

# Annual Report 1 April 2009 – 31 March 2010



**938 Members**

**Attending Community Events**

**Improving Services**



**On Strategic Boards**

**Training for Enter and View**

**Acclaimed Newsletters**



**Mailing List of 1,357**

**Organising Workshops**

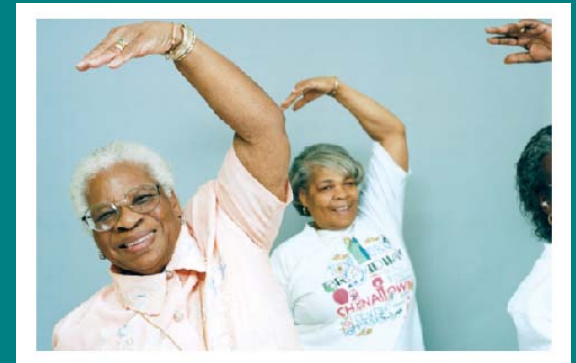
**Visiting GP Practices**



**Cutting Edge Database**

**Obtaining People's Views**

**Effecting Change**



# Foreword



Welcome to the annual report by the first elected executive committee of Lewisham LINK.

The committee is comprised of nine elected individual members and seven representatives from designated organisations across the borough.

Over the last year we have agreed and adopted necessary procedures and policies to ensure that the LINK operates in accordance with the Local Government and Public Involvement in Health Act 2007 and good practise.

The Executive Committee has focussed efforts over the last two years to underpin and strengthen the LINK by community engagement and building relations with the statutory sector. Through our commitment to community engagement, we receive honest accounts of people's experiences of local health and social care services and are acting on issues and concerns that are presented to our LINK.

In order to highlight our achievements this report includes the LINK's vision to make a difference to health and social care services to the residents of Lewisham. In essence the LINK's vision and purpose is to ensure that health and social care services reflects the needs and wishes of local people across the entire borough.

**Val Fulcher**

Vice Chair

Lewisham LINK Executive Committee

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Lewisham LINK

Your Local Involvement Network

### Introduction

The primary role of a LINK is to provide a stronger voice for local people in the planning, design or redesign, commissioning, and provision of health and social care services. The Government has not prescribed how a LINK should be structured because LINKs should develop flexibly, taking into account local groups and communities and their priorities, and particular geographical issues and culture.

Although LINKs have flexibility about how they undertake their roles, there are a number of principles that are common to all.

The Lewisham Local Involvement Network was launched in September 2008. The LINK is supported by Parkwood Healthcare Limited.

Lewisham Local Involvement Network (LINK) is a network of people and organisations or groups, who are able to represent the views and ideas of lots of different people about the way health and social care services are planned and delivered. Over the last year, the LINK has focused on nurturing positive relationships with commissioners, service providers and the people of Lewisham. We have now received agreement from NHS Lewisham to include information sharing with the LINK as part of their contract monitoring framework with service providers. This will greatly impact on the work of the LINK in terms of intelligence gathering, dissemination and action planning.

Miriam Long  
Development Manager  
Lewisham LINK

## Membership

Total number of members as of 31/03/2010	938	Registered members who participate in LINK activities; receive regular information and feedback on health and social care services.
Total number of members as of 31/03/2009	300	
Total number of members as of 31/03/2010 of which have a social care interest* (see below)	10% APPROX	
Total number of members as of 31/03/2010 of which represent the ethnicity and diversity of your population including: Age – Gender Language – Religion Ethnicity – Race Disability Sexual Orientation	381	A high proportion of the new membership comes from diverse community groups due to the targeted nature of our outreach activities. We have engaged with specialist groups from local communities such as Somalian, Tamil, Vietnamese, Turkish, Polish, and Afghanistani. LINK members include disabled people and Carers
Total number of interest groups as of 31/03/10 of which represent under-represented sections of your community including: Age – Gender Language – Religion Ethnicity – Race Disability Sexual Orientation	381	Lewisham is a very diverse borough and this is reflected in the LINK.
Number of <b>active</b> members involved in Management Boards, sub groups, representing the LINK externally etc	16 6 5 12 30	Executive Committee Members Enter and View Team (Trained) Enter and View Team (Training not yet completed) Involved in outreach; representation; admin support; translation Task Group

