

Devon LINK Strategic Planning Group

Minutes of the meeting in public held at the LINK Networking Event
11.00 – 12.30, Monday 18th October 2009
Sandy Park, Exeter



- Present:** George – Alfred Husband (Chairman) - GAH
Peter Dunning (Community Council of Devon) - PD
William Jordan (Senior Council for Devon) - WJ
Marjorie Brace - MB
Mike Howdle (Rethink) - MH
Rosemary Whitehurst - RW
Dawn Dines (SOS Global) - DD
Audrey Campbell (Carers UK) - AC
Kate Fenton (Host) - KF
Lynne Robertson (Host) - LR
- Apologies:** None

	ACTION
<p>19. Minutes of last meeting</p> <p>19.1. (19.4) WJ stated that his impression was that it had been agreed that it was desirable that a meeting took place to clarify certain issues and ensure that there were no misunderstandings about the distinctive roles of the LINK and SCfD¹.</p>	
<p>20. Matters arising</p> <p>20.1. See appendix 1. Matters arising deferred by Chairman to next meeting. Assurances received from members that actions will be reported in full at that meeting.</p> <p>20.2. PD raised issue of variation in the way people can obtain repeat prescriptions in rural areas. CCD² is currently undertaking a survey in rural areas. KF reported that there was currently insufficient collective evidence from LINK participants for a LINK work plan entry. MB suggested that CCD make a Freedom of Information request to commissioners or providers to gather the information sought.</p>	
<p>21. LINK Devon Work Plan</p> <p>21.1. Lorna Davis (Host staff) gave an update on the LINK research currently being carried out.</p> <p>21.2. <u>Externalisation of Care Services:</u> DCC activity is currently on hold due to the change in leadership. MB leads on this issue for the LINK. Views and experiences of local people are still being received. NB. This issue affects adults of all ages in residential care.</p> <p>21.3. <u>Patient transport:</u> currently gathering information from the many groups in Devon that are actively working on this project. There have</p>	

¹ Senior Council for Devon

² Community Council of Devon

³ Disability Equality Action Group

<p>also been discussions with Community transport Leads and Commissioners in Devon. The next stage is to bring all of these groups together to share information, reduce duplication and work in partnership to progress the concerns raised by people in Devon.</p> <p>21.4. Caroline Lee (Host staff) gave an update on the Task Groups.</p> <p>21.5. <u>Visual Impairment (VIP) Task Group</u>: has been meeting since March to address issues around access to services for people with visual impairment. The group is planning a visit to view the new concourse at the RD&E when it is finished and has met with the PPI Lead at the RD&E and its DEAG³ to learn about bed flagging at the hospital and how people with visual impairment are being consulted and communicated with.</p> <p>21.6. <u>Personal Care Task Group</u>: is established to address concerns about the availability of personal care in peoples' homes and is due to meet with commissioners and a provider during October.</p> <p>21.7. <u>Alcohol Strategy Task Group</u> is being formed currently to address concerns about the lack of tier 3 and 4 services and will be engaging with the Drug and Alcohol Team on this issue and how communities can get involved in the alcohol strategy.</p> <p>21.8. <u>Patient choice and access to talking therapies</u>: a clear theme has emerged that people are experiencing difficulties in accessing some services and have little or no choice in their treatment, e.g. long waiting lists for NHS counselling, a lack of resources available locally, particularly for young people with eating disorders and ex-substance users, the use of drug therapy as an alternative to counselling. CL encouraged anyone with an interest in this area to join a Task Group.</p> <p>21.9. KF emphasised the importance of Task Groups. The LINK is a network that brings together people and groups who are interested in, or already working on, specific issues that have been identified as important to local communities – lots of different people are working hard on the same issues in the community and the LINK is able to bring them together – 'joining up the dots' – so that they can share information and speak with a stronger local voice directly to commissioners and providers.</p> <p>21.10. RW added that people might see the LINK as something that the Host does or the Steering Group does and it's not. If the LINK is to be successful it very definitely is going to be what YOU do and what YOUR role is. The LINK is not a member organisation, but we use the word participants. Participation means action, doing, being involved.</p> <p>21.11. CL encourage all participants to share their views and experiences or to get involved in a Task Group that interests them so that they can decide how the LINK progresses and moves forward and see results.</p>	
<p>22. Governance</p> <p><u>Cross Boundary Protocol</u></p>	

22.1. GAH told participants that LINK Devon has agreed, and is using, joint working protocols with other LINKs, and drew attention to an article in the Newsletter about LINK in Cornwall. LINKs regularly meet regionally. LINK Devon is held in high esteem in the country.

Future Structure

22.2. MB explained and **proposed** changes to the Steering Group (see appendix 2). This was **seconded** by PD and **agreed** unanimously. The Group is to be called **Strategic Planning Group** with immediate effect.

