

How daring are you feeling?

"Who Dares, Wins." It's the motto of the commando unit the S.A.S. but it could also be something for us all to remember as we come to the end of the year 2010 and look forward. This year has seen a plethora of announcements from the new coalition government. Among them, what may prove to be the biggest shake-up in the NHS since its inception ("Liberating the NHS") and a vision for adult social care ("Capable Communities and Active Citizens"). Over the next two or three years, much of the existing structures of the NHS will disappear and 80% of its budget will be put into the hands of new consortiums of GPs. It is they who will assess the health needs of their local communities and decide what services should be provided. At the same time, in adult social care personalised services and outcomes will become increasingly centre stage.

LINKs need to keep their eyes and ears open to what people are saying and doing, both on the ground and in government, national and local. Our job is to make sure that the voices of local people are being heard and listened to, and that those voices are demonstrably influencing decisions taken by those who commission services and those who provide them. Andrew Lansley, the Health Secretary, has said that the new mantra is "Nothing about me without me". Patients and users of services must be at the centre of those services, including their design, planning and delivery. Inside this newsletter, as we come to the end of one year and look forward to another, we remember some of the work achieved by your local LINKs and look forward to the challenges to come. Challenges present opportunities and the LINKs will grasp every opportunity to make sure local people are having their say as the pace of reform hots up. We may need to be daring, but it's those who dare who win.

From the team at your LINKs' Host Organisation, Help and Care, please accept our thanks to all of you who have participated in the LINKs, in whatever way.



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Win a £50 M&S 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.

In July of this year the Government published a White Paper (Equity and Excellence: Liberating the NHS), setting out its long-term vision for the future of the NHS. It then carried out a consultation and invited people to submit comments on its proposals. Bournemouth, Poole and Dorset LINKs took part in consultation events organised around the South West region by the Department of Health. We also ran an online survey so that people could take part in the consultation and then submitted all the comments received to the Department of Health.

Question 1 was "What do you think are the most important priorities that should be included in any vision for the NHS in the future?"

94% of those who took part in the survey agreed that health and social care services should be more integrated and 97% agreed that services should be centred on the needs of patients and carers.

72% agreed that all citizens should have a greater say about how services are planned, provided and regulated. Asked if they agreed that GPs had the necessary skills to commission services, 28% agreed, 37% did not agree and 34% were not sure.

66% wanted people offered significantly more choices about providers of their treatment and care, while 19% did not. 95% wanted health and social care services to be more transparent and accountable for quality and results.

Question 2 was "How do you think an effective public voice should be provided on local health and social care issues?"

90% agreed that citizen involvement and engagement must cover both health and social care services, and 92% agreed that the views and feedback from patients, service users and carers must be an integral part of local commissioning across health and social care.

35% agreed that local HealthWatch groups should be funded by and accountable to local Councils, while 31% disagreed and 33% were not sure.

50% felt that placing HealthWatch within Care Quality Commission and local Council control would damage its independence, while 11% did not agree and 35% were not sure.

Poole LINK gets people talking about social care

Working with the Borough of Poole and local groups, the LINK held an event at Fourways Day Centre in Poole on 14th October 2010.

This was an opportunity for the Borough of Poole to explain how they are meeting the LINKs recommendations to improve care services.

Over 50 people attended and we gathered lots of useful comments. Have a look online at our report of the event: <http://tinyurl.com/3yFz92j>



(L-R) Lindy & Charlie from PRO Disability



Chris Wakefield present a Bournemouth LINK Community Chest grant to Donna Blanche, Centre Manager at Springbourne Family Centre.



Chris Wakefield attends the International Women's Day Event at King's Park School in March



LINKS Advert Campaign on Yellow Buses - Summer 2010



Lorraine Richardson and her PA, Marion, attend the Poole LINK Personalisation Event in April 2010



Chris Wakefield presents Bournemouth University student Siân Heywood with her winning prize of a new iPod Nano Multi-touch after signing up to LINKs at the Freshers' Fayes.



