

## Agenda Item 2

### Minutes of the Islington LINK Core Group Meeting

Tuesday 1 March 2010, 5.30-7.30 pm, at Voluntary Action Islington

#### Present: Individuals

Sue Cartwright  
Bob Dowd  
Dave Emmett  
Olav Ernstzen (Chair)  
Lynda Finn  
Elizabeth Jones  
Gerard McMullan  
Geraldine Pettersson  
Natalie Teich  
Wayne Walton

#### Present: Group representatives

Age Concern Islington (Jeanne Franklin)  
Islington Disability Network (John Thomas)  
iBUG (Peter Jones)  
IVSHN (Phillip Watson)

#### Absent

African Health Forum (Jean Leon)

#### In Attendance

Tam O'Neil – LINK Support Officer (minutes), VAI  
Emma Whitby – Head of LINK Services, VAI

#### Apologies

Choices Islington  
Richard Saffron  
Graham Vine

### Summary of Actions

#### All Core Group Members

- Send any suggestions/information about the Health, Social Care and Housing Phase 2 proposal to the Working Group via Host.
- Purchase a printer cartridge and submit receipt to Host by 4 April at the latest.
- Keep a record of time spent on LINK activities.
- Members who represent the LINK at external meetings should submit a couple of paragraphs on their observations of the meeting to the Host, for circulation with the Core Group meeting papers.

#### Working Groups

- Health, Social Care and Housing: Proceed with Phase 2.
- GP Services: Submit a proposal for Phase 2 to the July meeting.

#### Host

- Disseminate: (a) Health and Housing Literature Review; and (b) Patient Participation Group Report.
- Make the agreed changes to the governance papers. Resubmit Complaints and Code of Conduct to group.
- Take forward decisions from budget discussion.
- Circulate tasks list for LINK Fair to Core Group members.
- Look into purchasing air time for a LINK advert on Whittington Hospital screens.

<b>1</b>	<b>Welcome, apologies and declarations of interest</b>	<b>Action</b>
<b>1.1</b>	Members were welcomed to the meeting and introductions were made. No interests were declared.	
<b>2</b>	<b>Minutes of the last meeting</b>	
	The minutes were agreed with the following amendment:	
<b>2.1</b>	<ul style="list-style-type: none"> <li>• Clarify that the ‘poor ratings’ refer the monitoring of the host session (p.1).</li> </ul>	
	Matters arising were:	
<b>2.2</b>	<ul style="list-style-type: none"> <li>• Camden LINK has accepted a place on Camden and Islington NHS Foundation Trust Board. They will feedback to Islington LINK (Emma).</li> </ul>	
<b>2.3</b>	<ul style="list-style-type: none"> <li>• Islington LINK needs its own representation because it is unrealistic to expect one person to represent two LINKs (Gerry).</li> </ul>	
<b>2.4</b>	<ul style="list-style-type: none"> <li>• The Host did not receive any further comments regarding the Host monitoring session. More comments are welcome (Emma).</li> </ul>	
<b>2.5</b>	<ul style="list-style-type: none"> <li>• There were no comments on the Housing and Health Literature Review. This will now be disseminated. It has already been sent in draft form to the Fairness Commission (Emma).</li> </ul>	<b>Host/ WG</b>
<b>2.6</b>	<ul style="list-style-type: none"> <li>• The Host has asked Dave if he will help to ensure that the LINK accesses the latest PALS reports (Emma).</li> </ul>	
<b>3.</b>	<b>Governance – revisions</b>	
	<b>a. Procedures</b>	
	<u>Introduction</u> (Emma)	
<b>3.1</b>	<ul style="list-style-type: none"> <li>• The procedures have been simplified (repetition removed and text restructured) so that they can be translated into plain English.</li> </ul>	
<b>3.2</b>	<ul style="list-style-type: none"> <li>• The specific suggestions are to: (a) request an email rather than home address; (b) refer to the Nolan principles in appendices.</li> </ul>	
	<u>Decisions</u>	<b>Host</b>
<b>3.3</b>	<ul style="list-style-type: none"> <li>• Resolve conflict between paragraphs 5.4 and 5.5 by altering the wording in 5.4 to ‘anyone representing the LINK’ and removing 5.5.</li> </ul>	
<b>3.4</b>	<ul style="list-style-type: none"> <li>• Reinstate ‘could or ought to be improved’ in paragraph 3.1.</li> </ul>	

- 3.5**
- Continue to request that LINK members provide a mailing address when they join, but ensure that it is clear that this information will be treated as confidential. Also make clear that it is the responsibility of the member to update the LINK when their contact details change.

**b. Complaints policy**

Introduction (Chair)

- 3.6**
- The appeals section has been drafted so that the threshold for appeal is quite high. Is this appropriate, or should the approach be that, when an appeal goes forward, the panel will treat it as a fresh complaint?

Decisions

**Host**

- 3.7**
- The appeal should only consider the original case and evidence submitted at time of the complaint. These sections will be redrafted and resubmitted to the group.
- 3.8**
- The word ‘concern’ should continue to be used (in 2.3-2.5) to encourage issues to be raised at an early stage where they can be dealt with informally if possible. Where there is a definite outcome, these informal resolution processes will still be reported to the Core Group. The name of the complainant will be confidential.
- 3.9**
- A separate disciplinary policy is not needed if this process can be incorporated into the existing governance documents. Emma pointed out that this process is covered to some extent by the Code of Conduct.

**c. Code of Conduct**

Introduction (Emma)

- 3.10**
- The repetition has been removed from Sections 2 and 3 of the Code of Conduct, and paragraph 6.3 (re: prejudicial interest) has been edited.

Decision

- 3.11**
- The Code of Conduct should be short and plain. It will be revised and brought back to the group (Chair).

