

Gateshead LINK
Steering Group
Thursday 4th March 10
GVOC
10am – 1.00pm

Minutes

1. Welcome and apologies

Present:

| | |
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| Kay Parker | Resident |
| Dave Wallace | Resident |
| Ethel Donnelly | Resident |
| Gretel Keadell | Resident |
| Lucia Charnock | Gateshead NHS Foundation Trust Involvement Lead |
| Andi Parker | Gateshead Council Involvement Officer |
| George Hull | LINK Member |

In attendance:

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| Angie Maidment | LINK Administrator |
| Kim Newton | LINK Communication and Engagement Officer |

Apologies:

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| Gev Pringle | GVOC |
| Annie Murphy | LINK Project Manager |
| Christine Squires | Resident |
| Bill Llewellyn | Resident |
| Norah Stevens | PCT Public Involvement Gateshead Locality Lead |
| Anya Simpson | Development Worker, Gateshead Mental Health User Forum |

KN informed the group that in the absence of a Coordinator she is facilitating the day to day work of the project but GVOC is overseeing the project as a whole.

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

2. Minutes of the last meeting and matters arising

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

Matters Arising

Gretel Keadell gave her apologies for the last meeting but this was not minuted.

4. Alpha Communications – progress update

The domain has now been transferred to Alpha Communications and training for the new website/blog is to take place on 5th March for LINK staff. **Action KN / AM**

5. LINK “Away Day” (planning day)

A brief discussion took place around the objectives of the away day. It was agreed that group members would think about what objectives they would like at this event and it would be an agenda item at the next meeting.

8. Co-opted Steering Group Members

Leonora Hogarth Voluntary and Community Sector is still to be confirmed.

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. The wording of the Gateshead Link Governance Document has now been changed to reflect this.

10. Amendment to Working Groups Terms of Reference

The wording of this document has now been changed to reflect the Working Groups do not wish to elect a Chair but a Group Member or the LINK host will facilitate meetings.

12. South of Tyne and Wear/LINks joint meeting 2nd, 3rd, 4th March 10)

This has been deferred until the new Coordinator is in place.

13. SoTW /LINks – An Introduction to Commissioning

This has been deferred until the new Coordinator is in place.

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

The LINK has received reassurance that processes and communications have been improved to enable the LINK to respond to future communications within requested timescales.

Agenda Item

3. Partner Consultation – Emerging Themes – OSC Work Programmes 2010/11 (For Information/Discussion)

A discussion took place as the OSC are asking the LINK for their views on emerging themes for the OSC in 2010/11. The OSC are asking for any comments to reach them by 11th March 2010. It was agreed that the LINK needs information earlier to enable it to make any comments and that it would be a good idea to be involved in the OSC planning events next year. AP informed the group that issues can still be raised throughout the year.

It was noted that regular meetings do take place between the LINK and the OSC and AP asked if the LINK are invited to give evidence on a particular item or invited as a matter of course and was informed it is a matter of course.

4. Working Groups – Updates

Residential Care Working Group

No meeting has taken place since the last Steering Group meeting.

Hospital Discharge Working Group

❖ **QE Hospital Pharmacy Pilot Visit**

Instead of the last Hospital Discharge meeting two Pharmacy Pilot Visits took place at the QE hospital which LC coordinated. For the benefit of the people present who did not know how these visits had come about KN gave some background information, it was due to the LINK looking at the processes that are being carried out to help speed up hospital discharge.

The visits were a resounding success. All who took part in the visits found them very interesting, the staff were very helpful and the robot in the Pharmacy department was very impressive. DW said it that it had made him aware of how expensive some of the drugs used are. Mark Thomas (Lead Clinical Pharmacist - Ward Services, Gateshead Health NHS Foundation Trust) has contacted KN with 5 points he would like responses to re – The Pharmacy Pilot Visit and these will be taken to the next working group meeting.

❖ **NEAS**

Is working with the LINK to improve Hospital Discharge.

❖ **Hospital Discharge Questionnaire**

The new Coordinator will analyse the data.

Carers Working Group

The group has been looking at Personalisation and has arranged for Steve Cowan to give a presentation entitled Rough Guide to Personalisation on 13th April 2010 which will replace the 9th March and the 20th April's working group meetings. A flyer has been produced and this presentation is open to the wider LINK membership, it will also be used as a recruitment drive for new members.

AP informed the group that the OSC has a two year programme to look at Personalisation.

Mental Health Working Group

Caroline Wild is attending the next meeting to answer queries on 24/7 self-referral and Fiona Hunter is to attend to give an update on the review of the Mental Health Directory.

5. Link Steering Group Chair/Vice Chair (Rotating Chair)

All agreed to have a floating Chair. The Chair for each meeting will be agreed at the previous meeting, this will enable the Chair to be involved in setting the Agenda etc. prior to the meeting. Dave Wallace is to Chair the next meeting.

6. Members reports

- ❖ GK attended a Links and Social Marketing event. This event was about ways to get people on board as members and various options such as local radio, media were discussed. AP has seen Sunderland's LINK advertised a local bus. KN is to contact them re – cost. **Action KN**

KN said is keen to promote our new website and Facebook / Twitter were mentioned as useful tools.

- ❖ DW and KN attended an event on Mental Health Inequalities which was not really useful for the LINK.
- ❖ DW and KN attended the CQC Annual Report Event which was very interesting as it showed that the LINK is on the same track.
- ❖ GK attended a meeting on The Market Place and Social Care which was around Personalisation.
- ❖ Regional LINKs Chairs Meeting – DW and ED attended on behalf of the LINK. A discussion took place and the group were informed that as only 4 Regional LINKs attended no decisions could be made. It was agreed that DW and ED will attend the next meeting and following this the Steering Group will review what the LINK would like to do.

7. Care Quality Commission – Voices into action, your part in our assessment of health and adult social care in 2009/10 (Summary)

This document was taken away at the last meeting for all to read and respond to. Part two was handed out at this meeting. It was agreed that KN would visit the CQC website and send a report on the positive things that the LINK has been doing:

- ❖ Hospital Pharmacy Pilot Visit
- ❖ NEAS
- ❖ Developing Relationships with the OSC

Action KN

AM attended a CQC meeting where it was explained that the Annual Health Check is changing. All providers of Health and Adult Social Care are now required to register with the OSC. Information can be sent at any time of the year using the web form for the LINKs and OSCs. At this meeting the CQC raised the question of why Gateshead LINK wants the Enter and View facility and the group discussed this. It was noted the LINK do not want to act as inspectors but to work with the NHS/OSC to report on the positives not just the negatives.

22. AOB

GK said she would be interested in a PALS visit. LC to Liaise. **Action LC**

LC circulated an invitation to attend a “Tell us what you think: Improving A&E and emergency admissions at the QE public engagement event” and asked LINK staff to circulate it to the wider LINK membership. **Action LINK Staff**

LC also said that recent news in the local press regarding the QE Hospital was not quite accurate but big changes are happening and she will inform the group of any further proposals as they happen.

The new Link Coordinator has been recruited and subject to satisfactory references will start quite soon.

23. Date of next meeting

Thursday 1st April 2010
10-1 pm
GVOC