

### News from North Tyneside LINK

#### ▶ Better hospital services for North Tyneside

Come and hear Northumbria Healthcare NHS Foundation Trust's plans to improve hospital and community health services and have your say.

**Tuesday 23 November, 10am to 1pm, lunch included.**

The Terrace Room, The Parks, North Shields, NE29 6TL

To book a place phone LINK on 0191 200 1429 or email [link@voda.org.uk](mailto:link@voda.org.uk)

[More information](#)

#### ▶ Improving health and wellbeing in North Tyneside

Have you returned your form to tell us your priorities for health and wellbeing? The information you give will be used by North Tyneside Council and the Primary Care Trust to decide the health and wellbeing priorities for North Tyneside and will be included in the Joint Strategic Needs Assessment (JSNA). [Download and return your form by Freepost NTLINK](#)

[Read the report on our JSNA event in September.](#)

**North Tyneside Council and the Primary Care Trust launched the new JSNA website this month** [Go to the JSNA website](#)

#### ▶ North East Ambulance Service Quality Accounts survey

North East Ambulance Service are preparing their second annual Quality Accounts. To help them prepare they have asked LINK to complete a survey about their last Quality Accounts. LINK members are asked to complete the survey and return it to [Alison Chalmers](#) who will use the information to send a LINK response to the survey. [Read the quality accounts and download the survey form](#)

#### ▶ Enter and View volunteers are up and running

Our Enter and View volunteers are visiting wards 4,14,18 and 23 at North Tyneside General Hospital as part of our project looking at the quality of care at the hospital. [More information](#)

#### ▶ Personalisation – What's it all about?

Alison Chalmers, Development Worker, will represent LINK on 7 December at this event to look at the challenges and opportunities that personalisation brings. The event is now fully booked but another date aimed at third sector organisations is planned for the New Year. We will put information on the LINK website when we receive it.

### ▶ Prescribing generic medicines

We had an initial meeting with Patients Voice around generic prescribing and sent the findings to Sam Harrison, Head of Involvement, NHS North of Tyne. They will soon be looking at pharmacy issues and so our findings will be part of this greater report. We will add information about this project to our website soon.

### ▶ Proposal for Ward 21 to move to St George's Park

Ward 21 is the 29 bed adult acute mental health ward based at North Tyneside General Hospital but run by Northumberland, Tyne and Wear Trust (NTW). It has become run down and not fit for purpose. NTW plans to relocate Ward 21 services to St George's Park, Morpeth. Over the next three months NTW staff will be working with service users and carers, staff and interested organisations to help people understand the proposals, have a chance to ask questions and maybe visit to look at provision at St Georges Park. For more information contact Alison Chalmers on 0191 200 1429 or email [link@voda.org.uk](mailto:link@voda.org.uk)

Mental health service users and carers are invited by the NTW NHS Trust to informal question and answer sessions in November and December. [Find out more.](#)

### ▶ Diversity

Following meetings with Lucy Hall, Equalities and Diversity lead at NHS Newcastle and North Tyneside Community Health, we are planning training for LINK members on how discrimination can happen and how we can all be more inclusive. Lucy is keen to hear people's experiences of health services in relation to equality and diversity which she could use to inform providers of what works well and what does not. Look out for more information on our website.

### ▶ LINK Board and LINK representatives

The next LINK Board meeting is on **Tuesday 14 December** from 12 to 2pm at The Shiremoor Centre. [Read past Board papers](#)

- Interested in joining the LINK Board? We are looking for individual members and representatives of organisations to [join the Board](#).
- We also need LINK reps for the Mental Health Partnership Board and Older People's Partnership Board. This is open to all LINK members.

Contact Johanne Mears on 0191 200 1429 or email [link@voda.org.uk](mailto:link@voda.org.uk) to find out more.

