



Your voice on local health and social care

NHS Shake-Up

In July this year the government announced plans for a major shake-up of the NHS, one of the biggest in its history.

The plans are laid out in a White Paper called Equity and Excellence: Liberating the NHS. The White Paper sets out a vision for transforming health and social care and it focuses on four key areas:

1. Putting patients and the public first
2. Improving healthcare outcomes
3. Autonomy, accountability and democratic legitimacy
4. Cutting bureaucracy and improving efficiency



Within the White Paper is the proposal to create local groups of GP practices who will be in charge of commissioning services, a role currently carried out by Primary Care Trusts (PCTs). One of the principal aims of this proposal is to make decisions more responsive to the needs and wishes of patients and the public.

The Future of LINKs

The White Paper also talks about strengthening the public voice by establishing HealthWatch, an independent champion for health and social care. It is expected that LINKs (Local Involvement Networks) will become local HealthWatch by 2012. (Continued on page 3)

The Department of Health are now running consultation events to discuss the change from LINKs to local HealthWatch.

The nearest local event will take place on Wednesday 29th September, 1pm – 4.30pm at Salterns Harbourside Hotel, Poole.

If you would like to attend this event please call 0117 900 1764 for a copy of the invitation letter and booking form, or visit our website:

<http://tinyurl.com/39nosxf>

Spaces are limited and the events are expected to fill up quickly, so please return the booking form as soon as possible to the Social Care Team at the Department of Health South West (contact details on the booking form).

IN THIS ISSUE

**Fertility Services -
Have Your Say**

**Bournemouth LINK
Open Evening**

**Dementia Review
Recommendations**

**Poole LINK
Community Grants**

**Save the Trees -
and have a chance to
win a £20 Voucher**

What is LINKs?

Local Involvement Networks (LINKs) give you the opportunity to influence your local health and social care services.

Anyone can get involved and it has been set up to make sure that people in your area get the health and social care services they need.

We want to hear about your experiences of health and social care and your ideas for improvements or changes.

Your LINK has the power to implement small changes and influence big changes.

News from Poole Hospital

Poole Hospital is facing financial pressure after ending last year with a deficit of £4.5 million instead of a planned £2.1 million pound surplus due, it says, to many factors including treating more patients than anticipated, shorter waiting time targets and the general economic climate.



As a result, it has come under the scrutiny of Monitor, the regulator of Foundation Trusts, which has said it will step in unless the hospital sorts out its finances. The hospital says it has a robust efficiency plan aimed at saving just over £10 million. Savings measures include cutting the use of agency staff, increasing day case surgery, and putting the planned new maternity hospital on hold.

The LINK will be watching the situation, particularly to make

sure that patient safety and the delivery of high quality services remain the hospital's priorities. If you have any concerns at this time we would like to hear from you. We want to gather your feedback and work with the Council's Health Scrutiny Committee to make sure that patient care doesn't suffer. If you have a story to tell us, good or bad, please get in touch.

Call 0300 111 0102 or email: contact@makesachange.org.uk

New publication informs patients and families what standards to expect from the regulation of their NHS hospital



Following the introduction of a new law, all NHS hospitals in England must now be licensed by the Care Quality Commission (CQC). To be licensed hospitals must show that they are meeting new essential standards of quality and safety. Now CQC has published a leaflet which informs patients, their carers and families, what they can expect from the essential standards. The leaflet can be read or downloaded from CQC's website at www.cqc.org.uk

The South-West Self Directed Support Network

Are you someone who receives social care services and gets Direct Payments or an Individual Budget? Do you employ your own staff?

Skills for Care South West would like to invite you to attend a FREE network event focusing on recruitment and retention. This network is for people in receipt of Direct Payment or Individual Budgets and who employ their own staff.

This event is taking place in WIMBORNE on Monday 25th October 2010 from 10.45am to 3.00pm (lunch and refreshments included) Wimborne Community Learning Resource Centre, King Street, Wimborne, Dorset, BH21 1EB

The event will have a recruitment and retention theme and will look at: how to advertise, interview and select your personal assistants effectively; finding out what support, advice and resources is available in your local area, and a chance to network with others, discuss any issues, challenges or ideas and tell us your views, plus more.

