



Your voice on local health and social care

Local Involvement Networks

www.makesachange.org.uk

Issue 5: Spring 2009 Bournemouth, Poole & Dorset

Welcome to the first newsletter of 2009 for Bournemouth, Poole & Dorset LINKs.

2009 has already been a busy year for the LINKs. The local Stewardship Groups have been involved in lots of training and they have started holding meetings in order to make a change. Here are the latest updates from your area:

Bournemouth

The Bournemouth LINK Stewardship Group has been looking at finalising policies and promoting the LINK throughout the town. One member of the group went to the national LINKs conference in London in February. The Group has been planning engagement events and promotional material to gather evidence and feedback that will inform the LINK work programme.

The Group now has 4 members who have decided to extend their role until the end September 09. The Group meet once a month and hope to grow in number to 8 people by co-opting people who are registered LINK participants. If you are interested in taking part in the Bournemouth Stewardship Group please contact Sarah Peters, Bournemouth LINK Development Officer.

Bournemouth LINKs stand has been out and about and will be in the Lansdowne St Paul's ASDA store Health Information shop again on May 15th 10am – 1pm.

The Bournemouth LINK Development Officer said "The Bournemouth LINK is busy planning a week of events in June where it will be at different locations across the town encouraging people to express their opinion, good or bad, about their experiences of local services and to help the LINK prioritise a work programme." Watch out for details.

Don't forget to make your voice heard and tell us what you think.



It Makes a Change to be heard

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Get in touch today:

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Picture: Some members of the Bournemouth LINK Stewardship Group

Poole

The Poole LINK Stewardship Group has been working on the LINKs policies, promotion and gathering evidence to form a workplan. Two stewards attended the national LINKs Conference in London on 5th February. Barbara Plumbridge and Bob Grant-Kensley have said they found the conference informative and came back with lots of information and ideas. The Group met with the chair of Poole Health & Social Care Overview & Scrutiny Committee to discuss ways of working together. If you would like to be a LINK representative and work with local councillors to improve services please get in touch to find out more.

The group now has 8 members and they've all decided to continue their role for the next 6 months. They meet monthly and the group use 'traffic light' cards produced by Poole Forum, a system that promotes inclusion. They plan to build on their membership by allocating places to specific groups and by finding an independent chairperson. If you are interested in being part of the stewardship group, please get in touch with Louise Bate, Poole LINK Development Officer by **15th May**.

Good news - there are 2 questions about LINKs in the Poole Opinion Panel survey which went out in April 09, and we will publish the results when they are back.

The LINKs Information stand has been out and about in Poole, encouraging comments and suggestions. So far the top 3 issues raised for Poole are:

1. Access to an NHS Dentist
 2. Lack of NHS foot care services
 3. The need for more information about local support groups
- Do you agree? Tell us what you think and together we can make a change.

The Poole LINK Stewardship Group, and Help and Care, would also like to offer their condolences to Roger Wilson's partner, Angie Sandell and the rest of his family:

Roger Wilson passed away on Monday 16th March 2009 in Poole Hospital. Roger was an important member of the Poole LINK Stewardship Group and he will be sadly missed.



Picture: Some members of the Poole LINK Stewardship Group



Go Green – save the trees

Save the trees and conserve the cash. Receive this newsletter by email instead of post.

To do this, email the word 'eNews' with your name and the local area you are registered with (e.g. Poole)to: contact@makesachange.org.uk

Your local LINK

Development Officers:

Bournemouth - Sarah Peters

Dorset - Annie Bray

Poole - Louise Bate

Tell us your stories!

Your local LINK wants to hear about your experiences of health and social care - good or bad.

Tell us what you think about: day care; hospitals; help in the home; dentists; supported housing; sexual health services; GPs; residential homes; and anything else to do with health and social care.

If enough people are talking and feeding back to us who feel the same we will be able to make a change.

