

Your LINK

Summer 2010



Your Voice, Your Views, Your News

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A call for your help

We have heard a commitment from national government that the most vulnerable in our society will be protected at a time of extreme financial pressure. Changes are being proposed for the way health services are commissioned and provided.



As LINK members can we ask all of you to let people know how your voice can be heard? The LINK (Local Involvement Network) is a fully independent organisation of individuals and community groups that is set up to hear what local residents have to say about health and social care. The law says the people who run our local services must listen to what the LINK has to say; they must respond to any recommendations that the LINK makes and the LINK will make sure those responses are made public.

There are currently nearly 459 of you registered with the Bracknell Forest LINK and we've already worked with the commissioners and providers of services to address over 50 issues that you and the wider public have raised. With your generous support we've done much already but there are undoubtedly some challenging times ahead. Community involvement in decision making has never been more important.

If every one of us encourages 10 people who care about their community to register with the LINK then we will have an organisation that can represent the borough's voice with even greater assuredness. If you are involved in a local community group then please encourage your fellow members to join or register as an organisation.

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: BerkshireLINK@makesachange.org.uk
www.makesachange.org.uk

Address: Freepost Licence RSAC-KULA-LBTX, LINKs, Suite 3 First Floor, 26-28 Market Place, Wokingham, RG40 1AP

We can make a change if we work together.

New angioplasty Service

Heatherwood and Wexham Park Hospitals NHS Foundation Trust has launched a brand new service for heart attack victims in east Berkshire and south Buckinghamshire. From July, patients can receive immediate primary angioplasty, 24 hours a day, seven days a week.

The Trust currently sees two to three patients a week who need primary angioplasty, and of these, on average 1.5 cases present out of hours. Angioplasty requires a dedicated team of experts to deliver it promptly and professionally, so the service has been developed in partnership with the Royal Brompton and Harefield NHS Foundation Trust. The joint service means that local patients can be seen and treated at Wexham Park Hospital Monday to Friday, 8am to 6pm, and at Harefield Hospital outside these hours.

Primary angioplasty is a technique for unblocking arteries carrying blood to the heart muscle. Prior to the introduction of the new service, heart attack patients received clot busting drugs, followed by assessment at Wexham Park Hospital's Coronary Care Unit, followed by an angiogram, then angioplasty if needed, before discharge. Immediate angioplasty means that the blood flow returns to the arteries quicker, leading to less damage to the heart muscle.

Have you used this service? What did you think? The Bracknell Forest LINK would like to know your thoughts - Good or Bad.



Next Generation Care

Are you aware of the proposal to move all mental health beds to Prospect Park Hospital?

The Bracknell Forest LINK has been given the opportunity to ensure that that all consultation documents are written clearly. Have you got a view about the proposal? If so, get in touch with the Bracknell Forest LINK on the details on the front of the page.

Do you need a speaker at your next meeting?

We are always looking for ways to promote LINKs, so if you'd like a speaker or information stand at your next event please contact us. Host staff and Steering Group members regularly meet with other organisations to share information. We bring LINK freebies so please get in touch if you'd like us to come along to your next meeting.

Get Involved

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Volunteers Wanted

Project volunteers required to be actively involved in strengthening the voice of the Bracknell Forest LINK in areas related to health and social care.

Do you have skills/interest in.

- Promotion/publicity
- Project –planning/implementation
- Report Writing
- Event organisation



Training to support the volunteer role will be provided.

Consultation:

Government's White Paper, Equality and Excellence: Liberating the NHS

The Government's White Paper, Equality and Excellence: Liberating the NHS, sets out how the NHS will be re-structured in order to delivering better health outcomes through a national NHS Outcomes Framework.

The Department of Health has now launched a full consultation and engagement process on how they should develop the NHS Outcomes Framework. The purpose of this consultation is to seek the help of those working in the NHS, patients and the public in developing this NHS Outcomes Framework.

The consultation closes on 11 October 2010.

