

Devon LINK Strategic Planning Group

Minutes of the 16th February 2010 meeting
held at the ISCA Centre, Exeter



- Present:** George – Alfred Husband (Chairman) - GAH
 Peter Dunning (Community Council of Devon) - PD
 William Jordan (Senior Council for Devon) - WJ
 Marjorie Brace – MB
 Rosemary Whitehurst - RW
 Lynne Robertson (Host) – LR
 Lorna Davis (Host) -LD
 Catriona Widdows (Host) – CW
- Apologies:** Mike Howdle (Rethink),
 Dawn Dines (SOS Global),
 Audrey Campbell (Carers UK) - AC
 Kate Fenton (Host) – KF
 Pam Hogan – PH
 Jill Perry - JP

	ACTION
<p>32. Minutes of last meeting</p> <p>32.1 Host fed issues into Rural Health plan last week. New person in charge of patient transport. LINK to meet with her when she starts. CL - difficult to get a meeting as each directorate passes responsibility to another body LINK can only focus on Patient Transport – Health and Social Care Issues. LR - Need to close the loop between DCC and Senior Council (SC) – cohesion is key (NHS, DCC, SC & LINK) Can include Community Transport and South West Ambulance Trust WJ - suggested including the topic at the 30th anniversary of SC - at Newton Abbot Race Course on the 11th March. RW suggested using the event as an information gathering opportunity</p> <p>32.2 MB - Clarity over Focus Groups and Task Groups. Need to ensure they deliver outcomes. CL - Aims and objectives are to be set from the outset from now on. Now have a mock up of an induction pack – participant will need to complete induction process to become a task group member in future. Focus groups freer and not laden with rules and regulations so more accessible. Could lead to quick wins. LR - need to ensure don't put people off with lots of rules and regulations – at the start of engagement</p>	<p>LINK to meet with new Patient Transport lead and report to SPG</p> <p>LINK to look at starting a Transport Task group or a one off Focus Event</p> <p>LINK/SPG representatives to attend SC event on the 11th March</p>

<p>MB - refer to focus groups as community engagement to keep the separation. CL - There is more to the process than simply setting up a task group with SOS Global, 32.3 Facebook to be used as a means of communication. Give selected young people 5 workplan based questions to ask their peers during a given month. If successful role out Devon wide. Approach schools and youth groups to find participants. LR - not all schools are open to becoming involved. Curriculum dependent. LINK have built strong relationships with numerous schools across Devon. Partnering up with youth organisations is invaluable. CL - looking to host a youth event. Hold it at St Sidwell's, Exeter. If young people are promoting it we are half way there! Sport and music are a huge draw for young people. RW - The Express & Echo has a teen page on a Friday. It's a campaigning newspaper. The RD&E would like to know what LINK is doing with young people. 32.4 GAH - Polish leaflets have been well received. There has been a request for more translated information 32.5 CL- BME group are interested in putting forward a representative for the SPG group. Proposal first and seconded by GAH and MB 32.6 CL - Enter and View to go ahead. Training complete. Added working with vulnerable adults. Awaiting dates for visits. CRB check problems cause delay as process not accessible to people with visual impairment. Taken advice from Chief Office or EDVSA – ok to proceed without check. Need to clear with the hospital but other Links have done similar visits without CRB. Participants will be accompanied at all times.</p>	<p>Anju Sarpal (AS) to look into using the E&E to promote Youth involvement opportunities</p> <p>CL to discuss BME Member ton join the SPG – to discuss how the additional member can work alongside Anne Mattock</p> <p>CL meeting with Jane Viner (director of Nursing at RD&E) to finalise plans for E&V – to be carried out mid March</p> <p>RW to attend next VIP meeting</p>
<p>33. The Future of the SPG Group</p> <p>33.1 Some confusion over what was voted for at SPG meeting in October. Changes to be discussed again at next meeting when more members of the SPG group and Kate Fenton are present. Governance update needs clarification, particularly paragraph 751.B</p>	<p>Item to be added to next meetings agenda</p>
<p>34. Host update</p> <p>34.1 LINK AGM provisional Date 2nd June 34.2 CL - Task Group Update: CART looking at Dementia and IAPT (Improving Access to Psychological Therapies) Programme. Young People not part of the group. Need to keep it separate. VIP busy planning Awareness event – 26th March 2010. RNIB attending the day. Alcohol Group – conflict of interest that needs to be addressed. Personal Care – Change of chair</p>	

