

**Minutes of the Somerset LINK Stewardship Group
Held on
Monday, 1st November 2010
5pm – 8pm**

In attendance:

Stewardship Group: Carole Hounsell (Chair)
Rachel Witcombe
Brian Stother
Chris Evans

Help and Care (Host): Stephen Letchford
Lucy Nicholls
Theresa Stanton

Actions:

1. **Welcome:**

A warm welcome was extended to everyone present.

2 **Apologies:**

David Boyland, Jonathon Yelland

3. **Resignations:**

Brian Shipton has resigned from the Stewardship Group, but will still be an active member of Enter & View. Carole will send a letter of thanks for all his hard work on behalf of the Stewardship Group.

Carole

4. **Approval of Minutes of the Last Meeting:**

Minutes of the last meeting were approved as a true record.

5. **Budget**

A Budget spreadsheet was given out and discussed.

Actions:

Steve explained that budgets from existing projects that were showing a current underspend and were not likely to require the full allocation of monies. Previously allocated had been re allocated to projects decided and agreed at the last SG meeting.

The £2000 allocated for an information project would become the Patient Participant Fund. £1500 from Training and £500 from Carers would provide the funding for the Student Project. £1500 from Enter and View and £500 from Mental Health for the event proposals. A further £1000 needed to be reallocated to the Community Chest to support the youth volunteer project.

This was understood and agreed by all.

Lucy has a meeting with SCAT in the next couple of weeks and will then find out how much they will need and what format this event will take. Carole said that SCAT should be in contact with all other heads of Care Courses at other Somerset Colleges, which would be a good way for them to pass on our involvement.

Steve explained that any new projects need to demonstrate outcomes before 31 March 2011. The efficiency against managed savings was discussed with optimism that under spends might be carried over into the next financial year for the transition towards Healthwatch. Brain asked Steve what was the Commissioners position. Steve explained the recent CRM had been positive and he felt optimistic that the contract would role over into 2011. However, no decision had been made as yet nor given the current spending review was their any indication as to what budget would be available. He hoped that the Commissioner responsible for the contract would be able to provide indications of a way foreword by the end of November. He pointed out that the Commissioners would be keen to discuss the transition of LINK to Healthwatch with the Stewardship group in the future contractual position

Steve

6. Total Place Somerset

Paperwork was handed out and the Total Place Somerset project was discussed.

Simon Griffiths - a LINK member from Yeovil – had volunteered to represent the LINK at the Total Place meetings and be involved in this and wants to go to the next meeting. The Host staff will attend the next

**Lucy &
Steve**

Actions:

meeting to get a feel of what it going on and to ascertain what sort of role we have with them in the future. This was deemed to be a good idea by all as some concern was raised as to where the LINK would fit into this project.

Brian raised a concern that the project appeared more localised to Taunton Deane rather than total place for Somerset and therefore felt that any LINK representation should be by someone with the appropriate background/knowledge. He expressed an interest in becoming involved in this project.

7 Governance Document

A draft governance document was discussed.

It was agreed that this document would be used as the governance document for the Somerset LINK. That the document would be circulated to all current LINK participants for comment and amendment as necessary.

It was agreed that when finalised, this document would supersede all previous governance arrangements. This document could subsequently be revised, amended or further policy added subject to changes in legislation or as deemed appropriate and agreed by the Somerset LINK.

**Steve &
Brian**

8 OSC Meeting

A report by David Boyland regarding his meeting at Somerset County Council was read and discussed.

A report by Carole regarding a meeting at Somerset PCT was read and discussed.

9 Brief Project Updates

The project update was discussed. (Attached.)

Lucy has produced a Volunteer Pack for those wishing to become more actively involved in the LINK.

3rd Sector Forum and Community Group Forum project proposal has been put together but further work is required. It was acknowledged

Lucy

Actions:

that it is important to try get all the relevant parties working together ahead of Healthwatch coming into force.

