

Work Report of the LINK Host: January – March 2011

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. 03.2011

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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
<p>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.</p>	<p>Please see Appendix a.</p>		<p>62 outreach event and meetings have been facilitated and attended by the LINK during this quarter including:</p> <ul style="list-style-type: none"> ➤ The following GP surgeries: Bellingham Green Sugery; Boundfield Road Surgery; South Lewisham Health Centre; Triangle Medical Practice; Grove Medical Centre and Downham Way medical Centre ➤ Fieldside Care Home ➤ Vinaires sheltered Housing ➤ South London Cancer Network ➤ Community events and groups ➤ Libraries

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 PALS/ Complaints reports.</p>	<p>Collate outreach commentaries on database and compare with PALS reports to identify local themes and trends.</p>	<p>Reviewed 31.03.11</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. 6534 commentaries have been logged on the LINK database from LINK outreach issues and PALS data since the LINK was established.</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 registration; feedback form and forum on the LINK website</p>	<p>Reviewed 30.12.10</p>	<p>More people are registering on line. 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 & 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 a Health & Social Care 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>

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
Support the LINK to develop into HealthWatch	Arrange transition meeting with LBL	11.01.11 03.02.11	Host arranged and attended meeting between Aileen Buckton, Director of Community Services; Martin Howie, LINK Executive Committee Member and Host to commence negotiations regarding transition funding LINKs to HealthWatch 2011 – 2012.
	Joint working with Greenwich University	13.01.11	Met with Health and Social Care leads at Greenwich University, agreed joint working opportunities to raise income for LINK transition to HW including the LINK facilitating community engagement training to students.
	Potential training opportunities	31.03.11	The LINK has been approached by other LINKs to facilitate Enter and View training. Facilitated E&V training for Southwark LINK. Received excellent feedback.
	Management in Advocacy Services Training	18.01.11 01.03.11 29.03.11	Host Development Manager is attending 6 training sessions aimed to support managers in preparation of facilitating advocacy in the HealthWatch role.
	Meeting with service providers	12.01.11	Met with Carers Support Officers, SLAM to agree joint working to support carers' involvement in MH services.
		12.01.11	Met with Engagement Manager, LHCT to discuss LINK feedback on services and areas for improvement. Agreed joint working engagement opportunities.
		17.01.11	Participated in Rushey Green Health & Wellbeing Day 19.03, planning meeting at Ladywell Children's Centre. LINK to facilitate engagement activities at the event.
		19.01.11	Host Research & Communication Officer attended the LSL LHCT meeting to support EC member representative to share service feedback data. The LINK received praise that the reports were 'professional' and the transparency of the data was appreciated.

		20.01.11	Represent the LINK on the Patient & Public Experience Board of NHS Lewisham to support service user feedback being taken into account and services engage appropriately.	
		25.01.11	Residential and Nursing Providers Forum	
		25.01.11	Meeting with Patient Experience Lead, LHCT.	
		08.02.11	Host attends SLaM Carers Group	
		15.02.11	SLaM Quality Workshop	
	Adult Strategic Partnership Board The LINK has 2 places on the board plus a place for the Host organisation in an advisory capacity			Host supports the LINK Chair on this board
	Statutory Sector Liaison Group	27.01.11 24.01.11	The 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 meetings are on the LINK website.	
	Continue to add individuals, groups and organisations onto the LINK database.	Reviewed 31.03.11	At the end of March the LINK had 1,300 Individuals; 300 Groups and 500 Professionals registered on the LINK database.	
	Website development	Reviewed 31.03.11	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.	Bi annual	Due to funding constraints it was decided to produce the newsletter twice yearly to reduce costs.
	GLA Mayor's Reception	21.03.11	Host attended with 4 LINK EC members.

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. Set up relevant task/ focus groups as required.</p> <p>Support Participants through phone calls, email, letter and face-to-face meetings as required.</p> <p>Facilitate the Statutory Sector Liaison Group for LINK members and the statutory sector to have ongoing dialogue.</p> <p>Invite members to attend London LINK training events, attend training and feedback to members.</p>	<p>Reviewed 31.03.11</p> <p>27.01.11 18.1,14.02 &15.03.11 24.03.11</p>	<p>The fortnightly email bulletin continues to receive positive feedback.</p> <p>The Host hasn't set up specific task groups during this period due to lack of demand, instead we have a weekly database workshop that helps to prioritise issues identified using the database.</p> <p>The Host logs these concerns on to the Database, signposts 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. Appendix b.</p> <p>The LINK uses the bimonthly Statutory Sector Liaison Group meetings to feedback issues to the sector and agrees appropriate mechanisms to support change.</p> <p>Ageing conference Autism Strategy London</p> <p>Public Health Learning Event</p>
	Recruit and support LINK Ambassadors	Review 25.03.11	The Host have 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.

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. Some volunteers have no previous IT experience and have gained skills and confidence.
	Enter & View Introduction Training	16.03.11	Planned and facilitated one day training session for LINK volunteers.
	Community engagement training	04.05.11	

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
Facilitate support for individual Executive committee members	Provide information and advice to members who represent the LINK at board meetings	On going	Members are supported to represent the LINK on the following boards: Adult Strategic Partnership Board; Healthier Communities Select Committee; LSL Alliance; Clinical Commissioning Executive Committee.
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.	15.02.11 Monthly at EC meetings plus when serious issues arise.	LINK EC Sub Group meeting to produce work programme for 2011/12. 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	Review 04 - 12.11	All current policies and procedures will be reviewed by the Executive in preparation for HealthWatch
Contract meetings to agree funding for 2011/12	Met with Director of Community services, EC representative and Host to discuss future of LINK. Met with policy team regarding transition year	11.01.11 03.02.11 29.03.11	Funding agreed at reduced level approximately 45% reduction in funding.
LINK EC elections	To elect 2 new members following vacancies on the board	05.11	

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 31.03.11	Produced a variety of outreach materials for engagement events. E.g. Picture Wall & comments book, questionnaires etc.
	Produced survey questionnaires regarding assessments and service provision. To organise distribution in May 2011	05.11	

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 maternity services as a result of patient feedback	02.02.11 17.03.11	Enter and View visit reports will be available on the LINK website following response from service providers.
	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.
	PEAT visit to Lewisham Hospital,	17.02.11	Host supported 3 Executive committee members to take part and represent 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.	27.01.11 24.03.11	Minutes of meetings held will be available on the LINK website once approved.
	Attend Community Health & Social Care Forum	07.02.11	Provided feedback on LINK activity, encouraged involvement.
	Attend London LINK meetings and training events	18.01.11 14.02.11 15.03.11	London Autism Strategy DH meeting, to agree action plan for autism support across London
		01.02.11	LINK transition meeting, considered funding implications with DH rep.
		08.03.11	GMC complaints about doctors consultation meeting
	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	14.03.11	Feedback on LINK comments pertaining to hospital services.
		Attend and contribute to Lewisham Healthcare Trust's Quality Meeting	16.03.11

	Attend Clinical Commissioning Executive committee	24.02.11	Support LINK member on this committee. Lewisham LINK was involved in a discussion regarding £700k potential allocation to Lewisham Hospital maternity services, feedback from LINK outreach supported the decision not to fund at this time.
Develop LINK database to inform of local health and social care priorities.	The LINK produces reports from the database to inform providers and commissioners of service user experience	ongoing	Weekly reports are produced following database workshops to highlight serious incidents. Reports are produced and distributed following outreach sessions to service providers and commissioners. As of 31.03.11 the database contained a total of 6534 comments on H&SC services. Appendix b.

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 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