To reserve a place please complete and return a booking form by Friday 1st October 2010. For a copy of the booking form please contact the South West Self-Directed Support Network by phone 01305 751130 or email:

T_southwest@skillsforcare.org.uk

Silver Plus FREE Swimming

If you are aged over 60 and live in Poole you can have a free swim at your local swimming pool. There's no need to pre-book! Times & Locations

Monday	10-11am	Everyone Active Rossmore	Tuesday	9-10am	Lodge Hill Swimming Pool
Wednesday	1-2pm	The Junction Leisure Centre	Thursday	11-12am	Everyone Active Poole
Friday	9-10am	Everyone Active Rossmore			

The Future of LINKs (Continued from front page)

The Local HealthWatch will build on the current role of LINKs and they will become a 'citizen's advice bureau' for health and social care, with greater powers and a national voice.

Under current proposals, HealthWatch England will be set up as an independent arm of the Care Quality Commission (the Regulator for health and social care services in England) with a specific remit to represent

people using health and social care services at a national level. This will give people a real influence over the way services are planned and delivered.

If you would like to read the White Paper and have any comments to make please visit the Department of Health website:

www.dh.gov.uk/liberatingthenhs

Or write to: White Paper Team, Room 601, Department of

Health, 79 Whitehall, London, SW1A 2NS

You can view a full copy of the Establishing HealthWatch document on our website www.makesachange.org.uk or call us on 0300 111 0102 for a paper copy.

The White Paper consultation will finish on 5th October 2010.

Personalisation - What does it mean?

Personalisation means giving people the power to choose how and from whom they get their care and support. This can involve 'direct payments', where people are given the money to buy their own care and support. Poole LINK held a Big Event on Personalisation in April 2010. We wrote a report about the day and made some recommendations based on your feedback.

Here's what the Borough of Poole is doing to meet our recommendations:

- They've produced a new 'self directed support' leaflet, available in GP surgeries & libraries.
- The Borough website now has better information and encourages your feedback.
- Service users are being invited to share their experience of the assessment, to improve the process.



We're holding another Personalisation event on 14th October, 1pm to 4pm at Fourways Day Centre, Constitution Hill Road, Poole BH14 0QA. This event will follow the progress of the LINKs recommendations, share information with service users and gather feedback. There will be presentations, a workshop and information stands. To find out more and book your place, call us on 0300 111 0102.

NHS Fertility Services - Have Your Say

The NHS is inviting you to comment on proposed changes to Fertility Services in Dorset. A link to the consultation document is on our website: <http://tinyurl.com/2w3wsqb>

Have your say and make fertility services fairer for all. The closing date is 31st October 2010.

80039 – The new LINKs text number

Your LINKs has a new mobile phone text service, making it even easier for you to have your say on local health and social care services. The new number, 80039, is now live and it allows people to send their comments to LINKs instantly.

The exact cost of sending us a message will depend on your service provider. Texts are included in all mobile text bundles or charged at your standard network rate. MMS (Picture) messages and texting LINKs from outside the UK may cost more – check with your service provider for exact details. We will never charge you for texting us.

Text LINKS + your postcode + your message to 80039



Family Health Information Day



The LINK sponsored day was a resounding success with over 1500 attending on 17th July. There were over 20 exhibitors who saw on average 120 people throughout the day. We are hoping to make this an annual event.

James Walker, Research Nurse at Bournemouth Diabetes and Endocrine Centre said: "131 people availed themselves of our service and of these, 2 were identified as having elevated blood sugar levels that warrant further investigation. We very much enjoyed the opportunity this event presented."

Cllr Barry Goldbart – Mayor of Bournemouth having his Body Mass Index (BMI) read in the Health Tent.



Chris Wakefield and Jane Kelly (Stewardship Group Member) talk to people at the LINKS stand

Bournemouth LINK Open Evening

The Stewardship Group would like to invite you along to the Bournemouth LINK Open Evening on 23rd September, 6pm – 7pm at the Central Library in Bournemouth (BH2 5RQ).

Please take this opportunity to meet your Stewardship Group. They will be available to discuss the Annual Report and give you feedback on our recent work. Free refreshments will be provided by Crumbs. Contact Chris for more details.

Out and about with Bournemouth LINK

The Bournemouth LINK stand has been busy over the summer months. We've been to: Muscliff Fun Day; Family Health Information Day; Sunday Best Music Fest (Fernheath); Roumelia Lane Blue Light Day; Rendezvous Youth Festival; Winton Carnival; Broadwaters Open Day; Bournemouth Air Festival on Boscombe Beach - we were one of the main sponsors of Hope FM's Music Stage.

As a result of our busy summer we had a 40% increase in the number of people registered with Bournemouth LINK in July alone. We've also received lots of interesting comments about health and social care experiences. We record these comments anonymously and it's from what you

tell us that the LINK decides which services and issue to investigate.