Dorset LINK presents two new changing chairs for people with disabilities to the Queen Elizabeth Leisure Centre in Wimborne, Dorset



Jo O'Connell from the Borough of Poole speaking at the Poole LINK Personalisation event in October 2010.



Paul Thompson and Deane Brown from the Hamsworthy Money Advice Project accept a Poole LINK Community Grant in November 2010.



Mrs Beryl Baxter, Mayor of Bournemouth, visits a LINK-sponsored event on World AIDS Day



LINKs take part in the Bournemouth Air Show 2010

Merry Christmas from

L I N K s





LINks' New Year's Resolutions

We'll work harder than ever to give people an opportunity to have their say
We'll do what we can to make sure people who don't have the loudest voice get heard too

We'll listen to what people have to say about their local services and where there needs to be change we'll work with local people to bring it about

We'll see change as more of an opportunity than a threat

We'll let more and more people know about LINks and that they can get involved and help bring about change for the better

We'll work with the new GP consortiums to make sure the needs and views of local people are at the heart of their decision-making

And among the many things we've got planned for next year are:

- Working with a new parent carers' group
- Planning a Festival of Diversity
- Reporting on the HIV and Dentistry project
- Working with young people on a new engagement tool
- Reporting on the hospital maternity unit
- Visiting care homes
- Working with Chinese communities to improve access to services
- Looking into reported problems with malnutrition among people in hospital and in care
- Making more grants to local community groups

Memory matters in Dorset

It is thought that around 8000 people in Dorset are affected by dementia but only around one in three are seeking professional help.

A new campaign called Memory Matters, run jointly between NHS Dorset and local Pharmacists, aims to inform people of the early signs and encourage them to talk to their GP or Pharmacist if they have concerns about either themselves or their loved ones.

The campaign will run throughout November and December 2010 and January 2011. Further information on local support can be found online: www.alzheimers.org.uk



Poole Council agrees important changes to adult social care

Following a three month consultation, the council have agreed changes to the provision of adult social care services in Poole. Around 300 local people, with moderate level of need, will no longer be entitled to Social Care Services.

The LINK is keeping an eye on these changes so if your services have been stopped or changed or if you've been asked to make a larger contribution to your care, please tell us about it.

Tel: 0300 111 0102 Web: www.makesachange.org.uk



Children in Need grant for Springbourne Family Centre

Springbourne Family Centre, a charity based in Boscombe has received a fantastic three year grant of £80,000 from BBC's Children in Need.

Laura Trant from BBC's South Today came along to congratulate the Centre and to film a short piece for the BBC's Children in Need coverage.

Donna Blanche, Centre Manager said that "everyone at the Centre is absolutely thrilled with this award as it will help significantly towards our work in supporting local families".

The Centre works with vulnerable families with pre-school children in the Boscombe area and offers individual and group support as well as crèche facilities.

Laura Trant BBC South Today Presenter (Centre) and some of the children, parents and staff of Springbourne Family Centre



Do something amazing, give blood.

We need more blood donors! Five out of 100. That's how few people who could give blood actually do. Yet giving blood couldn't be easier, it's quick, simple and safe and all that most people feel is the satisfaction that they are helping to save lives.

You never know when you or someone close to you could need blood, so give a pint today. You could be saving the life of someone dear.

To book an appointment at one of the following sessions or for more information please ring 0300 123 23 23 or visit: <http://www.blood.co.uk> New donors are welcome!





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**

YOUR M&S

**Win a £50 Marks and Spencer Voucher -
Take part in our survey**

We are always looking to improve the work we do for local people.

Please let us know your views of your LINK by filling in a short survey. By taking part in the survey you will also have a chance to win a £50 Marks and Spencer voucher.

To take part please visit our website: www.makesachange.org.uk and go to your local area homepage (Bournemouth, Poole or Dorset). The survey appears as the first news story on those pages.

The closing date is Monday 10th January 2011. One winner will be picked out at random and notified on Wednesday 12th January 2011.

* The information you give us will be used to influence the LINKs 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 to receive information from LINKs.



**A Very Merry Christmas and a
Happy New Year from the LINKs Team**

Annie Sarah Chris Louise Hannah Marlyn

