

Work Report of the LINK Host - April to June 2009

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. Current priorities are: BME Men's Health and Children & Young People's Mental Health.

This report describes activities of the LINK Host to 30.06.09.

Host Objectives in supporting the LINK outcome	Activities / targets	Timescale	Progress
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			
To engage with local residents and 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.	Downham Skilled for Health Event, facilitated LINK stall and encouraged people to complete health experience surveys and LINK registration forms.	2 April	22 health experience surveys were completed in addition to 11 participation tear-off slips.
	Nexus Health Focus Group, facilitated focus group.	3 April	23 people attended the event: 5 adults with a learning disability, 1 Carer and 15 staff. Two parent Carers who were unable to attend sent their contributions in writing. The parent Carer present, registered as a LINK participant.
	Downham Health Day Event ~ facilitated LINK stall gave LINK information and collected comments.	8 April	Approximately 12 people took LINK leaflets. 4 registered as participants and gave their views of services.

	NDC Health Fair~ facilitated LINK stall gave LINK information and collected comments.	9 May	26 people registered as participants and gave their views of services.
	Turkish Elders Group~ AGM	29 May	Gave a brief presentation of LINK. Agreed to facilitate a focus group at a later date.
	Contact Sport & Leisure lead to arrange to meet with Exercise Referral Participants.	May	1, 4 June met with small groups. 3 people registered as LINK participants. To arrange continue this in each of the leisure centres on a regular basis once Community Development and Engagement Officer is recruited.
	Midi- Music ~ met with parents group in collaboration with New Horizons	16 June	Five women participated. Three joined as LINK participants and two took information to consider joining at a later date. Participants were informed about the LINK and the statutory rights and responsibilities of the LINK and asked to share their views and experiences of health and social care services in the borough. Rachel Bennett, Mid Music also participated and agreed the potential for closer working with the LINK as they have identified issues concerning children and young people's mental health and well being, in particular children who are home tutored. Parents of these children have been disappointed by the council's lack of response regarding home tuition and assessments. I have agreed to send Rachel notes from the C&YP mental health task group for information.
	Lewisham Traveller Forum Conference	17 June	LINK to join the Traveller Forum. It is estimated that there are 500 Roma families in Lewisham, they are one of the most deprived in terms of health outcomes. The Host made contact with the Lewisham Play Bus service and agreed to visit Roma communities with them to engage with the community and promote the LINK TBA. Agreed to attend

			Lewisham Irish Centre's drop in to promote the LINK and get feedback of local health & social care services TBA.
	Contact a Family, Transition Event	23 June	LINK facilitated a stall at the event. 3 attendees registered with the LINK.
	Family Cohesion Conference	25 June	Informed attendees of the LINK and the Children & Young People Mental Health Task Group, distributed leaflets.
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.			
Develop a mechanism for selecting items to include in the work plan i.e. based on statistics provided by PPI/ PALS teams etc. Liaise with PALS, complaints & FOI leads in the statutory sector to agree sharing of quarterly PALS/ Complaints reports.	Met with Sarah Bolton PALS Officer,	UHL 6 May	Sarah agreed to send PALS reports.
	Met with Margaret Benbow, PCT Complaints & FOI Manager.	Lewisham PCT 3 June	Margaret agreed to forward complaints reports and to request PALS reports. Have forwarded Margaret questions relating to BME Men's Health and feedback responses to LINK Executive.
	Met Mark Watson, LBL Complaints Officer.	LBL 18.06.09	Mark agreed to send quarterly complaints reports. Agreed reporting mechanisms LINK issues.
	Arranged to meet PALS and Complaints Officer from SLAM	21.07.09	
To provide easy to understand health and social care experience surveys and questionnaires.	Survey forms and questionnaires were used to collect feedback from groups and individuals at outreach events to contribute to the LINK's 3 rd party commentaries for Better Standards for Health	April 09	59 survey forms were returned and contributed to the LINK's commentaries to the NHS Trusts.
Design and produce easy to understand questions for using at focus group sessions	These were used at focus groups: Nexus, Lewisham Diabetes Support Group and contributed to the LINK's 3 rd party commentaries for Better Standards for Health	1 & 3 April	Comments from these focus groups were added to comments received since August 08 towards the LINK's commentaries to the NHS Trusts.
Design and produce easy to read leaflet and poster.	Use simple registration form with tick box for accessible formats and posters in English and community languages.	1.04 – 3.06	Since April 94 participants have registered using the tear off slip

