

County Durham LINK Enter and View Minutes

Friday 3 September 2010
Bowburn Community Centre, Bowburn

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| 1. | <p>MD opened the meeting.</p> <p>Present: Michael Dalton (MD), Michael Hemingway (MH), Sandra Cottrell (SC), Dave Kellet (DK), , Syd Duggan (SD), Agnes Armstrong (AA), Joan Taylor (JT)</p> <p>In Attendance: Mandy Sharp – Lipspeaker , Alesha Aljeffri (AL), Sandra Roberts (SR) - minutes</p> | |
| 2. | Apologies: Sheila Grant, John Hudson, Pauline Crathorne | |
| 3. | Minutes of the last meeting: Agreed subject to amendments. | |
| 4. | <p>Matters arising not on the agenda:</p> <ul style="list-style-type: none"> • An information day was arranged for the Management Committee and Enter and View Group to attend. The speakers at the event where; Verna Fee from NHS County Durham and Ian Forster from Durham County Councils Commissioning Team. The overall feedback from the Enter and View group was that was a positive experience. It was interesting and the speakers came across as honest. • The Enter and View group members present were issued with certificates listing all the training they have completed. The members not present will receive their certificates in the post. AL thanked everyone for their patience. • Patient Transport Service Visit. AL outlined the problems encountered in arranging this visit and asked the group whether it would be possible to do this as an information day instead. MH and MD felt that to understand how the PTS control room worked you need to visit the centre. Host to contact the members of the group that are interested in this visit and continue to try and arrange a suitable time for everyone. | <p>SR to post certificates</p> <p>Host to contact members / NEAS</p> |

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| | <ul style="list-style-type: none"> • DK asked what the procedure was regarding the minutes as some amendments were needed to the previous set. SR Stated that the minutes were brought back to the next meeting to be approved and agreed. Any amendments required are then made. Once agreed they are checked for any information considered confidential and therefore would require being removed or reworded. Then the document is disseminated to any interested parties and published on the LINK website. | |
| 5 | <p>Feedback from Management Committee</p> <ul style="list-style-type: none"> • AL outlined where County Durham LINK was regarding the election process. Nominations have been received and there will now be an election process for the following area: Durham, Sedgefield, Teesdale and Easington. LINK members will be asked if they will accept the candidates in these areas as Management Committee members. • Work Plan Issues. Another review is required of the issues that are in County Durham LINKs Work Plan. However AL is concerned over the way issues are rated and scored. This is because some of the issues that have found their way onto the work plan have no feasible outcomes and therefore do not progress. Therefore a review is required over how things are added to the work plan. In particular County Durham LINK need to consider how to pick up issues which could be looked at by the Enter and View Group. JT is concerned that not enough work for the Enter and View group is being generated from current process. She asked for an outline how the current system works. AL supplied the outline to the group. Stating that originally we were not allowed to pick up individual issues, but in light of the changes LINK faces this may need to change. JT feels that the Enter and View group represent the community and that they are often approached with issues. AL stated that steps are being taken to give members a more direct link to the Management Committee. | |

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| | <ul style="list-style-type: none"> It has been agreed by the Management Committee that the Annual General Meeting will focus on the government's white paper regarding HealthWatch, and the implications this has for Local Involvement Networks. | |
| 6. | <p>Clozapine Unit Visit - feedback</p> <ul style="list-style-type: none"> The draft report for the Clozapine Clinic was sent out with the agenda. DK who was the lead for this visit asked the members present at the meeting for their feedback. <p>JT stated that it was a very through report. It was agreed that this should be used as the template for all future reports. DK stated that when writing a report it should target lay people as well as talk to the trusts/commissioners. Therefore it needs to look professional but be easy to understand. AA feels that the visit was helped by having a member of the team that understood the service and feels that it would be beneficial for all groups to have someone on their visits that has some background knowledge. AL confirmed that the host thought that is was a very good report. DK reassured his fellow Enter and View group members that they had no problems working from the guidance sheets. The visit did last longer than expected at 3 ¼ hours. DK stated that he found the feedback at the end of the visit to the member of staff difficult. This was due to the large amount of data that was collected by the group. However he was confident that if a major issue had been highlighted then it would make the feedback easier. DK confirmed that there had been a lot of planning prior the visit, and that the question and observation sheets that had been put together helped to map out the day. DK stated that when writing the report he found the best way was to process the data. SC asked if the questions were generic DK stated that a pot of generic questions had been put together by some members of the Enter and View group. However some questions where specifically honed for their particular client. AL stated the report will be sent to the members of staff</p> | |

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| | <p>involved in the visit. They will be asked to check the report for inaccuracies and asked to return their comment within a week. The document will then go the Management Committee for sign off. Once signed off the report will then be disseminated to the Trust and published on the website.</p> <p>DK warned the other member of the group to be fairly circumspect about making recommendations. That you should tell the organisation / trust what the problems are but do not tell them how to fix them.</p> <p>MD thanked AA, DK and the host staff for the work put into arranging the visit and producing the report.</p> <p>DK dittoed MD thanks.</p> | |
| 7. | <p>Willowdene Care Home Visit - Update</p> <ul style="list-style-type: none"> AL confirmed that the Willowdene visit will take place Thursday 7 October. We are just waiting for the Care home to confirm what time is convenient. A pre meeting has taken place. Dates for further meetings have been agreed by the group. The paperwork has been started, questions agreed and information required for the visit is now being gathered. The purpose of the visit to ask people what they feel about the service. <p>JT stated that the reason the visit was taking place in October was due to appointments and holidays.</p> | |
| 8. | <p>Appletree Care Home Visit - Update</p> <ul style="list-style-type: none"> Al confirmed that the pre meeting had taken place and that the visit will follow the same format agreed by the Willowdene group. <p>Unfortunately we have not had a response from the Care Home regarding the date agreed by the working group. So it looks likely that this visit will now be pushed back. AL to chase the Care Home and get a date for the visit agreed.</p> | AL to get in touch with the Care Home |
| 9. | <p>Establishing HealthWatch</p> <ul style="list-style-type: none"> The AGM will look at the questions posed in the consultation paper the government has issued regarding HealthWatch. The government wants feedback from LINK members as to how to set up HealthWatch. There is no direction or guidance in the papers released so far as to how the government would like to see them work. AL read through some of the keys points highlighted in | SR to circulate |

