

## Work Report of the LINK Host – July – September 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 30.09.09.

Host Objectives in supporting the LINK outcome	Activities / targets	Timescale	Progress
<b>LINK Outcome:</b> 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.	Rushey Green Timebank AGM	2 July	Informed of the LINK, met contact from Pensioners Action Group, agreed to facilitate LINK outreach session in October.
	Attend Lewisham Time Bank Event	10 July	Took part in health and community development debate to encourage commissioning of local community groups to facilitate health promotion.
	Lewisham People's Day	11 July	LINK staff and executive committee members facilitated a stall in the VAL marquee. The stall was visited by over 100 people who took an interest in the work of the LINK. Many took leaflets.
	PLUS shadow Board	13 July	Met with service users and staff raise awareness of LINK functions including enter and view. Service users expressed satisfaction of PLUS services.

	Peoples Parliament. LINK to have regular presence to gain peoples confidence and trust.	17 July	Met with adults with learning disabilities, informed of the LINK.
	Cardiac Rehab Gym, UHL	30 July	Cardiac Rehab Gym group had been informed of the decision to close the class and relocate it to Ladywell Leisure where they would not have gym facilities but only circuit training. Group members expressed concern and anger. Following the LINK's involvement the group were informed that the gym would not be relocated and would continue at UHL.
	Exercise Referral Group at Ladywell Leisure Centre	7 August	Raised awareness of the LINK and distributed leaflets.
	Meeting with an individual with issues and EC Member	10 August	To discuss issues regarding services and sign post to PALS and advocacy.
	LOOP Hydro Pool Group at UHL	26 August	The group has been running for five years. 20 – 25 members, most have been referred by the physiotherapy department of their own GP regularly use the service every Wednesday. Each pay £2.50 to cover the cost of pool hire. However, on 27 <sup>th</sup> April this year, they received a letter from the Therapy Manager UHL stating that the rent charge will be increased from £15.00 per session to £30.00 per session, a 100% increase as from 1 August. LINK EC advised of the situation. Host contacted UHL. The LINK is working with the group and statutory sector to resolve the issue.
	Over 50's group at Lewisham Library	27 August	Met with group of older adults and informed of the LINK agreed to go back in October and facilitate outreach session.
	Lewisham Speaking Up AGM	8 Sept.	Took feedback of service provision
	Turkish Elders Club	9 Sept.	Feedback from the group had improved since the visit a year ago. There was no adverse feedback of service provision.

	Network Arts	8 Sept.	Met with staff and service users who were anxious about the proposed closure of Network Arts. Informed the executive and service providers of concerns raised at the visit.
	Samaritans Open Day	12 Sept.	LINK facilitated a stall at the event. 9 attendees registered with the LINK.
	Brockley Local Assembly	14 Sept.	Facilitated LINK stall, one person registered with the LINK. Issues raised by the local assembly are health and social care related but have not been identified as such. Identified the need for LINK to engage with local assemblies to enable local residents to have a stronger voice in local health and social care service delivery.
	Lewisham Mencap AGM	30 Sept.	3 people registered with the LINK
<b>LINK Outcome:</b> 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 mechanism for feedback via LINK website 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.	Produce template for information gathering and process to inform LINK Work plan	13 August	Produced Information gathering and process five stage performance management tool. To provide a consistent approach that can be broken into components. Template has been agreed by the LINK Executive.
	Collate outreach commentaries on database and compare with PALS reports to identify local themes and trends.	Ongoing	The LINK database has evolved to incorporate comments from individuals and organisations.
Develop mechanism for feedback via LINK website	Develop on line forum on the LINK website	Ongoing	Develop on line forum for people to share their views on health and social care services in a public arena whilst retaining their anonymity. Continuous promotion of the on line forum is needed.
Support individuals to provide comments of health and social care writing down people's comments if required.	Information on tear off slips Verbal feedback etc. to inform service providers	Ongoing	Sign post and follow up on individual concerns as approved by the LINK executive. E.g. One individual had had surgery in Sept. 08 at UHL and was referred to the pain clinic

