

Local Involvement Network (LINK) for Health and Social Services in Windsor, Ascot and Maidenhead

Steering Group Meeting Notes



Thursday 27 August 2009 6pm-9.00pm Maidenhead Town Hall, Maidenhead

Attendees: Roger Battye (RB) Trisha Dervan (TD), Jazz Khan (JK), Doreen Joel (DJ), Zena Pike (ZP), Sheena Hesta (SH) Karen Mustard (KM);
Host Organisation: Nicola Flanagan Regional Manager Help and Care (NF) Kayleigh Argyle Development Officer (KA); Billie Reynolds (BR)
Apologies: Anita Li (AL), Andrea McCombie-Parker (AM);
Not Present: M Copeland Tracy Morgan Brian Hugget

Agenda Item 1: Welcome, Introductions & Apologies
 RB welcomed all to the meeting. Apologies received as above.
 Nicola Flanagan Introduced herself as the new Regional Manager from H&C
Agenda Item 2: Approval of Record of Meeting 7/7/09
 The minutes of the meeting on 7/7/09 will be circulated to the entire group for approval.
 ZP: Re contact with Fiona Winrow of MVA? KA: Commented that Fiona Winrow of MVA Is to busy due to current work load. JK: Has met with Fiona informally and thinks that Fiona will be prepared to work with the LINK.
Agenda Item 4: Election of Chair
 JK was elected as chair by the group (Unanimously)
 All present agreed that RB would chair the meeting. RB asked if any one present had any declaration of interests to declare. No declarations were made. The position of Vice Chair is available, if any body has any nominations please could they contact JK or KA.

Agenda Item 3: Matters Arising
 RB: expressed his concern that H&C had not responded to his request to BW re: the Annual Report. Also at present the Annual Report has only been circulated to the statutory recipients, it should also be sent to other parties who have an interest.
 KA: Waiting for RB to confirm that he is happy with the Annual Report before sending out to other interested parties. **RB: Asked about the website, how it would be used to support the LINKs and how it would work with the recording of issues.** JK: Asked about the info held on the data centre, NF: In effect, at present the data centre is just a list of names, we are focusing on the recording of Issues at present on a spreadsheet.
 RB: Raised issues re the website some time ago with MW (H&C) however no response received as yet. Having read the privacy conditions from the website, they state that, the information that people who have signed up using the website may be shared openly. JK: Really not seriously concerned, since the information kept on the data centre is only names and addresses which are available in the public domain anyway.
 NF: Debs the communication officer will attend meetings so that she can begin to liaise with the group and look at the marketing of Links in the WAM locality. She could have a regular item on the agenda to help with marketing for the group. ZP: Will that be enough time to be effective JK: We should have questions ready for when Debs comes to the meetings to save time
 JK: As a team working together all communications need to be more professional, good working practice and protocols should be followed at all times and we will ensure that any problems are addressed amicably. I will review the Code of Conduct document especially in relation to e mails.
 RB: Apologised for any misunderstandings that may have occurred in the past.

