

Work Report 3

October – December 2008

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. A host organisation will undertake different functions during the initial establishment of the LINK to those support functions that are required once the LINK has been set up. This report describes activities of the LINK Host to 31.12.08.

OUTCOMES FOR THE LINK

HOST OUTPUTS

1. 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.

Attended the National Autistic Society, London. Made contact with the Lewisham group.

Ongoing work with the LINK Executive to agree governance arrangements and prioritising the work of the LINK.

Ongoing outreach to local community groups to identify needs and priorities.

Planning towards actively seeking nominations from diverse groups for membership of the Executive Committee.

Met with Lewisham College Health and Social Care Lead, arranged to deliver LINK workshop at the college in February 09.

Ongoing collaboration with the Community Health and Social Care Forum, involving local communities in setting LINK priorities.

<p>2. 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.</p>	<p>Developed website to incorporate on-line health and social care forum.</p> <p>Development of database to provide accurate demographic information by ward</p> <p>Mental Wellbeing Assessment Training: One member of the LINK Executive Committee, the Research and Information Officer and the Administrator trained along side local authority staff to raise understanding of the health and social care needs of local communities: meeting at St Laurence House with council partners re the Mental Wellbeing Impact Assessment Workshop; MWIA workshop, seven participants; third day of Mental Well Being Impact assessment – discussed on how to do the report and the council staff offered to do this; attended the next steps in mental well being impact assessment a networking and learning event at Friends Meeting House, Euston in London. Drafted report MWIA with Council colleagues.</p> <p>Research conducted by Research and Information Officer: access status of Leemore Centre; prevalence of prostate cancer in Lewisham as requested by the LINK Executive; structures and governance of other LINKs.</p>
<p>3. 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.</p>	<p>Verified contacts on the database to create mailing and email contact list.</p> <p>Ongoing development/population of contacts database: data input checking Health and social care information; on going input of health and social care data from Voluntary Action Lewisham; commenced input data of all General Practitioners in Lewisham; inputting data and working with the online directory, inputting data on community matrons – access to homebound individuals/long term conditions, inputted all the libraries in Lewisham</p> <p>Researched and made contact with existing networks e.g. homelessness forum, arranged to attend forum meetings in order to promote the LINK and get feedback on service needs and provision.</p> <p>Ongoing contact with Health and Social Care Forum</p> <p>Research and Information Officer attended South East London Cardiac Network; African Development Network; South London and Maudsley Consultation Group; People before private profit – public meeting in the St Mary Centre, Ladywell road; the Wellcome – NHS</p>

	<p>connecting for health; St Christopher's Management Committee Meeting; Lewisham Refugee Network; Elder resource centre (seniors); Victims Support Community Event; Healthier Communities Collaborative; Lewisham Community Consultative Group meeting-new project called the diamond project based in Evelyn and New Cross (reference New York 6 million project). Aimed at working with LBL, and Health partners to help house and support people who have come out of prison and stop the revolving door syndrome (shared that there might be an opportunity to do MWIA Research and Clinical Effectiveness day 12-6pm held at University Lewisham Hospital, learnt about the developments of research and ways in which this may be beneficial to Lewisham LINKs; PCT PPI Steering Group to develop conduit with PPI/community links; Ilderton Foundation (AGM) Civic suite.</p> <p>The Research and Information Officer met with local authority staff including: staff at the Community Sector Team LBL Complaints manager.</p>
<p>4. 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</p>	<p>Ongoing development of the LINK website including online forum.</p> <p>Development of fortnightly email bulletin.</p> <p>Regular email contact with Lewisham LINK participants.</p> <p>Development of Communication sub group of the LINK executive, oversees all LINK communications including leaflets, bulletins and website.</p> <p>Communicated to community groups through outreach, community newsletters and bulletins.</p> <p>Facilitated community event and Ladywell Leisure Centre to identify LINK work priorities.</p>
<p>5. 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</p>	<p>Fortnightly e-Bulletin published.</p> <p>Visiting groups in their own territory and at times which suit them eg during evenings and weekends.</p>