			<p>in Feb 2009. She completed a tear off slip in July 09 informing the LINK that she was still waiting for an appointment. We contacted UHL PALS who resolved the issue. The LINK requested what procedures are in place to prevent such delay and these are now being put in place.</p> <p>Another individual was supported to have their issue investigated and apologies were given to the complainant. The LINK is now looking at how older people are cared for in a health setting using NMC guidance.</p>
Supporting individuals to take part in local and national policy	LINK members as NHS Lewisham Lay Reps	August 09	Two LINK Executive Committee members have been selected as lay representatives after a rigorous selection process. The LINK is commenting on the selection process as members feel that it should be more open and democratic.
	National Voices Service User Panel Members	August 09	Promoted the panel via email and e bulletin. Supported individuals to apply. 4 LINK members have applied, Participants and LINK EC members
	National Review of Age Discrimination in health and social care focus group	September 09	Promoted the panel via email and e bulletin. Supported individuals to attend. 5 LINK members attended, Participants and LINK EC members
	Help us to shape your local NHS	September 09	Promoted the panel via email and e bulletin. Supported individuals to attend. 5 LINK members attended, Participants and LINK EC members.
<b>LINK Outcome:</b> 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	Adult Strategic Partnership Board The LINK has 2 places on the board plus a place for the Host organisation in an advisory capacity	1 July 09	The Host has been requested to represent the LINK when required by the LINK EC

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 available in that format	Statutory Sector Liaison Group	10 Sept 09	The primary role of the SSLG is to act as a conduit for information between the LINK and public sector partners across and beyond the borough, in order to facilitate effective partnership working. The Host facilitates these meetings. Minutes of the meeting are on the LINK website.
Develop database and directory.	Healthier Communities Select committee	July/ September	The LINK's annual report was presented to the committee by 2 EC members supported by the Host.
Develop Lewisham LINK Website	Continue to add individuals, groups and organisations onto the LINK database.	Ongoing	As of 30 September there are 1,063 entries on the LINK database 99 of whom are registered participants.
Develop and refine E-bulletin	Website development	Ongoing	Please see <a href="http://www.lewishamlink.co.uk">www.lewishamlink.co.uk</a>
Develop and produce quarterly newsletter	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.
	Summarise E-Bulletin to produce an accessible quarterly newsletter including audio version.  Distribute to participants who cannot access the internet.	Quarterly	The first edition of the newsletter was produced and distributed to all participants by post in July ahead of schedule.
<b>LINK Outcome:</b> 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	Ongoing	The fortnightly email bulletin continues to receive positive feedback.  The Host receives calls from people

	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 to members.		concerned about H&SC issues and sign posts or feeds this back to the appropriate organisation and the LINK executive
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.
	Produce communication and engagement strategy.	September	Draft strategy will be considered by the EC at the October meeting.
	Continuing to leaflet surgeries and other public places.	Ongoing	
<b>LINK Outcome:</b> 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.	Arrange meeting for the Chair of Lewisham Diabetes Support Group to discuss issues with UHL PALS Officer, A&E Consultant and Matron.	21 Sept 09	Discussed issues regarding older people's care at A&E, diagnosis and discharge policy. Awaiting minutes before reporting back to EC.
	Organise and facilitate public Big Care Debate with Voluntary Action Lewisham	23 Oct. 09	
<b>LINK Outcome:</b> 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:	Election of Chair and Vice Chair	Aug 09	Alan Bailey elected as Chair; Val Fulcher elected as Vice chair.
Arrange induction for new executive	Arrange Induction event to support the newly elected executive committee: <ul style="list-style-type: none"> <li>• to get to know each other</li> </ul>	25 July	7 EC members attended and gave positive feedback.

