

### **Work Report of the LINK Host: October - December 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 31.12.2010

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**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 communities to 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.	Hilly Fields Medical Centre	05.10.10	80 leaflets given out and 42 commentaries received from patients
	Riverdale Centre UHL	05.10.10	Start of afternoon sessions in new building. 3 new Participants and over 80 leaflets distributed.
	Lewisham Young Peoples Substance Misuse Service	07.10.10	Launch of new service for young people with alcohol and drug misus issues. Agreed to attend staff meeting in December and to meet service users.
	LGBT Consortia Event	08.10.10	Open meeting with delegates from around the country discussing the white paper on health reform. Identified the need for the LGBT Community to engage with LINK to represent community issues in health and social care.
	Morden Hill Practice	09.10.10	Flu clinic with 230 people attending on a Saturday morning. Leaflets distributed to all and 3 new Participants signed up.
	Hilly Fields Medical Centre	12.10.10	A slightly quieter morning but leaflets given to all attending patients
	Hilly Fields Medical Centre	19.10.10	70 leaflets distributed to patients and 20+ commentaries completed
	Riverdale Centre UHL	19.10.10	5 new Participants and over 100 leaflets distributed.
	LINK Participation Event PW	20.10.10	Training event on participation with children and young people
	Rushy Green Health Centre	25.10.10	First Session. Very busy reception area with 11 new Participants and 19 commentaries.
	Hilly Fields Medical Centre	26.10.10	Final Session. Report to be produced within 14 days.

Rivedale Centre UHL	26.10.10	450 leaflets distributed to patients, staff and visitors
Vineries Sheltered Housing	27.10.10	Completed taxi card application with one resident and agreed to visit next week. All work on safe access now completed and residents very happy with LINK involvement.
Rushey Green Health Centre	01.11.10	Around 100 leaflets distributed and 10 new Participants and 8 others who gave commentaries
Morden Hill Practice	02.11.10	New regular site for outreach. 80 leaflets distributed and 20+ new Participants.
Triangle Medical Practice	03.11.10	Agreed to carry out 4 sessions based on population size and new questionnaire to be used.
Morden Hill Practice	04.11.10	34 mothers and young babies attended and 15 registered with LINK but most agreed to complete the forms and return to the practice.
Dementia Care Pathways Event with SLAM	05.11.10	Meeting to review the plans for implementing an integrated Dementia care pathway in the Borough. LINK to be kept informed of all changes in this fast moving development.
SLaM Psychological Therapies Event	05.11.10	Facilitated stall and presented the LINK at South London Counselling Service Centre
Rushey Green Health Centre	08.11.10	19 new Participants signed and at least 50 other patients engaged
Morden Hill Practice	09.11.10	New regular site for outreach. 80 leaflets distributed and 21+ new Participants.
Riverdale Centre UHL	09.10.10	Quiet session with 80 leaflets and 5 new Participants.
Lewisham Primary Care Federation	10.11.10	Update on new commissioning structures and clinical pathways
Lewisham Diabetes Event	11.11.10	Engaged with 1 new Participant and distributed 15 leaflets.
SLAM Stakeholder Event	12.11.10	A wide range of Participants at this annual event and 35+ people contributed to our picture wall depicting service provision and experience in Lewisham.
Carers Lewisham AGM	12.100.10	Host represented the LINK at this event
Rushey Green Health Centre	15.11.10	A slightly quieter morning but leaflets given to all attending patients and 20 new commentaries collected.

	Morden Hill Practice	16.11.10	Another good morning with a lot of people engaged in discussions around health and social care. 15 new Participants gave commentaries.
	Lewisham Homelessness Forum,	17.11.10	Introduction of volunteer to the forum and raised the issue of mental health in the context of the changes to benefits and the new medical assessment.
	SLAM Joint Consultation Forum for Service Users	18.11.10	Reported feedback from stakeholder event and agreed to submit feedback and report when completed.
	Rushey Green Health Centre	22.11.10	Final Session. Report to be produced within 14 days. Thanks given to staff and report delivered in 5 days.
	Morden Hill Practice	23.11.10	Two volunteers took over this outreach and around 20 new commentaries have been documented.
	North Lewisham Development Forum (Town Planning)	23.11.10	Volunteer attended and represented Lewisham LINK and agreed to continue to attend and feed back to the team.
	Riverdale Centre UHL	23.11.10	Very quiet session with new volunteer and agreed that this work will be reviewed in the new year.
	Bobby Dazzlers Group Bearing Road Ringway	25.11.10	Small group with a very cathartic leader who helped an open discussion around individual experience and encourage all members to submit registration forms.
	Sydenham Green Group Practice	29.11.10	1st session in a new practice with new volunteers. Large waiting and fast turnover of patients made it more difficult to engage patients. 9 new commentaries and an action plan for next week agreed.
	Bellingham Green Health Centre	29.11.10	Meeting with partners of the practice to discuss future outreach in the practice. Agreement reached and this work will start after the new year.
	Morden Hill Practice	30.11.10	Set up for new volunteers and staff very supportive. 18 new commentaries received.
	Sydenham Green Group Practice	06.12.10	Set up for volunteers agreed with practice and work to be carried out over 4 sessions. 20 new commentaries and talked to around 50 patients and staff.
	Sydenham Green Group Practice	07.12.10	Community Development and Engagement (CDE) Officer and one volunteer received 18 commentaries and provided initial verbal feedback to practice manager.

