



Minutes of the third meeting of the Interim Executive Meeting held on Monday 20th October 2008 at 6.00pm at Atheldene Resources Centre, 305 Garratt Lane, London, SW18 4EQ

Present:

Colleen Bowen
 Alison Buick (Vice Chair)
 Caroline Furnivall
 Mike Grahn
 Suzanna Kawalek (Vice Chair)
 Catherine Kennington
 Stefan Kuchar (Chair)
 Marisca Ribeiro
 Louise Shellard
 Irene Storer
 Barbara Willerton (Treasurer)

Host team:

Jason Edgington – WCA Director
 Simonne Reid – LINK Executive Assistant
 Andrew Craig – MAC partner (in attendance)
 Valerie Moore – MAC partner

Apologies for absence:

Del Hosain
 Esther Persaud
 Kurt Schwarz

No'	Agenda item	Action
1.	<p>Welcome and Introductions</p> <p>The Chair welcomed all those in attendance at the meeting and asked that each member of the LINK Interim Executive (IE) state their names and which sub group they were participating on.</p> <p>The Chair announced the resignation of Peter Whitby from the IE due to ill health and requested a card be sent to him wishing him well. Host to action.</p>	<p>HOST</p>
2.	<p>Chairs announcements</p> <p>The Chair covered a number of domestic matters including</p>	

	<p>toilets, fire exits, comfort break and refreshments.</p> <p>Jim South, a LINK member who was hard of hearing advised IE members that he was having difficulty hearing them. There was no hearing loop in the venue, the seating layout also meant that members of the IE had their backs to LINK members/members of the public. With these factors in mind there was no point in him being present at the meeting.</p> <p>The Chair apologised for the bad acoustics in the room and reminded IE members to speak up. It was suggested that for future meetings the seating layout be in a horseshoe style, allowing LINK members/members of the public to observe from the open ended sections. It was also felt that a hearing loop was essential at all meetings. Host to investigate purchasing a portable loop.</p>	HOST
3.	<p>Minutes of the previous meeting</p> <p>Page 2, 2.13 – there was queried raised about the Wandsworth Strategy Group was the Older People’s group and whether prisons visits were in the LINKs remit. This was confirmed and that the Primary Health and Social Care sub group would deal with visits.</p> <p>Page 3 – it was felt that the sub group/special interest groups service users should be co-opted onto the sub groups. It was suggested that the special interest groups and other expert LINK members fed into the sub groups.</p> <p>The minutes were then agreed.</p>	
4.	<p>An opportunity for any LINK members/members of the public to raise a relevant issue</p> <p>It was confirmed that the finer details of how questions/comments would be recorded, answered and circulated was still to be confirmed. To be actioned and advised by next meeting.</p> <p>The following questions/comments were put forward:</p> <p>4.1 Bruce Mackenzie advised members that he had attended an event for local GP’s and private health care in Wimbledon run by Wandsworth Primary Care Trust (WPCT), which was not open to members of the public. IE members were asked if they had any further details on the event.</p> <p>Barbara Willerton reported having seen it advertised but wasn’t sure what the protocol was on such meetings. Host to request further information on the meeting and obtain clarity on public</p>	HOST HOST