<p>taking place. Group looking at Parish Plans.</p> <p>34.3 LR - Putting People First Focus Group (DCC) – 1st one taken place. Positive feedback from participants. Paul Giblin and Steve Edwards facilitators. Excellent opportunity for LINK participants to put forward their views. DCC listened to LINK advice on time of day to hold the event to ensure maximum participation</p> <p>35.4 CL – Liz Hankin has offered to get an NHS representative to sit on the SPG as a non voting member. Having an NHS Advisor may make the decision process quicker and more realistic – improve understanding. LR - changes take time but understanding how the planning cycle works in commissioning will help the group</p> <p>34.5 LR - Lack of active participants is a challenge. The LINK host team was never meant to do all the work and hoped for more active participants to help.</p> <p>34.6 LINK systems set up before participants engaged. Need to ensure all policies and procedures are suitable for community engagement. CL - Terms of Reference need to be clearer. Plain English. Accessible and not a turn off. No clauses etc. Same information in a different format. CL - has made a mock up of a 'becoming a participant pack'.</p>	<p>LINK to invite and NHS representative to the next meeting – 14th April. CL/CW to send invites to Simon Chant and Liz Hankin on behalf of GAH</p> <p>SPG/CL to think about ways to improve active participation</p> <p>SPG to review induction pack mock up and feedback at the next meeting</p>
<p>35. Ageing Well in Devon & North Devon Activities</p> <p>35.1 MB - looking to set a task group. County engagement group that looked as these issues now finished. Strong feeling on the subject in North Devon. Clifford Bell keen to become involved as now realised the value of the LINK. Could be a Devon whole group. CL - Could host focus group events in each area. Source participants form these events to become a task group. LR - could get recommendations from focus groups.</p> <p>35.2 MB - Strike issue at North Devon Hospital now resolved. Action only lasted 2 days. Since strike MB has been part of a PEET inspection. North Devon Hospital looking forward to the LINK Enter and View. Hospital grateful for LINK participant involvement.</p> <p>35.2 MB - Private nursing companies cut costs/corners. Profit led. State can provide same level of care for much less. Not enough monitoring. CL - if undercutting, where are they making the savings?</p> <p>35.3 Meeting with Local CQC? LD - recently submitted views to CQC. Now need to follow up as CQC have had problems opening submitted files. RW - CQC and Links to work together to ensure information up to date. Need to ensure aware how will work together.</p>	<p>MB to provide copy of letter from Geoffrey Cox. LR to make contact with him</p> <p>LINK to invite regional CQC representative to talk to the group: Colin Lloyd and Mandy Sharpe. SPG meeting or LINK AGM</p>

<p>36. Rural Affairs</p> <p>36.1 PD - waiting for rural strategy – expects to be invited to attend launch. Asking for a 3 month consultation. Concerned about lack of knowledge of Links in rural areas. LR - SPG are encouraged to promote the LINK in all areas of Devon</p> <p>36.2 CL Met with David Light, Honiton to discuss memory cafés. Offered LINK participation and PR. Memory cafés are part of the community hub service delivery – part of the 'Way Ahead'.</p> <p>36.3 LR article ready to be published in Parish Council magazines. Will ensure it reaches wider rural audience.</p>	<p>CW to send members an 'introducing LINK Devon' pack to enable them to promote the LINK more easily</p>
<p>37. Upper GI - SPG to agree the review of recommendations</p> <p>SPG group happy with recommendation – feel aftercare and patient choice are of particular importance First and seconded by GAH and MB.</p>	<p>LD to add paragraph to Recommendation and forward to NHS</p>
<p>38. A.O.B.</p> <p>38.1 PD Suggestion to hold meetings in between SPG meetings on specific issues – e.g. CQC representative. Meeting once every 2 months makes it difficult to fit everything in. LD Need to submit all evidence related to social care before end of March. Could CQC come earlier to enable more clarity?</p> <p>38.3 CL Meet-o-Matic proving useful in Task groups for planning additional meeting dates. Could be a good way to plan SPG meetings for guest speakers</p>	<p>CL to draft a letter from GAH inviting a speaker from CQC to an SPG meeting</p> <p>CL and CW to liaise on using this facility.</p>
<p>Date of next meeting:</p> <p>Tuesday 14th April 2010 10.30 – 13.00, St Sidwell's Centre, Exeter</p>	