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## LINK annual review

LINK members met at the Langdale Centre on 22 March to hear how their involvement through LINK has made a difference to local health and social care services and to have their say on LINK's future priorities.



Paul Hanson, North Tyneside Council, said he felt that there was a good relationship between LINK and the council, which was not always true in other areas of the country. Paul talked about LINK's achievements in improving services and the plans for Enter and View volunteers to work with the council as Independent Observers in care homes.

Rachel Chapman and Phil Clow from NHS North of Tyne shared information about the day-to-day involvement with LINK with particular mention of the medicines management meetings involving all three North of Tyne LINKs. Rachel told us how they were implementing some of the recommendations of the LINK report on Improving Access to Psychological Therapies, read more on page 4.



Everyone said they enjoyed the meeting which met their expectations. They appreciated hearing the speakers and learning about changes in health and social care. Many commented that it was a good chance to meet with other members and network.

Members said they enjoyed the 'lively' discussions and debates. Read what they said about LINK priorities for 2011/12 and find out what will happen next on page 2.

**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](mailto:link@voda.org.uk)**

# LINK annual review

## What are our priorities for this year?

At the annual review workshops we talked about LINK's priorities for the coming year. Personalisation and closer working with GP commissioning groups and GP forums were identified as priorities for LINK by all the workshops. One workshop also said there was a lack of information about, and engagement with, the third sector for GPs.



Other issues raised included:

- ▶ Development of North Tyneside General Hospital and the Emergency Care Hospital
- ▶ Delays in occupational therapy assessments
- ▶ Preventative agenda, long-term conditions, ageism in health care and podiatry

Members hope the voice of the user and carer are not lost in all the changes to health and social care. They stressed the need to make sure LINK has a voice on the new partnership boards.

## What happens now?

The LINK Board will look at what was said at the event and decide on the work programme for the next six months at the next Board meeting in May.

We will strive to enable LINK members to continue to influence the improvement and development of health and adult social care services in North Tyneside through transition to HealthWatch in 2012 and beyond.

North Tyneside LINK would like to thank all those who attended for their valuable contributions.

## New to the LINK Board



Lindsay Perks

The LINK Board welcomes three new members. Lindsay Perks and Sirak Hagos are co-opted Board members. Lindsay previously represented LINK on Equality, Diversity and Human Rights Group and the VONNE Health and Social Care Group. Sirak Hagos works for the North East Refugee Service. Julia Charlton joins the Board as one of our individual members.



Sirak Hagos

## LINK Board dates

The next board meeting is on Tuesday 10 May from 12 to 2pm at the Shiremoor Centre. This meeting has been moved from 26 April to allow more people to attend. Please phone LINK on 0191 200 1429 or email [link@voda.org.uk](mailto:link@voda.org.uk) if you would like to attend.

The Board meeting planned for 19 July will now take place on 12 July.

## Changes to partnership boards

Jacqui Old, Head of Adult Social Care, has written to LINK confirming the existing partnership board arrangements ended in March with new arrangements starting in April. She also thanked the LINK representatives for their involvement in the partnership boards.

North Tyneside Council is looking at how they involve local people and users and has engaged the Community Health Care Forum (CHCF) to support them in this. Michele Spencer, CHCF, has been asked to map out a plan on engagement and involvement. We have asked Michele to meet with LINK representatives to look at how the council can continue to work effectively with you.

The Health and Wellbeing Partnership Board was replaced by a shadow Health and Wellbeing Board in December 2010. Our Chair, John Robson, is vice-chair of the shadow board. June Davies also represents LINK on this board. We can be sure LINK will always be represented as Claire Easton has agreed to attend if June or John are not available. You can read notes of the Health and Wellbeing Board on the LINK website.

## LINK involvement with GP consortia

Johanne Mears, LINK team manager, is meeting with representatives of Care First and Engage, the two GP consortia covering North Tyneside. LINK would like to be represented on both GP commissioning boards and we are putting this proposal to them. We will let you know more as how our discussions progress.

## New structure for Adult Social Care

The new structure for adult social care services at North Tyneside Council has been agreed and some of the positions have been appointed to.

Jacqui Old continues as Head of Adult Social Care and Haley Hudson has been appointed Senior Manager for Strategic Planning, Partnerships and Business Transformation.

Other appointments include:

- ▶ Eleanor Binks - Senior Manager, Older People and Physical Disability Provider Services
- ▶ Sheila Watson - Strategic Commissioning Manager, Older People and Physical Disability
- ▶ Scott Woodhouse - Strategic Commissioning Manager, Mental Health and Learning Disability
- ▶ Pam McCardle - Manager, Training and Staff Development

The post of Senior Manager, Learning Disability and Mental Health Provider Services is still to be recruited to. There will be two Personalisation Senior Managers, one for locality teams and one for mental health and learning disabilities.

