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LINK annual review

Your chance to have your say and influence the improvement and development of health and social care services in North Tyneside

You are invited to the LINK annual review meeting:

Tuesday 22 March from 9.30am to 3pm, lunch included

The Langdale Centre, Langdale Gardens, Howdon, Wallsend, NE28 0HG



Our guest speakers include:

- ▶ Paul Hanson, Strategic Director of Community Services, North Tyneside Council (pictured left)
- ▶ Phil Clow, Assistant Director Commissioning, North Tyneside and Rachel Chapman, Director of Public Engagement and Communications, NHS North of Tyne

2011 will bring significant changes for the NHS and local authorities and for the people they serve. As plans for HealthWatch become clear we will see changes to LINK and what is expected of us.

Come along to our annual review:

- ▶ Hear the results of LINKs work in 2010
- ▶ Hear the views of North Tyneside Council and NHS North of Tyne on LINK members' contribution to better services
- ▶ Say what you think is important for LINK in 2011
- ▶ Meet other LINK members, the LINK Board and LINK team

Phone 0191 200 1429 or email link@voda.org.uk to book your place

This newsletter is available in large print, other languages and on CD or audio cassette. To request any of these formats, contact LINK on 0191 200 1429 or email link@voda.org.uk

Healthy people, healthy lives

The government is planning radical new ways for tackling public health challenges.

Responsibility and funding for local public health services will be passed from the NHS to local authorities and the way in which public health is organised nationally will change.



In North Tyneside the public health service works with the council and the primary care trust to protect residents' health and promote healthy living. They promote healthy eating and exercise and raise awareness of the affects of smoking, alcohol and teenage pregnancy.

The public health service advises on how best to meet health care needs and to reduce health inequalities.

Last year LINK members worked with the service on the future priorities for health and social care in the Joint Strategic Needs Assessment.

Did you know?

- ▶ North Tyneside is the eighth highest 'binge drinking' area in England
- ▶ 18% of pregnant women in North Tyneside were smokers at the time of delivery (2007/8)
- ▶ Obesity is the second most common cause of preventable death nationally
- ▶ Alcohol related admissions, chronic liver disease and alcohol related deaths are higher than average in North Tyneside than the average for both England and the North East.

Source - North Tyneside JSNA summary April 2009

Have your say on government plans for public health services at our LINK event

Find out what the changes could mean for North Tyneside and tell us what you think. Your views will be used to send a LINK response to the consultation to the Department of Health



**Monday 28 February from 10.30am to 2pm,
lunch included**

The Linskill Centre, North Shields

**To book your place phone LINK on 0191 200 1429
or email link@voda.org.uk**

Read the full consultation documents at www.dh.gov.uk

Personalisation



Scott Woodhouse, Community Support Manager West, from Adult Social Care at North Tyneside Council, attended the LINK Board meeting in January to give an update on personalisation in North Tyneside.

At the meeting he gave a presentation and responded to questions on the resource allocation system from the Personalisation Third Sector Reference Group.

The resource allocation system (RAS) of funding adult social care is being tested in North Tyneside from January to March 2011. Each case is looked at individually and there is emphasis on creative planning within support plans for service users. A focus on the measurement of improvements for individuals rather than units of outcomes allows service users to take more control of their needs.

Scott said there was no new money in Adult Social Care to fund personalisation but the resource allocation system could change the way in which money is spent. People will continue to have their needs assessed and the resource allocation system will be used to decide on their personal budget. For some people the amount allocated will be reduced to take account of the support they are getting from family and unpaid carers.

Are you confused by direct payments or personal budgets?

Has the information you have received from North Tyneside Council or A4E been useful or baffling? We are looking at how information to help people receive personal budgets or Direct Payments can be as clear as possible. Tell us what your experience has been or how you think information about personalisation can be improved. Send your views to Keith Metcalf on keithwmetcalf@gmail.com

For more information go to our personalisation web page at www.linknorthtyneside.org.uk or contact Alison Chalmers, LINK Development Worker on 0191 200 1429, email alison.chalmers@voda.org.uk

Fulfilling and rewarding lives

The Department of Health published guidance for local implementation of the national autism strategy 'Fulfilling and rewarding lives' in December 2010.

Alison Chalmers attended an event in January to look at the North Tyneside Local Autism Action Plan to be implemented by the local authority and health services. The action plan covers training of staff, identification and diagnosis, transition and local planning.

