



**Kensington & Chelsea
Local Involvement Network**

Unit 25, Shaftesbury Centre

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www.rbkclink.org

minutes of meeting

project title	Kensington & Chelsea Local Involvement Network		
meeting type	Health & Social Care Management Group Meeting		
minute no	M-7	Ref	LINK
held at	The Light House, 111 – 117 Lancaster Road, London, W11 1QT	held on	3 rd September 2009
present	<p>Dahabo Guled Digby Howard Giles Dee-Shapland (Chair) Margaret Cairns-Irven (Vice Chair) Suresh Gupta Robin Tuck</p> <p>Jemma Curry Community Engagement Officer, NHS, Kensington & Chelsea</p> <p>Fran Pearson Acting Head of Community Engagement & Development, NHS, Kensington & Chelsea</p> <p>Allan Cottey Imperial College Healthcare NHS Trust Rory Hegarty Imperial College Healthcare NHS Trust</p> <p>Elvis Langley Head of Community Engagement Paula Murphy LINK Coordinator Simmone Hall LINK Administrator</p>		
apologies	Abdul Towolawi, Mary Gardiner, Anthony Sykes, Christine Vigars,		

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Item	Welcome & Introductions	Action
1.0	Giles welcomed those attending the meeting including two guests from Kensington & Chelsea NHS and two from Imperial College Healthcare NHS Trust.	
2.0	Minutes of the last meeting – 30th July	
	<p>Amendments</p> <p>7.1 It was decided that the Management Group meetings will be held every calendar month from October 2009.</p> <p>The minutes of the last meeting were approved.</p>	
3.0	Discussion of NHS and K&C LINK Community Engagement priorities	
	<p>Fran Pearson gave an update on the NHS Community Engagement priorities. She explained the strategic commissioning priorities for the PCT and how the LINK can get involved.</p> <p>Fran Pearson and Jemma Curry explained that the NHS is also currently working on two main capital projects which they would like K&C LINK involvement with. These are: Development of the Earls Court Health Centre The re-development of the St Charles site</p> <p>Jemma Curry explained that there are also other smaller projects in the pipeline such as a pilot on a back pain. Jemma Curry will contact the Chair of the Kensington & Chelsea LINK once progress is made on the above projects.</p> <p>Discussion</p> <p>Q: Is there any work being carried out for older people, children and young people and hospitals as part of the Commissioning Objectives?</p> <p>Comments: Fran Pearson – The objectives are broad and older people and hospitals are implicit in all objectives</p>	<p>JC</p>

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	<p>RBKC has one of the youngest populations in London and as a result, the PCT needs to achieve a balance for all.</p> <p>Q: At the assessment stage, are disabled people labelled by professionals as having mental health problems rather than being provided with the assistance needed to address their disability needs?</p> <p>Comments: Fran Pearson – Not aware of this practice. Will revert back if any evidence emerges. In relation to the proportion of disabled people in the borough there are pilots being run by Social Services to create more facilities. It is hoped that this will be reflected in the way the NHS plans and provides services.</p> <p>Q: How do we get the NHS to increase the alternative therapy treatment options that individuals receive?</p> <p>Comments: Jemma Curry – the NHS is in the early stage of conducting a pilot in this area and is working out ways to help shape the service specification. They could look at how this is reflected in the service.</p> <p>Action for NHS:</p> <ul style="list-style-type: none"> • The NHS to liaise with Caroline Leveau to explore / clarify whether disabled people are over represented/’labelled’ as mental health service users and report back to the LINK • The NHS to obtain information on the amount of disabled people who are referred to the Mental Health services /Community Mental Health Team (CMHT) and pass the information to the LINK Host staff. 	<p>FP</p> <p>FP</p> <p>Fran Pearson</p>
4.0	Presentation – Imperial College NHS Trust bid to become a Foundation Trust.	
	Allan Cottey and Rory Hegarty from Imperial College NHS Trust presented on their public consultation as part of their bid to become a Foundation Trust.	

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	<p>Allan Cottey explained that the Imperial College is aiming to become a Foundation Trust by 2010. The current consultation process will end on October 23rd 2009.</p> <p>Imperial College NHS Trust would like to hear comments, suggestions and the views of members of the Kensington & Chelsea LINK on their proposed plan. Members were asked to send their views to Imperial College NHS Trust by the October 23rd consultation deadline.</p> <p>Finally, Allan Cottey and Rory Hegarty informed the group that all comments and suggestions will be collated, views considered and a formal final response on the outcome of the consultation will be provided to the public, including the K&C LINK.</p> <p>Main discussion points:</p> <p>Q: What are the incentives for amalgamation and how is it going to affect the NHS figures?</p> <p>Comments: Allan Cottey – The Imperial College NHS will look at each hospital’s sustainability by taking into consideration patient flows and patient preferences. The incentive will be to get a better deal for the local population of the area.</p> <p>Q: What are the five hospitals that are part of Imperial College?</p> <p>Comments: Allan Cottey – The five hospitals are: Hammersmith, Charing Cross, St Marys, Queen Charlotte and Western Eye hospital.</p> <p>Q: With regard to the referral system in trauma units, how will Imperial College NHS look at equalising the importance of physiological trauma to psychological trauma?</p> <p>Comments: Allan Cottey – This issue has been addressed but not sure to what extent. Imperial College to forward further information to the LINK about how the issue has been addressed.</p>	<p>Rory Hegarty</p>
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	<p>Q: What are Imperial College NHS thoughts on re-introducing the public feedback forms?</p> <p>Comments: Allan Cottey - The feedback form exists in an electronic format - also known as a “tablet”. One of the advantages of the electronic form is that it produces “real time” results. This is currently being piloted across two hospitals and there are plans for future expansion across the rest of the Trust.</p> <p>Q: Will the Board of Governors and the Board of Directors meetings be open to the public if Foundation Trust status is achieved?</p> <p>Comments: Allan Cottey - All official board meetings are currently open to the public although they may have a private section for confidential matters. This has not been decided on as yet for the Foundation Trust.</p> <p>Actions for LINK:</p> <ul style="list-style-type: none"> • All members to take away information and feedback their views to Imperial College NHS by the October 23rd consultation deadline and email any concerns. • LINK Host staff to provide a formal response to Imperial College. 	<p>LINK</p> <p>LINK/Paula</p>
<p>5.0</p>	<p>Publicity – Customer charter, posters/leaflets</p>	
	<p>Paula gave an update on K&C LINK publicity material and showed the group sample designs facilitated by the LINK Host staff. The group was asked for their suggestions and comments. A discussion took place and the following was agreed:</p> <p>Slogan – “Are YOU Our Missing LINK”</p> <p>Picture - use a picture depicting people as a necklace or as a paper chain etc. Include as part of the text, “To find out more’ or ‘please join”.</p>	

