

Nottinghamshire County Local Involvement Network (LINK)

Executive Board Minutes

2nd February 2012

10:00am – 12.30pm Christopher Cargill House, 21 – 23 Pelham Road, NG5 1AP

Present	In Attendance
<p>Jane Stubbings (JS) Shirley Inskip (SI) – Chaired the meeting John Kerry (JK) – arrived 11am Barbara Venes (BV) Tom Turner (TT) Julie Bryant (JB) Pat Crowe (PC) Jay Hemmings (JH)</p> <p>Sharon Neal (SN) Host Team Helen Clark (HC) Host Team</p> <p>Observed by: Mike Gutteridge Carole Cantrell</p>	<p>Veronica Price – Job (VPJ) Commissioning Unit, Adult Social Care, Health & Public Protection Department, Nottinghamshire County Council</p> <p>Karen Watkinson (KW) Assistant Director of Strategy, Planning and Assurance for Nottingham North and East CCG</p> <p>Katie Moore (KM) Head of Patient Public Involvement, Nottingham University Hospitals NHS Trust</p> <p>Gulnaz Katchi (GK) Community Engagement Co-ordinator, EMAS</p> <p>Paul Sanguinazzi (PS) Head of Involvement, Nottinghamshire Healthcare NHS Trust</p>

Item No.	Agenda Item	Decisions made / Actions	By whom / when
1	Welcome and Apologies		
	SI welcomed the group and all members introduced themselves.		SI

	<p>Group reminded to confirm attendance and book lunch if it is required.</p> <p>Apologies were received from Sally Dore, Jean Lewis, Alan Sutton, Emma Ducker and Penny Spice</p>		
2	Declarations of interest.		
	No declarations of interest were given		
3	Minutes from 6/01/12 for accuracy only and matters arising not on agenda		
	<p>Item 6 – HC continuing to chase Tracy Bircumshaw to fix a date for Kate Davies EDS presentation – possibly May 3rd.</p> <p>Item 9, page 4, VPJ gave Board members a written update.</p> <p>Item 13, BV attended the County Council Involvement Strategy Review group.</p>		HC
4	Update from Co-operative members		
	<p>Nottinghamshire County Council Update – written update from Penny Spice and verbal update from Veronica Price – Job:</p> <ul style="list-style-type: none"> - Consultation on budget closed on 31st January 2012, haven't had a huge amount of objections so far. - Final decision to be made at the meeting on the 23rd February 2012. - VPJ to query what is happening with the Nottinghamshire County LINK contract <p>Katie Moore, NUH – written update given</p> <ul style="list-style-type: none"> - Carers high on agenda. Policy in place targeting information to carers, card produced. Supported by Carer's UK and Carer's Federation, to be launched March time. <p>SN: Requested a PDF of the information card on publication, for the LINK</p>		VPJ

<p>website</p> <p>JB: Does the new scheme include non-professional carers? KM: Yes.</p> <p>PC: Anything aimed at those who don't regard themselves as carers? KM: Identification included in nursing documentation, to start flagging up carers.</p> <p>JB offered to help Katie Moore where possible.</p> <p>KM: - National outpatient results will be in the public domain by mid-February and the in-patient results will be published April/May time. - Have developed a system of real-time feedback, happy to provide feedback results to the Board. - From 1st April 2012 to increase feedback on the 'would you recommend?' score – aim for 1,500 surveys per month.</p> <p>JS: How are volunteers going into feed patients impacting on protected mealtimes? KM: It is working very well</p> <p>Paul Sanguinazzi, Nottinghamshire Healthcare NHS Trust: - Summary of Business Planning Process is on the website (document distributed to Board), comments welcome - Nottinghamshire Healthcare is now an integrated provider - Patient experience report that went to Board in December distributed to members, comments have been useful and themes are being tracked - Purchased I-Pads to get more detailed comments and feedback about patient opinion - Looking to test the 'would you recommend?' score, although reservations regarding its appropriateness</p>		
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	<ul style="list-style-type: none"> - Developing carers strategy, about to go out to consultation - To produce carers handbook and card too <p>JS: observed overall quality of service has risen, but concerns about Rampton, will we get a response following the investigation into patient to patient bullying.</p> <p>BV: What is the waiting time for Let's Talk Wellbeing service overall?</p> <p>Karen Watkinson:</p> <ul style="list-style-type: none"> - running a series of PPI events in February, hoping to get good feedback to inform the PPI Strategy and Commissioning - Strategic Health Authority and NNE CCG configuration risk assessment. Nottinghamshire only County rated Green across the Board - results not inclusive of Bassetlaw. <p>JB: Have you appointed a person to the PPI role? KW: Not appointed yet.</p> <p>Gulnaz Katchi, EMAS:</p> <ul style="list-style-type: none"> - Patient Transport Service – EMAS didn't have grounds to appeal. Staff will TUPE'd over. - New providers will take over 1st July 2012, pushed back from the original date of the 1st April 2012. <p>As discussed at the last Board meeting, Arriva will be invited to come and talk to the Board on takeover of contract.</p> <p>TT: Will you still be coming in to give an update re: Accident and Emergency transport? GK: Yes</p>	<p>To check</p> <p>To check</p>	<p>PS</p> <p>PS</p>
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5	CEW Update Reports		
	Written report provided		
6	Board Future		
	The Board will continue as is, March 2012 – March 2013 as per feedback from database.		
7	AOB		
	<p>SI: What do we do about chasing the County Council re: the budget?</p> <p>PC: Make representation to the Council, maybe go via MP's</p> <p>TT: Could we go through the OSC?</p> <p>JK: Should make declaration to portfolio manager at the Council.</p> <p>JS and SI to write a letter to Kay Cutts and Martin Suthers on behalf of Board.</p>	To take it to the Board in a fortnight	<p>TT</p> <p>JS and SI</p>

Thursday 1st March 2012, 10am – 4pm, Christopher Cargill House, 21 – 23 Pelham Road, NG5 1AP

Thursday 5th April 2012, 10am – 4pm, Christopher Cargill House, 21 – 23 Pelham Road, NG5 1AP

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Minutes taken by Helen Clark.