## Participants

Total number of participants as of 31/03/10 (people who have had contact with the LINK but not become active members)	2500 approx	The LINK has made contact with lots of people through outreach activities who have taken information, given feedback but have decided not to formally join the LINK.
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	30 Approx	<p>Lifestyles of Older People use the hydro pool facilities at the hospital, their rent was also doubled. The LINK has been working with this group, the hospital and the local authority to resolve this issue. The local authority agreed to pay the facilities costs of this group until March 2010 and to support capacity building of the group.</p> <p>The LINK found that internal referrals at the hospital were sometimes not followed up. The LINK recommended that an internal referral process be developed. This has now happened to ensure that internal referrals are not lost.</p> <p>The LINK raised Carers issues at the hospital. This resulted in staff being encouraged to attend Carers awareness training that had been arranged. Previously training would be available to staff but they were not specifically encouraged to attend.</p>
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<p>What have been the most successful engagement activities to reach under-represented groups <b>that have generated significant feedback</b>?</p> <p>Please provide brief top three examples of activities.</p>	<ul style="list-style-type: none"> <li>• We have worked directly with members of the local travelling community by carrying out home visits with a specialist adviser to this very under-represented group.</li> <li>• Working on a fixed site (GP Practices) for regular time slots to engage a larger number of group members in LINK feedback.</li> <li>• Having a weekly display and stand in our local hospital reception area.</li> </ul>
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### Summary of Activity

#### Requests for Information

How many requests for information were made by your LINK during 2009-10?	4	NHS Lewisham: <ol style="list-style-type: none"> <li>1. BME Men's Health</li> <li>2. Consultation process re closure of GP surgery</li> <li>3. PALS &amp; Complaints requests</li> <li>4. GP Services</li> </ol>
Of these, how many of the requests for information were answered within 20 working days?	3	

#### Enter and View

How many enter and view visits did your LINK make?	0	The LINK has focused on comprehensive training and CRB disclosures. We are now ready to commence enter and view visits. Since writing this report, the LINK conducted it's first enter and view visit on 6 May 2010.
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#### Reports and Recommendations

How many reports and/or recommendations were made by your LINK to commissioners of health and adult social care services?	8	1 Formal report regarding C&Y Peoples Health and Wellbeing, although there have been many informal reports to PALS that have resulted in service reviews.
How many of these reports and/or recommendations have been acknowledged in the required timescale?	8	1 Report to NHS Lewisham PALS re access to GP
Of the reports and/or recommendations acknowledged, how many have led / or are leading to service review?	3	2 Reports to UHL PALS regarding A&E
Of the reports and/or recommendations that led to service review, how many have led to service change?	1	1 Report to UHL Governance regarding services to people with a learning disability
How many of these reports/recommendations related to health services?	8	2 Reports to UHL PALS regarding inpatient care
How many of these reports/recommendations related to social care services?	0	1 Report to UHL PALS regarding outpatient care

## Referrals to OSCs

How many referrals were made by your LINK to an Overview & Scrutiny Committee (OSC)?		The LINK has 2 places on the OSC, therefore there have been no formal referrals but continuous dialogue.
How many of these referrals did the OSC acknowledge?		The OSC followed up LINK concerns regarding the need for a full consultation regarding SLAM Community Opportunity Services.
How many of these referrals led to service change?		Following a full consultation the service under threat of closure has remained open.





## Lewisham LINK Actions and Achievements

### Representation and Partnership Working

#### **Statutory Sector Liaison Group (SSLG)**

The LINK formed the SSLG 2008 to support partnership working and information sharing. The LINK has produced a protocol for joint working that statutory sector partners have signed up to. This protocol has been shared with other LINKs as a model of good practise.

#### **Strategic Boards and Committees**

The LINK is represented on a number of strategic boards and meetings including: Healthier Communities Select Committee; Adult Strategic Partnership Board; Younger Adults Partnership Board; Patient and Public Involvement Steering Group; A Picture of Health Steering Group; Practise Based Commissioning Federation and NHS Lewisham Community Health Services Committee.