For more information call Alison Chalmers, LINK Development Worker, on 0191 200 1429 or email alison.chalmers@voda.org.uk

Quality of care at North Tyneside General

Our Enter and View volunteers battled through the snow last year to talk to patients and their relatives at North Tyneside General Hospital. We have put all the information they collected into a report and we are talking to hospital managers about what was said. Look out for our findings and recommendations to the hospital in the next edition of Stronger Voice.

Interested in joining our enter and view team?

Mary Ayre joined our team of 'Enter and View' volunteers last year. She was part of the team talking to patients at North Tyneside General Hospital.



Asked how patients responded to her visits, Mary said, "Whilst in hospital, being approached by strangers who want to ask questions can be alarming so we, the enter and view team, put the patient at ease by explaining why we are there. Some patients are reluctant at first but soon are happy to tell us their hospital experiences."

The volunteers have to relay the information, through LINK, to hospital managers in a way that doesn't come across as a criticism but does get over the views of the patients. They also make sure to include the many positive things that patients have to say about hospital staff and the care they received.

"It is important the services understand that the enter and view volunteers are passing on the patient's words, that they are the patient's messengers rather than giving their personal opinions on the services."

Mary found the enter and view training sessions interesting and comprehensive, she says, "I have learnt such a lot, met so many people with various skills who also want to offer their time but most of all I am pleased to be able, in a small way, to contribute something to the community."

Find out more about enter and view

We are looking for more volunteers to 'enter and view' care services in North Tyneside. All our volunteers are trained and fully supported in their role by the LINK team. **Contact Johanne Mears or Alison Chalmers at LINK on 0191 200 1429 or email link@voda.org.uk**

Supporting life after stroke

Last year the Care Quality Commission looked at how services across the country help people who have had a stroke after they leave hospital. They also looked at how well services supported carers and family members.

Congratulations to North Tyneside's stroke services on their 'best performing' grade. To see the full report go to www.cqc.org.uk or call 03000 616161.

Adult social care survey

This month, North Tyneside Council is asking 1000 adult social care service users to fill in a survey about their care and how services impact on their lives. Service users may ask for help filling in the survey from family, friends or an advocate. It is important that the answers given reflect the views of the service users and not the person who helps them.

For more information or help with the survey, service users can call 0191 643 2777 from Monday to Friday between 9am and 5pm. The survey should be returned by Monday 28 February.

All local authorities with social services responsibilities will be sending out the survey. The results will be used by North Tyneside Council, the Care Quality Commission (CQC) and the Department of Health (DH) to assess the experiences of people using care and support services.

Emergency care hospital

LINK members gave their views on Northumbria NHS Healthcare Trust plans for the new emergency care hospital and suggested improvements to North Tyneside General Hospital at our event in November 2010. Here, the Trust responds to members' request to be kept up-to-date with progress.

A planning application for the new specialist emergency care hospital is being submitted to Northumberland County Council this month.



North Tyneside GP Liz Harrison, from New York, is working with Trust consultant Dr Mira Doshi and staff from all clinical areas to agree on how North Tyneside General Hospital can be developed. They are using the feedback given at engagement events held by the Trust, including feedback from our LINK event in November.

As part of the redevelopment of Wansbeck and North Tyneside general hospitals, the Trust will be providing more single rooms with en-suite bathrooms and more space and facilities on the wards. They will refurbish clinics and public areas and provide better patient information and advice services.

Dr Liz Harrison said "We are extremely fortunate in North Tyneside and Northumberland that we have close working relationships with the Trust and a shared vision about how things can be improved for patients."

Consultant Dr Mira Doshi said "We have received excellent feedback from the public and have learnt what they would like to see in North Tyneside Hospital in terms of the environment, physical space and the care they receive. We hope this partnership working will improve communication and integrate care for patients not just in hospital but in all healthcare settings."

No health without mental health

The government's mental health strategy 'No health without mental health' was published on 2 February. The objectives of this strategy:

- ▶ emphasise improving the mental health and well-being of the nation;
- ▶ aim to improve outcomes for people with mental health problems through high quality services; and
- ▶ focus on the recovery model, reducing the physical health inequalities of people with mental health problems, and on tackling stigma and (negative) discrimination.