<p>contribution recognised.</p>	<p>Information received and outcomes achieved are logged from each visit.</p> <p>Outreach visits recorded and shared with recipients of outreach including actions following visits.</p>
<p>6. 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.</p>	<p>Formed Governance Group to input into policies and procedures.</p> <p>Producing governance framework and policies: data protection; complaints; equality and diversity; reimbursement; working protocols with statutory sector partners; communication and publicity. Producing drafts and working with governance group to produce final drafts for the executive.</p> <p>Provided support to the Lewisham LINK Executive and the LINK Governance Group.</p> <p>The LINK is working towards an election procedure which will be open and accountable.</p>
<p>7. 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.</p>	<p>Ongoing collecting views from local communities to identify areas to visit.</p> <p>Set up web-site forums to encourage people to log their views.</p> <p>Engaging community groups to identify LINK priorities and local issues.</p> <p>Work with LINK executive to set up structures to enable the LINK to collect views from different people and groups and engage in meaningful activities.</p>
<p>8. 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.</p>	<p>Produced draft protocols and training manual for ‘enter and view’ activities.</p> <p>Commenced liaising with training providers to facilitate appropriate training.</p> <p>Produced draft code of conduct for enter and view activities.</p> <p>Commenced engaging local communities to recruit enter and view volunteers.</p> <p>Commenced research and drafting of training package.</p>

<p>9. 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.</p>	<p>Attended Creating Change conference, NDC. Made contact with colleagues from the primary care trust, local authority and the community and voluntary sector.</p> <p>Attended LINK hosts network meeting, Southwark. Agreed to provide information and support to each other.</p> <p>Attended Adult Social Care, Independent Living Training for L/A Case workers and informed of the LINK.</p> <p>Met with, UHL Training Officer, LBL Adult Social Care Training Officer and Safeguarding Adults Officer to discuss potential training access for staff and volunteers.</p> <p>Administrator and Research & Information Officer attended the Lewisham PCT PPI steering group meeting.</p> <p>Attended Developing Primary Care and Community Providers in Lewisham, PCT event to start discussions on meeting health needs of residents.</p> <p>Promoted the LINK with adult social care staff at Safeguarding Adults training event.</p> <p>Attended Health Care Commission LINK training event</p> <p>Met with Joy Ellery and Lyn Hyams, UHL to agree working together arrangements.</p> <p>Attended London LINK Hosts meeting at GOL</p> <p>Attended South London LINK Hosts meeting, agreed sharing good practise protocols</p> <p>Attendance of the South East London LINKs/ Statutory Sector meeting, commenced working on cross borough joint working protocols.</p> <p>Participated at the Health Care For London Mental Health Consultation Event.</p> <p>Continued to facilitate the Statutory Sector Liaison Group</p> <p>Facilitated PCT/LINK North Lewisham consultation planning meeting.</p>
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	<p>Attended DoH PPI Discussion Day.</p> <p>Attendance of the Healthier Communities CVD Collaborative, North Lewisham</p> <p>Attended the Waldron Health Centre Open Event</p> <p>Met with PCT, Health Promotion Lead</p> <p>Met with PCT, Intermediate Care Lead, arranged to meet clinicians to agreed contact arrangements.</p> <p>Attendance at the Stronger Partnership Board.</p> <p>Supported LINK Executive at LINK workshop with the Healthier Communities Select Committee.</p>
<p>10. 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.</p>	<p>Met with Health and Social Care Lead, Lewisham College & CVD Project, potential for joint working to recruit and train volunteers.</p> <p>Arranged mental wellbeing impact assessment training for 2 members of staff and 1 Executive Committee Member.</p> <p>Administrator and Research and Information Officer both attended Mental Health Impact Assessment Training and events. MWIA workshop- a great success attended by seven participants.</p> <p>Ongoing skills audit of current members and those expressing an interest in the LINK.</p>