

Protocol for Working Relationships between Lewisham LINK & Statutory Sector Partners



Document: <i>Protocol for Working Relationships between Lewisham LINK & Statutory Sector Partners.doc</i>	
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Purpose of Protocol

Lewisham LINK and Statutory Sector partners are committed to working together to ensure

- Local people are involved in the planning and delivery of local health and social care services
- Local services are of the highest quality and responsive to patient needs

This protocol has been jointly developed and agreed to describe how the bodies will work together to deliver on this commitment. The protocol also helps to ensure that Lewisham LINK participants and statutory sector staff and providers are supported to deliver their work effectively.

Working Together

Lewisham LINK will use nominated NHS Trust Leads of Patient and Public Involvement and the Service Manager for Strategy and Policy, Community Services in the London Borough of Lewisham as the key point of contact for the LINK. The LINK has identified the LINK Development Manager as the key point of contact for the statutory sector.

In order to ensure queries and issues are resolved quickly, formal communication will be via these nominated leads. It is recognised that by working together many informal connections will be made between LINK participants and statutory sector Directors, managers and staff and this is welcomed.

The LINK is represented at statutory sector board meetings and joint Professional Executive Committee (PEC) – meetings, board and seminars. Statutory sector officers will attend LINK meetings on request.

Legal Context of Working Together

NHS policy is clear. Users must be involved at all stages of planning, development and provision of health services. Legal duties to involve and consult local people in service planning and delivery are placed on the statutory sector via legislation such as the Health and Social Care Act and the Race Relations Amendment Act. The statutory sector must discharge these duties itself, and part of achieving this does and must involve liaison with the LINK. In addition, the statutory sector will liaise with the Overview and Scrutiny Committee (OSC).

Section 242(1B)

“Each relevant English body must make arrangements, as respects health services for which it is responsible, which secure that users of those services, whether directly or through representatives, are involved (whether by being consulted or provided with information, or in other ways) in –

- a) the planning of the provision of those services,
- b) the development and consideration of proposals for changes in the way those services are provided, and
- c) decisions to be made by that body affecting the operation of those services.”

Also, service providers have a duty to respond to LINKs:

The Local Government and Public Involvement in Health Act 2007 makes provision about the establishment of LINKs. Section 242 of the NHS Act 2006 places a duty on services-providers to respond to local involvement networks

New statutory guidance highlights the importance of rigorous and systematic patient and public involvement in every aspect of the health service.

The LINK has the right to undertake visits to any premises controlled or operated by the statutory sector for the purposes of enter and view. The visit can be related to the premises and/or the services or facilities contracted by the statutory sector including social care settings, GPs, dentists, pharmacists, and optometrists.

The LINK will support that this open relationship with commissioners and providers, aiming to increase effective involvement by mutual consent.

Work Plan

The statutory sector supports the LINK in undertaking monitoring and visits to services and contractors.

Developing an understanding of services will require the sharing of information. The statutory sector is committed to responding quickly to the LINK request for information.

Premises and service visits are also a key part of the LINK role. The LINK will work to ensure visits do not disrupt services and are an effective means for the LINK to monitor services / premises from a patient's / service user's point of view.

Information Requests

The statutory sector will respond to requests made in writing for information within 20 working days. In the event that specific information is not readily available or in circumstances where the statutory sector believes there are confidentiality issues, it will notify the LINK and agree a timescale for provision of information.

Enter and View

Visits will be carried out according to the **Code of Conduct** relating to Local Involvement Networks' enter and view services. Specifically:

- Only authorised representatives of the LINK will conduct enter and view activities.
- On arrival, LINK Enter and View LINK representatives will identify themselves to the member of staff in charge. LINK representatives will display their identification at all times.
- If LINK representatives on a visit are denied entry, a clear explanation of the reasons will be provided. Any concerns about refusal should be reported to the relevant Head of PPI or service.

- A member of service provider staff will normally accompany LINK representatives during a visit in order to answer any questions.
- There may be circumstances in which the visit may need to be cancelled by either the service provider or the LINK. Notification of cancellation should be given to the provider and the lead LINK representative as soon as possible. Every effort will be made to reschedule a new date for the visit at the earliest possible opportunity.
- Any potential conflict of interest must be declared and noted.

Reports

- A written report from LINK representatives at the end of a visit will be provided to the service provider within 20 working days.
- If LINK representatives request a response to the formal report, the service provider will respond within 20 working days explaining what if any action is intended as a result of the report.

Promoting Involvement and Engagement

- The statutory sector and the LINK will work together to promote service user, patient and public involvement in Lewisham in health and social care.
- The statutory sector will ensure health and social care staff and contractors are aware of a) the role and activities of the LINK and b) the legal duties on staff to involve and consult local people in the planning and delivery of local services. The statutory sector will support and promote the role of the LINK.
- The statutory sector will inform the LINK of local health and social care priorities and proposed actions to reduce health inequalities in the borough.
- The LINK will ensure that its participants and local people are aware of the involvement work of the statutory sector and support and promote engagement in the activities of health and social care.
- The LINK will articulate local health concerns and ensure that these are reflected in local health plans and commissioning structures.
- The LINK will provide clarity regarding national priorities, where these impact at the local level

Complaints and Review of Protocols

- In the event of a complaint relating to conduct on any side, the issue will be raised with the Lewisham LINK Development Manager and the identified lead for the relevant statutory sector organisation.
- The protocol will be reviewed regularly to ensure they assist effective joint working.