## LINK reports

We have asked North Tyneside Council and our local NHS Trusts to respond to the findings and recommendations of these new LINK reports:



- ▶ Exploring health and social care needs of people in Black and minority ethnic communities
- ▶ Patient experience at North Tyneside General Hospital - sharing the findings of enter and view visits and community consultation

Read the reports on our website or call LINK on 0191 200 1429 to ask for a copy.

## Review of respite services

Following the LINK report on respite services in North Tyneside the council said they would be reviewing these services. In response to our request for an update they said they were not planning a full review as they are already aware of the gaps in provision.

The older people's joint commissioning strategy called for development of respite service provision by:

- ▶ Reviewing the respite provision provided by St Anne's – this is no longer commissioned by the council but people can continue to use the service by using their direct payments.
- ▶ Developing a network of alternative respite away from the home.
- ▶ Providing support systems to assist people to access this network.
- ▶ Pooling primary care trust and local authority carers' budgets to commission new services – carers' budgets will be looked at as part of the new commissioning arrangements.

The council has made some changes to the carers' contract so an element of support can be delivered in the person's own home. They recognise that services for older people outside the home are limited to Dorset House or a residential care placement. People aren't offered the opportunity to have a shared break and there is a lack of respite with nursing provision. They are working with providers to look at alternatives for the future and will keep us informed of progress.

## Psychological therapies

When North of Tyne NHS Trust and North Tyneside Council responded to our report 'Treating common mental health problems' last year they told us about plans for developing and improving services. At our 2011 annual review, Rachel Chapman, NHS North of Tyne, explained more about improvements to the IAPT service (Improving Access to Psychological Therapies) and the range of skills courses offered through Sure Start and the North Tyneside Learning Alliance.

Read more about the IAPT improvements on the LINK website.

## Personalisation

Haley Hudson, Strategic Planning and Transformation Manager, met with third sector providers in March for what proved to be a lively meeting. You can see Haley's presentation on 'Developing Brokerage in North Tyneside' on the LINK website. Haley said the resource allocation system (RAS) pilot had been temporarily suspended as there were flaws in the system. People can still get personal budgets based on a new assessment questionnaire.



Keith Metcalf told the group about the work he was doing for LINK looking at information to support personalisation. He gave some examples of websites and printed information which he thought was of a good standard.

Haley agreed to meet with the group again when she will give an update on the RAS. The group will also discuss Keith's report and A4E will share good practice from Sheffield.

LINK members representing third sector organisations are welcome to attend the next meeting on Tuesday 17 May from 10 to 12 at the Shiremoor Centre. Please call Alison Chalmers on 0191 200 1429 or email [link@voda.org.uk](mailto:link@voda.org.uk) if you would like to attend.

## Challenging the myths around mental health

Following on from our project on how young people like to be treated by health professionals we are working with a group of young carers looking at de-stigmatising mental health. Working with drama worker and former health professional, Lou Ross, the group are planning to create a short dvd for other young people debunking some of the myths around mental health.

Alison Chalmers, LINK Development Worker said "I am really looking forward to see what the young people come up with and how we can support them to get their message across using drama and film."

## Ask DAN

Ask DAN (Disability and Additional Needs Service) will be introduced this year to give information and advice to children and young people, their families and carers and others interested in transition from children's to adult services.

In response to our request for an update on transition services, Jacqui Old, Head of Adult Social Care said that Ask DAN would be part of the Children's Integrated Disability Service to be launched by North Tyneside Council in May. It will bring together the Families Information Service with other services including the Transition Service.

Jacqui Old also suggested the LINK Board could ask Ian Walton, Transition Officer, to explain more about this development to a future Board meeting.

## LINK to enter and view care homes

LINK's enter and view volunteers are taking on a new challenge by supporting North Tyneside Council as independent observers of care homes. They will meet with service users, carers and staff in over 30 care homes in North Tyneside and feed their views back to the council.



Jemma Hurrell

Comments made will help inform the council's quality payments scheme for care homes. Jemma Hurrell, Business Relationship Officer, joined the enter and view group for their training, "I loved the training day, it has really inspired me and I think we can make this a fantastic project."

Each of the enter and view volunteers will be supported by a Contracts and Monitoring Officer from the council who will ensure that our volunteers are welcomed and introduced to staff.

## HealthWatch update

The Department of Health (DH) has set up a HealthWatch advisory group to provide expert, practical advice and make recommendations to the programme board about implementation of HealthWatch. There are representatives from local LINKs on the advisory group and two LINK representatives will sit on the HealthWatch programme board.

The HealthWatch transition plan was published by DH at the end of March. Since then the government has decided more consultation is needed on the Health and Social Care Bill and this could impact on the plans for HealthWatch.

