



EAST RIDING OF YORKSHIRE  
Local Involvement Network  
Your Voice on Health & Social Care

**ERYLINK Lead Group Meeting**  
**Wednesday, 20 January 2010**  
**09:45 – 12:30**  
**The Courtyard, Goole**



Humber & Wolds  
Rural Community Council  
*We'll work with you to make the difference locally*

**Present:**

Ruth Marsden	Chair
Pat Perkins	OPCMG
Jim Whitfield	Beverley Community Lift
Ron Hart	Individual
Sylvia Whitton	Individual
Jean Turner	Individual
Angela Novak	Individual
Ray Evans	Individual
Joan Fletcher	Individual
Jean Wormwell	PAGER

**Apologies:**

Lesley Saunders	Headway Hull and East Riding
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**In attendance:**

Ortrud Nield	ERYLINK Ass. Co-ordinator
Cea Vulliamy	ERYLINK Ass. Co-ordinator
Susan Oliver	Project Delivery and Development Manager

**OPEN MEETING:**

Chair welcomed the ERYLINK members who had come to attend the public part of the Lead Group meeting.

**Members Present:**

Win Hough	
Lianne Therkelson	ERYC
Stuart Carr	
Colin Goodman	
Graham Perry	
Judi Maw	Humber Mental Health Teaching Trust

**Item 1: Apologies:**

David Vaughan, Edwin Lovatt, Ann Wordingham, Mavis Austin, Geoff Pearson, Edna Harknett, Joyce Walton, Ingrid Feuchte, Sue Pallister, Diana Sandy

**Item 2: Conflicts of Interest**

2.1 None declared.

**ITEM 3: Minutes of Previous Meeting**

3.1 To be returned for adjustment before being re-submitted to the Lead Group at the March meeting.

3.2 Noted: Colin Goodman had left his apologies for the last meeting

**Action:** Host and Chair to make necessary revision to minutes.

**Action:** Colin Goodman to be added to apology list for Nov 09 minutes

#### **ITEM 4: Matters Arising**

**4.1:** Budget – Meeting was notified that last year's underspend had been absorbed into the Local Authority Budget. Discussion with Brad Webster ERYC ongoing.

**Action:** Chair to forward communications with Brad Webster to Host for distribution to Lead Group members.

**4.2:** Budget transfer has taken place.

**4.3:** Steve Sawyers query - agenda item.

**4.4:** Staffing and expenses - agenda item.

**4.5:** Insurance – Susan explained that people over 70 are assumed to be no longer working and are therefore not covered for loss of earnings/benefits. However they are still covered for liability etc. This will be picked up again in March when the renewal is due.

**4.6:** Chairs for most sub-groups are in place.

**4.7:** East Riding Hospital and NHS ERY meetings have been actioned.

**4.8:** Representation on committees – Orthotics Outreach should be deleted for Ruth Marsden.

**4.9:** Quality Accounts - agenda item.

**4.10:** Business Case for Administrative Assistant - AoB.

#### **ITEM 5: SubGroup Feedback**

**5.1:** Acute Hospitals – no Sub Group Chair in place yet as the planned meeting was cancelled due to the snow. Reported:

- a) Invite Care in the Community sub-group members to joint meeting in order that both groups have the opportunity to be updated on current service and strategy by both the PCT and Social Services. –
- b) Invitation sent to Margaret Parrot, Hull and East Yorkshire Hospitals Trust (HEYHT) to discuss common issues and concerns.
- c) Need to refer back to the wider membership for more information on their concerns regarding acute hospital care.
- d) Need to 'follow' the East Riding resident and therefore include Scarborough, Goole, York Hospitals etc.

**Action:** Capacity at Scarborough and Hull to be added to agenda for meeting with NHS ERY.

**5.2:** Mental Health and Learning Disability Sub Group – Sylvia Whitton (Sub Group Chair). Reported:

- a) The Areas for Discussion to date.
- b) The liaison work undertaken to date.
- c) The group's aspiration to be flexible in response to other issues which may arise, eg the issues around Buckrose Ward.

**5.3:** Transport Sub-Group – Jean Turner (Sub Group Chair) Reported:

- a) The group is meeting regularly with Simon Jones from Scarborough and with YAS,
- b) There can be difficulties in actually co-ordinating everyone's attendance at these meetings.
- c) Susan informed the meeting that Janice Sunderland (Company Secretary, NHS ERY) had notified her that the PCT are taking over the transport contract and they want to consult the Transport Sub-Group. It was noted that this offered an excellent opportunity to be involved right from the very beginning when the PCT takes over.

