

Work Report of the LINK Host: July - September 2010

The role of Parkwood Healthcare as the host organisation is to enable, support and guide the LINK successfully in its activities. In turn, the LINK will make decisions about the work that the host undertakes, particularly in relation to the development and implementation of a work programme, development and implementation of appropriate networks, structures and governance arrangements.

Work priorities of the Host are determined by the LINK executive and participants.

This report describes activities of the LINK Host to 30.09.2010. Feedback from committee members regarding this report:

- The volume of work presented in this report is HUGE – and very impressive. I really can't see that there is any room for criticism/complaint. There's a string of activities against each of the target areas.
- Knowing how hard you and all the team work I should not be surprised by the range and amount of work that has been covered in the time period.

Miriam Long
Development Manager
Lewisham LINK

LINK Outcome: The LINK reflects the interests in local health and social care of people and groups in everything they do by involving them in setting priorities for the LINK and reflecting the diversity of local geography and population.

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
To engage with local residents and record their experience and aspirations of health & social care services in order to identify the health and social care priorities of different community groups and develop a system that will allow for its inclusion into the work plan.	Weekly outreach sessions at Lewisham Healthcare Trust formerly University Hospital Lewisham	Commenced 6.04.10 Review 09.10	Working with volunteers to engage patients and the public. Following the review we changed the venue to the Riverside building in order to engage with people who bypass the main reception area. On average 20 people are engaged every week.
	Vineries Sheltered Housing for older residents	01.07.10	Following an outreach event at Sydenham Library on 8th April, 4 people from the Vineries registered an interest and raised some concerns about their sheltered accommodation. A follow up visit was arranged to the Vineries and after identifying specific health risks to residents who attempted to access the communal garden a report was sent to the housing office. Following an inspection and assessment of need 9 flats have now had steps and hand rails installed and 4 more will be completed soon. There are still a couple of issues to be resolved including outside lighting but this is to be reviewed shortly.
	Quaggy Foundation trust Carnival. Multi cultural event.	03.07.10	Facilitated stall. Engaged with over 200 local residents, distributed leaflets and obtained feedback on local services using participatory tools.

	Communities Health and Wellbeing Event	05.07.10	<p>The event was organised and facilitated by the Host in partnership with the Lewisham Irish Centre. Over 100 people attended including the Irish pensioners group. 12 new participants and questionnaires completed. Feedback comments:</p> <p>"Just a quick email to say well done for a great day. Networking was good, the atmosphere was good and a great opportunity for information sharing. And... I also got a health check and discovered that I have less than a 10% chance of having a heart attack in the next ten years! So all good."</p> <p>"We felt it was a good venue and information available. However, the attendance from the general public was low and parking was a problem. I will like to suggest putting up flyers not only outside the venue but on the main road to draw in the crowd. It is also always useful to suggest using public transport due to limited parking facilities."</p>
	Honor Oak Medical Centre	07.07.10	Commenced weekly outreach for a period of 5 weeks. Report attached.
	Wells Park Practice	07.07.10	<p>Commenced weekly outreach for a period of 5 weeks. Report attached. LINK outcome: The practice has appointed a lower grade nurse to do immunisations which were taking up more than half one of senior prescribing nurse's slots. This has opened her up to do more sexual health and smears, in turn hopefully freeing up doctors, especially female to improve doctor access. All the information has been fed back to the receptionists, clinicians and management team and the practice has looked at some more customer service type training for some of the newer receptionists.</p>
	Downham Library and Health Centre	07.07.10	4 new participants and over 80 leaflets distributed to library and leisure centre users.
	Wavelenths Leisure Centre Deptford	09.07.10	5 new participants and over 60 leaflets distributed to library and leisure centre users.