#### **Local and National Policy Drivers**

The LINK facilitated a Big Care Debate consultation public event in October 2009, approximately 60 people took part. Feedback was presented to the DoH and the local authority.

LINK members are informed of and supported to attend local and national consultation events relating to health and social care provision.

### Communication & Information

The LINK produces a bulletin which is despatched to around 1,200 groups, individuals and statutory sector professionals each fortnight. It is well read and well received in Lewisham, with 26 issues to-date. In addition, a newsletter is produced quarterly. As of January 2010, audio versions are provided. Feedback on our bulletin includes: "good layout, wide variety of topics, easy to read and understand, very regular, useful web links."

The website was introduced early on, and is a platform for information, discussion and feedback.

The LINK has developed a bespoke database and has added functionality month-on-month. Through the database the health and social care community in Lewisham is mapped. In addition, the database holds all health and social care comments received by the LINK,

including patient experience comments from provider PALS reports. The comments are fully categorised and the database is able to assist the LINK in establishing trends.

## **Engagement**

The development of the Community Development and Engagement Officers post has vastly expanded the outreach capabilities of the LINK. Since October 2009 there have been nearly 40 community meetings and outreach visits. This has led to an increase in membership as well as introduced Lewisham LINK to a much wider community. There are also a number of new engagement activities planned for this year including visits booked with the travelling and Afghan communities.

The LINK has recruited a number of volunteers to assist with engagement activities including “Enter & View” and outreach. Six volunteers have CRB clearance and have completed comprehensive in-house training.

## **Actions Summary**

### **April 2009**

In April the LINK facilitated consultations with Lewisham Speaking Up and Nexus on how acute services can respond to the needs of people with learning disabilities and their carers.

### **June 2009**

In June, nine individuals were elected onto the committee: Alan Bailey, Brian Fisher, Carolynne Batley; Geraldine Richards, Graham Trice, Jean Cawthorn, Kate Rogalska, Philippe Granger and Sally Niblett and seven organisations were co-opted on the executive committee to represent Lewisham’s diverse community, they are: Lewisham Refugee Network; Voluntary Action Lewisham; Carers Lewisham; the Citizen’s Advice Bureau; Lewisham Mencap; Lewisham Islamic Centre and Lewisham Ethnic Minority Partnership.

The LINK has prioritised outreach and by the end of March 09 the LINK had a register of 300 participants of whom 106 are groups and 194 are individuals. A total of 57 outreach activities were facilitated between July 09 and March 2010.





### **July 2009**

LINK staff and executive committee members facilitated a stall at Lewisham People's Day on 11 July in the VAL marquee. The stall was visited by over 100 people who took an interest in the work of the LINK. Many people took leaflets. The Newly elected executive committee members attended an induction away day facilitated by the Host organisation.

### **August 2009**

The LINK identified a number of issues through outreach and raised these with the relevant service providers and commissioners. E.g. 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.

### **September 2009**

The LINK produced its communication and engagement strategy.  
Facilitated meeting with a service provider to discuss issues regarding older people's care at A&E, diagnosis and discharge policy.

### **October 2009**

The LINK organised and facilitated a public Big Care Debate. Approximately 60 people took part. Copy of feedback report presented to Care and Support Team DoH, a copy of the report is available on the LINK website.

### **November 2009**

Organised and facilitated Lewisham LINK AGM. Theme: Children & Young People's Health and Wellbeing to inform of task group outcomes. 75 people attended the AGM; a brief article is available in the 25<sup>th</sup> issue of the LINK bulletin.

Commenced LINK members "Enter & View" training.

### **December 2009**

Gave a presentation of the LINK to the Lewisham Young Citizen Panel of young people aged 16 - 25. The feedback was positive and the panel agreed joint working with the LINK.

### **January 2010**

Facilitated outreach at Woolstone Medical Centre. 64 patients joined the LINK and gave feedback on local health & social care services.