	Translate leaflet and poster into Turkish.	April 09	The leaflet and poster were translated into Turkish by the Turkish Elders Group. Leaflets have been distributed to the Turkish Elders Club and to the Turkish grocery store.
	Vietnamese ~ To contact Vietnamese community	July 09	Emailed the Vietnamese Supplementary School, Vietnamese Health Project and Federation Of Refugee Vietnamese In Lewisham, requesting help with translation.
	Contacted Lewisham Multilingual Advice Service regarding translating into community languages.	4 June	In response to the LINK's request for translation of LINK publicity, Beatrice is interim manager and advised that they would not be able to help until October/ November when the permanent manager should be in post. They are happy to look at any work we have translated to ensure that it is translated correctly. Cost approximately £20 p.h.
Support individuals to provide comments of health and social care writing down people's comments if required.	Produce a tear of slip on the LINK leaflet asking people to tell us about their experiences of health and social care services and their ideas for improvement and change. Report issues to LINK Executive.	ongoing	The Host continues to engage with local residents to get their feedback on health and social care provision. The Host has received calls on a number of issues which have been logged on the LINK database, signposted on to appropriate agencies and followed up where necessary.
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.			
Identify current local health & social care projects & build relationships with project leads to ensure that issues/ outcomes are made known to the LINK. Research and mapping of local community and voluntary sector groups. Identify the best methods of communicating to local community groups and make information	Support planning of New Cross Gate Health Fair. Utilised planning meeting to raise profile of the LINK	6 April	Initiated contact with groups involved with planning the event: New Cross Credit Union; Building Healthier Communities; Just Older Youth; New Cross NDC. Informed of the LINK.
	PLUS, Invited to speak at staff meeting	17 April	PLUS joined as group participant. Agreed to attend service user forum on 13 July.

available in that format	Turkish Elders Club, AGM. Supported the groups to facilitate, spoke at the AGM and distributed LINK leaflets.	29 May	Agreed to facilitate a focus group at a later date to find out if they feel that services have improved since the LINK visit last year.
Develop database and directory.	Continue to add individuals, groups and organisations onto the LINK database.	Ongoing	As of 4 June ~ Approximately 150 have been added to the database since April
Develop Lewisham LINK Website	Develop on line secure forum for Executive Committee (EC) members and the Host to have virtual meetings in between EC meetings	3 June	Enable contact and discussion between the executive and host in between EC meetings.
Develop and refine E-bulletin	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.
Develop and produce quarterly newsletter	Summarise E-Bulletin to produce an accessible quarterly newsletter including audio version. Distribute to participants who cannot access the internet.	September 09 Ongoing Quarterly	
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			
Support the development of LINK members and participants so that they have the tools for effective participation.	Provide information through E-bulletin, website and quarterly newsletter. Set up relevant task/ focus groups as required. Support participants through phone calls, email, letter and face to face meetings as required. Facilitate the Statutory Sector Liaison Group for LINK members and the statutory sector to have on going dialogue. Invite members to attend London LINK training events, attend training and feedback	Ongoing	The fortnightly email bulletin continues to receive positive feedback. The Host receives calls from people concerned about H&SC issues and sign posts or feeds this back to the appropriate organisation and the LINK executive

	to members.		
Identify the best methods of communicating to local community groups and make information available in that format.	Set up communication sub group to advise and monitor communication methods. Approve communication strategy. Contact groups that provide communication support i.e. Lewisham Multilingual Advice Service (LMAS).	July 09	A virtual communication sub group has been formed and have given feedback on promotion material and communication strategy. LMAS is unable to support translation at present due to staff shortage. Host has contacted local community groups.
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.			
Support the development of LINK members and participants so that they have the tools for effective participation.	Support groups to interact with service commissioners and deliverers: Arrange for LINK Exec Members to discuss issues with Judith Ramsden, Joint Commissioner for C&YP Service Arrange meeting for the Chair of Lewisham Diabetes Support Group to discuss issues with UHL PALS Officer	23 June 25 June	Caroline Hirst, Commissioner attended the meeting on 23.06 on behalf of Judith Ramsden. Caroline agreed to send relevant information and to liaise with LINK regarding Children & Young People's service review. Meeting was held to consider issues and concerns. A further meeting is to be arranged with head of A&E.
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			
Conduct LINK Executive Committee Elections: Send out nomination forms Develop and circulate nominee booklet	Nomination forms produced and sent to all registered participants	11 May	13 nominations received. Nominee booklet produced and posted to all registered participants with ballot papers.
Develop voting register and logistics of voting	Produced numbered voting papers including nomination forms and ballot papers to ensure fair voting process.	11 may – 4 June	Ballot papers sent to all registered participants with prepaid envelopes. All returned envelopes were date stamped and stored in the ballot box until election day.
Arrange independent scrutiner to assist with vote counting	Contacted LBL Scrutiny Officer to request support of trained vote counter to scrutinise vote counting	30 June	30 June 79 envelopes received: 1, un related letter; 1, non vote; 1 spoilt vote over 9 Xs = 77 valid ballot papers received. No. of votes counted: 504 9 executive committee members were duly elected and notified. 4 unsuccessful

