

Lewisham LINK Host's Work Report July - September 2011

Local Involvement Networks (LINKs) have been established to enable the public and local communities to have a voice and influence the planning, commissioning and delivery of all the health and care services in each borough.

Lewisham Local Involvement Network (Lewisham LINK) is an inclusive network to enable people and organisations in Lewisham to have a say and influence the planning, commissioning and delivery of health and social care services to improve the health and well being of patients and service users.

The Lewisham LINK Host's work report describes activities of the LINK Host to 30. 09.2011 to support the LINK's transition to HealthWatch and continue with current work to promote user/resident involvement to hold local Health and Social Care services to account, about how and what services are delivered.

The LINK's work plan that this report relates to is divided into two parts:

1. Information and Engagement: Information gathering and dissemination, communication and action planning
2. Preparing for HealthWatch: Training, governance; collaborative working and advocacy

1. Information and Engagement: Information gathering and dissemination, communication and action planning

LINK Impact:

The LINK enables the interests of the Lewisham population to be reflected in the procurement and provision of health and social care services.

Outcome	Input	Output	Evidence
<u>Information</u> Data collection: Outreach and other data collection methods provide focused feedback on specifics (Issues and Providers) in order to increase the validity and robustness of the issues raised during the commissioning process.	Community Engagement Activities	No of community engagement activities facilitated.	30 community engagement activities have been conducted in this period. Comments received through community engagement 1,216
	Database workshops to analyse data from community engagement and other sources	Weekly database sessions are held with LINK members categorising issues and trends. This informs LINK actions.	Enter and View visits to six wards at the Ladywell Unit, SLAM 23.06 & 11.07. E & V Reports produced and sent to provider.
	Research feedback on health and social care provision using various data; Analyse monthly PALS and complaints data	Reports produced to inform service providers and commissioners	LINK EC; LNHT Patient Experience Steering Group; GP's.

Outcome	Input	Output	Evidence
	Liaise with local authority policy team to support engagement with local groups and networks	Interests of local communities reflected in local policies.	Contract meeting notes with Policy team. Available on request. Minutes of SSLG meeting available on LINK website.
	Facilitate outreach activities at GP surgeries; People's Day etc.	Raised awareness of LINK and increase in community engagement in health and social care policy and commissioning	Outreach reports; photos from outreach events; Reports available on LINK website following response from service providers; Completed membership forms, these are not available to view due to data protection. The Link has increased individual participation by 174 in this period bringing the total to 2672.
Focused information collection on young people's experiences and interests of health and social care.	Facilitate outreach at 2 child minding groups		The LINK DM facilitated 2 community engagement sessions with childminders at the Lewisham Irish Centre in July.
	Facilitate engagement with young people at 2 Citizen Panels by coordinating joint working with Young Mayor and C&YP Officer at VAL	No. of young people engaged and involved in health and social care policy, commissioning and provision via	The LINK DM met with the Young Mayor's adviser on 19.09 where the LINK Facebook has been connected with they Young People's Facebook to support

	Work with Young Mayor's programme to engage young people using social media	the LINK	engagement using social networks and to feedback health and social care issues faced by young people.
	Meeting with VAL C&YP Officer		Agreed to jointly facilitate C&YP Health and Wellbeing Event 7 December
<u>Communication</u> Engaged and communicated with under represented groups, service users, Carers and health and social care commissioners and providers to promote better two-way communication with the groups and open doors to individuals currently not involved in shaping services.	Work with Lewisham Irish Centre to gather experience of health and social care services of travelling communities in the borough	No. of travelling community members engaged with the LINK. No. of feedback collected from travelling communities	The Traveller Forum has not taken place for 6 months due to Traveller's adult education projects. The LINK is in contact with the Irish Centre in regard to the health and care issues of the community.
	Introduce joint working protocol and information gathering templates to specific groups e.g. Homelessness Forum; Lewisham Refugee Network; Provider's Forum	No. of groups signed up to protocol and sharing information	Information protocol has been produced and distributed to groups but there has been no feedback as yet. We are invited to attend groups to gather feedback but this is not always feasible due to capacity issues.
	Introduce joint working protocol to H&SC providers not already engaged with LINK	No. of community sector providers engaged with the LINK	
Shared decision making between care providers and receivers.	Facilitate LINK stakeholder event bringing health and social care providers and users of services	No. of stakeholders engaged and feedback	We are organising a long term conditions health and wellbeing event on November 7th. Attendance record and evaluation.