10 **Event-open to all and about the NHS changes**

At the last SG meeting the Host had been asked to start making provision for a Event in January next year. The purpose being to inform the general public of changes to the NHS. Steve suggested that January might not be the most appropriate time to hold such an event and that whatever was decided by the SG with regards to an event it needed to add value. The concern raised was if the event was to inform the general public about changes in the NHS even if the event provide information to a couple of hundred people this was a small proportion of the total population of Somerset and that an expensive event with little value would not be viewed favourably. Although acknowledged that getting together 50 plus interested people would be a good point from which to build. A very long and detailed discussion was held on when this was to be and what did we aim to achieve? Ideas discussed as follows:

- Use as a way forward for HealthWatch
- Aim to boost our membership
- Consider NHS reform and how this will change local provision
- Use to explain the cuts that are going on at the moment
- Involve St John Ambulance and other similar organisations
- Should it be just 1 event or 3/4 smaller events across the County?
- Would County Council and Department of Health Southwest attend?

The SG agreed that an event would be held the 1st week in March 2011 and that Lucy and Steve would discuss ideas with SG via email initially.

The purpose would be to engage 3rd Sector and Community Groups and individuals in how best to influence commissioning groups. It was suggested that a speaker from the Kings Fund or UWE or similar might be appropriate.

The Host raised concerns that the focus needed more clarity and that work had already taken place to secure speakers for the original purpose of a panel event.

Actions:

It was agreed that ideas for the event would need further discussion at the next SG meeting.

11 Any Other Business.

Chris said that the Carers Participation Group is still ongoing which is good news.

Lucy pointed out said that there are a lot of cuts to services taking place and that the LINK needs to be informed when they took place. She asked everyone to be vigilant and if they were informed to pass this information on.

Chris has written to David Laws MP regarding The future of LINKs - a copy of his reply attached.

12 Date of Next Meeting.

8th December 2010 @ 12.30pm at Hambridge

Meeting closed at 7.20pm

Attachments:

- APPENDIX 1 : David Boyland's Post-Meeting Report
- APPENDIX 2 : Letter to Chris Evans from David Laws MP
- APPENDIX 3 : Project updates from the host
- APPENDIX 4 : Total Somerset briefing note from Somerset County Council

APPENDIX 1 :

David Boyland's Post-Meeting Report



Pro-Forma for reporting back from external meetings

Please complete this form after every meeting you attend as a LINK representative

Your name:	David Boyland		
Organisation: <i>(e.g. Somerset Partnership)</i>	Somerset County Council		
Name of group: <i>(e.g. Members' Council)</i>	The Scrutiny Committee		
Date of Meeting:	12 October 2010	Location of meeting:	County Hall, Taunton
Capacity attending: <i>(e.g. Observer / Governor)</i>	Somerset LINK Stewardship Group		
Items discussed: <i>Headlines only</i>	NHS White Paper, Equality and Excellence : Liberating the NHS		
Any contribution you made / will make	<p>After brief introductory remarks by representatives from NHS Somerset and myself concerning the White Paper, issues and questions raised by members of the Scrutiny Committee included:</p> <ul style="list-style-type: none"> • What funding will be made available to SCC for health improvement functions which will transfer? • GP commissioning consortium will need to be large enough to achieve economies of scale (one county-wide consortium favoured) • More details needed about functions of Health & Wellbeing Boards – what will it do and what freedom will it have? Also concerns about its accountability. • Concerns over possible political interference in health 		

	<p>matters, once local authorities are given more control of health issues.</p> <ul style="list-style-type: none"> • Who will regulate GP commissioning consortium/a? • Will there be regional versions of the central NHS Commissioning Board? • Abolition of PCTs is a huge risk – staff will become demoralised and expertise will be lost during the transition period as staff leave the PCT/SHA. • Somerset PCT has been very effective and is the envy of many PCTs. • Concerns about the abolition of the OSCs, and strong feeling of South West OSG network that they should be retained and broadened to cover Health & Wellbeing Boards, GP consortia and independent healthcare providers. <p>The Committee agreed to:</p> <ul style="list-style-type: none"> • Write to the five Somerset MPs about its concerns which could be fed into any Parliamentary debate on the White Paper. • Consider how best to inform and reassure the public about the proposed changes to the NHS in Somerset. A possible role for the County Council, together with the LINK, a bit further down the track as things become clearer? • Hold a further Health Scrutiny Committee in April 2011 to discuss health issues and to determine how best to take things forward in Somerset.
Your action points from the meeting (if any):	None
Areas for possible further LINK involvement?	Consider organising a joint County Council/LINK event in 6/9 months time to inform the public about changes to the NHS and what it will mean for them (a key issue for the LINK will be to publicise new advocacy/ support arrangements which will transfer from ICAs to local Healthwatch).
Date of next meeting:	TBA
Who will attend?	TBA