Here's where we'll be this autumn: Festival of Diversity, 11th September, Boscombe Chine Gardens; Stour Valley Festival, 18th & 19th September; CAB Beach Fest' 2010, 25th September, Boscombe Beach; and Bournemouth University's Fresher's Fair, 3rd October.

Please contact Chris if you can to help on the information stand on any of these days.



Stewardship Group member Jane Kelly volunteers to go in the stocks for charity during the Roumelia Lane event.

HIV Dentistry Survey

Bournemouth LINK has recently worked with Body Positive Dorset (www.bodypositivedorset.org) on a survey relating to the dental experiences of people living with HIV. The survey finished in August and the results will be in a report due out in October. Look out for more information in our winter newsletter. If you have something to say on this topic please contact us.

How to contact Chris:

**Chris Wakefield,
Bournemouth LINK
Development Officer**



LINKs have designed an eye-catching new display board that we are taking everywhere we go. It's a road map showing picture prompts of a variety of services anyone might need or use throughout their lives. It helps people talk about their experiences of health and social care services, from finding a dentist to having an operation or finding out about where to claim benefits. People of all ages and abilities can identify with the pictures.



We used the board at our roadshows at markets in Bridport, Dorchester, Swanage, Gillingham, Verwood, Christchurch and Blandford. We talked to over 500 people and collected almost 250 comments. All the comments we receive about services are record (anonymously) and help the LINK to decide what services to investigate.

L-R Annie Dimmick, Dorset LINK Development Officer; Esme Butler, Mayoress of Blandford Forum; Nan Cronin, LINK volunteer

The Dementia Review

In 2007 a report entitled "Dementia UK" by the Alzheimer's Society predicted that by 2025 one million people in the UK will have dementia. Dorset has been described as sitting on a "demographic time bomb". It's estimated that the number of people in the county over the age of 65 with dementia will increase from 7796 this year to 11734 by 2025. The LINK is concerned about the challenges that this forecast presents and how those who plan and deliver services to people living with dementia, their families and carers, are going to respond to it. That is why it joined with the Health Scrutiny Committee of Dorset County Council to carry out a Dementia Services Review. We talked to people living with dementia, their families and carers and, as a result a number of recommendations have been made to Dorset County Council and NHS Dorset.

Some of the recommendations are –

- people should be at the centre of any service and any discussion about them - "nothing about me without me"
- give people information from the start and at every stage on their journey
- give people nutritional advice
- increase the use of "telecare"
- create Dementia Champions in every NHS Trust, social care and GP practices
- more public information campaigns
- all carers should be registered with a GP
- ensure there are clear safeguarding processes
- develop a Dementia Care Pathway
- better joint commissioning of services
- better training and awareness for staff working with people who are living with dementia

You can read a fully copy of the final report and the full recommendations online at: <http://tinyurl.com/dementiareview> or call us on 0300 111 0102 and ask for a copy.

And finally – We would like to hear from anyone who has experience of being discharged from hospital, particularly in the last 12 to 18 months. Perhaps you were discharged late at night and had to go home to an empty house. You may have had problems with transport, or perhaps you had no information and support about your medication or aftercare.

How to contact Annie & Sarah

Annie Dimmick & Sarah Peters - Dorset LINK Development Officers



Poole LINK Community Grants

Do you support a group or service that needs a small pot of money to get an idea off the ground? Our LINK grants are available to local 'not for profit' groups, in ten amounts of up to £500 each.

Get in touch with Louise to discuss your potential project,

Tel: 0300 111 0102 or Email: louise.bate@makesachange.org.uk

Application forms are available on our website: www.makesachange.org.uk

Closing date for applications is 30 September 2010.



Dentistry



Poole LINK published its Dentistry Report on 26th July 2010. We've gathered over 800 comments about dentistry from

local people and your feedback created five recommendations for NHS Bournemouth & Poole.

What's happened so far?

The PCT is gathering more research and looking at their funding options, in order to meet dental needs in Hamworthy. We will arrange a meeting with the PCT in October, to look at their research and discuss the future.

The PCT has pledged to promote oral health information to schools, pre-schools and children's centres. They also plan better advertising for dentistry information and better information about physical access to Dentists in Poole.

The PCT thanked Poole LINK for this report, which has provided them with a valuable insight into the views of local people.

Hamworthy Library - LINK Open Evening

Thanks to everyone who came to the LINKs open evening on 21st July. It was great to share the LINKs Annual Report and gather your feedback. A special thanks to people on the information stands from Bridging Communities, Knightstone, PALS & Poole Adult Learning.