To read the strategy go to www.dh.gov.uk

Department of Health consultations

Healthy lives, healthy people: public health consultations

- ▶ Our strategy for public health in England, White Paper consultation
- ▶ Consultation on the funding and commissioning routes for public health
- ▶ Transparency in outcomes, proposals for a public health outcomes framework

Book your place at our LINK event on 28 February and make sure your views are included in LINK's response to the proposals (see page 2)

Consultation closes 31 March 2011

A new value-based approach to the pricing of branded medicines

Consultation closes 17 March 2011

Draft teenage and young adults cancer measures for the Manual for Cancer Services

Consultation closes 5 April 2011

To read more and to download the consultation questions go to the live consultations page on the Department of Health website www.dh.gov.uk

LINK responds to national consultations

Liberating the NHS

Read LINK's response to 'An information revolution' and 'Greater choice and control' on our Health White Paper page at www.linknorthtyneside.org.uk

Transparency in outcomes - A framework for adult social care

Consultation closed on 9 February 2011

Disability Living Allowance (DLA) review

Consultation closed on 14 February 2011

Read our LINK responses to national consultations on our website at www.linknorthtyneside.org.uk

Complaints advocacy extended for two years

The Department of Health has extended the ICAS (Independent Complaints Advocacy Service) contract to provide NHS Complaints Advocacy for a further two years up to 31 March 2013. This was as a direct result of the public consultation around HealthWatch and is in preparation for the commissioning of NHS complaints advocacy by local authorities.

Get involved with NICE

The National Institute for Health and Clinical Excellence (NICE) provides national guidance and sets quality standards to improve people's health, and to prevent and treat ill health.

NICE's approach to patient and public involvement is based on two key principles:

- ▶ that lay people, and organisations representing their interests, have opportunities to contribute to developing NICE guidance and quality standards, and support their implementation; and
- ▶ that, because of this contribution, NICE guidance and other products have a greater patient, carer or community focus and relevance.

Patients, carers and the public can get involved directly in producing or promoting NICE guidance, quality standards and other products, as members of committees and working groups - this includes contributing to recommendations about whether or not specific treatments should be offered by the NHS. If you would like to work with NICE please contact David Bevan to discuss the opportunities available to you.

Phone David on 020 7045 2051 or email david.bevan@nice.org.uk

Make a difference to NHS research

The National Institute for Health Research (NIHR) is recruiting members to its prioritisation panels which assess topics that may form the basis for research.

They are looking for people interested in health research who would like to add a public perspective to NIHR prioritisation decisions. To find out more go to www.hta.ac.uk/public or contact Vicky Bowness on 02380 599302, email v.bowness@southampton.ac.uk

Pharmacy needs in North Tyneside

Following last year's consultation on the Pharmaceutical Needs Assessment, North Tyneside Primary Care Trust has concluded that there is adequate provision of essential pharmaceutical services, apart from Wallsend on Sundays, and that there are no significant gaps in the provision of advanced and local enhanced services.

Local health and social care news

▶ **Want to give up smoking?**

Try this new drop-in session to help you stop smoking

Saturday 11am to 1pm at the Beacon Centre, North Shields

For more information and advice about stopping smoking contact NHS Newcastle and North Tyneside Stop Smoking Service on 0300 123 92 90

▶ **Stay healthy as a lesbian or bisexual woman**

Find everything you need to know about health and wellbeing in the new booklet 'LesBi sexy and healthy' or go to www.lesbisexyandhealthy.co.uk.

For a copy of the booklet phone 0191 277 2048 or email shine@newcastle.gov.uk

▶ **Practical skills in caring**

Free AgeUK training for family and carers who want to care safely and confidently and look after themselves at the same time.

Sessions start this month and will be held at their Whitley Bay Centre, Park Road.

For more information and to book a place call AgeUK at the Bradbury Centre on 0191 280 8484, email enquiries@ageuknorthtyneside.org.uk or go to www.ageuk.org.uk/northtyneside

▶ **Your news**

We try to include information about local events and support groups of interest to LINK members in each edition of Stronger Voice.

If you would like us to include a short news item please email link@voda.org.uk giving a brief description, date, time, venue and contact details.



Make a note in your diary

- ▶ **Healthy lives, healthy people LINK public health consultation event** - Monday 28 February at the Linskill Centre
- ▶ **LINK Board meeting** - Tuesday 15 March at The Shiremoor Centre
- ▶ **LINK e-newsletter** - Tuesday 15 March by email or download from LINK website
- ▶ **LINK annual review** - Tuesday 22 March at the Langdale Centre
- ▶ **Stronger Voice newsletter** - Tuesday 12 April by post or download from LINK website

Phone: 0191 200 1429 Email: link@voda.org.uk

Website: www.linknorthtyneside.org.uk

Address: North Tyneside LINK, c/o VODA, The Shiremoor Centre, Earsdon Road, Shiremoor, NE27 0HJ (FREEPOST NT LINK)