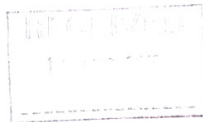
APPENDIX 2 : Letter to Chris Evans from David Laws MP

From the Rt Hon Andrew Lansley CBE MP
Secretary of State for Health



Richmond House
79 Whitehall
London
SW1A 2NS

Tel: 020 7210 4850



Your Ref: Evan029/1/TMP

PO00000526858

The Rt Hon David Laws MP
House of Commons
Westminster
London SW1A 0AA

Dear David,

17 AUG 2010

Thank you for your letter of 21 July on behalf of your constituent Mr C W Evans of Highlands, Clarkes Lane, Misterton, Crewkerne TA18 8NA about the future of local involvement networks (LINKs).

As the recently published White Paper makes clear, we are committed to putting patient and public engagement at the heart of the NHS and adult social care decision-making, and LINKs – or local HealthWatch as they will become – will have a critical role in delivering that vision.

I can reassure Mr Evans that we shall be investing in and supporting the further development of LINKs.

We also propose an enhanced role for elected local councillors and local authorities as a more effective way to boost local democratic engagement.

Yours sincerely,

ANDREW LANSLEY CBE

APPENDIX 3 : Project updates from the host

Carers Project

A 'final' workshop was held for Carers' Champions on 14 October in Taunton, although there is now a "definitely final"! workshop being held in Glastonbury on 4 November. After that we will produce a report about our involvement in this scheme.

Lucy is giving a presentation about the Carers' Champion scheme on 3 December at a "Carers' Rights Day" which is being organized by Carers UK.

Transport Project

The Transport Project Task & Finish Group (including David Boyland) has agreed a Patient Survey that will be distributed to people across Somerset over the next three months.

Lucy has met with Tim, our graphics designer, who will help us format the final patient survey document and marketing material for this survey.

Lucy has put together a website about the project which will allow people to complete the survey online: www.patienttransportsurvey.org.uk

Community Chest Project

A copy of the Community Chest Decision Panel Meeting of 4 August 2010 was circulated to the SG after the previous meeting.

The Community Chest Decision Panel were informed of the SG's decision to fund the Somerset Youth Volunteering Network. There were no objections to this and the cheque and other information has now been sent off to the Somerset Youth Volunteering Network.

JSNA

Steve and Lucy met with Wayne Lewis, mental health commissioner, and Allan Petchey, CEO of Mind in Taunton & West Somerset, to discuss the LINK contribution to the JSNA report and Mind TWS's concerns about mental health service funding in West Somerset.

There was extensive discussion about the provision of mental health services through the Community Right Steps service. A final version of the LINK report was agreed at the meeting. The final JSNA report has now been made public.

PPGs

Lucy has written an article for the Somerset PPG Newsletter explaining that the LINK has set up a 'PPG Pot' to cover PPG's expenses.

Lucy and Theresa have sent LINK information packs to all PPGs that are not currently signed up to the LINK. We have not yet had any response from these.

Advocacy organisations

A meeting has been organized between Lucy and the main advocacy organizations in Somerset (Advocacy in Somerset, Advocacy in Mind, Age Concern Somerset and Somerset Advocacy). We will be discussing how we can devise a process for partnership working, to ensure that the LINK is best used to represent the public if significant themes arise.

NHS Reforms: Local stakeholders

Lucy attended the Local Medical Committee Study Day on Commissioning. No firm decisions have been made regarding the future structure of the commissioning organization for Somerset GP Commissioning.