Contact us today - it's never been easier! See above for contact details. There are many ways to get in touch - freepost, local rate telephone number, email & online.

Dorset

Dorset LINK Stewardship Group will be taking forward a project working with local people on the hospital car service from/to Dorset County Hospital. The service was being managed by Southwest Ambulance Trust but they will shortly no longer be doing so. The LINK is gathering feedback from various local groups and people about the usage of the service in order to take forward with Dorset County Council, Dorset County Hospital and other interested parties.

We are also working with the PCT (Primary Care Trust) and GPs in Weymouth on the Darzi Centre and especially on avoiding admission to hospital by providing care closer to home. We also have lots of adverts and articles in local papers encouraging people to get involved with the LINK.

The Dorset LINK continues to work closely with statutory bodies such as the Dorset Health Scrutiny Committee and we have developed a protocol with them on how the LINK can and will work with them in the future. This protocol is being used in a national "Good Practice" guide.

We are also undertaking community engagement work across the county ensuring people and groups are made aware of the LINK and have an opportunity to get involved. The Dorset Stewardship Group has also decided and agreed to continue their roles within the group for a further six months.



Picture: Some members of the Dorset Stewardship Group

Volunteer with Us!



Your local LINK needs you!

Would you like to volunteer with your local LINK? Volunteering is a great way to give back to your community and help others. The Bournemouth, Poole and Dorset Local Involvement Networks would love to hear from local people who would like to take part in the up

Have you logged onto the LINKs website recently?

www.makesachange.org.uk

Here's what you can do online:

Start or join in an on-line discussions about health & social care in your area

Read national & local news stories
As a health or social care organisation or group you can create your own page in our directory. You can upload news, information about events and add photos of your group or organisation for people to see.

Take part in opinion polls



LINKs Newsletter in 2009

In the last newsletter we said that the 2009 newsletters would be published monthly. After consulting some people about this we have decided to change this to a Quarterly issue. This change means that we can provide you with a more thorough and informative newsletter, reduce outgoing costs and also ensure we are not overloading people with emails and post.

If you would like to add an article or notice to a newsletter please contact Hannah Bartram (Communications Officer) by [email](#) or post (address above). Please add any interesting quotes or pictures that you may have to go with your article.

Submission and Publication Dates 2009

17th Jun for Jul publication

17th Sep for Oct publication

25th Nov for Dec publication

and coming LINKs activities and work. You can dip in and out of volunteering whenever you like. This means that you can get involved in a way that meets your needs and suits you.

The first week of June is Volunteers Week, so there has never been a better time to help out with a LINKs activity. Your local LINK is planning to hold events around this time and if you would like to take part then [please get in touch](#). Please tell us that you would like to be a volunteer and we will keep a record of your details and email you with dates and opportunities when plans are finalised.

Also - we are looking for people who would like to be a part of the Task & Finish Groups. These are small groups working on a specific project or issue. The life span of the Task & Finish Groups will be different for each task, however these will generally be short-term projects. For this you may be visiting health and social care services, researching information, writing reports, communicating with local people, etc.

Stewardship Group Working Policies

As mentioned before, all of the local Stewardship Groups have been involved in lots of training recently and part of this has included deciding and agreeing on some working policies. These working policies will be used to shape their work for the LINKs. This openly shows how work is being carried out and why. Here are the three main policies:

1. Decision Making Process

Guidance from the NHS National Centre for Involvement (NCI) advises that "Local Involvement Networks should be able to explain to people how decisions are made within the LINK" and the procedures for a LINK's decision-making need to be published.

The LINK wants to ensure that the way it makes decisions and prioritises the use of its resources and the outcome of any decisions is open to see. It has adopted, and now publishes, the following decision-making cycle in the belief that it is a helpful way to understand how decisions will be made and how people can contribute to it.



National Events & Campaigns:

Here are some key dates for national events and campaigns.