	Lewisham Peoples Day	01.07.10	Facilitated stall at open air event with hundreds of people visiting the stall, large amount of leaflets distributed and commentaries used for data collection.
	Bridge Leisure Centre	13.07.10	2 new participants and engaged with over 45 individuals
	North Lewisham Development Forum	15.07.10	Discussed potential for LINK members to participate in social research
	Carer's Café	17.07.10	Agreed bi-annual visits. 3 new participants and 2 information requests dealt with.
	Honor Oak Festival	17.07.10	Facilitated stall at family fun day aimed at children and young people. 2 new participants.
	Manor House Library	21.06.10	3 new participants and agreed to arrange monthly outreach events for the following 6 months
	Personalisation Training Day	23.07.10	Newsletters and leaflets given to all delegates on course around 20
	Mayfields Temporary Housing	27.07.10	3 new participants and agreed to arrange another visit in the new year
	Waldron Health Centre	28 – 30.07.10	Facilitated a large outreach project to cover all of the Waldron GP Practices. 4 practices covered in 3 days and 61 commentaries received.
	Hilly Fields Medical Centre	23.08.10	Commenced the first of 5 outreach sessions. Engaged with 8 new participants plus other who gave anonymous commentaries.
	Riverdale Shopping Centre	01.09.10	Facilitated a stall at the shopping centre and engaged with the public. 2 People registered with the LINK
	Sydenham Green Group Practice	17.09.10	Engaged with approximately 50 patients.
	North Downham Training Project	23.09.10	Presented the LINK to 9 deaf students and fed back their concerns to service providers.

LINK Outcome: The LINK understands local communities and their health and social care needs and sets priorities that are determined by and based on themes and trends from the analysis of feedback from local people. The LINK has an agreed set of criteria against which themes and trends can be weighted/ prioritised to identify appropriate and timely actions.

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
<p>Develop mechanism for feedback i.e. based on statistics provided by PPI/ PALS teams etc.</p> <p>Liaise with PALS, complaints & FOI leads in the statutory sector to agree sharing of quarterly PALS/ Complaints reports.</p>	<p>Collate outreach commentaries on database and compare with PALS reports to identify local themes and trends.</p>	<p>Reviewed 31.03.10</p>	<p>The database has been further developed to provide categorised information on local themes and trends. NHS Lewisham has identified the use of this database as good practise tool. We have logged over 3000 commentaries on the LINK database from LINK outreach issues and PALS data. LINK volunteers meet weekly to refine the database to develop detailed analysis of issues.</p> <p>Following issues raised by the LINK Lewisham Healthcare Trust recently recruited 2 Carers support officers as a result of feedback of Carers issues from the LINK. The trust is also developing a more person centred way of prioritising patients at A&E also as a result of LINK feedback.</p>
<p>Develop mechanism for feedback via LINK website</p>	<p>Develop online forum on the LINK website</p>	<p>Reviewed 30.09.10</p>	<p>There is ongoing promotion of the online forum through the LINK E bulletin. We have developed a protected forum site for LINK executive committee members and a separate forum for volunteers.</p>
<p>Support individuals to provide comments of health and social care writing down people's comments if required.</p>	<p>Information on tear off slips</p>	<p>Reviewed 30.09.10</p>	<p>We have included information on name & location of service, ethnicity and age on feedback forms as requested by the CQC. We have also included a section where never events may be highlighted. The leaflet now helps to identify the service and approximate date of any event people wish to inform us of.</p>
	<p>Verbal feedback etc. to inform service providers</p>	<p>Ongoing</p>	<p>The Host team engage with individuals through outreach to gather information on service provision and delivery.</p>

Supporting individuals to take part in local and national policy	NHS White Paper: 'Equity and Excellence; Liberating the NHS'	Sept. 10	<p>Following the release of the NHS White Paper, 'Equity and Excellence; Liberating the NHS' in July 2010, the LINK Host produced a summary document of the white paper consultation that was distributed to all LINK participants to inform of the proposed changes. Participants were invited to give feedback to the LINK and direct to the Department of Health.</p> <p>The Host held 3 focus group meetings to inform and canvass opinion on the proposed changes to the National Health Service and associated bodies on 22.09, 27.09 & 05.10.</p> <p>Attendees responded via group discussions and individual questionnaires. This feedback also includes comments from the LINK Executive Committee. After presentations from the speakers, each table was asked to discuss a specific topic. Comments were collected on flip charts and then all participants reviewed the comments and marked those with which they agreed particularly.</p> <p>Evaluation of the events included: As usual great to see you and the good work that you continue to do. It was a useful event; enjoyed it too. Well done. You have a rather small sample of the public to base your views on! Deafening feedback at the start of the event! 93.75% found presentations clear and easy to understand and 81.25 found the events useful and worthwhile.</p>
	Charges to Non Residential Care Services LBL	Sept – Nov10	The Host produced information of the proposals and distributed to members. The Host is planning to work with the local authority to consult on these proposals.