<p>involvement.</p> <p>4.2 <i>Jeremy Ambache (submitted in advance of meeting) thanked the IE for allowing LINK members/members of the public to be able to comment at the beginning of the meetings.</i></p> <p><i>a) How will the IE ensure that questions/comments and suggestions from LINK members/members of the public which are raised under this agenda item are considered and responded to?</i></p> <p><i>b) The IE has decided to work closely with all the existing service user and patient groups and build on the work that these groups are doing. How is the IE planning to make personal links with all these groups in a comprehensive way so as to forge effective working links with all of them? Could LINKs members who are not on the IE help with this?</i></p> <p><i>c) Regarding item 9, the ‘Enter and View policy’ on today’s agenda – when this item discussed would the IE consider the following: page 7, item 2, should this paragraph include agreeing a ‘criteria’ (as well as the procedure) for selecting authorised representatives; could you include an additional paragraph on page 7 which says ‘agree a plan for which services to start visiting in 2009.</i></p> <p>Members were advised that interesting issues had come out of the workplan and former Patient and Public Involvement (PPI) members felt that visits were a very important element.</p> <p>Barbara Willerton informed members that it was possible to make preparations on undertaking visits however, they could not be made until CRB checks were carried out on all those concerned.</p> <p>4.3 <i>Barbara Bohanna reported having raised issues with Wandsworth PCT regarding identified gaps and queried what the current position was on poly clinics.</i></p> <p>The Chair confirmed that a letter could be sent to the PCT via the LINKs requesting clarity on the current position and under law they would be obliged to respond. Host to action with any future questions and answers published on the LINKs website.</p> <p>4.4 <i>Clare Kakembo queried whether service providers should report into the LINK.</i></p> <p>The Chair confirmed that it was not part of the formal role of the LINK as it’s role was to look at how services were being delivered.</p>	<p>HOST</p>
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	<p>Discussions took place around the responsibilities of monitoring GP practices and it was felt that this should not be down to patients and some patients were not confident enough to say what they felt.</p> <p>It was agreed that more consideration should be given under the Enter and View policy as to how general complaints would be handled.</p> <p>4.5 Mike Squires (written question) – to be referred to Chair's group as full information/details needed to be gathered.</p>	HOST
5.	<p>Matters arising from minutes not covered on the agenda</p> <p>Page 2, item 2.7.7 – it was confirmed that the Wandsworth LINK leaflets and business cards had been produced and ready for distribution. Barbara Willerton felt the leaflets were a little wordy and requested that they be revised making them more eye catching. Communication and Participation sub group to look into.</p> <p>Page 2, item 2.14 – Caroline Furnivall requested being an observer on the PCT Clinical Effectiveness Committee. Host to approach Fiona Hicks who organises the meetings and report back.</p> <p>Page 3, sub groups – it was suggested that the minutes and papers of the sub groups be made available. However, due to the amount of papers involved and tight timescales it was agreed that a summary of the papers would be listed and anyone then requiring a full set of papers make a request for them.</p> <p>Page 4, item 5 – It was stated that some activities had not been allocated in the workplan and felt the 'quick wins' needed to be carried through and allocated to sub groups.</p> <p>Page 5 item 7 – IE members were advised that the web designer had been spoken with regarding having a centralised calendar that published dates of meetings. This was a possibility but would take a little time to implement and have up and running. Once up and running the calendar would be maintained by the Host and those available to provide representation to any other meetings could feed this into the Host.</p> <p>IE members were asked to circulate to the host details of other meetings they were participators of. Jason Edgington felt it was also necessary to obtain clarity on the Terms of Reference with regard to the capacity in which a LINK representative can</p>	<p>C&P</p> <p>HOST</p> <p>IE</p>

	attend the meetings. Host to seek clarity and circulate. Page 5 – the Chair confirmed that the communication and participation paper had been referred to the sub group.	HOST
6.	Declarations of Interests None declared.	
7.	<p>Update from Sub Groups <i>Communications & Participation (C&P)</i> Stefan Kuchar (Chair) drew IE members to the minutes from 2nd October 2008, advising that under the quick wins the following recommendations from the Communications and Participation Action Plan (B2 from 22/09/08) were proposed to take forward:</p> <ul style="list-style-type: none"> • Production of newsletter • Devise a short survey, invite stories of personal experiences • Investigate setting up a health and social care panel • Participation and communication with commissioners • A LINK summit Conference with commissioners proceeded with open agenda setting. <p>It was advised that the sub group had recognised that gaps in representation would be identified through mapping and ways would need to be looked into at how best to obtain 18-24 year old and Black and Ethnic Minority (BME) engagement.</p> <p>IE members were asked to agree taking forward the above recommendations, subject to costing and notification to the Resource & Governance sub group.</p> <p><i>Resources & Governance (R&G)</i> Barbara Willerton (Chair) introduced the summary notes taken on 15th October 2008, advising that the recommendations from the Wandsworth LINK sub group structure paper (paper B4 22/09/08) had slightly changed.</p> <p>It was recommended that the following items be delegated as follows:</p> <ul style="list-style-type: none"> • IT Resources – HOST • Relations and reporting – Chair’s sub group or IE. <p>The IE agreed the above mentioned changes.</p> <p>Barbara Willerton reported that more detail was required on what resources were available from the Host to the IE and felt it was necessary to meet with Jason Edgington in order that this information be covered and made explicit.</p>	BW/JE

