



**Nottingham City Local Involvement Network LINK
Minutes for:
Issues Panel Meeting**

Date: 15th September Time: 2pm – 5pm
Unit E2Southglade Business Park,
Cowlairs, Nottingham, NG5 9RA

Present:

Chair: *Barbara Venes - BV*
David Turner - DT
Nettie Johnson - NJ

In attendance:

Laura Marano - LM

	Actions
<p>1. Welcome & Apologies</p> <p>Dora Kostiuk sent her apologies for the meeting. Meeting to be chaired by DT until BV arrives</p>	
<p>2. Minutes from the meeting on the 18th of August</p> <p>LM updated the group on the actions from the meeting. Minutes approved. Minutes from the Work Plan meeting on the 8th of September to be agreed at the Board of Directors meeting on the 23rd of September.</p>	
<p>3. Reply from NCT and the PCT</p> <p><u>Issue #2</u> The group read through the letter from the Managing Directors of NCT. The NCT stated that the 53 bus route is being taken over by the Local Link brand from the 1st of October. The Bus will be replaced by low floor single deck vehicles and capable of carrying a wheelchair.</p> <p>The group will wait till the new service has taken over the route. Then the issue will be forwarded to the Transport Task and Finish group – who will be asked to make further enquiries from service users about the service.</p> <p><u>Issue #3</u> The group read through the reply from Andrew Kenworthy the Chief Exec of Nottingham City NHS. The reference to the Ombudsman is unnecessary and shows that maybe the PCT is still unclear on the role of the LINK and the powers of the LINK.</p> <p>BV and DT are going to speak to Andrew Kenworthy at the AGM of Nottingham City NHS</p>	

<p>about this issue. The group asked to put this issue on hold till further notice from DT and BV.</p> <p>4. New Issues</p> <p><u>Issue #4</u></p> <p>This issue was raised by a LINK participant whom raised the concern that doctors and hospital correspondence is usually in standard format and not suitable for partially sighted service users.</p> <p>The group discussed possible approaches to solve this concern. BV asked the group how the LINK can persuade GPs to take action on this matter, as they are independent contractors. DT suggested that it might be worth considering working alongside the Patient Experience Group (PEG).</p> <p>BV suggested that we contact Joy Cummings-Jones and inform her of the issue and ask whether it's worth referring the matter to the PEG.</p> <p>Group asked to inform the complainant that the Issues Panel is addressing this concern.</p> <p><u>Issue #5</u></p> <p>A member of public raised the concern that Tami-Flu treatment on weekends is only available from two distributors in the City – one in Carlton and the other in Sherwood. This is not ideal for residence from other parts of the City.</p> <p>The group discussed the matter and the next influx of swine flu is expected in October/November (Autumn). Recently in the news it was decided that GPs will distribute Tami-Flu treatment to patients – furthermore a vaccine is soon to be approved and will be available to those at risk from GPs.</p> <p>This issue will be held on hold – until further developments occur.</p>	<p>LM</p> <p>LM</p>
<p>5. A.O.B.</p> <p>Look back at the issues stated in the Annual Report – liaise with the County LINK team to find out which issues are still pending. Feedback outcomes at the next Issues Panel Meeting.</p> <p>The group asked if they could get a copy of the feedback from the Workshops.</p>	<p>LM</p> <p>LM</p>
<p>6. Date and time of next meetings:</p> <p>Thursday 15th October 10am start – 12pm Thursday 12th November 10am start – 12pm Thursday 17th December 10am start -12pm</p>	

Minutes taken by Laura Marano

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