	Autism Strategy	Sept/ Oct 10	Participated in Autism Strategy meeting on 21.09.10. Agreed to work with C.L.A.S.H, LDC, SIGNAL to for strategy group. Informed all participants of consultation on the Autism Strategy using LINK E-Bulletin.
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LINK Outcome: The LINK has created an effective local network and knows who is already involved in health and social care and plans to include others not traditionally involved. The LINK plans ways to share information around the network.

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
<p>Identify current local health & social care projects & build relationships with project leads to ensure that issues/ outcomes are made known to the LINK.</p> <p>Research and mapping of local community and voluntary sector groups.</p> <p>Identify the best methods of communicating to local community groups and make information available in that format.</p> <p>Develop database and directory.</p> <p>Develop Lewisham LINK Website.</p> <p>Develop and refine E-bulletin.</p> <p>Develop and produce quarterly newsletter.</p>	NHS Lewisham Board Meeting	07.07.10	Host has secured agreement for LINK Chair to be invited to the monthly board meetings. Host attended as an observer: Health White Paper - due week commencing 12 July; Public Health White Paper - due later this year. Uncertainty about role of PCT's in public health. Clinical Commissioning Executive Committee (proposal for new merged group - PEC and joint clinical commissioning group) including polysystems. The new board will be co chaired by Helen Tattersfield who will also attend the NHS Lewisham Board. Local authority wants to engage more with clinicians.
	SLaM Participation Event	09.07.10	Host attended this event and promoted the LINK
	Meeting with Homeless Persons Unit	15.07.10	Agreed to work with the team to engage with people in temporary accommodation.
	Statutory Sector Liaison Group	15.07.10	The primary role of the SSLG is to act as a conduit for information between the LINK and public sector partners across and beyond the borough including Lewisham Council; NHS Lewisham; University Hospital Lewisham and South London & Maudsley Mental Health Trust, in order to facilitate effective partnership working. The meetings are chaired by Martin Howie, LINK EC Member and facilitated by the Host. Minutes of the meeting are on the LINK website.

	LINK Accessible Communication Meeting	16.07.10	The Host facilitated a stakeholder meeting to agree consistent approach to communication. Items discussed included the: LBL Service Website and Photosymbols software package. LINK to promote accessible communication throughout the borough.
	Rushey Green Time Bank AGM	16.07.10	Host promoted the LINK at this event.
	Adult Strategic Partnership Board The LINK has 2 places on the board plus a place for the Host organisation in an advisory capacity	21.07.10	Supported LINK representative at this board.
	SLaM Stakeholder Day Planning Meeting	23.07.10	Agreed to facilitate LINK engagement art workshop at the event on 12.11.10.
	NHS Lewisham PPI Steering Group	28.07.10 14.09.10	Agreed engagement process of white paper consultation. Developed protocols for working with Lewisham GPs; Gave examples of how LINK responds to issues identified by the database.
	Volunteering and the Big Society, to explore aspects of policy to help identify the links, opportunities and potential for the Big Society in the NHS, public health and social care.	29.07.10	There will be a culture change from asking what the government, councils etc. can do to help to what the community can do to help itself. People taking the responsibility for their own health and environment. More inclusive communities with more power locally. DoH to produce white paper information for LINKs.
	End of Life Care Pathway Meeting	05.08.10	To ensure LINK is kept informed of the End of Life Care Pathway Strategy development that is part of the Modernisation initiative of Guy's & St. Thomas, Kings and SLaM
	SLaM Joint Consultation Forum for Service Users	11.08.10	Host to represent the LINK EC at this forum due to LINK representative stepping down.
	Housing Options Planning Meeting for LINK to look at how best to engage with this hard to reach groups.	18.08.10	The role of the LINK and the different options for engagement were agreed including monthly meeting with residents of various housing options in the borough.