23. Public Forum

Q Has the LINK any information on availability of complementary therapies on the NHS?

A No, but please share your experiences via the comment cards so that they can be added.

Q Dawn Dines, SOS Global: inviting comments on working with young people and youth issues. SOS is working with young people in schools and colleges and consults on issues such as binge drinking, sexual health, knife crime and teenage pregnancy. Others expressed the importance and challenges of engaging with young people.

Q Ken Summerfield, Senior Council for Barnstaple: question on the planned visit to RD&E to assess access for people with visual impairment and extent of enter and view remit. Are the LINK visits the same as PPI Forum visits or is this a gap in power that the LINK can't cover?

A KF explained the powers of LINKs in terms of visits and their role within the LINK function. PPI Forums were able to visit health premises. This function is extended to the LINK, which can also visit social care premises. However, LINKs are required to evidence the need for a visit more robustly than PPI Forums did previously. The VIP Task Group will be carrying out visits to assess the new concourse and signage at the RD&E when the concourse is finished. In most cases, the need for a visit would be identified by a Task Group. CL encouraged participants to come forward to join task groups – it's up to you to lead the work through the task groups and say where you want to visit; you have the function – it's up to you to use it.

Q Nick Cape, Couth Hams CVS: The VIP group is working with Plymouth and Torbay. Are they distinct organisations? Which LINK should people feed into?

A There is a LINK for each local authority area that has social care responsibility. Therefore, as Torbay and Plymouth are unitary authorities they have separate LINKs. However, all of them work

<p>together on relevant issues and communicate regularly. LINKs are Networks that share information. Anyone can feed into any network in the area and be assured that the information will be passed on appropriately. People and groups can also participate in more than one LINK if they want to.</p> <p>Q Peter Dunning: Do we have the same connections with other LINKs in the region?</p> <p>A Yes, LINKs communicate locally, regionally and nationally. Regional training which is open to all participants is advertised in the newsletter and people are encouraged to sign up.</p> <p>Q Bill Jordan: inviting Brian Hart to speak about Patient Participation Groups (PPG).</p> <p>A Brian Hart, Chairman of Budleigh Salterton, explained that the PPG has a close relationship with the GPs. Meetings and events are always well attended.</p> <p>Q Margaret Wool, Senior Council for Okehampton: concerns have been raised about wardens in sheltered housing. Wardens are no longer available 24/7 and instead cover a number of sites. Views also expressed on the issue by Brian Hart, Brian Clifton, Bill Jordan.</p> <p>A This issue was raised last year at LINK launch events, but no one has been in touch since. The LINK must evidence that an issue is a collective community view. Participants are called on to share their views and experiences so that the LINK can build evidence about views on this issue in communities in Devon.</p> <p>Participants were encouraged to share their views and experiences with the LINK and to encourage others to do so.</p>	
<p><u>Future Meetings</u></p> <ul style="list-style-type: none"> • Monday 14th December, 10:30 – 13:00, St Sidwell’s Centre, Exeter • Tuesday 16th February, 10.30 – 13.00, ISCA Centre, Summer Lane, Exeter • Wednesday 14th April, 10:30 – 13:00, St Sidwell’s Centre, Exeter 	

Appendix 1: Matters arising from previous minutes

Date raised	Reference	Responsibility	Action	Outcome	Date completed
22/06/09	09/10:8.14	W Jordan	Senior Council for Devon (SCfD) to provide a report on their activity relating to transport		
22/06/09 15/07/09	09/10:8.18 09/10:15.10	Host	Seek further clarification and establish Talking Therapies task group		
15/07/09	09/10:15.7	Host A Campbell	Meeting to establish Personal Care task group	Task Group is established and has met	23/09/09
14/09/09	09/10: 19.4	W Jordan	Raise the issue of Senior Council not responding to LINKs request for information/ clarification of their current activities (requested 27/07/09), at the SCfD Board meeting. Also address reports of negative messages.		
14/09/09	09/10: 19.5	P Dunning	Provide further details of Community Council of Devon (CCD) survey on rural pharmacy access		
14/09/09	09/10: 20.5	Host	Out of county mental health placements - preparatory meeting with commissioners to be arranged to inform establishment of the task group.		
14/09/09	09/10: 20.5	Host / M Brace	Governance to be amended to reflect that FOI requests now no longer need to be ratified by Steering Group	Updated governance agreed by Sub Group and uploaded to website	19/08/09
14/09/09	09/10: 20.7	Host	Establish access to alcohol services task group		
14/09/09	09/10: 20.8	P Dunning	Access to patient transport – CCD to provide reports on their activity and progress		
14/09/09	09/10: 20.8	Host	Continue with preparatory meeting with Devon County Council (transport)		