**February 2010**

Facilitated a health discussion at the Telegraph Hill Local Assembly. Engaged with local residents to identify health issues.

**March 2010**

Six volunteers completed their "Enter & View" training and became authorised representatives.

**Active Members Involved in Representing the LINK****Executive Committee June 2009 – 2010**

Voting to the first elected Executive Committee took place on 30 June 2009. Over seventy LINK members voted. Nine executive committee members were elected and join seven chosen groups on the new Committee.

**Alan Bailey**

Alan has been involved in setting up Lewisham LINK since October 2007 and on the interim Executive Committee since it began and has chaired many of its meetings.

Alan has worked closely with the Host Organisation and has helped to develop LINK policies and procedures.

**Jean Cawthorn**

Jean is the secretary of Lewisham Pensioner's Forum for the last two years, and regularly campaigns in the Lewisham Centre for the forum.

**Sally Niblett**

Sally has lived in the Lewisham area for about 40 years.

Sally is a nurse and has worked in nursing homes for several years. She teaches care assistants the basics of care of the elderly.

**Carolynne Batley**

Carolynne has over 40 years experience in the Voluntary & Community Sector.



**Dr Brian Fisher**

Brian Fisher is a retired Lewisham GP who is on the NHS Lewisham's Professional Executive Committee (PEC). As a local GP, Brian has a real understanding of the needs of local people and if elected will help steer the work of the LINK to make sure that local people have a real voice in how health and social care services are run.

**Philippe Granger**

Philippe was a member of the Lewisham LINK interim executive that has set the foundations of the LINK in Lewisham.

Philippe is the manager of Rushey Green Time bank, which is a health related community development organisation and is based at the Rushey Green Group Practice.

**Reverend Graham Trice**

Graham was a member of the Lewisham LINK interim executive. Graham represents the LINK on the Lewisham Council Healthier Communities Select Committee.

**Kate Rogalska**

Kate was a member of the interim Executive Committee for Lewisham LINK. She was a member of the Communication Sub Group and helped to design LINK publicity.

**Geraldine Richards**

Geraldine is the Head of Early Years, Health and Social Care at Lewisham College, responsible for the personal and career development of over 1,000 students who wish to progress into jobs and careers within these sectors.

## Designated Places

In addition to the elected members, the following groups were allocated a seat on the LINK Executive Committee:

- Lewisham Islamic Centre
- Lewisham Citizen's Advice Bureau
- Carers Lewisham
- Voluntary Action Lewisham
- Lewisham Refugee Network
- Lewisham Mencap
- Lewisham Ethnic Minority Partnership

The Executive Committee worked closely to make relevant decisions regarding the LINK's work.

## Enter and View Representatives

11 members took part in enter and view training. The following 6 members had completed their training on 11 March and are approved authorised representatives.

- Graham Trice
- Cathy Collymore
- Paul Connelly
- Sally Niblett
- Elsa Pascal
- Peter Sharp

## Community Engagement Team

The following members were active in promoting the LINK and engaging local residents:

Paul Connelly; Rosie Fooks; Charlie Foulkes; MD Humayun Kabir; Katarzyna Magdalena; Don McGuinness; Benedicte Michael; Richard Mitchell; Anthonia Oyebanji ; Henry St. Hilaire; Rachel Young; Merisha Wright





### Annual Report 1 April 09 – 31 March 2010

**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
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. 4.09I	22 health experience surveys were completed in addition to 11 members registered using tear-off slips.
	Nexus Health Focus Group, facilitated focus group.	3.04.09	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 member.
	Downham Health Day Event ~ facilitated LINK stall gave LINK information and collected comments.	8.04.09	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.	9.05.09	26 people registered as members and gave their views of services.
	Turkish Elders Group~ AGM	29.05.09	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.	05 – 06.09	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	16.06.09	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	17.06.09	LINK to join the Traveller Forum. It is estimated that there are over 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	23.06.09	LINK facilitated a stall at the event. 3 attendees registered with the LINK.
	Family Cohesion Conference	25.06.09	Informed attendees of the LINK and the Children & Young People Mental Health Task Group, distributed leaflets.





