

## Work Report 4

### 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 31.03.09.

#### 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.**

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. Outreach activities and visits include: Campaign in Lewisham for Autistic Spectrum Housing, Community Health and Social Care Forum, Federation of Vietnamese in Lewisham, Ladywell Day Centre Users Group, Lewisham Speaking Up, Lewisham College, Goldsmiths College, Homelessness Forum, The Bridge, Ladywell and Wavelengths Leisure Centres, Leamore Day Centre, Ackroyd Community Centre, Deptford Churches Centre, Tesco Supermarket, Lewisham No Smoking Day Event, Pensioners Forum Event, Pyramid Theatre Company presents Big Little Heart - Lady Florence Hall, Patient Experience Steering Committee Meeting University Lewisham Hospital, Long-Term Conditions Meeting.

Actively seeking nominations from diverse groups for membership of the Executive Committee.

	<p>Ongoing collaboration with the Community Health and Social Care Forum, involving local communities in setting LINK priorities.</p>
<p><b>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.</b></p>	<p>Ongoing development of Lewisham LINK website.</p> <p>Ongoing development of database to provide accurate reporting of health and social care issues and concerns of the local community.</p> <p>Developed community development approaches to engaging and involving people to identify local communities' experiences of health services in the borough.</p> <p>Involved the LINK executive and other partners to develop simple leaflet/ registration/ feedback form.</p> <p>Designed and produced survey of health services, sent to all participants via bulletin and website. Used to collect views at outreach activities. Approximately 100 completed surveys returned.</p>
<p><b>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.</b></p>	<p>On going verification of 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, attend forum meetings in order to promote the LINK and get feedback on service needs and provision.</p> <p>Worked in partnership with Lewisham Library to organise the Health Matters event in Downham.</p>

<p><b>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</b></p>	<p>Ongoing contact with Health and Social Care Forum.</p> <p>Ongoing development of the LINK website including online forum, online directories.</p> <p>Development of fortnightly email bulletin. Hard copy posted to approximately 60 participants who do not have email access.</p> <p>Regular email contact with Lewisham LINK participants.</p> <p>In the process of developing a Communication Sub Group of the LINK executive, to oversee all LINK communications including leaflets, bulletins and website.</p> <p>Communicated to community groups through outreach, community newsletters and bulletins.</p> <p>Set up first LINK Task Group as requested by participants on Mental Health of Children and Young People to review what is currently provided by way of Child and Adolescent Mental Health Services in Lewisham by all agencies in the statutory sector and report on our findings with recommendations. Facilitate actions as agreed at the first task group meeting on 10 March 09.</p>
<p><b>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 contribution recognised.</b></p>	<p>Fortnightly e-Bulletin published. The bulletin invites local groups and participants to send in news articles.</p> <p>Visiting groups in their own territory and at times which suit them eg during evenings and weekends.</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><b>6. The LINK gets governance, finance and accountability right by agreeing how to</b></p>	<p>Support Governance Group to input into policies and procedures, set executive meeting agenda etc.</p>

<p><b>govern their work and how to be accountable to communities for the money they spend.</b></p>	<p>Producing governance framework and policies: data protection; complaints; equality and diversity; reimbursement; working protocol with statutory sector partners; communication and publicity. Approved policies: Governance Framework; Equality and Diversity policy; Reimbursement policy; Working Protocol with Statutory Sector partners.</p> <p>Provided support to the Lewisham LINK Executive and the LINK Governance Group.</p> <p>The host and the current executive are working towards an election procedure which will be open and accountable. Elections will be held before July 09.</p>
<p><b>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.</b></p>	<p>Ongoing collecting views from local communities to identify areas to visit.</p> <p>Designed and produced new LINK leaflet with simple tear off registration and information gathering form.</p> <p>Developed 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><b>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.</b></p>	<p>Commenced liaising with training providers to facilitate appropriate training.</p> <p>Produced draft code of conduct for enter and view activities and developed draft training package.</p> <p>On going engagement of local communities to recruit enter and view volunteers.</p>
<p><b>9. The LINK develops relationships with commissioners, providers, scrutinisers and with other LINKs about how it can best influence service improvement and add</b></p>	<p>Gave LINK presentation to the Practise Based Commissioning Federation. Agreed to work in partnership to gather views on commissioning intentions.</p> <p>Attended NHS Lewisham’s Patient and Public Involvement Board meeting agreed to</p>

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By: Miriam Long on 14.04.09

**value to health and social care services or impact health inequalities.**

share structure of database with NHS Communication leads.

Attended Lewisham Safeguarding Adults Manager's meeting to key partners

Attended LINK hosts network meeting, Agreed to provide information and support to each other.

Attendance of London LINK Hosts meeting, agreed sharing good practise protocols

Attendance of London LINK Chairs meeting as requested by Lewisham LINK Executive.

Continued to facilitate the Statutory Sector Liaison Group

Attendance of the Healthier Communities CVD Collaborative, North Lewisham.

Attendance of North Lewisham Planning Meeting.

Attendance of New Horizon's Steering Group, South London and Maudsley.

Attendance of Stronger and Safer Communities Partnership Board.

Attendance of South East London LINK meeting.

Met with Lewisham Social Workers, SLAM Community Opportunity Services Staff at the Mental Capacity Act workshop.

Supported LINK Executive at LINK workshop with the Healthier Communities Select Committee.

Met with Lewisham's Children and Adolescents Mental Health Service Manager.

Joint working with Lewisham PCT, Lewisham College and Lewisham Disability Coalition to organise and facilitate LINK workshop at Lewisham college.

Attendance of Deptford and New cross Participatory Budgeting Event.

	Supported Health Care commission to facilitate South East London Health Commentaries Meeting.
<p><b>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.</b></p>	<p>Ongoing skills audit of current members and those expressing an interest in the LINK.</p> <p>Attended Staff Training Managers Meeting with Local Authority, NHS Leads.</p> <p>Attended Media Master Class with Voluntary Action Lewisham (VAL) agreed to work in partnership with VAL to facilitate community development support to grass roots organisations involved in health and social care in terms of website and database design and development.</p>