The meeting asked Jean T and Jean W to draft a letter from the Lead Group regarding this.

**Action:** Jean W and Jean T to draft letter and send to Host for action.

**5.4:** GP Issues Sub-Group – Joan Fletcher (Sub Group Chair) Reported:

- a) The group is comparing ERYLINK questionnaire results with the NHS GP Survey results
- b) Visits are being undertaken to surgeries to compare and contrast
- c) Contact is sought with the GP lead on the PEC
- d) Group is responding to concerns about pharmacies, particularly Boots, in relation to monopoly, delays and staff attitude
- e) Anyone who wished to raise new concerns and or had any evidence or concerns regarding pharmacy issues should contact the group.

Chair suggested an alternative contact for Boots if there is no response from initial contact attempts. Also the Commissioning and Competition Panel.

**5.5:** Care in the Community Sub-Group – Ron Hart (Sub Group Chair) Reported:

- a) It was premature to go into too much detail
- b) The group has draft Areas for Discussion but these will return to the next meeting to be finalised
- c) Priorities will then be identified
- d) A case existed for the Lead Group to look at each individual sub-group and how they link together

**Action:** Host to put together a list of Sub-Groups and Chairs and agenda 'Mapping of Sub-Groups' for next meeting.

**5.6:** Membership and Marketing Sub-Group – Pat Perkins (Sub Group Chair) Reported:

- a) The group has produced Areas for Discussion.
- b) The group is prioritising the expansion of the number of Organisational Members within ERYLINK
- c) More interested Members are invited to join the group
- d) Details of other organisations that could benefit from involvement with the LINK are welcomed.

**5.7:** Health and Well-Being sub-group – for future consideration.

**ITEM 6: East Riding Hospital**

- 6.1 Ruth Marsden was asked, as a private individual, to attend a meeting with MPs in Beverley. She has heard nothing further from NHS ERY.
- 6.2 It was requested that ERYLINK determines the issues that it wishes to challenge. There continue to be concerns over the consultation process.

6.3 Lead Group agreed that ERYLINK should make formal representation to NHS ERY.

**Action:** Chair to draft a letter on behalf of ERYLINK and circulate to Lead Group. Lead Group responses must be back within 3 or 4 days. Then letter will go to Host for dispatch.

#### **ITEM 7: Scarborough Hospital Review**

Partnership Board is meeting on 3<sup>rd</sup> February 2010, Jean T and Jean W attending. Susan has requested permission for the presentation from the meeting in December be circulated to the Lead Group.

**Action:** Susan to pursue.

#### **ITEM 8: Cottingham and Anlaby Clinics**

Geoff Pearson not present. Issue to be an agenda item at a future meeting.

#### **ITEM 9: PALS and Complaints**

These have now been received from various Trusts. Susan suggested that they are distributed and dealt with by the relevant sub-groups. Agreed.

**Action:** Host will filter PALS and Complaints details to sub-groups for discussion there.

**Action:** Angela Novak to produce a Discussion Paper on how we respond to complaints, in particular within Mental Health services.

#### **ITEM 10: D of H Consultation on Quality Accounts**

The response as informed by the LG has now been sent. Susan requested a copy of the final version.

**Action:** Chair to send copy of Quality Accounts Consultation response to Host for circulation.

#### **ITEM 11: Meeting Care Quality Commission (CQC)**

This meeting is scheduled for 29<sup>th</sup> January 2010. It was suggested that a similar local event including ERYLINK, Overview and Scrutiny Committee (OSC) and CQC would be useful as would inclusion of Sue McMillan, Regional Director of CQC. This would be in addition to meeting on 29<sup>th</sup>.

**Action:** Host to draft a letter and send via Chair.

#### **ITEM 12: Overview and Scrutiny Committees**

The Decision Record from ERYC has been distributed to Lead Members. The full Council of the LA declined to offer ERYLINK a place on the OSCs but is sharing information freely.

The agenda for OSC for Health for 26<sup>th</sup> January 2010 includes YAS, Transforming Community Services and Review of Unscheduled Care Services. If the ERYLINK has a particular contribution to make, OSC will attempt to include it.

It was noted by LG members that it is important that whoever is attending feels equipped to comment on behalf of ERYLINK on the issues raised and must feedback. Agreed that as Jean W attends OSC on behalf of PAGER that she would also represent ERYLINK pro tem.

