

**Minutes of the Somerset LINK Steering Group
Tuesday 6 December 2011 @ 11.00am
Unit 2 Bowdens Business Centre, Hambridge, Langport, TA10 0BP**

In attendance:

Steering Group: Penny Rawson, Anne Woodford, Eilleen Tipper, Margot Parsons, Diane Jepson, Lorna King

LINK Representatives: Mary Clarke

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

Members of the Public: Lucy Adams, Geoffrey Mackett, Cliff Puddy, Michelle Hope

Detail:

Action:

1. **Apologies/introductions/declaration of interest updated:**
Apologies were received from David Boyland, Bob Champion and Elaine Hodgson. Stephen Letchford, Lucy Nicholls and Eilleen Tipper could not remain for the full meeting.

Introductions were made to members of the Public.

There were no declarations of interest to update.

2. **Agree minutes from previous meeting and status of action:**

Jono is still waiting for a response from Musgrove Park, regarding PALS

Jono

Lucy still to address a meeting at Magna West Somerset Sheltered Housing.

Lucy

All other actions from previous minutes acted on.

The minutes were accepted as a correct record of the previous meeting. This was proposed by Anne Woodford and seconded by Eilleen Tipper.

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

Detail:**Action:**

It was noted that there was nothing on record to state that Diane Jepson has been co-opted onto the Steering Group. This was proposed by Anne and seconded by Eilleen.

4. Public concerns/questions:

A concern was raised by Eilleen Tipper regarding a London resident who recently had treatment at Musgrove Park Hospital. They needed authorization from their home GP for their treatment to be funded and this had not come through. No one knows at Musgrove who is responsible for the payment of the treatments. Eilleen to keep us updated.

5. Project Update:

A Staff Team Update was handed out and discussed.

The Autumn Newsletter had been distributed with the middle section containing The HealthWatch Briefing Paper. This Briefing paper has been so popular that it has been distributed between organisations across the country. Thanks must go to our very own Lucy Nicholls (Comms Officer) who wrote the paper in simple layman terms, so that the rest of us have at least some idea of what will happen come October 2012.

It was noted that The Patient Story Project has been received with caution by Musgrove Park hospital.

Eilleen noted with disappointment that the Patient Experience group has been abandoned at Musgrove and is currently in the process of being restructured.

6. Contract Review Meeting update (Lucy)

The LINK Contract Review Meeting with the Local Authority was positive and it was confirmed the Somerset LINK contract will be rolled over until October 2012.

Talk from Linda Nash (chair of Somerset Partnership NHS Foundation Trust)

The Somerset Partnership are merging two organisations with different

Detail:**Action:**

staff and cultures. Linda discussed the implications of this, and how important it is for the patient experience not to suffer in any way (and to hopefully improve with more joined-up care).

After the talk a discussion was held about the Somerset Partnership's new vision statement and about various issues regarding the acquisition. Questions were asked about redundancy but Linda assured the Steering Group that while jobs may be lost, these would be through natural wastage rather than redundancy.

A concern was raised regarding the Williton Hospital bed stroke closures and concerns were raised about how the decision was made and why it did not go to a formal meeting of the Scrutiny committee. Linda assured the Steering Group that any similar situations in future would be handled differently.

(more on Williton Hospital continued below)

7 Feedback from meeting attended.

Distributed prior to the meeting:

- ATTACHMENT 7a – Minutes from Frome Health Forum
- ATTACHMENT 7b – Feedback from Healthwatch meeting
- ATTACHMENT 7c - Closure of Williton Stroke Beds (Lucy)
- Your LINK journey to HealthWatch – (David Boyland) – still waiting as David unable to attend the SG meeting.

8. Budget Update:

Distributed prior to the meeting:

ATTACHMENT 8: LINK Budget

The current LINK budget was discussed. Whilst the budget was in credit and whilst expenditure should continue as required by the LINK, being prudent in not making unnecessary expenditure in the current economic climate might be beneficial in supporting LINK functions in the 6 month period between March and October next year.

9. Incontinence Pads (Jono)

Distributed prior to the meeting:

AMMENDMENT 9

Detail:**Action:**

We have contacted the PCT about concerns raised concerning continence pads. The PCT noted they sent out clarification to all providers noting that as many pads as relate to a continence assessment can be used and not just three per day. However Jono spoke to a number of care home managers none of whom have received the notice. In addition further issues have been raised. These are:

- In general 4 pads are supplied to cover a 24 hour period, but should more be needed then each individual would be assessed and more provided.
- Storage is an issue due to large quantities being delivered at a time.
- Pull up pads are not available anymore

We are still waiting to here from the PCT on these issues.

10. Healthcare assistants (Mary Clarke's letter)

Distributed prior to the meeting:

AMMENDMENT 10

This is a draft letter written by Mary to Yeovil District Hospital, regarding concerns relating to Health Care Assistants and their training.

- What training do they receive?
- How many HCA are employed in Yeovil?

This issue is one that Mary is very interested in and would like Somerset LINK to keep in mind for the future.

It was agreed that Mary would write a general letter to Yeovil and to run it past Lucy before it is sent. This letter would be from Somerset LINK.

Lucy**11. Hospital Discharge:**

Jono met with Martine Price - Head of Patient Experience at Musgrove Park and Gregory Dix - Director of Nursing. A summarised list of issues about hospital discharge which was taken from the Enter & View Reports was discussed.

- At present it takes 2 weeks to change GP's, but when patients are discharged from hospital they are only given 1 week's supply of medication, which does not cover the time span. It was agreed that they would talk to the medical management committee about giving two weeks supply of medication to those patients being discharged for the first time into residential care homes
- It was also agreed to pass on information about other medication concerns raised by care homes to the group looking at Quality Accounts. This will help enable them to make Hospital Discharge a

Detail:**Action:**

priority in 2012.

Jono will also contact RUH and Weston General Hospital to inform them of the issues and invite them to comment.

Jono

12. **Events:**

- **Meeting in Public 21 February 2012** – This has now been booked. The venue is at South Petherton Community Hospital, Bernard Way, South Petherton, Somerset, TA13 5EF in the Education Suite. 11.00-2.30 with a tour of the hospital to follow.
- **Enter & View Event March 2012.** – This will be discussed at a future meeting for Enter & View volunteers on 8 December 2011.

13. **AOB:** Musgrove has asked for our input regarding their Quality Accounts. A survey was handed out. Please return to Lucy when completed.

14. **Date of Next Meeting:**
17 January 2012 – Hambridge Office 11.00 – 2.30pm