5th May - [World Asthma Day](#)

11-15th May - [Cancer Prevention Week](#)

12th May - [Stroke Awareness Day](#)

1st - 7th June - [Volunteers' Week](#)

1st - 30th June - [National Osteoporosis Month](#)

15th - 21st June - [National Men's Health Week](#)

23rd June - [National Falls Awareness Day, Help the Aged](#)

Calling all Groups and Organisations



Are you part of a group or organisation that has registered with the LINK? Why not tell us about the good work you are doing and if you have any news or events. We would like to share that information with local people and help to spread the word further. We can also add a feature about your group or organisation into the LINK newsletters.

Also, if you would like your local Development Officer to come and talk to your group about LINKs, or even attend an event you are holding [please get in touch](#). The LINKs will not work without you!

The Decision Making Process follows this path: Giving and Receiving Information; Prioritising Issues; Consulting on the Issues; Planning a Project; Doing the Project; Recommending Changes; Reviewing the Situation; Feeding Back.

The Decision Making Process *also* notes that people making decisions should also take two further points into account:

- Always show people how you made a decision
- Always tell people why a decision was made

The two further agreed documents are:

2. Financial Expenditure, Monitoring, Accounting & Reporting

3. Resolution of Conflict

The decision making policy for all areas is the same, however there are variations to the other two documents. If you would like a copy of your LINK area version, or a full copy of the Decision Making Process, please [contact us](#)

Care Quality Commission

The Care Quality Commission

The Care Quality Commission is now the independent regulator of health and social care in England. Their aim is to make sure better care is provided for everyone, whether that's in hospital, in care homes, in people's own homes, or elsewhere. It will regulate health and adult social care services, whether provided by the NHS, local authorities, private companies or voluntary organisations. And, will protect the rights of people detained under the Mental Health Act.

In the past the regulation of health and social care services has been carried out by the Commission for Healthcare, Audit and Inspection (known as the Healthcare Commission) and the Commission for Social Care Inspection. The Mental Health Act Commission was monitoring functions with regard to the operation of the Mental Health Act 1983.

[For more information visit the Care Quality Commission website](#)

Or call: 03000 616161

NHS Bournemouth & Poole are looking for volunteers

NHS Bournemouth & Poole are looking for Volunteers

Local people have told NHS Bournemouth & Poole that receiving high quality care in a clean and safe environment is one of their key priorities for the NHS.

NHS Bournemouth and Poole are very proud that our local hospitals have some of the lowest rates of infection in the country. They would now like to work with LINKs to improve the information and messages provided to the public about preventing and controlling the spread of infections.

Volunteer opportunity available with the Poole LINK!

Do you want to represent the LINK at council meetings on a regular basis? Would you like to make a change by working with councillors to improve local health & social care services? You can do this by attending the regular Health & Social Care Overview & Scrutiny Committee Meetings at Poole Civic Centre.

For more information please get in touch with Louise Bate, Poole LINK Development Officer by **15th May**

What is Swine Flu?

Are you worried about the recent outbreak of swine flu? Would you like to know more? The Directgov website has lots of information including these key messages from the Health Secretary Alan Johnson:

"First, it is important to emphasise that in all cases outside Mexico, the symptoms of this illness are mild and all patients have made a full recovery."

"Second, we can all take simple measures to prevent infection, in particular covering the nose and mouth when coughing or sneezing and washing hands regularly. Anyone who develops flu-like symptoms should go home and contact their GP."

"Third, anyone who has recently travelled to the affected areas and is experiencing influenza-like illness should stay at home to limit contact with others and seek medical advice by phone from a local health professional or NHS Direct."