	Civil Servant Annual Conference	09.12.10	Various speakers and workshops discussing the impact of the numerous white papers on local services. Good contacts made with a number of groups and local services.
	Lewisham LINK Executive Committee & Team Away Day	11.12.10	Action plan ideas discussed and reported following speakers from various fields including public health and GP consortia.
	Sydenham Green Group Practice	13.12.10	20 commentaries taken by a volunteer and the CDE Officer
	Sydenham Green Group Practice	14.12.10	24 new Participants registered or gave comments
	Vineries Sheltered Housing	15.12.10	Completed application forms for Taxi Card and DLA following request from resident with difficulty with written paperwork.
	PBC Facilitation Meeting	16.12.10	Meeting to discuss the use of data from Lewisham LINK to inform practice based commissioning.
	Goldsmiths College Engagement Events Planning meeting	17.12.10	Meeting cancelled by Goldsmiths due to unavailability of staff.

**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 &amp; FOI leads in the statutory sector to agree sharing of PALS/ Complaints reports.</p>	<p>Collate outreach commentaries on database and compare with PALS reports to identify local themes and trends.</p>	<p>Reviewed 30.12.10</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 practice tool. Over 4,400 commentaries have been logged on the LINK database from LINK outreach issues and PALS data.</p> <p>Continue to receive PALS and complaints reports from Lewisham Health Care Trust and Lewisham PCT. Continue to liaise with SLaM, however appropriate reports have yet to be received.</p>
<p>Develop mechanism for feedback via LINK website</p>	<p>Develop online forum on the LINK website</p>	<p>Reviewed 30.12.10</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 30.12.10</p>	<p>We have included information on name &amp; 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. We are developing an H&amp;S questionnaire section to the feedback following Participant's comments.</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>
<p>Supporting individuals to take part in local and national policy</p>	<p>LINK Health White Paper outreach event to Expert Patient Programme</p>	<p>05.10.10</p>	<p>Group members participated in interactive discussions and contributed to the LINK response to the white paper consultation.</p>

	DoH Autism Strategy Event	21.10.10	Host Manager represented the LINK to promote LINK members' views in the discussion.
	NHS Public Health Event	03.11.10	Host attended, feedback to LINK
	DoH LINKs to HealthWatch Event	8.11.10	Host attended and supported LINK members.
	LBL Autism Reference Group	17.11.10	Host supported members to contribute to implementation plan.
	DoH White Paper Event	23.11.10	Host attended, feedback to LINK
	DoH Mental Health Carers Planning Meeting	24.11.10	Host attended, contributed to discussion using LINK feedback
	Clinical Commissioning Executive Committee	25.11.10	Host attended and supported LINK member.

**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
Identify current local health & social care projects & build relationships with project leads to ensure that issues/ outcomes are made known to the LINK.	Adult Strategic Partnership Board The LINK has 2 places on the board plus a place for the Host organisation in an advisory capacity	20.10.10 08.12.10	Host supports the LINK Chair on this board
Research and mapping of local community and voluntary sector groups.  Identify the best methods of communicating to local community groups and make information available in that format.	Statutory Sector Liaison Group	07.11.10	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.

Develop database and directory. Develop Lewisham LINK Website.	Continue to add individuals, groups and organisations onto the LINK database.	Review 30.12.10	As of 30 December we had 1,200 Individuals, 300 Groups and 500 Professionals registered on the LINK database. We also have 20 active Participants who regularly volunteer their time with the LINK.
Develop and refine E-bulletin.	Website development	Review 30.12.10	Please see <a href="http://www.lewishamlink.co.uk">www.lewishamlink.co.uk</a>
Develop and produce newsletters. Produce and distribute LINK awareness DVD	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.	Bi annual	Due to funding constraints it was decided to produce the newsletter twice yearly to reduce costs.
	Production of LINK awareness film	01.09.10	The Host commissioned and produced two versions of a LINK awareness DVD, highlighting the need for community engagement and involvement in health and social care provision. Both films have been uploaded onto You Tube and the LINK website. The Host negotiated a substantially reduced cost.

