

**Minutes of the Somerset LINK Steering Group  
Tuesday 23rd August 2011 @ 11.00am  
Unit 2, Bowdens Business Centre, Hambridge, Langport,  
TA10 0BP**

**In attendance:**

**Steering Group:** David Boyland (vice chair), Anne Woodford, Margot Parsons, Lorna King, Richard Buckley, Bob Champion, Elaine Hodgson, Eilleen Tipper, Penny Rawson

**Help and Care (Host):** Stephen Letchford, Lucy Nicholls  
Theresa Stanton, Jono Yelland

**Speaker at the Meeting:** Jane Poole (Care Quality Commission)

**Members of the Public:** Geoff Mackett, Gaynor Brown, John Friend, Michelle Hopes

**Detail:**

**Action:**

**Talk: CQC – Jane Poole**

A warm welcome was extended to all and introductions were made to members of the Public.

1. **Apologies/introductions/declaration of interest updated:**  
Gill Stacey & Caroline Toll sent their apologies.  
There were no declarations of interest.  
It was explained by the Vice Chair that Diane Jepson has stood down from the Chair.  
It was agreed that a letter of thanks and flowers to be sent to Diane, with a budget of £25-30 **Theresa**  
A master copy of members' interest should be made available for the next meeting. **Theresa**
2. **Agree minutes from previous meeting and status of action:**  
**Item 6:** – PCT Rep. It was not made clear at the time of the last meeting that the Rep for this post should be the Chair of the SG, and only the chair.  
**Item 8:** – A typing error occurred – should have read 'steering group' and

**Detail:****Action:**

not 'governance group'.

**Actions: Item 6 (re item 3 carried forward) Hospital Discharge,**

Jono has gathered together lots of information, but it has become apparent that there is a lot more to this and the sheer volume of the work involved, would make it a future project.

It was agreed that a formal request would be sent to Musgrove and Yeovil Hospitals for information relating to Hospital discharge, and that a follow up should be raised.

Lucy

**Item 12: Workshop meeting with the SCC** - The meeting has now been agreed for 14<sup>th</sup> September at The Exchange in Bridgwater between 1-4pm.

It was felt that more detailed information about HealthWatch should be presented to the volunteers, and a pre-plan meeting for the above would be at Somerset LINK Hambridge office on Friday 9<sup>th</sup> September between 11.00am – 1.00pm (lunch provided) where the host team (Lucy) would present a detailed up-to-date briefing.

Minutes of the previous meeting were accepted as a true record.

3. **Matters arising from minutes not on the agenda:**

There were no matters arising.

4. **Expression of interest:**

There were no expressions of interest.

5. **Public concerns/questions**

(a) CAB – A concern was raised relating to perceived barriers to accessing the Yeovil CAB. There have been some difficulties in experiencing make an appointment.

(b) Autism Bill – A concern was raised regarding changes that are being brought in: IQ is no longer used as a gateway to services.

(c) Cancer Support Information Centre: A question was raised on the whereabouts of this centre in the area. (Somerset Cancer Information Centre at Musgrove Park in Taunton.)

It was agreed that a letter would be sent to the CAB regarding the above and a copy to be sent to SCC.

Jono

It was agreed that contact would be made with Diane Bardsley regarding the Autisms Bill with a request to be kept informed and updated.

Jono

**Detail:****Action:**

6.

**Project Update:****Lucy:**

**Carers Project:** Still progressing, this will be funded and based around the GP's surgeries.

**Patient Transport:** The report has been sent out and we are now awaiting comments and responses.

**JSNA:** Survey finished. Supporting Housing Providers were asked for their views about need in Somerset and a report has been written and sent to the JSNA project team.

**Building our Volunteers:** There is a volunteer's website where as many adverts as you like can be added for voluntary roles. This would cost £80 per year. It was agreed to fund the £80 needed.

**Community Chest:** The quality of some of the reports from last year were fairly poor, considering the amount of money spent. It was suggested that instead of funding a Community Chest for this year, that for every Patient Story Leaflet completed that £5 would go towards the organization who gave out the leaflet. This in turn would encourage more patient stories to be completed, and would have a better return on investment. No decision was made about this.

Two pieces of new work had arisen: the setting up of a neurological network and possible work with parents from National Autism Society groups. It was agreed that the staff could continue to progress these pieces of work.

**Jono:**

**Enter & View:** A selection of Care Homes have been agreed for E & V, with two already been booked up. Fletcher House in Wells has been added to the original selection. An event will be organised for March next year in order to share the good practices which have been found.

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**LINK Rep feedback – inc budget update.**

A concern was raised about receiving these reports, as some members did not want them sent as email but others did.

It was agreed that the reports would be printed out during the month and would be available at each meeting for each member. Any urgent concerns would be picked up at the time of printing and dealt with by the host team, and discussed at the following meeting.

**Budget Update:** There is more work to be done regarding allocating of money between projects. The biggest cost is still volunteers' expenses and venues, which we always have to justify to the commissioners.

	<b>Detail:</b>	<b>Action:</b>
8	<p><b>Briefing on NHS changes:</b> A consultation paper regarding Health Watch funding is available for all members, it was agreed that the paper would be sent via email or post to all members, and that it would be discussed at the Pre Health Watch meeting on September 9<sup>th</sup>.</p> <p>The LINK has received an invitation to a meeting about trauma networks– Bob expressed an interest in attending.</p>	<b>Steve</b>
9.	<p><b>Public SG meeting 25<sup>th</sup> Oct Minehead:</b> It was decided to discuss HealthWatch at this meeting.</p> <p>Other suggestions included:</p> <ul style="list-style-type: none"> <li>• To invite SCC</li> <li>• To invite other stakeholders</li> <li>• To put together ‘A Road Show’</li> </ul> <p>It was agreed that the above suggestions would be something that would be discussed at a later meeting when we had more clarity on the design of HealthWatch.</p>	
10.	<p><b>Steering Group Chair:</b> David Boyland volunteered to be chair, as no one else had come forward. He was nominated by Eileen and seconded by Elaine. Bob Champion was nominated by Eileen for Vice Chair and seconded by Elaine. A concern was raised on how much work was involved, and that all work must be shared out between other members.</p>	
11.	<p><b>AOB:</b> Acorn were having a Fair on 23<sup>rd</sup> September at St Andrew’s in Taunton. It was decided that Jono would attend to promote The LINK. Richard would like an updated detailed copy of the Work plan for the next meeting.</p> <p>Meeting closed at 2.35pm</p>	<b>Lucy</b>