	<ul style="list-style-type: none"> <li>• update on agreed LINK policies</li> <li>• procedures and activities</li> <li>• roles and responsibilities</li> <li>• Skills audit</li> <li>• LINK work plan</li> </ul>		
Arrange training and support for executive	Arrange training and support as identified by skills audit	Sept/Oct.	Skills audit has not been completed as not all members were able to attend the away day. The host has produced a handbook for all EC members and has met individually with members unable to attend the away day to inform of roles and responsibilities etc.
Support executive to produce LINK work plan	Begin this process at the induction event and follow up at EC meetings	25 July ongoing	Agenda item on EC meetings. Supporting EC to develop work plan
Support executive to produce outstanding policies	Develop Governance Sub Group. Produce draft policies for consideration	Sept. Ongoing	The host has produced a draft Communication and Engagement which has been approved by the chair, and will be going to the October EC meeting.
<b>LINK Outcome:</b> 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 a variety of outreach tools to capture health and social care experiences outreach tools	Produced a variety of outreach tools to capture health and social care experiences outreach tools	Ongoing	Produced outreach materials for events e.g. SLaM Stakeholder Event
Attendance of Patient & Public Involvement Board, NHS Lewisham	LINK Research and Communication Officer represents the LINK at this board	7 Sept	This meeting was cancelled. Aim to develop joint working strategy.
<b>LINK Outcome:</b> 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.	E&V policies and procedures approved.	July 09	Enter and View policies and procedures have been approved. Application form designed and approved
Recruit 10 volunteers invite to E&V introduction session within the year	Recruit E&V volunteers	June onwards	As of 30 September 10 people have applied to become enter and view volunteers.
	Arrange CRB checks for approved volunteers following individual introduction sessions.		3 CRB applications have so far been approved.

	Produce authorisation letter template for visits following CRB approval.	Aug/ Sept. 09	To be completed once all volunteers have received CRB clearance.
	Produce photo ID badges for approved E&V volunteers	Aug/ Sept. 09	To be completed once all volunteers have received CRB clearance.
	Maintain list of approved E&V volunteers.	Aug/ Sept. 09	To be completed once all volunteers have received CRB clearance.
	Arrange follow up Enter & View training.	Oct 09	To be completed once all volunteers have received CRB clearance.
<b>LINK Outcome:</b> 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.	10 Sept. 15 Oct. 19 Nov.	Minutes of meeting held on 10 September may be found on the LINK website.
	Attend New Horizon's Steering Group	Quarterly	LINK working in partnership and 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 contribute to the NHS Lewisham PPI Board	Quarterly	Influence PPI potential for joint working i.e sharing information and communication
	National Autistic Society	4 Sept.	Planning service in partnership, Autism Strategy
	National Voices Network	29 Sept.	Information on current policy developments
Develop LINK database to inform of local health and social care priorities.	Develop LINK database to record and analyse issues from LINK outreach activities and a wide range of sources including the statutory sector	October 09	The LINK database has been developed to record and analyse issues from LINK outreach activities and a wide range of sources including the statutory sector.
<b>LINK Outcome:</b> 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	Between July and September the Host has facilitated outreach activities with the following groups: Rushey Green Timebank; PLUS; Lewisham Speaking UP; Cardiac

		Officer is recruited.	Rehab Group; LOOP; Over 50's Group and Lewisham Mencap. The Host also facilitated public outreach at Lewisham People's Day and Samaritans Open Day.
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 agreed revised role, job description and person specification. Advertised through LINK Bulletin, Grapevine, Job Centre and Total Jobs.
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	Executive committee members are sent information regarding relevant training opportunities and have attended LINK regional events as appropriate including enter and view training events on 3 and 17 July and the EC Away Day on 25 July
Facilitate and support the LINK Task Groups	Research information as required to support the work of task groups	5 May 11 Nov	Facilitated actions including arranging meetings with commissioners and service providers. Produced report on research findings.
Introduce Executive, Annual Report and work plan	Organise and facilitate Lewisham LINK AGM. Theme: C & YP Health to inform of task group outcomes as agreed by Executive Committee	24 Nov 09	