<p>It was further reported that there was a policy on expenses pertaining to the IE members but expansion on this was required in order to cover arrangements for the sub groups. It was requested that the Host prepare a report to the R&G making recommendations based on best practice, guidance of which could be sought from the Council's and PCT policy.</p> <p>It was suggested that members be aware of the fact that some people with specialised knowledge should be tapped into and it would therefore be justifiable that their expertise be rewarded in some way.</p> <p>Concerns were raised regarding independent living as there was no forum for people with disability. It was suggested that there be some sort of bridging action in place on an interim basis.</p> <p>It was confirmed that currently the Council were not funding the group through the LINK contract. Originally there had been mention of this in the draft tender however, this was removed. It was agreed that on behalf of the LINK the question would be raised with the Council seeking clarity on the issue. Louise Shellard requested seeing the letter before sending off.</p> <p>Barbara Willerton advised that the code of conduct had been agreed and it was recommended that the seven Nolan principles of life be put together to form the code of conduct, which would also feed into the Enter and View policy. IE members were also advised that each LINK in the country were required to have their own Enter and View policy.</p> <p>It was agreed that the Host would be responsible for undertaking the ground work of administering the visits in liaison with the Primary and Secondary Health & Social Care sub groups. However it was recognised that it would be a very large task to undertake and would take time.</p> <p>Barbara Willerton gave an overview on the Nomination to and Election of the LINK IE taking place on 19th January 2009 and apologised for the fact that the papers had not been circulated to the IE. The R&G sub group were recommending that no more than 12 be elected onto the Executive Committee.</p> <p>Concerns were raised regarding service users and ensuring they had a strong voice, which the original tender document had stated. There was also concern that workplans would be set without service user input and it was suggested that places on the sub groups be co-opted onto.</p> <p>Stefan Kuchar shared the concerns raised and confirmed</p>	<p>HOST</p> <p>HOST</p>
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	<p>collectively opportunities would be offered for people to be on the committee. It was suggested that there be a voting procedure and support should be provided from the Host to service users using Proxy votes.</p> <p>Discussions took place about ensuring comments and input was obtained widely regarding nominations and elections and guaranteeing service user contribution. With this in mind and the need for openness it was agreed that the procedures and papers relating to nominations and election be circulated to the LINK membership as well as the IE, inviting back comments. Host to action.</p> <p><i>Secondary Health & Social Care (SH&SC)</i> Suzanna Kawalek (Chair) advised that she had received various communications from the host on matters such as not being able to facilitate Saturday meetings and had experienced problems with other suggested dates, which had resulted in the group not meeting. Jason Edgington apologised for the miscommunications and confirmed that although the host could support evening meetings Saturdays would prove difficult. He advised that he would liaise with the Chair immediately preceding the meeting to obtain convenient dates, organise a venue and notify those concerned.</p> <p><i>Primary Health & Social Care (PH&SC)</i> Alison Buick (Chair) echoed the experiences as the Secondary Health & Social Care sub group, who had also not yet met. Jason Edgington provided assurance that he would apply the same arrangements as discussed with the SH&SC group.</p> <p>The importance of the sub groups meeting in between the IE meetings were stressed, which included the need for flexible arrangements.</p>	<p>HOST</p> <p>HOST</p> <p>HOST</p>
8.	<p>Code of Conduct (B1) Agreed by Resource and Governance sub group (15th October 2008).</p> <p>The IE noted the Code of Conduct.</p>	
9.	<p>Enter and View Policy (B2) The Chair introduced the paper, which he felt was very good in principle, advising that procedures were still required. He also felt that the agenda enter and view should be driven by the Primary and Secondary Health & Social Care sub groups.</p> <p>Queries were raised regarding whose responsibility it would be to set up the procedures, initiate visits, devise a schedule for who and when the viewings were undertaken. It was agreed</p>	

	<p>that the host would be responsible for looking into recruitment aspects, training and administering CRB's etc. IE members were advised that this was a big piece of work to get underway and that an agreed policy would need to be in place and published before proceeding.</p> <p>The Chair requested that the IE agree in principle the values, next steps to be taken i.e. recruitment, selection etc. and an outline be reported at the IE meeting on 17 November 2008. Host/MAC to action.</p> <p>The issue of using community partners were raised and give consideration to safeguarding and diversity when undertaking recruitment and training etc. It was also suggested that final approval of the Enter and View policy be given to the newly elected Executive.</p> <p>The IE agreed in principle to move forward with the Enter and View proposal.</p>	HOST/MAC
10.	<p>LINK IE members' one day training & development workshop (C1) Members were asked to note the confirmations received from those organisations asked to contribute.</p> <p>It was suggested that any presentation handouts, minutes etc. be published on the LINK website and where possible be accessible by digital recording. Further thought should be had on which IE members would provide responses to the presenters. In the meantime it was agreed that the SH&SC sub group would respond to WPCT, the PH&SC sub group would respond to Social Services and the Chair's sub group respond to Wandsworth Council.</p> <p>The IE noted the one day training and development workshop.</p>	
11.	<p>Workplan paper (D1) To be taken forward to next agenda.</p>	
12.	<p>Dates of next meeting: Monday 17th November 2008 from 6.00pm-8.30pm at Earlsfield Library, 276 Magdalen Road, London, SW18 3NY with informal discussion and refreshments available from 5.30pm.</p> <p>LINK members/members of the public are welcome to attend and participate in the open space time at the allocated time during the meeting. If non IE members have questions they wish to raise they should be notified to the Chair in advance of the meeting.</p>	