

BIRMINGHAM LINK – HEART OF BIRMINGHAM ACTION GROUP MEETING
Minutes of meeting held Tuesday 27th July 2010 (6.30 – 8.30pm)
At The Nishkam Civic Association, Soho Road, Handsworth, Birmingham

PRESENT:

- Barry Abell (BA)
- Charles Aldrick (CA)
- Dr Chandan (DC)
- Ruth Leech (RL)
- Gerry Moynihan (GM)
- Raj Rattu (RR)
- Manjit Singh (MS (Chair))
- Michael Tye (MT)
- Andrea Walker-Hay (AW)
- Shazad Zaman (SZ)

HOST FACILITATORS PRESENT:

- Andrew John – Birmingham LINK Host
- Poonam Sambhi – Birmingham LINK Host (Minutes)

HOST FACILITATORS PRESENT:

- An observer from HOB PCT

1. APOLOGIES RECEIVED:

- Norman Howell MBE
- Nuala Woodman
- Rehana Ahmed

2. NUMBERS CONTACTED / CIRCULATED TO

AJ said that some 180+ individuals and organisations were contacted. MS requested the accurate figure for the next meeting, as the figure stated in the annual report states there is 300+ members living within the HOB area.

3. MINUTES FROM PREVIOUS MEETING

a) Accuracy: Fine record overall - agreed as a true record.

b) Matters and actions arising: GP/Patient surveys: AJ explained that these have been sent out and put on the website for Birmingham LINK; these will help to understand and see the performance of GP surgeries. BA stated that the public find it hard to complain regarding GP surgeries so the surveys will help to obtain if the same issues keeps arising, this is when a solution needs to be discussed to stop the concern arising. DC explained that there is GP complaint service that the public can turn to regarding and issues and concerns.

4. FEEDBACK / UPDATE

HOB AGM: MS raised a question at the HOB AGM meeting regarding FOIs to the Chair. MS was asked to attend a meeting on 23/07/2010 with the Kevin McGee, Chief Executive of HOB PCT. Kevin McGee has agreed to attend a future meeting with the HOB Action Group. MS requested if AJ could send information to Martin Samuels and Kevin McGee to arrange a suitable meeting date.

Having discussed the matter with Kevin McGee, MS suggested that if we required any information, we should write to Martin Samuels, copied to MS, rather than using FOI for a quicker response. MS suggested we did this in our dealings with HOB PCT so as to speed up responses and, if it did not work, then revert to our original procedure.

Actions:

AJ to invite Kevin McGee, Chief Executive HOB PCT to attend future group meeting.

5. F.O.I UPDATE / REQUESTS

Letters were discussed by MS stating that they are still getting responses late. GM requested a follow up of FOIs outstanding Ms stated that we have an established procedure in place, of sending FOI's which we continue to use. MS again requested all correspondence including FOI's and responses be posted on the HOBAG section of the website. GM feels that the group need to build links with the PPI officer to be able to receive information requested. MS states that all information required needs to go through the host for centralisation.

MS suggested that the group considered an alternative method of engagement, building on the recent productive meeting with the Chief Executive of HOB.

Actions: AJ to follow up any outstanding FOIs.

6. LETTER UPDATES / REQUESTS

AJ provided group with an updated chart of FOIs requested that have been sent and the responses received.

7. WORKPLAN

It was agreed that the group's workplan needs to be discussed and approved. Will need to have 3 priorities - excluding the PCT merger which is no longer happening.

8. AWARENESS AND EVENTS

Health Awareness Day Event - Saturday 31/07/2010, 9.00am – 1.00pm at The Nishkam Centre.

9. ANY OTHER BUSINESS

- a) GM stated he had an objection to the host staff being asked to leave the meeting for the closed session. GM stated that it is unacceptable to ask the Host members to leave and that they should be able to stay, but as a member of the public at this part of the meeting.
- b) MS has arranged to meeting at Milton Grange on 29/07/2010 to meet Vicki Fitzgerald, Chief Executive of Gateway Family Service to discuss the concerns of the HOB Action Group. RL complained of why only two days notice of this meeting as she would have liked to attended but was unable to due to short notice. GM also wanted to attend but unable to. AJ said the meeting date and time could be re-arranged to accommodate more members.

- c) AJ mentioned Dignity and Care - an identified LINK priority - in that people can sign up to become a 'Champion'.
- d) MS requested AJ to obtain a copy of the commissioning and de-commissioning services report from HOB. He further requested a copy of the CQC Review Report is provided to the group as standards of care were reported as unacceptable. The group questioned how the standards were set.

AJ to obtain criteria that was used to grade hospitals and services.

Following a review of reports, decision on action needs to be taken by the group. GM suggested the Core Group take the findings to the media and MS further suggested that a letter is written to Kevin McGee asking why the ratings have been given and what has been put in place to improve the services and care of patients.

Actions:

- **AJ to obtain a copy of the HOB commissioning and de-commissioning services report.**
- **AJ to obtain CQC Review Report.**
- **AJ to obtain the criteria used to grade hospitals and services.**
- **Group members to review reports and agree on course of action needed.**
- **AJ to ensure all correspondence including FOI's and responses be posted on the HOBAG section of the website.**
- **AJ to arrange with CA and GM as to new date and time as they expressed interest in attending.**
- **AJ to invite Nuala Woodman and Rehana Ahmed to next meeting.**

10. DATE OF NEXT MEETING

Tuesday 31st August 2010 (6.30 - 8.30pm) at the Nishkam Centre, Soho Road, Handsworth, Birmingham