Person Responsible	Deadline

<p>Agenda item 5: Activity Reports. St Marks MIU RB: On the 28/8/09 the PCT will make its recommendations for the future of the MIU, it has fulfilled its criteria, however there has been no reduction in the use of A&E. ZP: asked if that is due to the limited opening times of the unit? RB: Aware that people who arrive ½ hour before the unit is due to close in the evening are being asked to go somewhere else. Hospital Transport: No update available. Survey: RB: Due to swine flu this has been delayed. The sub group needs to get up and running again, I will ensure that they do this and update the group by 11/9/09 Action. KA: Questioned the need, since transport seems to be available now. RB: This is an issue that was identified by people originally. Recording Issues: ZP: Attended the joint issues meeting on 4/8/09, she reported the proposals made by the group, which covered: 1) setting up a simple data base to record the information: 2) How this would be done, in writing or by phone: 3) What information would be collected: 4) Possible cost s involved in setting this up. NF: We are setting up an Excel spread sheet to record and collate issues, which we can show you at the next meeting, so there should be no extra cost. Community Engagement: KA: Reported her activities to the group which included, 1) Avery positive report of the visit to the Ascot care home, where she was well received by both staff and residents who showed a great interest in LINKs. The engagement material which she used was very popular and they look forward to working with the LINK in the future. 2) I attended a meeting of the Sensory Board on 21/7/09, again the presence of the Link was well received and provided a positive outcome. 3) At the public meeting of the Bracknell Forest LINK on 23/7/09 I was able to sign up a number of people for the WAM LINK. 4) I am looking at ways for involvement and engagement with Windsor College, with September coming to make information about the LINK available to new and existing students. 5) The Golden Age event at ascot racecourse on 26/8/09 was another very positive opportunity to both network and engage with people, which resulted in encouraging 13 new people to register with the LINK.. The group thanked KA for all of her work. ZP: There is a plasma Screen that is installed in the Town Hall, it provides information to people who come to the town hall and we should make enquires about how we could use it to advertise the LINK. NF: Debs is doing a lot of work about how best to display information about the LINK at GP surgeries, and Debs is also exploring the possibility of magnetic signs which could be used with staff and members cars, to advertise the LINK. Other possible advertising outlets that we could look at would be, say for example using a local taxi to display information about the LINK; I have used this in the past with good results. OSC: No report has been received by KA from SH about this meeting.</p>	<p>RB</p> <p>11/9/09</p>
<p>Agenda Item 6: Finance: KA: The group needs some one to take responsibility for working with the LINK finances. JK: Would prefer if responsibility for finance could be taken on by 2 members of the group, possible AL and 1 other NF: At present the WAM LINK has £17,000 available to use, but this does not take into account update on expenses from H&C.</p>	
<p>Agenda Item 7: Transport: No Update carry forward to next meeting</p>	<p>KA</p> <p>Next Meeting</p>
<p>Agenda Item 8: Marketing: The group discussed possible ways of marketing the WAM LINK, i.e. news letters. Further discussions to take place with Debs at the next SG meeting</p>	<p>DO</p> <p>Next Meeting</p>
<p>Agenda Item 9: Work Program: KA: The work program is developed and produced from the issues which have been collected, recorded and collated. The SG then use the decision making tool to establish which issues are then going to be part of the work program. I will circulate to the group how we will develop the work program</p>	<p>KA</p> <p>ASAP</p>
<p>Agenda Item 10: Enter and View Team: KA: Members of the Enter and View team will have had to attend the Enter and View Training and completed a CRB check. See item 13</p>	

<p>Agenda Item 11: AGM/ Public Event: RB: In accordance with the WAM constitution the AGM should have taken place in August. It will be a public event, providing an opportunity to present the Annual Report and the SG Work plan JK and KA to liaise to form sub group to arrange AGM by 9/9/09, with a possible date for the AGM at the end of October</p>	<p>KA / JK 9/9/09</p>
<p>Agenda Item 13: Training: KA: The members of the SG need to attend the Decision Making training and the Decision Making process needs to be in place so the SG can perform its role. We need to arrange this training ASAP. Enter and View training will be taking place on Thursday 10/9/09 from 10 – 4 pm at the Earley Crescent Resource Centre in Lower Earley, are there any members of the group who would like to attend. DJ said she would attend. RB: Suggested that participants of the reference group could attend. KA: Will follow up and find people from the reference group to attend</p>	<p>KA ASAP</p> <p>KA 10/9/09</p>
<p>AOB: RB: asked if KA had been in touch with former members of the SG to establish if they were going to continue with their involvement with the LINK. KA: I have contacted, but they have declined. KA: Distributed copies of the workplan to the members of the SG for them to complete. RB: Announced to the SG that due to a situation of conflict of interest, as I am a member of the East Berks PCT Health Pane, I will have to step down from the LINKs SG as from now. I will continue to be an active member of the WAM reference group. The Health Panel would welcome an observer from the LINK. I will also review and update the Governance documents. JK: Thanked RB profusely on behalf of the SG members and all those involved with the WAM Link for all of his hard work in helping to establish the WAM LINK.</p>	
<p>Agenda Item 14: Future Meeting Dates: The group decided unanimously to continue having meetings in the evening. The Next Meeting will be: 6pm-8pm on 24/9/09</p>	