

## Lewisham LINK Activity Summary ~ January 2012

### Community Engagement

A total of 112 engagement visits have been facilitated at 30 GP surgeries. Each practice is visited 4 to 5 times by 2 LINK volunteers who encourage patients to talk about their experiences of using health and social care services including the practice. Patient experience is captured on simple feedback forms and recorded on the LINK database. Data is then analysed weekly at the database workshop and issues and trends are identified to inform the LINK work plan. Reports of analysed data along with raw comments are produced and sent to practices for comment prior to being published in the LINK website. Reports are also used to inform clinical commissioners.

During the last year, LINK has offered support to support Lewisham practices with patient participation directed enhanced service (DES) for GMS contract. A costing guide has been produced and is now being worked with in each practice. Some of the practices have now approached us for support in setting up or re-establishing Patient Reference Groups. So far 2 practices have taken up this offer. 2 meetings have been facilitated with agreed action plans with 1 practice and we are developing meetings with the second practice.

New outreach is planned with Lewisham Hospital. This will be more intensive work on wards and clinics as requested by the Trust.

We have developed a working protocol for working with statutory sector partners.

We are working on a pilot with care homes that appears to be working well from the point of view of residents and for staff while reaching a seldom listen to group. This uses "This is me" cards and the finding will be reported on in March 2012.

The LINK's Long Term Condition event held on 7 November 2011 attracted 130 stakeholders and received very good feedback. A report was produced and distributed via email to all stakeholders and is available on the LINK website.

55 engagement activities have taken place in the last quarter in a variety of settings.

### Information, Signposting, Referrals

The LINK has recorded 22 support requests on the database. These have taken a lot of staff time in telephone calls, emails and meetings with appropriate service providers. The remit of the LINK is not to provide

advocacy support and this is clearly explained to individuals who contact the LINK for support however, we do signpost and refer to appropriate services.

The LINK has developed an online directory to enable accurate signposting. The directory is kept updated.

### Support to other LINKs

The LINK Enter & View training has been rolled out to the following LINKs: Southwark; Kensington & Chelsea; Hammersmith & Fulham and Greenwich.

The LINK initiated and facilitated the first South East London LINK Chairs and Hosts on 13 January to promote collaborative working as we develop into local HealthWatch organisations. LINKs agreed that there are areas for closer working and we are now producing a draft joint working protocol.

The Lewisham LINK Database has now been downloaded by 66 LINK's nationally and 16 have undertaken operational training. The CQC have shown an interest in the Database and visited on 18 January to view a demonstration and to discuss its application.

The LINK receives requests for information and guidance from other LINKs on policies and procedures.

### Partnership working

The LINK is a key partner in Lewisham Record Access Pilot and is working to promote patient's access to their medical records.

The LINK set up the statutory sector liaison group to support collaborative working. This group was disbanded in September 2011 to make way for the HealthWatch Advisory Group.

The LINK is member of key groups in the borough including the Lewisham Clinical Commissioning committee; Healthier Communities Select Committee; Shadow Health and Wellbeing Board; South East London Stakeholder Reference Group; Community Health and Social Care Forum Lewisham Healthcare Trust's Patient Experience Steering Group.

### Enter and View

The LINK has conducted and reported on 12 visits to date. Enter and view visits are initiated by issues raised the local community during community engagement and from service provider reports. However, the LINK is planning to conduct enter and view visits to learning disability care homes due to day service redesign in the borough.