



Nottingham City Local Involvement Network LINK Priorities and Issues Group

26th May 2009
Unit E2Southglade Business Park,
Cowlairs, Nottingham, NG5 9RA

Present:

Alan Humberstone- AH
David Turner- DT
Nettie Johnson- NJ
Barbera Venes- BV

In attendance:

Laura Marano- LM
Martha Highton- MH

	Actions
<p>1. Welcome</p> <p>BV welcomes the group.</p>	
<p>2. Minutes from last meeting</p> <p>AH asked whether the Freedom of Information act had been looked at. LM stated that she had not as yet been able to access it but will bring it to the Directors Meeting. AH also asked whether the LINK was a statutory organization. LM stated that the LINK was not a statutory organization, it is a voluntary organization.</p> <p>Minutes from the previous meeting were approved.</p>	
<p>3. Matters arising</p> <p>LM stated that the group should decide the main priorities for the meeting, it was decided that the group wanted to approve all documentation associated with the prioritizing issues process and to address outstanding issues.</p> <p>AH informed the group that he still hasn't completed a draft scoring system but will email to LM as soon as possible and she will distribute.</p> <p>1) Initial Letter</p> <p>BV states that she thinks that the language used in the initial letter to the complainant is too articulate, and that some people may not be able to understand it. LM states that each letter</p>	

sent will include a summary of each issue so the participant can understand the context.

BV asked whether complainants had to be members of the LINK to raise an issue? LM explained that they do need to be members. BV stated that she disagreed with this and that people may not want to be members of the LINK but still may want to raise an issue. LM stated that this is the process and that the person can just fill in a registration form along with the issue, mainly so the LINK has contact details of the person. A discussion took place regarding people that may not want their details known and AH states that the Freedom of Information Act means that peoples details may be accessed. LM states that the LINK follows the Data Protection Act and that details cannot be accessed. This issue will be looked into.

The letter asks the participant for more info, AH asks whether this will be sent with each complainant as they may have already given enough information. LM states that if someone gives enough information the CEW will remove that section. MH states that it will be to the CEW's discretion in each case.

DT states that once the group becomes organized there needs to be a board member to look through what the CEW does with issues. MH states that is why we have board meetings to bring the issues to the board.

BV asks whether the letter should include that we can only look at 3/4 issues at once. LM explains that this is in the letter so were not misguiding the participant to show that we may not be able to deal with their issue straight away. AH believes a range of letters need to be drafted for various situations such as letters asking for further information, letters explaining that the issue is going through to the board. **Letters to be drafted out by LM and MH by next meeting.**

BV states that the last lines are contradictory, that is states the case will be published to LINK members but it will be kept confidential. LM explains that cases will be published but will be kept anonymous.

Letter completed, changes to be made for next meeting.

2) Issues Process Flow

BV asks if a complaint needs to be sent to ICAS do the LINK send it or is it given back to the participant. LM states that we signpost it so we inform the participant.

BV asks what it means in stage 4 when it says let people know. LM states that we just let them know we are dealing with the issue.

Issues Process Flow approved

3) Stages of panel analysis

Stage 1) AH believes there should be a stage 0 where the CEW's are sifting through the issues. DT asks whether every issue comes to the board, LM states that it does. DT asks what the conflicts of interest means. LM states that it is either the board or the participant that may have conflict of interest and this will be looked at.

BV asks what happens if there needs to be a fast track process such as a major news story, does LINK just wait until someone comes to them? Need a process for LINK to show an issue. LM states that we can show an interest speak to the people involved let them know about our service but we cannot deal with an issue unless someone raises it with us. AH states that is something happens we need a way of quickly dealing with the issue. LM suggests just going straight to stage 3.

<p>Stage 2) AH wanted to change the section saying LINK team to LINK team with the panel. Stage 2 Approved.</p> <p>Stage 3) Approved</p> <p>Stage 4) BV thinks that stage 5 should say that is goes to the board to see results of findings and NJ states that we also need feedback. AH wants more of a monitoring process for the board. Approved.</p> <p>Stage 5) Approved</p> <p>Issues Arising</p> <p>LM explains about the outstanding issue that the board needs to deal with which is a physiotherapy issue about a physiotherapy service for mental health and learning disability patients being closed down and funding cut. LM gives out all the letters regarding this matter.</p> <p>AH suggests contacting Nottingham NHS Trust and getting a statement from them. LM to action.</p> <p>BV will ask forensic services on why this has been cut.</p> <p style="text-align: center;">A drafted letter was created to send to NHS Trust.</p>	
<p>4. AOB</p>	
<p>5. Date and time of next meeting: 9th June 2009 – 10:00am-12:00pm</p>	

Minutes taken by the Nottingham City LINKs TEAM

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