	<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.	2.07.09	Informed of the LINK, met contact from Pensioners Action Group, agreed to facilitate LINK outreach session in October.
	Met with Sarah Bolton PALS Officer,	UHL 6.05.09	Sarah agreed to send PALS reports.
	Met with Margaret Benbow, PCT Complaints & FOI Manager.	Lewisham PCT 3.06.09	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	
	Survey forms and questionnaires were used to collect feedback from groups and individuals at outreach events to contribute to the LINK's 3 <sup>rd</sup> party commentaries for Better Standards for Health	04.09	59 survey forms were returned and contributed to the LINK's commentaries to the NHS Trusts.
	These were used at focus groups: Nexus, Lewisham Diabetes Support Group and contributed to the LINK's 3 <sup>rd</sup> party commentaries for Better Standards for Health	1 & 3.04.09	Comments from these focus groups were added to comments received since August 08 towards the LINK's commentaries to the NHS Trusts.

Use simple registration form with tick box for accessible formats and posters in English and community languages.	1.04 – 3.06.09	Since April 94 members have registered using the tear off slip
Translate leaflet and poster into Turkish.	04.09	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	07.09	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.	4.06.09	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.
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.
Network Arts	8.09.09	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	12.09.09	LINK facilitated a stall at the event. 9 attendees registered with the LINK.
Brockley Local Assembly	14.09.09	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	30.09.09	3 people registered with the LINK



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## 1 April 2009 – 31 March 2010



	Children & Young People's Forum	5.10.09	Engaged with C & YP groups, informed of LINK
	Lewisham Disability Coalition	6.10.09.	Engaged with members.
	Mental Health Stakeholder Event South London And Maudsley Mental health Trust.	9.10.09	Facilitated taking wall. 13 New members plus a lot of comments via the talking wall.
	Carers Lewisham	13.10.09.	Met with Carers Group. Invited to attend Carer's Café. Wheelchair rental arranged for Carer.
	Lewisham Irish Centre	16.10.09	Planned meeting diverse groups at the Centre and in the community.
	New Horizons Wellbeing Event	21.10.09	8 new members registered. Arranged follow up with Afghan Community.
	Marsha Phoenix Memorial Trust	22.10.09	Engaged with staff and residents of the homeless hostel for young women.
	Wellness/Recovery Mental Health of Older Adults SLAM event	26.10.09	Made contact with various community groups, arranged outreach visits.
	Women's Health & Inequalities Seminar	29.10.09	Met with members of local support groups
	Lewisham Library, over 50's	3.11.09	Gave presentation on LINK to group. Gained feedback on health and social care services.
	Carers Café	5.11.09	Agreed bi-annual visits. 2 information requests/3 new participants.
	Lewisham Irish Centre Lunch Club	9.11.09	Arranged outreach visits with traveller communities.
	Action for Refugees in Lewisham	13.11.09	Engaged with group and agreed to attend 2 meeting for Tamil, Somalian and Chinese Groups
	Age Exchange Blackheath	13.11.09	Arranged outreach follow up with group
	Methodist Women's Group Lewisham	16.11.09	Engaged with members, agreed to follow up early 2010.
	LUPUS Event Rushey Green Practice	17.11.09	Facilitated stall. Leaflets and newsletters distributed to 15-20 visitors