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	<p>Action: LINK Host staff to put together a new design with a picture depicting people as appropriate.</p>	Simmone/Paula
6.0	A.O.B	
6.1	<p>Away Day Preparation Paula reminded the group about the “Away Day” on 18th September and asked the group to think about what they feel their two priorities for the LINK should be, including how resources should be used to deliver that project.</p> <p>Action: Management Group members to think about information and take their ideas along to the “Away Day” meeting.</p>	All
6.2	<p>Activity Sheets/Work Updates from each member Paula informed the group of the importance of the LINK Activity report and reminded the group to complete the activity reports whenever members represent the LINK externally. This information needs to be submitted to the Host on an ongoing basis for reporting purposes.</p>	
6.3	<p>Carer’s Forum Update Paula informed the group that a representative from the K&C LINK has been invited to attend the Carer’s Forum. Digby, Dahabo and Margaret are all interested in attending and representing the LINK.</p> <p>Action: Three members to attend “Carer’s Forum” meetings to represent the K&C LINK.</p> <p>LINK host staff to obtain the dates of the Carer’s Forum and pass to Digby and Dahabo.</p>	<p>Dahabo / Dibgy/Margaret</p> <p>Simmone</p>
6.4	<p>World Mental Health Day Giles informed the group about the World Mental Health Day event on 9th and 10th October and asked for volunteers to help out on the K&C LINK stall which will be located in the foyer of Sainsburys, Ladbroke Grove on Saturday 10th October.</p> <p>Action: Members to contact the LINK Host team if they are</p>	All

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	<p>available to help out on the K&C LINK stall on Saturday 10th October.</p> <p>6.5 2009 Calendar of meetings The agreed dates of Management Group meetings for the remainder of the year were discussed and it was agreed to insert an additional meeting on 17th December.</p> <p>Action: LINK host staff to source a meeting room for December 17th and inform all Management Group members.</p> <p>6.6 Green Paper on Social Care meeting Paula distributed the Green Paper “Shaping the Future of Care Together” booklet and informed the group that a representative will attend the Physical Disabilities Sub-Group meeting on 6th October to give a presentation on the Green Paper.</p> <p>The group was reminded about the K&C LINK open meeting on the Green Paper on 14th October, 3pm – 4:30pm at the Lighthouse. All were encouraged to attend this meeting.</p> <p>6.7 Update on budget Paula explained that the LINK is currently finalising quarter 1 accounts; a full update will be available at the next Management Group meeting on 22nd October.</p> <p>Elvis Langley reported that he attended the Quarter 1 Group Managers Management Accounts meeting recently and can report that the K&C LINK underspend on the 2008/09 budget will be reflected for Quarter 2.</p> <p>6.8 ID Cards Paula explained that the ID cards are for members wishing to carryout ‘Enter and View’ on-behalf of the K&C LINK. Group members wishing to take part in ‘enter and view’ should provide their signature on blank paper provided which will be scanned into the ID cards.</p> <p>6.9 LINK Code of Conduct Giles circulated a copy of the Kensington &</p>	<p>Simmone</p>
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<p>6.10</p>	<p>Chelsea LINK Code of Conduct and all were reminded of the importance of adhering to it.</p> <p>Kensington & Chelsea LINK Customer Charter Paula explained that the Customer Charter details our service standards to current and potential LINK members. It also outlines what LINK members should do to assist the Host in achieving the service standards.</p> <p>Action:</p> <ul style="list-style-type: none"> • Management Group members to read the “Customer Charter and to contact the LINK Host staff with any comments or issues by Friday the 12th of September. <p>Final document to be placed on the website</p> <p>Overview and Scrutiny The group was informed that Stephen Morgan has taken over as the RBKC Lead with responsibility for the K&C LINK.</p>	<p>All</p> <p>Simmons</p>
<p>6.11</p>	<p>Elvis Langley - Head of Community Engagement - Job Change Elvis Langley will be leaving his current post as Head of Community Engagement to manage the Service User Involvement team (SUI) within Hestia. He will be replaced by Francis Kaikumba who starts on 16th September. Elvis will continue to be involved with the K&C LINK until December 2009.</p> <p>The group thanked Elvis for the support provided to the LINK.</p>	
<p>6.12</p>	<p>LINK “Make it Happen” Booklet Copies of the Department of Health LINK booklet were distributed to members for their information.</p>	
<p>7.0</p>	<p>Date and venue of next meeting</p>	
	<p>Date: Thursday 22nd October Time: 3pm – 5pm</p> <p>Venue: Kensal Community Association 177 Kensal Road London, W10 5BJ</p>	<p>All</p>

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