	NHS White Paper Consultation Workshop	10.09.10	Host attended with members to find out more and to engage with local residents about the proposals.
	Continue to add individuals, groups and organisations onto the LINK database.	Reviewed 30.09.10	As of 30 September we had a total of 1334 registered participants of individuals and organisations. The mailing list includes 499 professionals. The total number of stakeholders for this period is 2053.
	Website development	Review 30.09.10	Please see www.lewishamlink.co.uk
	Research and produce relevant information to all on the LINK E-mailing list. Collect information from local sources including from participants to promote a cohesive network.	Fortnightly	Copies of the e-mail bulletin for the relevant period are attached to this report.
	Summarise E-Bulletin to produce an accessible quarterly newsletter including audio version.	Quarterly	The fourth edition of the newsletter was produced and distributed to all participants by post in April 10.
	Distribute to participants who cannot access the internet.	Fortnightly	A light version of the fortnightly e-bulletin is printed and distributed by post to participants on request.
	Production LINK Promotional Film	Sept. 10	At the request of the executive committee, the Host commissioned and produced a film of LINK activities. Currently at post production stage.

LINK Outcome: The LINK communicates widely and plans to work and seek views to make sure that everyone can be involved in ways that suit them. The LINK equally considers the specialist interests of a minority of people alongside the general interests of larger numbers of people

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
<p>Support the development of LINK members and participants so that they have the tools for effective participation.</p>	<p>Provide information through E-bulletin, website and quarterly newsletter. Set up relevant task/ focus groups as required. Support participants through phone calls, email, letter and face-to-face meetings as required. Facilitate the Statutory Sector Liaison Group for LINK members and the statutory sector to have ongoing dialogue. Invite members to attend London LINK training events, attend training and feedback to members.</p>	<p>Reviewed 30.09.10</p>	<p>The fortnightly email bulletin and quarterly newsletters continue to receive positive feedback during this reporting period: "Newsletter is brilliant, loads of info." "The LINK bulletin is a great way to promote local activities to a wide network." Likes: easy to read, and pleasant to look at. I wish our own e-bulletin was half as good as this. Lots of good information that kept me wanting to read on and find out what waqs next. Well done. "Thank you Darren, another bulletin jammed with useful information and presented with some enhancing graphics, well done." "Thank you Darren for another detailed and well presented publication." "Thanks Darren - a very informative bulletin." "Many thanks for the EOL notice – much appreciated." "It's an excellent newsletter." "Thanks for providing me with useful information. I'm glad to be able to receive this from you." "Thank you for the latest bulletin, it was very informative." "Just to let you know that I thought the e bulletin was really good and informative."</p>

LINK Outcome: The LINK recognises that people need support to get involved and works in ways that make it easy for people and groups to be involved in LINK activities and to have their contribution recognised.

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
Support the development of LINK members and participants so that they have the tools for effective participation.	Support work experience students to gain skills in community development approaches	July 2010	The Host supported 4 work experience students for 2 weeks to engage with local communities and provide service user feedback. Student's feedback included: "Finally, may I take this opportunity to thank you once again for giving me the role of a volunteer with Lewisham LINK, I have thoroughly enjoyed the time that I have spent with you and hope to continue my association with the great organisation." "Thank you for giving me the opportunity to acquire many skills. It was a very enjoyable time and I feel that I have learnt a lot. You have changed my opinion of work and I feel that a job has to be suited to the employee or they will never get anywhere in life. I think that I might go into research and administration or publication. Once again I say thank you and wish you luck with future work experience students.
	LINK Volunteer Peer Support Event	22. 07.10	The event was supported by Volunteer Centre Lewisham and focused on volunteer Role descriptions: Outreach; Research & Admin; Representation. Support and Responsibility
	Recruit Volunteer Coordinator	Sept 10	Jen Gillard, LINK member has agreed to take on the role of volunteer coordinator in a voluntary capacity and has attended training at the VCL on 30.09.10

