

..BIRMINGHAM LINKS – ENTER & VIEW SUB-GROUP
Minutes from meeting held Thursday 30th September 2010 at Radclyffe House

PRESENT:

- Rita Bayley (RB)
- Nick Flint (NF)
- Brian Hanson (BH)
- Norman Howell MBE (NH)
(Chair)
- Ruth Leech (RL)
- Terry Paget (TP)
- Mike Tye (MT)

HOST MEMBERS PRESENT:

- Althea Daniel (Minutes)
- Andrew John – Gateway Family Services

APOLOGIES RECEIVED:

- Barry Abell
- John Barnes
- Margaret Charalambous
- Rwth Hunt
- Peter Mayer
- Pat Thomas

2. MINUTES FROM PREVIOUS MEETING – 3 August 12010

- a) **Accuracy:** Page 3 of the minutes, Section 4, paragraph 7: ‘.....further comments received was that the group should not be too bothered’ should be amended to read ‘... that the group should not prioritise GPs on this occasion’
- b) **Matters Arising:** Section 4: Confirmation of Visits: RB stated that there had been an omission in the previous minutes
- c) In answer to a question raised by BH as to the timing of CRB checks, AJ remarked that it was Gateway’s policy that all employees had CRB checks the cost of which was £50.00 per person. In addition RB stated that CRB checks were a national requirement.
- d) AJ mentioned the standard protocol that the Department of Health issued and the rationale for visiting premises.

Action:

AJ will check on the omission and get back to RB

3. ENTER & VIEW GUIDELINES – QUERY DOCUMENT FOR DISCUSSION

AJ reported that not all the paperwork had been received regarding the guidelines but he would get an update from the HR Administrator. RB remarked that the guidelines policy was based on the Department of Health guidelines. AJ stated that RB’s guidelines should be the one used by the group.

RB reported that the guidelines were initially completed in a short space of time and accepted comments from the group and, in particular comments from TP. RB asked TP to consider re-writing the paper.

Action:

TP to submit amended guidelines

4. CONFIRMATION OF START OF VISITS

TP reported that, as best as he could recall, the Law stated that the Policy Authority should return CRB checks within forty working days.

NF suggested that individuals concerned should be requested to complete the skills and audit response.

5. DRAFT LETTER FOR PROPOSED VISITS TO GP PRACTICES AND DRAFT STATUTORY PROVISIONS PAPER FOR DISCUSSION

AJ stated that the paper had previously been circulated to the group and members were asked to read its contents. BH recommended the group used the name of the GP and salutation used should be 'Dear Drew' etc, rather than addressed to the Practice Manager. RB mentioned that the letter should indicate that the group was aware of the sensitivity of the situation and co-operation was needed with GPs. TP suggested that the tone of the letter should not be demanding. The group also discussed how members should be addressed, the protocol, contact details, changing of the font, etc.

Action:

That the group should make the necessary changes and report back to the next meeting.

6. ANY OTHER BUSINESS

- Patients undergoing dialysis was discussed and the need to demonstrate good practice.
- NF informed the group of a newspaper article concerning kidney patients at the QE hospital. NF had been in contact with a person who was dissatisfied by the way he was treated by staff and patients. The situation had apparently deteriorated. Concerns had been looked into by the Hospital and they had received a petition signed by a number of patients and this was also being investigated. NH reported that the hospital had been investigating the matter and were trying to resolve the issues, some of which were unfounded. The petition had, however, been sent to councillors. RB suggested the group visit the premises in order to assure the public that there was no cause for concern, thereby proving that there was good practice. The chairman remarked that the group needed to proceed with caution on any action it sought necessary. AJ informed the group that contact had been made with the councillors, that he was in agreement with RB and added that this presented an opportunity for the group to demonstrate good practice.
- The group also considered the timing, i.e. the conditions then as compared to present, the staffing at the unit and the dialysis units around the regions which included Aston, Tipton and Woodgate.
- NF suggested that a letter be written to the Manager at Aston by Gateway mentioning the Scrutiny Committee and the Trust. Other suggestions included a letter to be sent indicating our aim in demonstrating good practice, clarity in the group's reputation and purpose, and the importance of stating that the situation occurred during the summer season. AJ suggested that clarification should be sought as to whether cleaning facilities were in place and the age of the unit was also questioned. NF and RL volunteered to visit the unit and Gateway to start the process.

- RB reminded members of an earlier decision by the group to look at care homes and producing a list from it. RB mentioned that it had been agreed at the last meeting the GPs would be a starting point but then priorities had changed in light of the fact that the group had not been focusing on social care. (AJ stated that it was important to mention the rationale for making the decision.) The numbers of the group having received CRB checks was discussed in an attempt to confirm the group's readiness to 'enter and view' .
- RL enquired as to the group's relationship with CQC and asked what members could do to help. AJ reported his meeting with the leader of the CQC last year and mentioned that at the time CQC only had two full-time inspectors. It was therefore an issue of manpower for those that had not been monitored sufficiently. TP proposed that for the next meeting a draft letter be prepared to be sent to care homes and that IDs should be in place. RB suggested that the group accepted TPs offer.
- NF reminded members of the visit to GPs surgeries which had previously been assigned to MS and himself. AJ agreed to contact MS to establish whether she was still willing to undertake this task with NH, set up a meeting and select the GP surgeries to be visited.
- BH agreed to partner with RB for visits.
- AJ informed members of the following events of LINK which were on the website:-
- International Old Persons Day which was to be held on Friday 1 October at the Bourneville Trust and asked members to attend if they were available.
- The Post-Natal Depression event that was scheduled for 19th October.

Action:

NF and RL to visit unit.

AJ to contact MS to establish willingness to visit GP surgeries.

AJ on behalf of Gateway to start the process

7. DATE OF THE NEXT MEETING

Wednesday 3 November 2010 at 6.30pm at Radcliffe House.

The Chairman thanked members for attending the meeting.