### ▶ New on [www.linknorthtyneside.org.uk](http://www.linknorthtyneside.org.uk)

LINK reports:

- [Quality of home care, second edition](#)
- [Coming out, coming together: Health and social care experiences of lesbian, gay and bisexual people](#)
- [Treating common mental health problems](#)
- [Young people's project](#)
- [Joint Strategic Needs Assessment event report](#)

LINK policies:

- [Terms of reference](#)
- [Decision making](#)
- [Code of conduct](#)
- [Reporting policy](#)

### ▶ **Keeping your information up-to-date**

To keep you informed about LINK activities and reports we need to be able to get in touch in the best way for you. Please let us know if you change your address, phone number or email and we will update our database. Contact [link@voda.org.uk](mailto:link@voda.org.uk)

## **News from the health and social care sector**

### ▶ **Ombudsman says NHS needs to listen harder and learn more from complaints**

Read the Health Service Ombudsman's first review of NHS complaint handling. The report features patient's stories and gives information about reasons for complaints and outcomes. [Read the report](#)

### ▶ **Adult social care services have improved**

The Care Quality Commission (CQC) released a report on 9 November showing that councils are commissioning better care homes and home care services. [More information](#)

### ▶ **Meeting the challenges – impact of cuts and new legislation on mental health services**

Free event for people involved with users and carers of mental health services.

**29 November**, 9am to 4pm at the Centre for Life, Newcastle

[More information](#) or contact Gayle Brown on 0191 411 1575, email [gbrown@mhne.co.uk](mailto:gbrown@mhne.co.uk)

### ▶ **Paramedics to treat stroke patients in new trial**

Paramedics will be able to start drug treatment for stroke patients before they reach hospital, meaning they get vital drugs earlier than they do at present. The PIL-FAST study led by Newcastle University will run for one year and aims to recruit 60 patients across the North of Tyne area. [More information](#)

### ▶ **Livewell Mediterranean diet study – volunteers wanted**

Newcastle University is looking for volunteers who are approaching retirement to answer a questionnaire, fill in a food diary and attend a two hour session on the Mediterranean diet.

[More information](#)

The study starts on 22 November. Contact Sarah Armstrong on 0191 248 1288.

### ▶ **Newcastle's A & E moves to RVI**

The Emergency Department moved from Newcastle General Hospital to the Royal Victoria Infirmary (RVI) at midnight on 16/17 November. There is also a new specialist emergency unit for children.

### ▶ **A Good Death – regional survey published**

This three-month survey carried out by NHS North East was designed to improve end of life care and support by encouraging people to talk about it. It is UK's first ever regional public consultation on death and dying. [Read the summary and full survey.](#)

▶ **BBC says over 50s in Tyneside are short of money and are vulnerable**

People aged over 50 living in Gateshead and South Tyneside are among the most "vulnerable" in the UK, BBC-commissioned research has found. [Read the BBC article](#)

## Live Department of Health Consultations

▶ **An information revolution: consultation by Department of Health**

The information revolution is about transforming the way information is accessed, collated, analysed and used. [More information](#)

**Closing date for consultation is 14 January 2011.**

Regional Voices has summarised the potential issues for the voluntary and community sector. [Read the summary](#)

▶ **Greater choice and control: consultation by Department of Health**

Give your views on proposals to offer more choice to patients and service users, sharing decisions and making safe and sustainable choices. [More information](#)

**Closing date for consultation is 14 January 2011.**

Regional Voices has summarised the potential issues for the voluntary and community sector. [Read the summary](#)

▶ **Cancer drugs fund: consultation by Department of Health**

Give your views on the government proposals to establish a Cancer Drugs Fund from April 2011. The fund will provide a means of improving patient access to cancer drugs prior to the anticipated reform of arrangements for branded drug pricing on expiry of the current Pharmaceutical Price Regulation Scheme (PPRS) at the end of 2013. [More information](#)

**Closing date for consultation is 19 January 2011.**

## Local news round up

▶ **Dementia Fayre**

Service users, carers and professionals are invited to try activities allowing people to live well with dementia and to join in workshops showing what has been achieved in the implementation of the National Dementia Strategy.