LINK members will have the opportunity to influence the development of HealthWatch in North Tyneside as national plans become clearer. You can read the HealthWatch transition plan on the HealthWatch page of the LINK website.

## Healthy lives, healthy people

LINK members heard about the proposed changes to public health and how these sit locally with North Tyneside's Joint Strategic Needs Assessment at our consultation event on 28 February.



We looked at the consultation questions from the Department of Health in small groups. You can read our response based on these discussions on the LINK website.

LINK members and others attending the event agreed it was largely successful and the discussions useful. They said the presentation helped put a complicated document into 'laymen's terms'

## **NHS news**

### **New NHS charges for dental treatment and prescriptions**

To find out about new dental charges pick up the leaflet 'NHS dental services in England' at your dentist or go to [www.dh.gov.uk/dentistry](http://www.dh.gov.uk/dentistry).

The charge for a prescription is now £7.40.

'Help with health costs' (HC11) tells you who can get help towards prescriptions, dental treatment, sight tests, glasses or contact lenses, wigs and fabric supports and travel to receive NHS treatment. This leaflet is available from Jobcentre Plus offices and NHS dentists, or at [www.nhsbsa.nhs.uk](http://www.nhsbsa.nhs.uk)

### **Your choice to have a summary care record**

NHS North of Tyne are writing to all patients to tell you about the new summary care record which will be used in emergency care. The record will contain information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had, to ensure those caring for you have enough information to treat you safely. The record will be created for you unless you choose to 'opt out'.

### **Quality Account guides for LINKs**

Healthcare providers publishing quality accounts in June 2011 have a legal duty to send their quality account to their local LINK inviting comments on the report before it is published. The new guides from the Department of Health explain more about quality accounts and what is expected of the both NHS trusts and LINKs. Read the guide on the LINK website or call LINK on 0191 200 1429 for a copy.

## **The future of children's heart services**

The national review of children's congenital heart services gives four options for the number and location of hospitals that provide children's heart surgical services. The Freeman Hospital is included in three of these options. Read the full consultation document and give your views at [www.specialisedservices.nhs.uk](http://www.specialisedservices.nhs.uk).

**Consultation closes 1 July 2011**

For other Department of Health live consultations go to [www.dh.gov.uk](http://www.dh.gov.uk)

## **News from the Care Quality Commission (CQC)**

The State of Care 2009/10 report looks at the quality of services regulated and assessed by the CQC under previous legislation. These were NHS and independent healthcare services; adult social care services such as care homes, nursing homes and home care agencies; and councils and primary care trusts (PCTs) which commission or provide the above services for their communities. The report looks at safe care, choice and control, person-centred services and standards of care and support. To download the report go to [www.cqc.org.uk](http://www.cqc.org.uk) or call 03000 616161 for a copy.

# News from Northumbria Healthcare

## Joining hospital and community services

Northumbria Healthcare NHS Foundation Trust now manages hospital and community services in North Tyneside. This includes services provided by district nurses and health visitors. Patients should not notice an immediate difference as the same health and social care professionals will deliver their care.

Jim Mackey, Trust chief executive, said “Hospital-based care will no longer be our only focus. However, our priority will always be to continue to provide our patients with the best possible care – regardless whether this is in hospital, in the community or at home”.

## Have your say on the Quality Account 2011

Northumbria Healthcare NHS Foundation Trust will be presenting their quality account to their Board of Directors on 28 April. You will be able to read the document on the LINK website at the beginning of May or you can call LINK on 0191 200 1429 for a copy. We must send our comments to the Trust by 25 May so we will need your comments by Friday 20 May.

## Update on emergency care hospital plans

Northumberland County Council is currently reviewing the planning application for the new emergency care hospital. The council will be writing to neighbouring properties and consulting the public on the plans. For more information go to [www.northumberland.gov.uk](http://www.northumberland.gov.uk).

## Local health and social care news

### ▶ Are you a carer? Is ‘Caring with confidence’ for you?

North Tyneside Carers Centre is running free sessions for carers from April to June. For more information and to book a place phone 0191 643 2298 or email [kathleen.patterson@ntcarers.co.uk](mailto:kathleen.patterson@ntcarers.co.uk)

### ▶ Tyneside Mind

Tyneside Mind was launched last week to work with people who have experienced poor mental health or mental distress. Based in Gateshead, they also cover North Tyneside, Newcastle and South Tyneside.

They are looking to expand their Board of Directors and would like to invite potential candidates to an open evening on 14 April from 5 to 7pm at the Wellbeing Centre, Dunsmuir Grove, Gateshead, NE8 4QL.

For more information contact Pam McDougall, Chair of Tyneside Mind on 07747 776707 or email [pam.mcdougall@btinternet.com](mailto:pam.mcdougall@btinternet.com)

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