			candidates were also notified and encouraged to remain active in the LINK.
Arrange induction for new executive	Arrange Induction event to support the newly elected executive committee: <ul style="list-style-type: none"> • to get to know each other • update on agreed LINK policies • procedures and activities • roles and responsibilities • Skills audit • LINK work plan 	25 July	Booked venue and facilitators. Sent invitations to all LINK executives.
Arrange training and support for executive	Arrange training and support as identified by skills audit	Sept/Oct.	
Support executive to produce LINK work plan	Begin this process at the induction event and follow up at EC meetings	25 July ongoing	
Support executive to produce outstanding policies	Develop Governance Sub Group. Produce draft policies for consideration	Sept. Ongoing	
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			
Produce health and social care experience survey forms and outreach tools	Produced health and social care experience survey forms and outreach tools	April 09 Ongoing	Utilised material to gather commentaries for CQC and LINK data. To use information to identify trends.
Recruit to revised post Research and Communication Officer	Agree Job Description and Purpose with Executive Committee. Advertise post internally at Parkwood Health Care.	27 May	Darren Morgan recruited to the post of Research & Communication Officer.
Attendance of the Community Services Research Governance Evaluation Board	Host to support LINK Executive to participate in the Community Services Research Governance Board	23 July	
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			
Enter and View Protocol approved by Executive Committee.	Facilitate LINK executive to form E&V sub group to consider and approve draft policies	3 June	Set up virtual group to look at draft Enter & View protocol. Sent drafts and agreed to

	and procedures.		amend taking on their comments. End of July
Recruit 10 volunteers invite to E&V introduction session within the year	Inform LINK participants of E&V training arranged by London LINK. Support attendance. 2 EC, 2 Participants and the host agreed to attend the training.	3 July	Recruited 5 volunteers to attend Enter & View training on 3 July.
Obtain CRB counter signatory authorisation	LINK Development Manager to apply for CRB counter signatory authorisation	1 April	Approved
	Arrange CRB checks for approved volunteers following introduction session.	9 July	Have sent CRB forms to 3 participants who took part in the training on 3 July for completion.
	Produce authorisation letter template for visits following CRB approval.	Aug/ Sept. 09	
	Produce photo ID badges for approved E&V volunteers	Aug/ Sept. 09	
	Maintain list of approved E&V volunteers.	Aug/ Sept. 09	
	Arrange follow up Enter & View training.	Oct 09	
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			
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.	24 April 18 June 10 Sept. 15 Oct. 19 Nov.	Minutes of meetings held on 24 April and 18 June attached.
	Attend New Horizon's Steering Group	Quarterly	LINK to promote New Horizon's service. Arrange joint outreach with New Horizons
	Attend London LINK meetings and training events	Ongoing	Share knowledge and information. Network with other LINKs.
	Attend Adult Strategic Partnership Board	Quarterly	Support LINK presence and feedback to LINK executive
	Attend and support Harrow LINK Elections,	20 May	Bring back learning to Lewisham
	Attend and contribute to the NHS Lewisham PPI Board	Quarterly	Influence PPI potential for joint working i.e sharing information and communication
	Community Health & Social Care Forum	29 June	Information and leaflets were shared. Several articles to be included in future eBulletins.

			Some of those attending use and/or read the eBulletin regularly.
	Personalisation Agenda meeting	29 June	Support LINK involvement in the personalisation agenda
	Mental Wellbeing Impact Assessment Lewisham Networking Lunch	30 June	MWIA's will be taking place in Evelyn/New Cross and also Bellingham. LINK to be involved.
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			
Support the involvement of local community groups through capacity building.	Arrange visits to groups 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 3 groups per week when CD&E Officer is recruited.	Between April and June the Host has facilitated outreach activities with the following groups: Nexus, Plus, Lewisham Diabetes Support Group, Turkish Elders Club, Community Health and Social Care Forum.
Recruit to revised post Community Development & Engagement Officer	Involve Executive Committee in the recruitment process including input into job description & person specification. Advertise locally in Lewisham.	July/ August	The LINK Executive has been involved throughout the recruitment process to date and have approved the job description and person specification.
Facilitate and support 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	The interim executive has been supported to form the following sub groups: Governance, Communication and Enter & View. Each group is kept informed of specific policies and trends. Executive committee members are sent information regarding relevant training opportunities and have attended LINK regional events as appropriate.
Facilitate and support the LINK Task Groups	Gather information as required to support the work of task groups	5 May	Arranged and facilitated meetings, took minutes and facilitated actions including arranging meetings with commissioners and service providers.
	Organise and facilitate C&YP Mental Health Conference in collaboration with the VAL C&YP's Officer Invite key speakers: commissioners and providers of C&Y Mental Health Services to answer questions and issues as raised by	October 09	The Host is currently having discussions with VAL's Children and Young People's Officer to plan and facilitate the conference.

	C&YP MH Task Group. Support attendees to identify solutions and resources etc.		
Introduce Executive, Annual Report and work plan	Organise and facilitate Lewisham LINK AGM.	October 09	