**Monday 13 December from 10am to 3pm at the Centre for Life conference centre, Newcastle.**

Please note change of date from 2 December to 13 December, look out for more information on our website soon.

▶ [www.mysignpost.co.uk](http://www.mysignpost.co.uk)

New website giving information about providers of equipment and services and local events. If you can't find what you are looking for, provide a service or know of a service that is not on the website go to [www.mysignpost.co.uk](http://www.mysignpost.co.uk) and [Ask Bob](#)

### ▶ **Vote for funding for the Boyza Bus on 22 November**

Wallsend Boys' Club Mobile Outreach Project has applied to the People's Millions for £50,000 to buy and outfit the Boyza Bus and fund a Youth Worker for a year. The project will be on Tyne Tees News at 6.15pm on 22 November. It is competing for funding with a sailing project in Hartlepool, the project with the most votes wins. [More information about how to vote](#)

### ▶ **Mental health forum in North Tyneside**

Service users and carers are invited to an informal discussion on Personal Budgets hosted by Action 4 Employment.

**18 November**, from 12 to 2pm at the Linskill Centre, North Shields. Buffet lunch. Contact Jane on 0791 2991391 or email [jane.linda.noble@googlemail.com](mailto:jane.linda.noble@googlemail.com)

### ▶ **Do you struggle with mental health problems?**

Drop in sessions every two weeks at:

- The Oxford Centre - starting Tuesday 9 November, 1.30 to 3.30pm.
- North Shields Library - starting Wednesday 10 November, 9.30am to 12.30pm.
- Shiremoor Library - starting Monday 1 November, 1.30 to 3.30pm.

Contact Jane on 0791 2991391 or email [jane.linda.noble@googlemail.com](mailto:jane.linda.noble@googlemail.com)

### ▶ **Emotional wellbeing support group**

Weekly emotional wellbeing support group facilitated by two trained counsellors. If you would like to attend this group or would like more information contact Jane on 0791 2991391 or email [jane.linda.noble@googlemail.com](mailto:jane.linda.noble@googlemail.com)

### ▶ **Carers Forum: caring for your pocket**

Know your rights and care for your pocket – find out what help is available.

**Thursday 25 November**, 10am to 1pm at the Oxford Centre, Longbenton

For more information and to book a place phone Barry or Sue on 0191 200 1100 or email [learningdisabilities.federation@virgin.net](mailto:learningdisabilities.federation@virgin.net)

### ▶ **Better Together: Collaboration taster sessions for children, young people and families voluntary and community services**

Need to save money, network with other organisations and access bigger and better funding opportunities?

Come along to a collaboration taster session:

- **Thursday 18 November**, 11am to 3pm at the Quadrus Centre, on the A19 at Boldon, South Tyneside
- **Monday 22 November**, 11am to 3pm at the Pioneering Care Centre, Newton Aycliffe, County Durham

For more information or to book a place, visit [www.pentagonpartnership.org.uk](http://www.pentagonpartnership.org.uk) , email [jon.goodwin@pentagonpartnership.org.uk](mailto:jon.goodwin@pentagonpartnership.org.uk) or phone Jon on 0191 200 8516.

### ▶ **Cinderella at the Jubilee Theatre**

From **2 to 4 December** at 7.30pm at the Jubilee Theatre, St Nicholas Hospital, Gosforth Adults £3, children free

For tickets email [tickets@juniperproductions.org.uk](mailto:tickets@juniperproductions.org.uk) or phone 0871 2347081

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For more information about North Tyneside LINK visit our [website](#) or telephone 0191 200 1429.

To ask for this e-newsletter in alternative formats or languages, please contact LINK on 0191 200 1429 or email [meg.woollam@voda.org.uk](mailto:meg.woollam@voda.org.uk)