissioners.

### **17. Letter Sunderland LINK – District Nursing Service**

A copy of the letter was circulated to the group. JW said it was to make the group aware of comments. SJ gave a background on District Nursing Services in Sunderland and informed the group that they are currently under review. JW is to inform Sunderland Link that we are not aware of any issues.

**Action JW**

### **18. NHS South of Tyne & Wear, World Class Commissioning – Stakeholder assessment**

The LINK has been requesting information for this since October 09 and only received it in January 10 which was too late to respond. JW is to seek reassurance that processes and communications are improved so this will not happen in the future. **Action JW**

### **19. Working Groups – Updates**

#### *Residential Care Working Group*

The last Working Group meeting on 3<sup>rd</sup> Feb 10 was postponed as the Working Group has had difficulty trying to visit Care Homes. In the Private Sector Managers of the Homes did not seem to be in a position to grant visits, LB arranged a visit to a Local Authority Care Home but it was not possible to get the members of the Working Group together at a suitable time. It was agreed that that the Enter and View facility of the LINK needs to be invoked to support the Group to visit.

LB suggested a conversation with Julie Walls to discuss the following points:

- Gateshead Council could contact relatives on behalf of the LINK – to get their opinions on care.
- Gateshead Council knows the homes they have concerns about – perhaps some joint work could be organised to look at these.

- Quality standards are being amended – LINK could help with this.  
**Action JW**

### Hospital Discharge Working Group

To date 8 Hospital Discharge questionnaires have been received.

The GP questionnaire has been very successful with 22 replies out of a possible 35.

Following the deadline of 28<sup>th</sup> Feb reports on both questionnaires will be produced and the circulation list needs to be agreed.

Fire Service re- Home Risk Assessment – this is ongoing. JW was informed that Lesley Carr (Occupational Therapy Team) is the lead for this at Gateshead Hospitals. Kevin Burns (Fire and Rescue Service) is unaware of this name.

### Carers Working Group

Advocacy services in Gateshead were highlighted to the Steering Group. The Working Group is working closely with GAIN on advocacy services.

Crossroads has an advisor who gives advice on financial matters to carers.

The Working Group has been invited to attend the Carers Partnership and to also be involved in the Carers Strategy Action Plan and Consultation on the Carers strategy.

The Carers Working Group would like to gain information about the number of Carers Assessments conducted in the last 12 month period and if the statistics are recorded in a manner that allows this, to determine what needs have been identified in these assessments. JW is to contact Lyn Boyle. **Action JW**

JW is also to pursue monitoring of GP Contracts on behalf of the group. This is to establish if Carers Registers can be more effectively used. **Action JW**

### Mental Health Working Group

The Working Group feel there is not enough Service User Involvement and this is an area they should focus on.

There is little awareness that there is a 24/7 referral process for someone in a crisis, neither that self referral is possible. The Working group has decided to produce a draft leaflet and present it to the PCT and NTW as there are no information leaflets available about the Crisis Service.

KN informed the Steering Group that she has contacted the Community Police and they are happy to attend a future Working Group meeting to inform the group of their role when someone has a Mental Health Crisis.

NS asked who attends the Working Groups and she was informed that they are open to all.

It was agreed to table the Working Groups Update higher on the agenda for future meetings.

## **20. Members reports**

DW has been successful in gaining an allotment from Brenda Cawton (LINK member) for the use of Turning Point Clients. DW thinks this will be an excellent opportunity for the people he works with.

DW has appeared on the news after being interviewed by Ed Mitchell who is a newsreader and an ex alcoholic. EM asked DW to talk about his experiences with alcohol services (link attached to see the interview)

<http://www.inexcess.tv/?p=8375&mv=4> All congratulated DW on his articulate delivery.

## **21. Care Quality Commission – Voices into action, your part in our assessment of health and adult social care in 2009/10**

Can all please read this and it will be an agenda item at the next meeting.

## **22. AOB**

LC handed out Confidentiality Forms to the people who are attending the QE Hospital Pharmacy Pilot Visits on 9<sup>th</sup> and 16<sup>th</sup> Feb and these were signed and handed back to LC. LC will also have copies on the day for anyone who needs to complete them then.

Once again all members of the Steering Group thanked JW for all the hard work she has put into the LINK and wished her well in her new job. JW thanked the members for their support and expressed that the addition of the Co-optees to the Steering Group was very positive.

**23. Date of next meeting**

**Thursday 4<sup>th</sup> March 2010  
10-1 pm  
GVOG**

**Section C for Information**

**NHS South of Tyne & Wear – Public Health Campaigns January – May  
2010**

**ACEVO Spring Conference – A Joined Up future for Community health  
and Social Care?**

This information was available for all to take home.