Outcome	Input	Output	Evidence
	Feedback issues from information gathering to care providers e.g. feedback report to GP's from outreach activities, report outcomes using LINK E-Bulletin	No. of reports produced	Service feedback reports from users of services and responses from service providers; E-Bulletins
	Support setting up of PPGS in practices that do not already have involvement groups	No. of PPGS supported and set up	We are now beginning to get requests from a number of practices to support setting up PPGS. LINK staff have now agreed the 2 initial pilot sites for Practice PPG. As these meeting a cost implication, the DM has and produced a cost proposal to support practices and this has been agreed with the practice teams.
	Represent community interest at strategic meetings in particular the shadow Health and Wellbeing Board	No. of meetings attended as representatives of local community	LINK staff have represented the LINK at the following meetings: Primary Care Federation Meeting; Lewisham Clinical

<p>Influence GPs to think about the social care needs, as well as the clinical needs, of their patients</p>	<p>Represent community interest at the GP Clinical Commissioning Executive Committee; Practice Based Commissioning Federation and GP stakeholder events</p>	<p>No. of meetings attended as representatives of local community; No. of positive outcomes to issues and trends raised by the LINK within agreed time scales</p>	<p>Commissioning Committee; LHCT Patient Experience Steering Committee; Young Adult Partnership Board; Shadow Health & Wellbeing Board; NHS South East London Board Meeting; Patient and Public Engagement Steering Group. Nursing and Residential Care Providers Forum. Reports and minutes of meetings highlighting increased dialogue between health and social care commissioners and providers</p>
	<p>Feedback issues from information gathering to care providers e.g. feedback report to GP's from outreach activities, report outcomes using LINK E-Bulletin</p>	<p>No. of reports produced</p>	<p>The LINK has submitted 6 outreach reports to practices in this period . We have 3 more practice meetings to set new outreach. Reports are summarised in the LINK bulletin following 21 day response time for practices.</p>

Making an impact on commissioning decisions	Being present at key committees. Using data from patients and elsewhere to proactively change commissioning plans If necessary, using more campaigning-type approaches to influence commissioning Using peer-pressure between practices to leverage change. Publishing data that enables Lewisham citizens to understand more clearly the differences in quality between practices and hospitals.	No. of changes and improvements as a result of LINK interventions.	2 practices have asked the LINK to support setting up of patient participation groups.
	Develop joint working activities including Discharge and Carers Surveys. Produced and analysed by LINK distributed to patients by GPs	No. of people responding to surveys	A group of over 20 Carers responded to the carers survey questionnaire at their coffee morning on 30 August
Professionals and representatives of local people understand how LINK can help and the importance of good quality care in improving Outcomes	Produce regular bulletins highlighting LINK outcomes	No. of bulletins produced and distributed via email	9 issues of the LINK bulletin and 2 press releases have been produced and distributed electronically during this period.
	Develop joint working scrutiny activities with the Healthier Communities Select Committee: impact of changes to care provision	No. of joint initiatives undertaken	LINK is regularly represented at HCSC meetings. The LINK Annual Report was presented to the