Misc work

- **Mental Health Service Users Focus Groups:** Steve and Lucy are facilitating Focus Groups for mental health service users in Yeovil to feed back their experiences of using services in Somerset on 29 October. This is at the request of the Somerset Partnership.
- **Governance:** Draft Governance has been submitted for SG consideration.
- **Contract review:** Contract review took place on 22/10/10.
- **White Paper:** Unfortunately due to personal circumstances Lucy was unable to get a hard copy of the HealthWatch consultation printed and delivered to LINK participants in time. However, emailed versions were distributed by Steve to give participants an opportunity to respond. Steve wrote a draft response to the White paper which was forwarded to Carole for her consideration
- **Enter and View:** Thursday 28th October, 2pm. – Informal tour. - Southlawns Care home in Street. Tuesday 23rd November 10,am – Informal tour of Sydenham Care Home in Bridgwater. Wednesday 1st December. 11am -2pm - Formal Enter and view visit to Sydenham care home Monday 10th January 2011. 2pm Somerset Care Taunton Office - Feedback to Somerset Care re formal visit. Plan future E+V.
- **Mental Health:** Final project report in draft

APPENDIX 4 :

Total Somerset briefing note from Somerset County Council

What is Total Somerset?

Total Somerset builds on best practice developed by 13 Local Authorities that piloted Total Place. It is an ambitious programme for change that takes a 'whole area' approach to public services in order to deliver better services at less cost. It encourages public organisations to work more effectively with each other, and with the business and voluntary sectors, to ensure that the needs of the customer are placed at the heart of service delivery.

The Total Somerset programme is governed by the Somerset Strategic Partnership. Somerset County Council has been appointed by the Partnership to act as lead partner in running and managing the programme.

Why are we doing it?

Despite the best efforts of many committed professionals the complexity and fragmentation of the current system makes it hard to take a 'whole person approach' to service delivery. As such, services are often delivered in a disjointed way and this risks duplication of effort. Services are therefore not always delivered in the most cost efficient way or in a way which best meets the needs of customers. At a time when there are huge cuts in public sector funding and an increasing demand on public services, it is crucial that new solutions to problems are found. We simply must create better local services that are more tailored to local needs, and we must deliver better value for money!

We want to improve services for the people of Somerset by focusing on outcomes (the real impact that services have on people) and using evidence to do more of what works and less of what doesn't.

Who will be involved?

A wide range of stakeholders are involved, including NHS Somerset, Avon & Somerset Constabulary, Devon and Somerset Fire and Rescue Service, the County Council, District

Councils and representatives from both the business and voluntary sectors. The list of stakeholders is continuing to grow as interest develops!

What is the focus of the Total Somerset programme?

The overall aim of the Total Somerset programme is *'to remove barriers to health and well being'*. This is an important step in reducing the dependency of individuals, families and communities on public services, as well as presenting opportunities to save money and to avoid future burdens on public spending.

The Total Somerset programme is divided into 3 work streams,

- transforming community services related to health and social care
- transforming support for families with the highest levels of need
- transforming customer contact

Transforming Customer Contact

The Customer Contact strand of the Total Somerset Programme seeks to transform the way public services are delivered so that they better meet the needs of customers. The focus of the project will be in the Taunton Deane area, with 'deep dive' analysis taking place specifically in the Priorswood area of Taunton Deane. Many of the recommendations that the project makes will, however, be applicable at the Somerset wide level.

The project will work closely with partners to build a full picture of the public services that are currently being delivered across Taunton Deane; where these services are located and how much their delivery costs. Applying a range of methodologies, including 'Customer Journey Mapping' and MOSAIC Customer Segmentation, we will then build a profile of our customers: who they are; what their service needs are and how they want their services to be delivered. Applying a 'systems thinking' approach, the project will then work with partners to redesign services across Taunton Deane, ensuring that they are 'joined up' and designed around the needs of customers.

Ultimately, we will learn together and redesign together; ensuring that we are delivering the best possible outcomes for citizens in the most cost efficient and effective way that we can.

Where can I find out more Information?

Further information about Total Somerset can be found at the www.somersetstrategicpartnership.org.uk

If you have any further queries please contact a member of the Total Somerset Customer Contact Project Team:

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