the Putting Patients and Public First article which will be circulated to all Enter and View Group members. Then asked the members present for their comments. MD stated that people were finding it difficult to get their head around where the funding was going to come from for the transition phase.

MH asked if HealthWatch would cover Social Services? AL Thinks that it will cover Social and Health Care. MH Does not understand why we will not come in under the National HealthWatch rather than Local. As it will mean that we are controlled by the local authority.

AA talked about GP commissioning. At present the GP's are not sure how they are going to handle the intake of work. AA thinks that County Durham LINK should get in contact with this consortium and let them know we are here and can help.

AL agreed that we need to establish contact. However we are not sure how GP Commissioning will be set up at present. It is believed that it will follow Practice Based Commissioning (PBC). County Durham LINK already have links to the PBC's and have been invited to join the Dales PBC board, it is hoped this will be followed by invites to the other boards across the County.

MD suggested that a Information day be set up and that representatives of the consortia be invited as this could be a way to build relationships and demonstrate the expertise of County Durham LINK.

The group also discussed the new role that HealthWatch would be asked to undertake.

JT commented that is sounded like more training, as it look likely that Enter and View will become an advice shop.

MD felt that the training should be done through the transition year so that the members will be ready for when HealthWatch gets off the ground in 2012.

It was seen as a positive that the funding will come from the local authority as it will keep HealthWatch separate from GP Commissioning. Especially as it looks likely that HealthWatch will be conducting advocacy work.

All members agreed that it looks like there will be a continuum between LINK and HealthWatch the major concern is where the funding is going to come from during the transition and how much it will be and what impact it will have on staffing.

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| | <p>AA stressed that it was important for Enter and View group and County Durham LINK to continue with its work and demonstrate what it is achieving, given the question marks over funding.</p> <p>AL concluded that we have an outline of the givens and that we should look at what LINKs are now and what HealthWatch will be in 2012 and start planning.</p> <p>DK asked if there was any link up between local/regional and national LINKs in terms of responses. AL stated that every LINK regionally and nationally should be giving a response to the white paper. The LINK in the north east region have feedback their views to the Regional LINK Co-ordinator and he will be feeding back this information to the Department of Health.</p> <p>AL stated that all members were bring invited to comment even if they cannot make the AGM.</p> <p>MH and MD are attending a VONNE meeting. The meeting is focusing on the White Paper and they have agreed to produce a feedback report to the group.</p> <p>It was also agreed the MD should draft a response to the white paper on behalf to the Enter and View group.</p> <p>AL stated that she is not sure what these changes will means in terms of the host.</p> <p>SC stated that the level of change being proposed would be very challenging.</p> | |
| 10 | <p>Future Visits</p> <ul style="list-style-type: none"> • The members of the group have set the host a target of 3 Enter and View visits to be completed before Christmas. • The group have agreed to look at an issue raised by MD. The issue is discharge policies by hospitals. The group feels the best way to tackle this issue is to split into 3 groups of 3. Each group will look at a wards discharge policy. In total 3 different wards will be selected from the Hospitals that cover the County. One visit is to be arranged in each of the following types of wards, General Surgery, Orthopaedics and General Medicine. • DK raised the issue of reviewing Enter and View visits. There were some concerns raised at the previous meeting that Enter and View visits would come to a halt while the whole procedure was reviewed. <p>AL stated that the Admin procedures that were initially set will be reviewed by AL and SR as there were things</p> | |

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| | <p>that could be trimmed down / tailored to fit the process of setting up a visit. However this would be done very quickly.</p> <p>With regards to how the visit went and the report that was produced. The group had reviewed the visit at this meeting during their earlier discussions.</p> <p>MD stated that the more visits the group do the better they will become.</p> | |
| 11 | <p>Any Other Business</p> <ul style="list-style-type: none"> • JT has been approached several Carers and Clients of the Home Care Service. Durham County Council are withdrawing the services, this means that users of this service will now have to look to the Private Sector. JT is concerned on two counts. <ol style="list-style-type: none"> 1. The impact this will have on those service users and the quality of care they will receive via the private sector. 2. That no consultation has taken place by Durham County Council and that this withdrawal of service seems to be a done deal. <p>AL echoed JT concerns regarding the lack of consultation. LINK have not been informed of the withdrawal of the service therefore AL will raise this matter with the Management Committee at their next meeting and feedback their decision to the Enter and View Group.</p> • SR asked the members present if they would be ok with the host keeping a copy of their signature on file electronically. All signatures would be password protected and the signatures would only be used for the purposes of the Enter and View Visit reports. Permission would be sort from those involved in the report before adding them to the document. The idea is to save time in getting the report sent out. All members present agreed, SR to approach the members not present at the meeting. | SR to talk to those not present regarding electronic signatures |
| | <p>Date, time and venue of next meeting: Wednesday 3 November 2010 Start time: 10am. Finish time: 12.30pm. Buffet lunch served at 12 noon Bowburn Community Centre, Durham Road, Bowburn,</p> | |