	Introduce joint working protocol and information gathering templates to community and faith group leaders; Health and Social Care Forum and the Children & Young Peoples Forum	No. of groups, forums and organisations engaged with the LINK; health and social care policy; commissioning and provision	The joint working protocol has not any responses from community and faith leaders. However, we continue to meet with groups to get feedback
	Introduce joint working protocol to H&SC professionals not already engaged with LINK using existing networks e.g. Providers Forum; Statutory Partnership Boards; Health and Social Care Forum and C&YP Forum	No of professionals engaged with the LINK	
	Continue to facilitate bi-monthly statutory sector liaison meetings	No. of meetings; No. of statutory sector organisations represented; No. of positive outcomes to issues and trends raised by the LINK within agreed time scales	
Lewisham residents are aware of the importance of good quality care in improving health outcomes	Produce easy to read A5 leaflets to display in public venues	No. of people responding to leaflets displayed in public areas, shops and pharmacies	3000 posters have been printed and are being distributed.
	Engage with local pharmacies and shops to display Link leaflets	No. of people responding to leaflets displayed in public areas, shops	We have made contact with the Lambeth, Lewisham Southwark and Lewisham Local Pharmacy committee and are hoping to meet with them soon to arrange joint working in the borough.

	Joint work with Patient Electronic Record team to promote access to patient records	No. of people who take up access to electronic patient records	The LINK DM represents the LINK on the Record Access Steering Group. The first meeting was held on 15.06. The LINK DM supported the record access team to make contact with Lewisham Carers Centre and attended a joint session on 20 September
	Introduce joint working protocol and information gathering templates to local assembly leads	No. of local assemblies that engage with the LINK	We have contacted the local assembly team and have arranged to facilitate community engagement at local assembly meetings in October and November this year.
	To replicate engagement activity carried out at Telegraph Hill Local Assembly at 2 other assemblies this year		

Outcome	Input	Output	Evidence
Lewisham residents are kept informed about the changes proposed to health & social care services and how these may affect them. Residents are sign posted to other agencies as appropriate i.e. for advice on welfare benefits	Research and produce easier to read briefings and articles for the LINK bulletin and newsletters	No. of people who report reading LINK briefings and newsletters	The LINK bulletin is used to disseminate easier to read information on National and local developments in care services.
	Use existing networks, forums and free media to distribute LINK newsletters		
	Promote local agencies in the LINK bulletin	No. of local agencies that are promoted through the LINK:	LINK bulletins and on-line directory

relating to health and care needs.	Develop LINK web based directory	1,433	
	Sign post individuals and groups that contact the LINK for information to appropriate support services	No. of people who are signposted to appropriate agencies	During this period we have signposted approximately 5 people to agencies such as Lewisham Disability coalition, Carers Lewisham, Care Quality Commission, Age Exchange and Lewisham Refugee Network.
Communication between social care providers, the public, local politicians, council and the NHS is facilitated.	Organise and facilitate 1 stakeholder event by the end of November 2011. The event will focus on long term conditions.	No. of stakeholders engaged and feedback	Planning for this event is currently underway and 72 people have registered to attend.

Outcome	Input	Output	Evidence
All stakeholders kept informed regarding quality of services.	Research existing quality data; correlate with LINK outreach data; produce reports; send to relevant stakeholders; hyperlinked to E-bulletin and make available on website	No. of service quality reports produced and disseminated including Public Health data on GP performance No. of local agencies that are promoted through the LINK	We are continually working with agencies to collect data and agreeing protocols for making information public. Reports and feedback are publicised in the LINK bulletin
	Research local services and promote in E-Bulletin	No. of people who are signposted to appropriate agencies	

<u>Research</u> Up-to-date analysis of information is provided to assist the Executive Committee in decision making.	Correlate PALS/ Complaints and outreach data; analyse to identify key trends and issues; present to LINK executive committee for action	No. of service quality reports produced to inform LINK actions	Weekly database workshops with active participants are held to correlate data. Reports are then produced and presented to the LINK executive.
	Facilitate weekly database workshops for LINK members to identify and prioritise issues and trends	No. of volunteers taking part No. of issues prioritised	3 to 5 participants attend this workshop regularly.