Lewisham Young Citizen Panel	18.12.09	Gave LINK presentation to 16 - 25 year old people. New meeting for Jan 10
Goldsmiths College Engagement Events	22.12.09	Planned meeting for staff and student events 2010
Outreach to induct new volunteer (Home Visit)	12.01.10	Invited to attend formal induction and training on 20.01.10
Outreach Pilot at Woolstone Road GP practice	13.01.10	Outreach with patients as they arrived for clinical appointment 12
Outreach Pilot at Woolstone Road GP practice	20.01.10	Outreach with patients as they arrived for clinical appointment 16
Health Improvement Team Planning and Health Meeting	22.02.10	Planning health agenda for North Lewisham Development Meeting
Relatives and Resident Association Conference	25.01.10	Conference looking at engagement in residential care
Outreach Pilot at Woolstone Road GP practice	27.01.10	Outreach with patients as they arrived for clinical appointment 16
Lewisham Homelessness Forum, Home Visiting with 3 Travelling Families	27.01.10	Annual meeting of stakeholders agreed to attend future meetings
South East London LINK Network Meeting	28.01.10	Invited to Travellers Forum 08.01.10
Health and Social Care Forum	29.01.10	Quarterly Meeting agreed to share good practice and tools
Outreach Pilot at Woolstone Road GP practice	02.02.10	Re-launch of previous meeting looking at partnership working
FORVIL meeting to present to drop-in group	03.02.10	Outreach with patients as they arrived for clinical appointment 26
SE London LINK Network	04.02.10	Cancelled due to FORVIL staff and interpreter shortages.
Lewisham Travellers Forum	05.02.10	Agreed to have quarterly meetings for good practice
Afghaniistani and Central Asian Association	08.02.10	Agreed to arrange health based events for travellers
Kings Church Feast Night for Homeless People	10.02.10	Planned visit to 4 groups starting 20.02.10
Lewisham Volunteering Project SLAM	10.02.10	Cancelled by organiser due to staff illness and leave arrangements
	16.02.10	Arranging a training session on Mental Health Issues for Vol/Staff



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	Afghaniistani and Central Asian Association	20.02.10	13 New members plus a lot of commentaries via groups and 1 to 1.
	Honor Oak Medical Centre	25.02.10	Rearranged due to incident at surgery and staff meeting called.
	Lewisham Voluntary Centre	26.02.10	Agreed to publicise events and work together with volunteers.
	Age Exchange Blackheath Knitting Group	09.03.10	Meeting rearranged 20 May due cancellation by group
	Homelessness Feast Nights	10.03.10	Meet homeless individuals to identify specific health and social care issues.
	LINK health and wellbeing event Planning meeting with Irish Centre	11.03.10	To set out work plan for new event in June.
	Cluster 4 GP PBC meeting	11.03.10	To develop pilot project for new GP practices in cluster 4.
	Cluster 1 GP PBC meeting	12.03.10	To discuss pilot project for new GP practices in cluster 1.
	Ketos Training event	16.03.10	Training for outreach and engagement tools.
	Irish Centre St Patrick's event	17.03.10	To engage with Irish members of various groups that use the centre for community activities.
	Partnership Time Event	18.03.10	Quality Accounts ~ impacts on service delivery
	Volunteer Co-ordinator Forum	22.03.10	To discuss opportunities to share training and outreach opportunities with other groups in Lewisham.
	Travellers Forum	22.03.10	Feedback from outreach visits and plan next visits with Gypsy Romany and Irish Travellers in Lewisham.
	Lee Social Citizen Social Club Health Promotional Day	23.03.10	Health Promotion Event to hold outreach stall and engage new local group.
	Homelessness Forum	24.03.10	Feedback from feast event and plan next engagement event.
	Pacesetters presentation event	31.03.10	Identified potential outreach activities.

**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
Develop mechanism for feedback 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.	Collate outreach commentaries on database and compare with PALS reports to identify local themes and trends.	Review 31.03.10	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. Data collected includes commentaries from our outreach activities (around 40% of total data) and provider PALS reports (around 60% of total data). The database holds approximately 1,300 commentaries with 100 being added per week.
Develop mechanism for feedback via LINK website	Develop on line forum on the LINK website	Review 31.03.10	There is ongoing promotion of the online forum through the LINK E bulletin. There are 34 registered users.
	Provide online feedback forms		Forms are provided for feedback on our performance, the website, the eBulletin and health and social care services.
Support individuals to provide comments of health and social care writing down people's comments if required.	Information on tear off slips	Review 31.03.10	We have included information on name & location of service, ethnicity and age on feedback forms as requested by the CQC.
	Verbal feedback etc. to inform service providers		The Host team engage with individuals through outreach to gather information on service provision and delivery.
	Feedback forms for organisations to collate issues and concerns of members	Nov 09	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.
Supporting individuals to take part in local and national policy	Organise and facilitate Big Care Debate	23.10.09	Approximately 60 people took part. Copy of feedback report presented to Care and Support Team DoH available on the LINK website.
	Nursing and Midwifery Council consultation event on nursing standards	30.10.09	Supported EC member to attend this event and participate in the consultation.