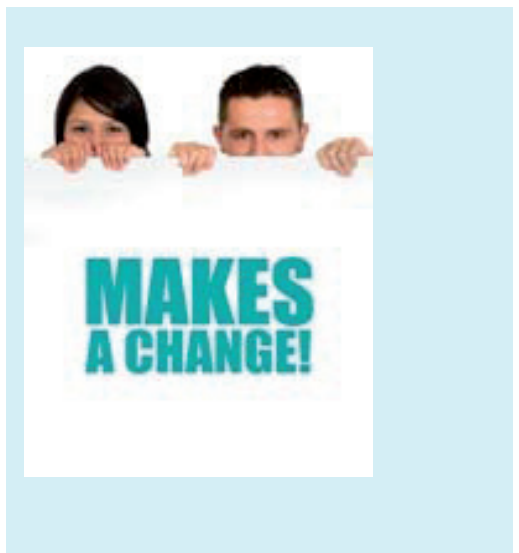
[Read the Directgov article for more information](#)

They are looking for approximately 10 people who would take a special interest in this subject and could assist with a range of activities such as:

- Using local networks to gain feedback on what matters to local people about infections;
- Helping to make sure that the materials they prepare and campaigns they run about good hand hygiene and infection control, are meaningful and understandable to as many people as possible;
- Providing feedback on the impact of campaigns to help evaluate their work.

If this is something you would be interested in, please contact Louise Bate or Sarah Peters to find out more

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



Other community news and events

Here's some local information and events from Bournemouth, Poole & Dorset:

Dorset

- **Free swimming for under 16s and over 60s**
Hardye Leisure Centre, Dorchester. This applies during the public swim sessions. For more information contact the leisure centre on 01305 266772
- Great news - the national charity scheme in West Dorset, which began in March this year. With the support of a Big Lottery Fund grant the charity can provide its support and friendship to families in this area. They are based at Skilling Hill Road in Bridport and you can contact them on 01308 800031

The Royal Bournemouth & Christchurch Hospitals event:

- **Understanding Glaucoma** - 8th June 2009, 11am at The Village Hotel (opposite the Royal Bournemouth Hospital)

This event is open to all, however booking is essential. Please call 01202 704271 or email events@rbch.nhs.uk to book your place.

Poole: Improvements made to local leisure services

- The Ashdown Leisure Centre in Canford Heath now has a **state-of-the-art aerobics studio** range of classes available. Contact the centre for more information on 01202 604224 or email: ashdowninfo@everyoneactive.com
- Also, the Lodge Hill indoor swimming pool in Canford Heath has had a **recent makeover**. The pool now has improved accessibility for disabled swimmers and has also been made environmentally friendly. For more information call 01202 261314 or email: leisure@poole.gov.uk

The new LINKs Postcards have arrived!

The local LINKs have created some fantastic postcards and comment cards to engage the opinions of the local communities.

These cards want to know things like What Gets Your Goat and What Rocks Your World?

If you would to have some of these cards to put in your office or waiting area then please [contact us](#) and we will send these out to you.

Bournemouth & Poole PCT News:

- A new **Memory Cafe** will be launched this September in Westbourne to help people with dementia. The cafe will have a Dementia Advisor on hand who will help dementia patients learn strategies to cope with their condition. People with dementia from Westbourne Medical Centre, Poole Road Practice, Wessex Road Surgery and Lilliput Practice will benefit from the new project. We will print more information about the service as the opening draws near.
- If you are concerned about **Norovirus** there is a useful Frequently Asked Questions (FAQs) sheet available on the Bournemouth and Poole PCT website. Visit them online at: www.bournemouthandpoole.nhs.uk

NHS Bournemouth & Poole are funding generic **self-management workshops** for people with long term health conditions, and the courses are free to participants. The workshops are taking place in Bournemouth & Poole during June and September, and are called 'Looking After Me' and 'Expert Patients Programme. Both of these courses offer practical help and advice for things such as eating well, coping with depression, communication skills and much more. If you have, or look after someone with, a long term health condition or disability, then these courses are open to you. Please contact Healthpoint on 01202 675377 for more information.

Thank you for subscribing to the LINKs newsletter. If you would like to make a comment or add something to a future newsletter please [contact us](#)

If you know anyone else who would like to make a change to health and social care then please forward this email on to them.