

## **Work Report of the LINK Host: October – December 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.

This report describes activities of the LINK Host to 31.12.09.

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Lewisham LINK

**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.

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
<p>To engage with local residents and record their experience and aspirations of health &amp; 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.</p>	<p>C &amp; YP Forum  Lewisham Disability Coalition  Mental Health Stakeholder Event SLAM  Health Improvement Team  Carers Lewisham  Lewisham Citizens Advise Bureau  Lewisham Irish Centre  Young Mayor Advisor  New Horizons Wellbeing Event  Marsha Phoenix Memorial Trust  Big Care Debate. LINK led event  Wellness/Recovery MHOA SLAM event  Women's Health &amp; Inequalities Seminar  Lewisham Library, over 50's outreach  Carers Café  Lewisham Irish Centre Lunch Club  CAB AGM Civic Suite  Action for Refugees in Lewisham  Age Exchange Blackheath  Methodist Women's Group Lewisham  Carers Lewisham AGM  LUPUS Event Rushey Green Practice  Moving On Project  Travellers Outreach Planning Meeting  Equality, Diversity, Human Rights Event  Lewisham Irish Centre Drop In  FORVIL meeting  Age Exchange Blackheath  St Mary's Community Centre  Helen Cox, 170 Project  Lewisham Young Citizen Panel  Goldsmiths College Engagement</p>	<p>05.10.09  06.10.09  09.10.09  12.10.09  13.10.09  14.10.09  16.10.09  19.10.09  21.10.09  21.10.09  23.10.09  26.10.09  29.10.09  29.10.09  31.10.09  03.11.09  05.11.09  09.11.09  09.11.09  10.11.09  13.11.09  14.11.09  16.11.09  17.11.09  19.11.09  30.11.09  03.12.09  04.12.09  05.12.09  07.12.09  15.12.09  18.12.09</p>	<p>Engaged with C &amp; YP groups, informed of LINK  New contacts made for follow up  13 New participants plus a lot of comments via the talking wall.  Meeting to be arranged with Vietnamese groups and health trainers  Invited to attend Carer's Café. Wheelchair rental arranged  Planned meeting with Phil Mwanza(GP lead for CAB) November 09  Planned meeting for November regarding diverse groups  Agreed presentation to Young Citizens Panel.  8 new participants registered. Follow up with Dr Nasimi  Met with staff and a couple of residents.  Formal report on outcomes available on request  Agreed to meet with FORVIL in order to plan engagement  Met with members of local support groups, meeting TBA  Gave presentation on LINK to group.  Agreed bi-annual visits. 2 information requests/3 new participants  Agreed meeting with lead for Traveller Community  Follow up needed for work with GP clusters  Agreed to attend 2 meeting for Tamil, Somalian and Chinese Groups  Co-ordinator not available, new meeting arranged 4.12.09  Meeting to be arranged with larger group for 2010  Discussed engagement with LAPD agreed meeting for Dec  Leaflets and newsletters distributed to 15-20 visitors  Agreed to liaise on events for 2010 and to meet in Feb 2010  Date set for home visiting 14th January 2010  Speaking up agreed to arrange to meet in new year  Planned quarterly events with various groups in the centre  Presentation agreed on LINK for January 2010  Arranged for co-ordinator to collect issues monthly  Leaflets given to Tamil and Somalian groups follow up 2010  Discussed joint working engagement events for 2010  Presentation to 16 - 25 year old people. New meeting for Jan 10  Planning meeting for staff and student events 2010.</p>