**4. Working Groups Updates**

**a. Young Carers**

Introduction (Emma)

- The researcher/author of the Young Carer’s report spoke to the

4.1 lead commissioner for children services. They are very pleased with report, which will be used to inform their planned refreshment of Islington's Young Carers Strategy.

4.2 • As suggested by the lead commissioner, the recommendations in the report will be reduced/refocused on a few priority areas.

4.3 • The lead commissioner is holding an event in April to discuss how the needs of young carers can be better met with health and social care colleagues. The LINK has been invited to present the Young Carers report.

4.4 • When it made public, the report could be split into two parts: literature review and findings from primary research.

#### Decisions

4.5 • LINK reports should also include the name of the people (e.g. the working group members) who worked on report.

**WG  
lead**

4.6 • The working group rather than the external researcher is the appropriate person to present the findings (Vote: Agreed with none against and no abstentions).

**Host**

### **b. Housing and Health**

#### Introduction (Geraldine)

4.7 • Name of working group has been changed to 'Health, Social Care and Housing' to better reflect the research on these linkages.

4.8 • Group suggests that Phase 2 covers both health and social care, with a focus on aids and adaptation and the role of Islington Occupational Therapy (OT) services. The group will meet with people from the OT service. They will also talk to service users about their experiences of: (a) aid and adaptations; (b) accessing information about the OT service; (c) OT assessment process.

4.9 • The group will estimate the financial impact of falls and trips for the NHS.

4.10 • During March/April, the group will get more information from Islington Council and local housing associations about what is available, and develop research questions for interviews with service users.

#### Decisions

4.11 • Members should send information and suggestions to the

**All**

**WG**

- group via Emma.
- 4.12** • £1200 will be allocated to Phase 2. The group can request additional funding via the usual process as necessary.

**c. Deaf**

- 4.13** • The draft Deaf Group Phase 1 Report will be circulated by email for comments. It will not be resubmitted to the group as no recommendations are being made.

**d. GP Services**

Introduction

- 4.14** • The recommendations section in the draft report on Patient Participation Groups (PPG) has been changed to 'Next Steps' (Gerry).
- 4.15** • Natalie contacted National Association for Patient Participation (NAPP) who will get back in touch about providing a speaker (Gerry).
- 4.16** • Natalie gave a presentation at the Practice Managers Forum and asked for feedback on their success/failures with Patient Participation Groups (Natalie).

Decisions

- 4.17** • The report will now be distributed. **Host**
- 4.18** • The group will report back on Phase 2 at the July meeting. **WG**

**5. Finances for end of year**

Introduction (Emma)

- 5.1** • Emma gave an update on the LINK's spend for the year to date. The LINK will have used its discretionary budget for the year 2011-12. Emma reminded members that there will be a 50% reduction to the budget next year.
- 5.2** • Members were reminded and encouraged to claim their expenses, e.g. for travel, paper, etc., throughout the year. Emma reminded members that claims should be with the host by 4<sup>th</sup> April at the latest. **All**

**6. LINK Fair Update**

Introduction (Emma)

- 6.1** • The Host requested that Core Group members volunteer for roles at the LINK Fair. Those who do not come forward by **Host**

Friday will be allocated a role.

- 6.2
- The LINK Fair has been publicised through the usual channels (advert in local papers, newsletter, GP screens, libraries, day centres, information sent to members, interested parties and networks, LINK website).

### Decisions

- 6.3
- The Host will send flyers/posters to Natalie and Sue for distribution in local pharmacies and GPs. **Host**

- 6.4
- Use of 'fair' could suggest a drop-in event. The name will be reconsidered next year.

## 7. **Host Update for 2011-12**

### Introduction

- 7.1
- Suggested at a previous meeting that the Host would think about how members can support the Host carry out core activities after April (Emma).
- 7.2
- The Host thanked members for their hard work over the past year, including the Ambassadors, Working Groups, Enter and View Team. Particularly thanks were given to Shaun Chow, David Franchi, Camila Caram and Pauline Anwyl-Jones for their contributions. The host and LINK Core Group thanked the LINK Support Officer for her hard work, excellent administration and helpful attitude.

### Decisions

- 7.3
- The Host suggests that this is approached on the basis of tasks. A tasks list, indicating the people who have already volunteered to help with specific functions, will be circulated. **Host**

- 7.4
- Volunteers should keep a note of time spent on LINK activities. **All**

### Other points

- 7.5
- Lynda asked that a vote of thanks be recorded for the Chair, Vice Chairs and Emma.

## 8. **AOB**

- 8.1
- Scale of service change means that members are attending several meetings on behalf of the LINK. How do we ensure everyone is kept in the loop? (Geraldine).

- 8.2
- Members who attend meetings on behalf of the LINK is obliged to provide a short written report, a paragraph or two recording **All**

their own impressions of the meeting. These will be sent to the Host and distributed with the Core Group meeting papers (though they will not be an item for discussion) (Chair).

- 8.3 • Agendas could also be emailed to the Core Group to allow them to send views to the representative attending the meeting (Dave).
- 8.4 • Whittington Hospital has TV screens where adverts can be displayed for a fee. May be worth looking into? (Bob).
- 8.5 • Could investigate with Haringey (Chair).
- 8.6 • Is anyone attending the North Central London stakeholder event? (Dave)
- 8.7 • Joanna and Celia are attending. Send any specific issues to be raised to the Host and these will be passed to Joanna (Emma/Joanna).

**Host**

## 9. **Next Meeting Dates**

- **Tuesday, 12 April 2011** (Induction Meeting)

Venue: Voluntary Action Islington **5.30**  
200a Pentonville Rd, N1 9JP

- **Tuesday, 17 May 2011**

Venue: Voluntary Action Islington  
200a Pentonville Rd, N1 9JP