	Shaping your local NHS consultation event	14.11.09	Encouraged LINK members to attend and participate in this consultation event.
	Equity & Diversity, human rights event	19.11.09	Encouraged LINK members to attend and participate in this consultation event.

**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 13.01.10 17.02.10	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. PCT Joint Strategic Needs Assessment information sharing. Partnership Boards, restructuring. Draft Ageing Well Action Plan for 2009 to 2012.
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.  Develop Lewisham LINK Website.  Develop and refine E-bulletin.	Practise Based Commissioning: PBC Federation & Cluster meetings	11.11.09 12.11.09 13.01.10 10.02.10 10.03.10	The LINK is represented by the Host at these meetings. As from January 2010 the LINK facilitated outreach at Woolstone Medical Practice, over 60 people joined the LINK and gave feedback on health and social care services.

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 members and 644 individuals and organisations on our mailing list who have requested to receive regular information but have not registered as members. 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. Since January 2010 all editions have been available in audio. The eBulletin is emailed to approximately 1,300 members, groups and professionals per fortnight.
	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 members by post in October 09. The third edition of the newsletter was produced and distributed to all members by post in February. It is also available in audio.
	Distribute to participants who cannot access the internet.	Fortnightly	A light version of the fortnightly e-bulletin is printed and distributed by post to members on request.





**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

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 eBulletin has received 32 compliments and continues to receive positive feedback.  During the last year, the Host received 364 comments from people concerning 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 was held in January 09. 6 Volunteers took part and have started to support outreach activities. Further sessions are planned
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. This work commenced in March 2010 and themed reports are being produced.

**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.

## Annexes

1. Feedback Comments and Effectiveness Survey
2. Mental Health of Children and Young People Report and Young People's Health and Wellbeing Survey
3. Lewisham LINK Governance Framework
4. Annual Review 2009/2010
5. Structure Diagram

## Circulation

- The Office of the Secretary of State
- The Care Quality Commission
- Lewisham Council
- Lewisham Overview and Scrutiny Committee
- NHS Lewisham
- University Hospital Lewisham
- South London and Maudsley Mental Health Trust

This report is also available on the Lewisham LINK website:  [www.lewishamlink.co.uk](http://www.lewishamlink.co.uk)



# Annual Report

## 1 April 2009 – 31 March 2010



### Lewisham LINK Income and Expenditure Account

	Annual Totals £	Annual Budget £
<b>Invoiced amount</b>	<b>175,000.00</b>	<b>175,000.00</b>
<b>Expenditure</b>		
Wages and salaries	95,406.00	97,500.00
Hosting Expenses -meetings etc	13,566.00	14,800.00
Marketing - Incl web design, hosting, web address etc	6,865.00	12,000.00
Training & Induction	1,200.00	-
Recruitment	2,214.00	-
Subsistence & Travel	995.00	1,500.00
Accommodation ( Office & Meeting rooms)	7,600.00	7,000.00
Premises running costs (e.g. telephone / electricity / etc)	1,190.00	5,000.00
Project running costs e.g. Stationery & materials	6,521.00	3,000.00
Furniture & Fixtures	-	1,800.00
Legal Fees	-	-
Depreciation - Cap Ex - Computers	1,292.00	-
Central Admin Support - HR,IT, Payroll	24,500.00	25,000.00
Other	-	7,400.00
	<b>161,349.00</b>	<b>175,000.00</b>
<b>Excess of Revenue over Expenditure</b>	<b>13,651.00</b>	

## Contacts

- Alan Bailey (Chair, LINK Executive Committee)
- Val Fulcher (Vice Chair, LINK Executive Committee)
- Miriam Long (Development Manager)
- Darren Morgan (Research & Communication Officer)
- Kevin Trowell (Community Development & Engagement Officer)

### HOST TEAM

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### HOST ORGANISATION

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