L-R: Linda Moore (SG member), Greg Cox (SG member), Mary Lea (SG), Barbara Plumbridge (SG Chair), Nikki Brown (Borough of Poole), Sarah Harris (SG member), Lisa King (Communications Manager NHS B&P) and John Hyde (LINK participant)

Update on Carers Services in Poole

Here are some of the recent improvements that local carers, Borough of Poole Councillors and the LINK have influenced, by working together:

- Emergency Card Scheme to help carers in crisis will be launched at Carers' Rights Day on 3rd December 2010
- Free individual support and information for carers is now available through Dorset Advocacy, Tel: 01202 716363

If you look after someone else because they are ill or disabled, please contact us to find out more: Tel: 0300 111 0102 or email: contact@makesachange.org.uk

How to contact Louise:

Louise Bate, Poole LINK Development Officer.



Do you have some news that you would like to share? Would you like to write a story or article relating to health and social care? If so, please get in touch. Suggestions for content and any feedback are also welcome.

Deadline: 5th Nov for December publication

Win a £20 Amazon voucher Help us to save money and save the trees

amazon.co.uk

Did you know you can receive this newsletter by email? This would help to save LINKs money and would also be beneficial to the environment.

Change to email today and you will have the chance to win a £20 Amazon gift card, which will be sent to you via email.

To enter please send us an email with the word 'Amazon' in the subject line and tell us your full name and your postcode:
contact@makesachange.org.uk

The competition closing date is Friday 29th October 2010. One winner will be picked at random and notified on Wednesday 3rd November 2010

Competition Winner

Our last survey asked you about GP surgeries and if you had been taken off the practice register at any time without your knowledge.

We put all replies into a prize draw to win a £20 Asda Voucher.

The lucky winner was Jonathan Cowell from Bournemouth. Congratulations Jonathan!

Jonathan Cowell said: "Thank you very much for this wonderful competition. That's super."

The winner was picked at random by Help and Care volunteer Patricia Diffey on 04 Aug 10.

All of the replies that you send to us will also be used to influence the LINKs workplan. Thank you for taking part and please see the back page for our latest survey. Good luck.

Our last survey....

None of our survey respondents has been de-registered by their GP surgery. By this we mean a surgery removing a person from their patient list without prior knowledge. We sometime hear that people are deregistered without their knowledge. If you can provide us with evidence of this it's something the LINK could then take up on your behalf.



'The cancer ward at Poole Hospital is brilliant and the staff are very friendly. But on leaving hospital you feel a bit lost, it would help if someone came round with information about community support.'
Anon

'The only thing I would change about my GP surgery is those machines where you check in. I'd prefer to speak to someone than press buttons on a machine. For some older people those machines are very confusing'
Anon

**Contact us with your comments about health and social care.
Tel: 0300 111 0102 Email: contact@makesachange.org.uk**

Poole Hospital is proposing to increase car parking charges in October in line with the Borough of Poole. The hospital believes this will prevent shoppers and trippers using hospital parking.

LINKs are investigating the exact cost of the car parking increase and will report on this in our next newsletter. If you have something to say about this subject please contact us on **0300 111 0102**.





Telephone: 0300 111 0102

Calls to 03 numbers are charged at no more than UK geographic rates (as for 01 and 02 numbers) and will be included as part of any inclusive minutes. Calls from mobiles may be higher.



**Email: contact@makesachange.org.uk
www.makesachange.org.uk**



**Address: LINKs, Freepost BH1902,
896 Christchurch Road, Bournemouth BH7 6BR**



**WIN A £20
TESCO
VOUCHER**

Please help us by answering the following questions and you could win a £20 Tesco voucher.

The new government has been keen to know what the public think about spending cuts to the NHS and where these cuts could be made. The NHS need to make cuts of around £20billion by 2014.

1. What changes and cuts would you make to NHS services, and why?

Here are some examples of services: Nursing & care homes; maternity services; domiciliary/ home care; A & E departments; GP services; dental care; day centres; occupational therapy; cancer treatment & services; health screening; respite services; carers services; healthy eating support; sexual health services; stop smoking service; physiotherapy; learning disability services; meals on wheels; mental health services; drug & alcohol services; sheltered/ supported housing; hospices/ end of life care

2. Do you live in: Bournemouth Poole Dorset

Thank you for taking part in this survey. Please add your contact details here if you would like to be included in the prize draw:

Name:

Address

Tel. No:

The closing date is Fri 29th October 2010. You can post or email your answers to us, using our contact details above. One winner will be picked at random and notified on Wed 3rd November 2010. This competition is not open to Help and Care employees.

* This information will be used to influence the LINKs workplan and for statistical purposes. We will not disclose your personal information to any other person or organisation without your permission. By entering the prize draw you will automatically be registered with LINKs.