**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
Support the development of LINK members and Participants so that they have the tools for effective participation.	<p>Provide information through E-bulletin, website and bi annual newsletter.</p> <p>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>	Reviewed 30.09.10	<p>The fortnightly email bulletin continues to receive positive feedback.</p> <p>The Host has received a total of 4,490 comments from people concerned about H&amp;SC services (LINKs outreach and PALS/Complaints reports) since the LINK commenced. The Host logs these concerns on to the database, sign posts as appropriate and feeds this back to the organisation concerned and the LINK executive. The Executive uses this information to prioritise the work of the LINK.</p>
	Recruit and support LINK Ambassadors	Review 25.03.11	The Host had recruited volunteer LINK ambassadors who are CRB checked and supported to facilitate outreach activities. Support and training sessions are held at least bimonthly. 21 CRB checks were made in 2010.
	Commissioned adverts in local GP's, Life Channel and UHL, Pro- vision	Nov 10	Adverts on TV screens at 24 GP surgeries and at 2 sites at UHL.

**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.	Database training sessions for LINK Outreach Volunteers	Ongoing	The Communication and Research Officer facilitates individual training sessions to all new volunteers. He also provides ongoing support to volunteers.
	Mental Health Awareness Training	6 & 13.10.10	The training was facilitated by SLAM. 50 people attended and gave positive feedback.
	Disability Law Service – Rights and responsibilities	2.11.10	7 people attended and took part and gave positive feedback.

**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 and facilitate LINK Executive Committee Away Day	11.12.10	The LINK Away Day was well attended and supported the Executive to action plan as they develop into HealthWatch. Presentations were provided by Brian Fisher, Mike Marriott and Katrina McCormick and focussed on NHS Reform, Social Care Transformation and Public Health.
Support executive to produce LINK work plan	Provide EC members with information regarding LINK issues to plan work.  Produce individual roles and responsibilities of EC members to delegate LINK work.	Monthly at EC meetings plus when serious issues arise.	LINK members meet weekly to categorise comments and prioritise issues using toolkit

Support executive to produce outstanding policies	Develop Governance Sub Group. Produce draft policies for consideration including joint working protocol with Voluntary Action Lewisham	Review 04 - 12.11	All current policies and procedures will be reviewed in preparation for HealthWatch
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**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 & comments book, questionnaires etc.

**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 13.12.10	An Enter and View visit to a residential nursing home was undertaken on 13.10.10 a report of this visit will be made available on the LINK website.
	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.
	LSL Alliance visit to Lewisham Hospital, single sex accommodation compliance	15.10.10	Host supported the executive at this visit and represented the LINK.

**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 & scrutinizers	Facilitate, support and develop the Statutory Sector Liaison Group. Arrange meetings, produce agenda, minutes, provide refreshments, venue.	07.10.10	Minutes of meetings held will be available on the LINK website once approved.
	South London Health Care Trust meeting	12.10.10	Host represented the LINK and feeds back via bulletin.
	Attend Community Health & Social Carer Forum	11.10.10	Provided feedback on LINK activity, encouraged involvement.
	Attend London LINK meetings and training events	28.10.10	London Host's meeting Information sharing and support
		08.11.10	LINK transition meeting, considered funding implications.
		15.12.10	CQC LINK's advisory group, contributed to transition to HealthWatch planning
	Attend Adult Strategic Partnership Board	Quarterly	Support LINK presence and feedback to LINK executive
	Practice Based Commissioning Federation	Monthly	Host represents the LINK at these meeting to ensure PPI
	Attend and contribute to the NHS Lewisham PPE Board	Monthly	Influence PPI potential for joint working i.e. sharing information and communication
	Attend and contribute to Lewisham Healthcare Trust's Patient Experience Steering Committee	29.10.10	Feedback on LINK comments pertaining to hospital services.

Develop LINK database to inform of local health and social care priorities.	Quality 4 Care Meeting	Quarterly	The LINK presented the database at this meeting and agreed to work in partnership with statutory sector partners to collate information in order to identify issues, areas of good practice and gaps in service provision.
<b>LINK Outcome:</b> 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 visits constitute informing people of the LINK and gathering anecdotal experiences of health and social care services in the borough. Please refer to section one.
Facilitate support to 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; DoH events; NHS Lewisham and briefing.
Facilitate support to LINK Members	Research information as required to support the work of the LINK	Ongoing	Current policies, updates etc. are researched and reported in the fortnightly LINK bulletin
	Arrange and facilitate LINK Training	6/13. 10.10	Mental Health Awareness facilitated by SLAM
		22.10.10	Arranged training for LINK members on the Power of the LINK
		02.11.10	Disability rights and responsibility – Disability Law Service