**Action:** Jean W will attend OSC and feed back to Lead Group.

### **ITEM 13: Forum**

Susan suggested that the Membership and Marketing Sub Group take the lead in organising the Forum. Agreed.

### **ITEM 14: AGM**

Chair and Susan to discuss. Susan has extracted AGM information from the Governance. Chair requested the Statutory Instruments in relation to LINK AGMs are reviewed for any changes.

**Action:** Host to look at relevant SIs.

### **ITEM 15: Host Report**

Submitted and distributed. Reminder of deadlines if members wished to respond to the various consultations circulated.

### **ITEM 16: Chair's Report**

No report submitted.

### **ITEM 17: Consultancy**

Report submitted. Marketing and Membership group is now continuing the work begun by Steve Sawyers.

### **ITEM 18: Budget Report**

- 18.1** Submitted and accepted. Pat Perkins requested that the Forum is given a healthy budget in order to promote the work of ERYLINK. Agreed.
- 18.2** Susan requested that the Lead Group consider investing this year to increase capacity for next year. Chair requested that Susan draft outline proposal.

**Action:** Susan to draft an expenditure plan and circulate.

### **ITEM 19: RNIB**

Due to time constraint, Chair had been unable to consult prior to responding directly to D of H Directorate of Commissioning . The response has been circulated. Chair requested that the Host feedback to RNIB with thanks for their report "Towards an Inclusive Health Service", March 2009 and explain that ERYLINK has made a recommendation to Department of Health.

**Action:** Host to respond to RNIB as directed.

### **ITEM 20: ID Badges**

These are held by the Host ready for Enter and View activity. It was requested that they be issued ASAP as they are needed for credentials when attending meetings on behalf of ERYLINK. Susan suggested that a security system needs to be in place prior to issue.

**Action:** Susan to produce a security/authentication system and arrange for badges to be issued ASAP.

### **ITEM 21: Lead Group Directory**

It was again requested that members are issued with a 'directory'. The Host is still waiting for confirmation from some Lead Group Members regarding which contact details they are happy to share. Chair again advised colleagues that by standing for election they are expected to be accessible.

**Action:** All Lead Group members who have not yet done so must as a matter of urgency confirm with the Host which contact details they are happy to share.

### **ITEM 22: Members' Issues and Comments**

- 22.1 Chair has received a letter from the OPCMG with issues to take to the GP Issues Sub-Group.
- 22.2 The relationship between ERYLINK and the Citizen's Panel set up in October 09 was commented on. Citizens Panel will be sending out 4 questionnaires a year and reports will be produced on the responses.
- 22.3 LINK member had received report on the V Conference held on 28<sup>th</sup> October 2009 which he had attended. Concerns of 'tokenism' were expressed. Chair clarified the PCTs response to this concern.

### **ITEM 23: Any Other Business**

- 23.1 Chair has been invited to attend a meeting by the Centre for Public Scrutiny.
- 23.2 The Out of Hours Care Service meeting on 28<sup>th</sup> January 2010 was noted as was the late hour of the meeting. An agreement has been obtained that the presentation re OOH would therefore also be given to Bridlington Health Forum.
- 23.3 Susan informed the group of a request from NHS ERY for ERYLINK to become involved in a steering group looking at preventable admissions to Nursing Homes. The first meeting is 22<sup>nd</sup> February.

**Action:** Host to circulate to Care in the Community sub-group.

- 23.4 Reports on two Personalisation and Safeguarding events are now available. These events were the result of joint working by ERYLINK with Hull LINK and North Bank Forum.

**Action:** To be added to weekly circulation list.

- 23.5 Administrative Support request – Chair reported that because of the snow, the Christmas break and then her unavailability, this remained to be addressed. The Lead Group had supported the proposal on production of a Business Case. Chair stated that in light of information she had received, further discussion was necessary.

Lead Group Member suggested that a part time, very short term (ie 2 months) member of staff could be recruited via an agency. Chair and other Lead Group colleagues to discuss as a matter of urgency.

**Action:** Susan to re-circulate the business case. Chair to circulate Briefing Paper advising the Lead Group of her concerns. Host to collate dates for an Extraordinary Meeting of Lead Group to discuss the issue.

### **Date and Time of next meeting:**

Thursday 4<sup>th</sup> March 2010.  
Closed meeting 10.00am  
Open meeting 10.30am