Outcome	Input	Output	Evidence
Scrutiny of health and social care services identified in data collection as poor performers is supported.	Deliver Enter & View training to LINK members	No. of trained Enter and View members equipped to carry out visits and make recommendations	We aim to facilitate training for Lewisham LINK in September 11
	Provide guidance; templates; CRB checks and administrative support and facilitate Enter & View visits as requested by the LINK executive following data analysis		
	Provide Enter & View Training to other LINKs as part of sharing good practice and income generation	No. of LINKs that request and receive training; income generated	The LINK DM is facilitating Enter & View Training to Kensington & Chelsea and Hammersmith & Fulham LINKs on 6 July

2. Preparing for HealthWatch: Training, governance; collaborative working and advocacy

LINK Impact:

1. Smooth transition from LINK to HealthWatch is accomplished and continues to promote user/resident involvement to hold local Health and Social Care services to account, about how and what services are delivered.
2. Local residents are supported in shared decision making to improve their own health and care outcomes

Outcome	Input	Output	Evidence
Relevant training and support provided for LINK members to take on additional responsibilities relating to HealthWatch.	LINK Development Manager to attend relevant training in managing advocacy services, facilitated by Action 4 Advocacy	Completion of certificated training; learning shared with team and executive committee	Training has been completed. Assignment to be submitted by November.
	Arrange and facilitate 1 LINK executive committee away day		To arrange an away day at the EC's convenience.
	To research and arrange relevant advice; information and advocacy training for LINK members and staff	No. of staff and members trained to provide HealthWatch functions in 2012	
	Continue to facilitate LINK committee meetings and provide support to the LINK executive committee	No. of LINK committee meeting; no of attendees	Minutes of meetings are available on the LINK website once approved.

Outcome	Input	Output	Evidence
Development of a bespoke database to manage all relevant data	LiNk database restructure	Fit for purpose data collection and retrieval tool	Database
	Upskilling of staff and co-operation with peers will lead to a very capable HW focussed database	No. of staff trained and skilled; No. of LiNks showing interest in database: 34	Attendance and training record; 4 trained at Essex & Southend LiNk. Interest records
Agencies that scrutinize health and social care providers are engaged to ensure residents views are taken into account regarding quality of services	Provide resident's views feedback to regulators on request	No. of reports requested by and provided to regulators	The LiNk has not had any formal requests for information but once approved all LiNk reports are publicly available on the LiNk website.
	Analyse LiNk data to respond to Quality Accounts	Quality account responses	Quality account responses have been submitted to LHCT and SLaM
The Host is engaged with advice giving and advocacy organisations in the borough to promote and arrange partnership working arrangements.	Introduce joint working protocol and information gathering templates to advice giving and organisations. Promote benefits of joint working including cost savings	No. of advice and advocacy agencies engaged in information sharing	This has been a challenge as organisations, although are willing to share information do not seem to have the capacity. It has been suggested that we work with the Advice Forum in the borough.

Outcome	Input	Output	Evidence
Lewisham Local HealthWatch is transparent and accountable to local residents.	Promote and facilitate transparent and inclusive election process	No. of LINK members engaged with the election process	Due to the cut in LINK funding this year, we were unable to conduct a postal vote to all our participants as this would have meant posting 3 sets of election papers to almost 2000 participants. The election was carried out electronically. We received 5 nominations and 62 votes for 2 places. The votes were counted and verified by Alice Lindo-Gayle from LBL. We are pleased to announce that Jennifer Cole and Carolyn Denne have been dully elected to the LINK executive committee.
	Hold meetings in public	No. of LINK members and stakeholders attending LINK meetings	During this period 2 to 3 people have attended other than members.

	Make available policies and procedures	No. of members active in the work of the LINK	The LINK currently has 14 members on the Executive Committee; 11 participants are currently registered to conduct Enter & View visits and 17 participants are currently registered for outreach and admin support. There are 2 vacancies for community representatives on the committee.
	Produce accurate and timely annual report	Annual report accepted and owned by the LINK executive committee	The LINK Annual Report was submitted by the 30.06.11
Lewisham Local HealthWatch has robust policies and procedures to carry out its work.	Review all LINK policies and procedures to include HealthWatch remit	No. of policies reviewed	Policies will be reviewed in the follow up to HealthWatch.
	Develop specific advice and information giving policy	Advice and information giving policy produced and accepted	
	Develop specific advocacy policy	Advocacy policy produced and accepted	