**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.

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
<p>Develop mechanism for feedback i.e. based on statistics provided by PPI/ PALS teams etc.</p> <p>Liaise with PALS, complaints &amp; FOI leads in the statutory sector to agree sharing of quarterly PALS/ Complaints reports.</p>	<p>Collate outreach commentaries on database and compare with PALS reports to identify local themes and trends.</p>	<p>Review 31.03.10</p>	<p>The database has been developed to provide information on local themes and trends. We have requested PALS/ Complaints and Compliments reports from the statutory sector and have started to receive information from UHL and NHS Lewisham. We have logged 700 commentaries on the LINK database: 319 LINK outreach issues and 381 commentaries from PALS reports.</p>
<p>Develop mechanism for feedback via LINK website</p>	<p>Develop on line forum on the LINK website</p>	<p>Review 31.03.10</p>	<p>There is ongoing promotion of the online forum through the LINK E bulletin.</p>
<p>Support individuals to provide comments of health and social care writing down people's comments if required.</p>	<p>Information on tear off slips</p>	<p>Review 31.03.10</p>	<p>We have included information on name &amp; location of service, ethnicity and age on feedback forms as requested by the CQC.</p>
	<p>Verbal feedback etc. to inform service providers</p>		<p>The Host team engage with individuals through outreach to gather information on service provision and delivery.</p>
	<p>Feedback forms for organisations to collate issues and concerns of members</p>	<p>Nov 09</p>	<p>We have developed a simple feedback form for community groups to send us their member's experiences of health and social care services. Groups are given these forms at outreach visits and encouraged to feedback issues and areas of good practise to the LINK.</p>
<p>Supporting individuals to take part in local and national policy</p>	<p>Organise and facilitate Big Care Debate</p>	<p>23.10.09</p>	<p>Approximately 60 people took part. Copy of feedback report presented to Care and Support Team DoH available on the LINK website.</p>
	<p>Nursing and Midwifery Council consultation event on nursing standards</p>	<p>30.10.09</p>	<p>Supported EC member to attend this event and participate in the consultation.</p>
	<p>Shaping your local NHS consultation event</p>	<p>14.11.09</p>	<p>Encouraged LINK members to attend and participate in this consultation event.</p>
	<p>Equity &amp; Diversity, human rights event</p>	<p>19.11.09</p>	<p>Encouraged LINK members to attend and participate in this consultation event.</p>

**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.

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
Identify current local health & social care projects & build relationships with project leads to ensure that issues/ outcomes are made known to the LINK.	Adult Strategic Partnership Board The LINK has 2 places on the board plus a place for the Host organisation in an advisory capacity	14.10.09	Val Fulcher & Geraldine Richards LINK Executive Committee Members and Miriam Long, Host participated in developing a Vision for Older People's Housing Solutions and Independent Living in Lewisham.
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	15.10.09	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 including Lewisham Council; NHS Lewisham; University Hospital Lewisham and South London & Maudsley Mental Health Trust, in order to facilitate effective partnership working. The meetings are chaired by Martin Howie, LINK EC Member and facilitated by the Host. Minutes of the meeting are on the LINK website.
Develop database and directory.	Practise Based Commissioning: PBC Federation & Cluster meetings	11.11.09 12.11.09	The LINK is represented by the Host at these meetings. As from January 2010 the LINK will facilitate outreach at GP surgeries.
Develop Lewisham LINK Website.  Develop and refine E-bulletin.  Develop and produce quarterly newsletter.	Continue to add individuals, groups and organisations onto the LINK database.	Review 31.03.10	As of 31 December we have 524 registered participants and 644 individuals and organisations on our mailing list who have requested to receive regular information but have not registered as participants. Total no. on the mailing list: 1168 There are also 2021 entries on the LINK directory for mapping purposes.
	Website development	Review 31.03.10	Please see <a href="http://www.lewishamlink.co.uk">www.lewishamlink.co.uk</a>
	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.	Quarterly	The second edition of the newsletter was produced and distributed to all participants by post in October 09.

	Distribute to participants who cannot access the internet.	Fortnightly	A light version of the fortnightly e-bulletin is printed and distributed by post to participants on request.
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<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			
Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
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 to members.	Review 31.03.10	The fortnightly email bulletin continues to receive positive feedback.  During this period, the Host received 86 comments from people concerned about H&SC services. The Host logs these concerns on to the database, sign posts as appropriate and feeds this back to the organisation concerned and the LINK executive. The executive use this information to prioritise the work of the LINK.
	Recruit and support LINK Ambassadors	Review 31.03.10	Between October and December 09 we have recruited 8 volunteer LINK ambassadors who will be CRB checked and supported to facilitate outreach activities. First support session to be held in January 09
Identify the best methods of communicating to local community groups and make information available in that format.	Communication and Engagement Strategy	Oct 09	Strategy approved and adopted LINK Executive Committee at the October meeting.