LINK Outcome: The LINK gets governance, finance and accountability right by agreeing how to govern their work and how to be accountable to communities for the money they spend

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
Arrange training and support for executive	Arrange training and support as identified by skills audit.	11.12.10	EC members have access to training provided by the LINK and other training providers. Away Day now planned for December 10.
Support executive to have outstanding policies	Produce policies for approval by the committee		Policies produced and ratified to date: Terms of Reference; Governance Framework; Equality and Diversity; Data Protection; Enter and View; Protocols for Working with the Statutory Sector; Reimbursement Policy; Communication and Engagement Strategy.

LINK Outcome: The LINK agrees priorities based on local evidence by planning ways to research, map and identify priorities of local people and communities and to communicate about the impact that the LINK makes

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
Produce a variety of outreach tools to capture health and social care experiences	Produced a variety of outreach tools to capture health and social care experiences outreach tools	Reviewed 30.09.10	Produced a variety of outreach materials for engagement events. E.g. Picture Wall; outreach & comments book
	Produce a data collection tool	07/09/10	Protocol for identifying issues and actions.

LINK Outcome: The LINK incorporates visits to 'enter and view' premises in to a wider programme recognising that 'enter and view' visits should take place as a result of feedback from local communities and are clear about the purpose of any agreed visits

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
Facilitate Enter and View visits as appropriate as a result of local community feedback	Supported and facilitated enter and view visit to UHL as a result of patient feedback	04.10.10	Enter and View report will be available on the LINK website following response from the service provider.
	LINK working group meets weekly to identify issues and trends from comments on the LINK database.	Weekly	These practical workshops inform the work plan including enter & view visits.

LINK Outcome: The LINK develops relationships with commissioners, providers, scrutinisers and with other LINKs about how it can best influence service improvement and add value to health and social care services or impact health inequalities

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
Develop and foster a mechanism for regular input from commissioners, providers & scrutinisers	Facilitate, support and develop the Statutory Sector Liaison Group. Arrange meetings, produce agenda, minutes, provide refreshments, venue.	08.07.10	Minutes of meetings held will be available on the LINK website once approved.
	Attend London LINK meetings and training events	20.09.10	Learning from local good practice Potential opportunities for cross borough collaborative work including commissioning of host providers and service monitoring How HealthWatch can best be rolled out in London Continuity of commissioned host provision for LINKs in 2011/12 and beyond Priority sector health and social care sector issues for LINKs

	Attend Adult Strategic Partnership Board	Quarterly	Support LINK presence and feedback to LINK executive
	LINK Managers Meetings	02.08.10	Peer support and information sharing
	Attend and contribute to the NHS Lewisham PPI Board	28.07.10 14.09.10	Influence PPI potential for joint working i.e. sharing information and communication
	Lewisham Healthcare Trust Patient Experience Steering Committee	27.09.10	Provide LINK feedback to this steering group

LINK Outcome: The LINK develops skills and knowledge of people and groups so that they have useful information that helps them contribute their views in relevant ways

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
Support the involvement of local community groups through capacity building.	Arrange visits to groups and forums to raise their awareness of health and social care issues and encourage them to collect members comments and ideas to feedback to the LINK	Ongoing	Outreach visit constitute informing people of the LINK and gathering anecdotal experiences of health and social care services in the borough.
Facilitate and support the Executive Committee	Research and keep the executive informed of policies, relevant training, current trends, consultations etc. Facilitate, support and develop the executive committee meetings. Arrange meetings, produce agenda, minutes, provide refreshments, venue etc.	Ongoing	Executive committee members are sent information regarding relevant training opportunities and have attended LINK regional events as appropriate including National Voices; Nursing and Midwifery Council; NHS Lewisham and ISA briefing.
Facilitate support for LINK Members	Recruit and support LINK members to volunteer to engage with local people	22.07.10	Facilitated LINK Volunteer Event 16 members attended.