

BIRMINGHAM LINKS – BIRMINGHAM EAST AND NORTH ACTION GROUP
Minutes from meeting held on Thursday 3rd March 2011, Bergamot Room, Enta
CIC, Mill Wharf, 10 Mill Street,
Birmingham, B6 4BS

PRESENT:

- Terry Paget (TP) (Chair)
- Annette Hearnden (AH)
- Terry Leeson (TL)
- Gerry Moynihan (GM)
- Jill Hoad (JH)
- Sangita Acharya (SA)
- Doris Spiers (DS)

HOST FACILITATORS PRESENT:

- Andrew John (AJ) - Gateway Family Services (Facilitator)
- George Kingsley (GK) - Gateway Family Services (Community Outreach Officer / Minute Taker)

APOLOGIES RECEIVED:

No apologies received

1. MINUTES OF PREVIOUS MEETING

These were approved by the Group.

2. ELECTION OF A CHAIR

TP was elected as chair of the meeting.

3. MATTERS ARISING

JH asked if the group could receive more information about the Dementia event being organised by the Older Persons Action Group (OPAG). AJ said that posters and postcards were going out at the moment, and he explained to the group what was being planned. DS asked whether the Host had contacted Pat Rouse about the presentation document. AH to email copy to the Host. AH has extended an invitation to the Cure the NHS Group to attend Birmingham East and North Action Group (BEN AG Meeting but is still awaiting confirmation. SA and TP emphasised the importance of a two way invitation so a LINK member can attend their meetings as well. TP requested that this be placed on the agenda for the next meeting. AH asked if it would be useful if she circulated their paper in the BEN AG meeting and the Group said that it would.

4. HEALTHWATCH UPDATE

TP informed the Group that the Bill was still before parliament and it is difficult to comment any further on the matter until the situation changes. TP asked the Group if

they wanted to add anything. AJ reminded the Group about the 5th February Healthwatch meeting and brought the Healthwatch report to the Group's attention. TP commended the Host on bringing such a large group of people together on the request of just a few people. AJ explained to the Group that Gateway would not be continuing with the Host contract beyond June 30th 2011. TP advised the Group that he had previously scrutinised the Healthwatch report and noted that the mechanism proposed by the author to guide LINK through the Healthwatch transition already exists. GM added that not all LINK members have the equality of knowledge and understanding, and as a result, some people's views will differ on the basis of that understanding. AJ explained that at this stage there are still many different perceptions and perspectives about what Healthwatch is. Patient and Public Involvement Ltd. have an interpretation on Healthwatch which will be circulated to the Group. PPI is a consultancy that works with LINK across the country so their view of Healthwatch is on a wider basis.

5. DISCHARGE PLANNING PROJECT

Project being done jointly with Solihull LINK as considerable issues have been identified around discharge planning in hospitals. There is a training session to recruit volunteers on the 17th March at Perry Common Community Hall from 9.30 – 12.30, which will teach interview techniques and how to elicit the right information from people. The interviews will be seeking people's views and experiences of discharge. Report to be submitted on the 12th June to Health Adults Overview and Scrutiny Committee (HAOSC). This will remain on the agenda to make sure people can continue to get involved.

TP brought the Parliamentary and Health Service Ombudsman's report to the Group's attention. It contains ten examples of problems people had experienced in hospital, with many relating to discharge (for reference, and a propos to agenda item). GM explained that there was still a debate around whether discharge issues have cost Birmingham City Council any money at all. AH told the Group about BEN Discharge Group that has been formed to address issues relating to discharge. TP explained that many of the issues outlined in the report go beyond the remit and power of the Enter and View function.

6. LINK AND PPI WORKING TOGETHER

The Group discussed how to integrate the activities of PPI lead groups into the LINK / Healthwatch work. GK explained his role to the Group and the work he has been doing to encourage better communication between the groups. He has attended some PPI groups to explain what LINK does and to feed some of these issues back to the LINK. AH said that the Sutton Coldfield Be Healthy Group wanted to engage with LINK. BEN PPI is still building up groups, and some of these people are seldom heard by the people that deliver services. Very important to get LINK involved on an ongoing basis.

7. BEN AG EVENT

AJ explained that there was money available to the Group to promote its activity before heading into the transition and he proposed that some form of event be arranged. Plans must be on the table before the 31st March. GM commented to the Group that the city council will be mindful of LINK's ability to under-spend. The more money that is spent now, the less that will be available to them during the transition from LINK to Healthwatch. Any event must therefore focus on the priorities. SA asked if the location of the event could be in a central BEN setting. AJ asked Group to forward details to Host as soon as possible.

8. ANY OTHER BUSINESS

TP referred to the LINK meetings on the website until the end of the year and said that two of the dates for this Group fall on a Wednesday and not a Thursday. AJ confirms that this has been amended. TP commented on the failure of the Host on getting minutes online. Gateway is now putting together "house" style leaflets for each Action Group. This will ensure groups are set up in the best way possible for when the transition begins. TP said the posters are being sent to organisations and venues and they can also be sent electronically. He said this was positive and constructive.

TP explained food and feeding issues at HEFT which was pertinent to this group. He also talked about plans proposed for hospital reform and that some of the problems that exist now are likely to get worse. Some networking with GP consortia must begin as soon as possible. The Group should also continue to monitor these developments. DS explained that some of these issues were ongoing.

TP asked if the group could invite somebody to explain Home from Hospital Care service. AH explained that it was a voluntary funded service and some issues could link into discharge. JH asked if GP patient groups would keep going and enquired about the number active at the moment. Potential issues with GP consortia selecting service providers who promise a financial dividend. Situation to be monitored.

GM asked if someone could attend at a Group meeting to explain how the GP premium will work. GM explained to the Group about the transfer of provider services in BEN to Birmingham Community Health. The transfer happened in December and an interim report has been extended to mid-February. The Group accepts that these changes will affect the BEN profoundly, but they did not have the time and manpower to submit a response. The Group has done as much as it can within its power to address the issue. The interim letter of concern was also submitted.

AH explained that Out of Hours procurement between BEN and Solihull has been consulted on. This will be fed into service specification. AH asked the group if they wanted to be involved. GM said that the HOB Action Group had addressed this and taken issues on board. AH also explained that Dignity in Care programme has now moved over to the community mental health trust. AH is attending a clinical leads meeting with heads of GP locality groups and she would like to take LINK info to these meetings. These leads are likely to inform many decisions heading into GP consortia. AJ reminded group about forthcoming events including International Women's Day on the 8th March, Patient Support Group Day on the 10th March and the Dementia Event on the 22nd March.

9. ACTIONS

- **AH to forward email presentation from Pat Rouse regarding PALS to Host**
- **Host to circulate PPI Ltd. Healthwatch interpretation to Group**
- **Host to provide LINK information to AH for clinical lead meeting**

10. DATE AND TIME OF NEXT MEETING

Date and time: Thursday 7th April 2011, 11.00 – 1.00 p.m.
Venue: Sutton Methodist Church