**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.

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
Support the development of LINK members and participants so that they have the tools for effective participation.	Organised and facilitated public Big Care Debate with Voluntary Action Lewisham	23.10.09	Feedback report is available on the LINK website.

**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

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
Arrange training and support for executive	Arrange training and support as identified by skills audit.	Review 31.03.10	EC members have access to training provided by the LINK and other training providers. Community engagement training has been arranged in January 09.
Support executive to produce LINK work plan	Provide EC members with information regarding LINK issues to plan work.  Produce individual roles and responsibilities of EC members to delegate LINK work.	Review 31.03.10	The Host has produced an information gathering and analysis tool to support the EC to prioritise their work plan. The roles and responsibilities matrix is almost complete with the exception of three members.
Support executive to produce outstanding policies	Develop Governance Sub Group. Produce draft policies for consideration	Review 31.03.10	The host has produced a draft data protection policy for consideration at the January meeting of the LINK Executive.

**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

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
Produce a variety of outreach tools to capture health and social care experiences	Produced a variety of outreach tools to capture health and social care experiences outreach tools	Review 31.03.10	Produced a variety outreach materials for engagement events. E.g. Picture Wall for the SLAM stakeholder event.
Attendance of Patient & Public Involvement Board, NHS Lewisham	LINK Research and Communication Officer represents the LINK at this board	18.01.10	It has been agreed that the LINK database will be used to gather and disseminate information on people's experiences of health and social care and to identify gaps in service.

**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

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
Recruit 10 volunteers invite to E&V introduction session within the year	Recruit E&V volunteers.	Review 31.03.10	As of 31 December 11 people have applied to become enter and view volunteers and a further 2 are in the process of applying.
	Arrange CRB checks for approved volunteers following individual introduction sessions.	Review 31.03.10	8 CRB applications have so far been approved.
	Produce authorisation letter template for visits following CRB approval.	Review 31.03.10	To be completed once all volunteers have received CRB clearance.
	Produce photo ID badges for approved E&V volunteers.	Review 31.03.10	To be completed once all volunteers have received CRB clearance.
	Maintain list of approved E&V volunteers.	Aug/Sep 09	To be completed once all volunteers have received CRB clearance.
	Arrange and facilitate Enter & View training.	26.11.09 14.01.10 21.01.10 11.02.10 25.02.10 11.03.10 25.03.10	10 volunteers attended the first training session which was facilitated by Miriam Long, LINK Host and Brenda Bond, Age Concern.

**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

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
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.	15.10.09 19.11.09	Minutes of meetings held 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
	Nursing and Midwifery Council - getting your opinion on nurses and midwives	30.10.09	We discussed how the LINK can be involved in the work of the NMC, including setting and promoting standards; identified issues around raising concerns about the practice of a nurse or midwife and were informed of the strategic vision of the NMC for the next 5 years.
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	Oct 09	The LINK is working in partnership with statutory sector partners to collate information in order to identify issues, areas of good practice and gaps in service provision.

**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

Host Objectives in supporting the LINK outcome	Activities / Targets	Timescale	Progress
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.	Approximately 30 outreach visits to local community groups were carried out during this period. Outreach visit constitute informing people of the LINK and gathering anecdotal experiences of health and social care services in the borough.
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 National Voices; Nursing and Midwifery Council; NHS Lewisham and ISA briefing.
Facilitate and support the LINK Task Groups	Research information as required to support the work of task groups	Ongoing	Facilitated actions including arranging meetings with commissioners and service providers. Produced C & Y P report on research findings.
Introduce Executive, Annual Report and work plan	Organised and facilitated Lewisham LINK AGM. Theme: C & YP Health to inform of task group outcomes as agreed by Executive Committee	24.11.09	75 people attended the AGM; a brief article is available in the 25 <sup>th</sup> issue of the LINK bulletin.