

Your LINK for improving health and social care

www.themedwaylink.co.uk



**Medway LINK Coordinating Team Meeting
Wednesday, 4 March 2009
2.00pm – 4.00pm
Mayors Parlour, Brook Theatre, Chatham, ME4 4SE**

Attendees: Joy Birdsey
Jenny Gibson
Shirley Griffiths
Edward O'Neill
Clare Murray
Nazma Hoque

In Attendance: Suzanne Brooker, Medway NHS Foundation Trust
Graham Hills, Kent & Medway Networks, LINK Development Worker
Jane Williamson, Kent & Medway Networks, LINK Development Worker

To agree a Facilitator for the Meeting

It was **AGREED** that member Shirley Griffiths would facilitate the meeting.

1. Welcome & Apologies

No apologies for absence were received.

2. Minutes of last meeting held on 4 February 2008

The minutes of the Coordinating Team's meeting held on 4 February 2008 were **AGREED** as a correct record.

3. Matters Arising

The Coordinating Team requested copies of thank you letters sent to David Haymes and David Elks.

Action: Jane Williamson

Central Office
KMN, Unit 24 Folkestone Enterprise Centre,
Shearway Road, Folkestone, Kent, CT19 4RH
Tel: 01303 297050
E-mail: info@kmn-ltd.co.uk
Office Hours: Monday – Friday 8.30am - 4.00pm

Local Office Page 1 of 4
The Medway LINK, Avenue Business Centre,
17 New Road Avenue, Chatham, Kent, ME4 6BA
Tel: 01634 821135
E-mail: info@kmn-ltd.co.uk
Office Hours: Monday – Thursday 8.30am – 4.00pm
(Answerphone available out of office hours)

4. Progress Report from LINK Development Workers, to include:

- a) **Recruitment Update** – Jane Williamson informed the Team that the agreed advert had been placed in various Medway newspapers for a period of three weeks which included one weekend. In addition to this it has also been sent to all contacts held on the Medway database including existing participants. She confirmed that they had already received a good response from the latter.

Members were informed that the Medway NHS Foundation Trust had agreed to distribute 5,500 Medway LINK leaflets when distributing their next newsletter. Claire Murray informed the Team that the Kent & Medway NHS Trust also distributed a newsletter and would more than likely do the same. Jane Williamson agreed to investigate this further.

Action: Jane Williamson

- b) **Annual Health Check Commentary** – Graham Hills updated the Team on how the Annual Health Check questionnaire was available via the Medway LINK website and that many organisations had been contacted asking them to contribute. He also confirmed that the questionnaire was available in hard copy along with a Freepost envelope for those who required it in this format. He explained that once all completed questionnaires had been received these would be analysed and then compiled into a report which would be submitted to the Healthcare Commission. Members Tina Murphy and Nazma Hoque requested the questionnaire electronically along with the hyperlink in order for them to distribute to their clients.

Action: Jane Williamson

- c) **Appointment of moderating panel members, authorised visitors and LINK representatives on outside organisations** – Graham Hills confirmed that following the outcome of the above advertising campaign, all those interested applicants would receive an information pack giving details of the vacant roles and be invited to an event whereby an independent panel would assess their capabilities and suitability to the various roles. He confirmed that members of the Coordinating Team were eligible to apply for the above roles should they wish. It was **AGREED** that all members would receive an application pack.

Action: Jane Williamson

- d) **Work Programme Development**

It was reported that the Fair Access project was at present on hold. It was confirmed that the Medway LINK commentary on Trusts Annual Healthcare Declarations was continuing, with numerous organisations agreeing to take part and for the questionnaire to their clients. Members, Tina Murphy and Nazma Hoque requested copies of the questionnaire.

Action: Jane Williamson

Regarding future projects, members were asked if they could bring their ideas to the next meeting. It was suggested that ideas could be sought from Trusts Monthly PALS / Complaint Reports. Suzanne Brooker confirmed that she would send the Patient Experience report for distribution.

Action: Jane Williamson

e) **Publicity**

Jane Williamson updated the group on publicity activities and confirmed that the promotional items agreed at the previous meeting had been ordered and was awaiting delivery.

Graham Hills updated the Team on the meeting between Medway Council for Voluntary Service and LINK Development Workers, confirming that they had agreed to cascade information throughout the voluntary sector including the LINK questionnaire relating to the Healthcare Commission Annual Healthcare check.

5. **Programme for first Quarterly Engagement Event / Arrangements for LINK Annual General Meeting**

It was agreed that as the Corn Exchange was not available until early May that the first quarterly event and LINK AGM would be combined and would now take place on 14 May 2009.

6. **Coordinating Team rota for Hempstead Valley Shopping Centre and arrangements for road show at Pentagon Shopping Centre**

It was confirmed that the Hempstead Valley Shopping Centre road show would take place between 23 – 27 March 2009 with the following members agreeing to 'man the stand' during the following times, in addition to a person being present at all times:

Monday	23	11.00am – 3.00pm	Shirley Griffiths
Tuesday	24	11.00am – 3.00pm	Edward O'Neill
Wednesday	25	11.00am – 3.00pm	Jenny Gibson
Thursday	26	11.00am – 3.00pm	Claire Murray
Friday	27	11.00am – 3.00pm	Shirley Griffiths

Members were informed that at present no confirmed date had been set for the Pentagon Centre road show as the Centre were unable to confirm a date however the matter was being pursued by Jane Williamson.

Action: Jane Williamson

7. **Report of Meeting with Medway Council's Health and Adult Social Care Overview and Scrutiny Committee**

Graham Hills updated the team on the outcome of the Performance Meeting between Kent & Medway Networks Ltd and Medway Council. He confirmed that Medway Council were concerned about the three phases of signing participants up to the LINK – Phase 1) Initial application requiring contact details, level of involvement and health interest – Phase 2) Requesting their special health interest and Phase 3) Diversity Form. It was felt by the Council that the above method was too long and complicated and that prospective participants should only be required to complete a Phase 1 application which incorporated both Phase 2 and 3. Graham Hills confirmed that though their concerns had been taken on board the procedure would not be changed – members **AGREED**.

Jane Williamson updated the Team on the outcome of the meeting with the Medway NHS Overview and Scrutiny Committee confirming that she and

Brenda O'Neill had received a warm response with the members of the Committee commenting highly on the LINK Launch. She confirmed that it had now been clarified that the LINK was not accountable to the OSC however they would continue to attend meetings and keep them abreast of LINK activities.

Clare Murray reported that a joint special meeting between Adult & Child OSC and NHS OSC had been arranged whereby all key figures including Trust Chief Executives had been invited. She agreed to update members on the outcome at the next meeting.

Claire Murray informed members of the very poor results that Medway NHS Foundation Trust scored in the 'Privacy & Dignity' sector of the Healthcare Commission in Patient Adult Survey. As the Trust's Action Plan culminating from the survey results showed no recommendation to improve this, Clare Murray proposed that a letter on behalf of the Medway LINK should be sent to the Chief Executive highlighting the issue and requesting confirmation of what plans were in place to rectify the situation. Members **AGREED** and Claire Murray confirmed that she would compile the letter.

Action: Claire Murray

8. **Financial report of the LINK's expenditure for period ending 28 February 2009 and projected year end position**
AGREED to defer until next meeting.
9. **Date of Next Coordinating Team Meeting**
Wednesday, 1 April 2009 – 2.00pm – 4.30pm
The Mayors Parlour, Brook Theatre, Chatham, ME4 4SE