

## County Durham LINK Enter and View Minutes

Monday 23 May 2011  
Bowburn Community Centre, Bowburn

		<b>ACTION</b>
1.	<p>MD opened the meeting, welcomed everyone and introduced the guest to the meeting.</p> <p><b>Present:</b> Michael Dalton (MD), David Kellett (DK), Joan Taylor (JT), Agnes Armstrong (AA), John Hudson (JH), Sheila Grant (SG), Sandra Cottrell(SC)</p> <p><b>In Attendance:</b> Peter Irving (PI), Colin Burton (CB), Alesha Aljeffri (AL), Sandra Roberts (SR) – minutes, Nicola Shaw &amp; Andrea Goodall from Care Quality Commission</p>	
2.	<b>Apologies:</b> Michael Hemingway, Syd Duggan	
3.	<b>Minutes of the last meeting:</b> Agreed as a true record.	
4.	<p><b>Matters arising not on the agenda:</b></p> <p><b>CAMHS Shortbreak Respite – Learning Disability Visit</b></p> <ul style="list-style-type: none"> <li>• A response was received from Tees Esk and Wear Valley - Information Item E</li> </ul> <p><b>Visits into Children’s Services</b></p> <ul style="list-style-type: none"> <li>• The code of conduct relating to Enter and View visits - Information Item F. The section relating to children’s services has been highlighted.</li> </ul> <p><b>Work plan for 2011/12</b></p> <ul style="list-style-type: none"> <li>• The work plan for 2011/12 has been signed off - Information Item B.</li> </ul> <p><b>CQC Visit List</b></p> <ul style="list-style-type: none"> <li>• Has been received by the Host.</li> </ul>	
5	<p><b>Feedback from Management Committee (MC)</b></p> <p><b>Election Results</b></p> <ul style="list-style-type: none"> <li>• Peter Irving – Chair, Colin Burton – Vice Chair and Betty Carr – Vice Chair</li> </ul> <p><b>Code of Conduct/Media</b></p> <ul style="list-style-type: none"> <li>• PI reminded the Enter and View group that as a public face of the LINK they need to be aware of what they are saying, in particular to members of the press. If you do make a statement you must inform the host immediately and tell them what was said. Ideally though you will refer them to the Management Committee for comment.</li> </ul>	

	<ul style="list-style-type: none"> <li>• DK asked if there was a media policy - PI confirmed there was. AL informed the group that it was included in the packs given to them when they became Enter and View Reps. The policy is due to be reviewed, if any changes are made it will be reissued.</li> </ul> <p><b>Standards Committee (SC)</b></p> <ul style="list-style-type: none"> <li>• The Standards Committee has expanded its role to include reviewing policies and procedures.</li> </ul> <p><b>HealthWatch</b></p> <ul style="list-style-type: none"> <li>• There is a pause in the Health and Social Bill this means the start date for HealthWatch has been delayed to July 2012.</li> <li>• The HealthWatch Program Advisory Board is continuing to meet. The information coming from London is very brief and says very little about what a HealthWatch should look like. This is frustrating the Chairs of LINKs in the region and a letter is being written to express concern.</li> </ul>	
6.	<p><b>JIG Group Update</b></p> <ul style="list-style-type: none"> <li>• The first meeting of the JIG group has taken place.</li> <li>• Three new members have joined the group.</li> <li>• The group's purpose is to look at PALs information and identity trends. Providing evidence based information to the Management Committee, Enter and View group and CQC. Trends identified will inform the work of the LINK.</li> </ul>	
7.	<p><b>University Hospital North Durham Visit</b></p> <ul style="list-style-type: none"> <li>• Michael Dalton, Joan Taylor, Sheila Grant and Syd Duggan visited the Main Outpatients Unit - 3 May 2011. A survey was conducted with Patients and Staff members were interviewed. The survey return rate is 22%.</li> <li>• All the reps felt that the visit was well received by both staff and patients. JT felt that it was not a typical day in the unit as many people were still on holiday. SG is concerned that people's awareness of the LINK is still nonexistent (including Trust Staff) and made a point of telling people about the LINK. AA commented that our well written reports are getting us noticed, and is building our profile with stakeholders.</li> <li>• The SC and MC are looking at ways to further promote LINK. Including raising reps profiles within the community.</li> </ul>	
8.	<p><b>Future Visits</b></p> <ul style="list-style-type: none"> <li>• The host is currently talking to County Durham and Darlington Foundation Trust's new Patient Experience Manager, Jill Salkeld. We will be lining up a number of visits including A&amp;E and outpatient departments. As Jill is keen to draw on the Enter and View teams' experience.</li> <li>• JT asked if there had been an issue with getting into this</li> </ul>	

	<p>trust sites in the past. AL stated that there have been problems in trying to arrange visits as previous managers have not been very keen on the idea of Enter and View.</p> <ul style="list-style-type: none"> <li>• MD pointed out that along with many other trust there have been a number of personnel changes. This has made it difficult to build the relationships needed to get the visits booked in.</li> <li>• AL informed the group that the Trust has now disbanded the Patient Council (an old PPI group).</li> </ul>	
9.	<p><b>Any Other Business</b></p> <ul style="list-style-type: none"> <li>• JT raised an issue which was flagged to her by a member of her community. A couple had difficulty locating the breast screening unit, as they were given the wrong information about its location. SC stated that she had used the service and was sent a full pack on information including directions prior to the appointment. JT is to ask for a copy of the information received. If the information was incorrect the LINK will write an evidence based letter to the provider about the issue.</li> <li>• DK stated that he was unhappy with the amount of time being given to Future visits on the agenda, and the number of visits that are being conducted. He feels that when he attends the Enter and View meetings all reps should have a visit already lined up, as there should be a rolling programme of visits. MD felt that DK did not appreciate the amount of time, co-ordination and relationship building it takes to get a visit organised. PI reaffirmed the discussion under item 8. Stating that there is a lack of understanding among commissioner and providers about the LINK and Enter and View. This has caused delay in getting visits booked. As many are concerned about the idea of an “inspection” by members of the general public and how they would be conducted. These are barriers which we are working to breakdown. MD affirmed that this has been the case and that staff changes within those organisations have further added to the situation as the engagement process is continually being restarted.</li> </ul>	
	<p><b>Date, time and venue of next meeting:</b> Wednesday 13 July 2011 10 am – 12 noon Bowburn Community Centre Bowburn</p>	