To complete the consultation, please visit www.dh.gov.uk/en/Consultations

Next Steering Group Meeting

The next Bracknell Forest LINK Steering Group meeting will be held on 29th September 2010, 4.00pm - 6.30pm at Easthampstead Baptist Church. The Steering Group role is to guide the LINK effectively and be accountable to the LINK for its activities.

If you would like to attend, please contact Alison Tasker on 0300 111 0102, prior to the meeting.

Contact Alison Tasker, Bracknell Forest LINK Development Officer.

T. 0300 111 0102

E: Alison.Tasker@makesachange.org.uk

"Mind, Body and Soul" event - 13th October 2010

The Bracknell Forest LINK is holding a 'Community Roadshow' on **Wednesday 13th October 2010** please feel to drop in between 4.00pm and 7.00pm. The focus of the event is about achieving and maintaining good mental and physical wellbeing of each individual in the Bracknell Forest area.

The event will have lots of information from lots of local groups e.g. talking therapies, stop smoking and sexual health about how we can all keep ourselves and families healthy and happy. There will be freebies, short talks, displays, a competition and is a chance to meet up and talk with people in the community about health and social care issues that really matter to local people. For more information or would like to get involved with the event check on our website for regular updates or call Alison Tasker – LINK Development Officer to discuss..

The event is free to attend and everyone is welcome to come along.

Follow Us....

Follow the Bracknell Forest LINK on Twitter and Facebook.



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BerkshireLINK](http://www.twitter.com/BerkshireLINK)



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Tell us your story...

If you live in Bracknell Forest and have used health services (doctors, GPs, hospitals, health clinics) or social care - then tell us your story. Good or bad - we want to know what patients think about the services that are available in Bracknell Forest.

We will use your story in our work, telling people what we are learning about health services and social care in Bracknell Forest. We may take your story to the people who run the services, or we may use your story to add to the information that we use to work out what services need improving, or what is working well.

To tell us your story, you can either
Email: BerkshireLINK@makesachange.org.uk
Write: Suite 3 First Floor, 26-28 Market Place, Wokingham, RG40 1AP
Online: www.makesachange.org.uk and click on Bracknell Forest

Contact Alison Tasker, Bracknell Forest LINK Development Officer.

T. 0300 111 0102

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Deaf and Hard of hearing project update

An issue relating to doctors surgery awareness of people who are deaf or hard of hearing in the Bracknell Forest area through the Bracknell Area Deaf and Hard-of-Hearing Support Group (BADHOGS). It was identified that the group organiser had received feedback from many members that they had found it difficult to make doctors appointments during the winter of 2009/10, due to an inability to make telephone contact with the surgery due to their hearing difficulties.



After consideration by the 'steering group', the decision was made to conduct some preliminary research into the extent of the alleged problem. This led to the development of a formal project plan; the project plan identified that questionnaires would be developed and distributed to ascertain deaf and hard-of-hearing patient experiences of and access to GP services. From this, a further questionnaire was developed in order to consult with Practice Managers of all surgeries within the Bracknell Forest area, in order to gain insight into individual surgery provision for those patients with some form of hearing loss.

This piece of work has been supported by a Research Fellow from the University of Surrey and although not complete at present, the work has provided the opportunity for the project group (consisting of patients with some degree of hearing loss) to be invited to individual surgeries to provide an update on the project and to offer deaf awareness training. The project group are looking forward to finalising this piece of work and seeing many of their recommendations being noted by practices. Feedback from the Primary Care Trust and surgeries has been extremely positive and the project is a great example of how patients can influence changes and alterations to existing services. A full report of the project work and findings will be available later in the year, once the project has been completed.

Bracknell Forest LINK would welcome any individual who would like to support future project work or who would like to share their experience of local health and social care services.

Please contact the Bracknell Forest LINK Development Officer – Alison Tasker

T: 0300 111 0102

E: alison.tasker@makesachange.org.uk

Other LINKs projects

Wokingham LINK - Norreys Project

To support Wokingham Borough Council's target to 'strengthen the ability of local people to influence service delivery'. To provide support funding to enable the community development worker to build on informal community networks and start a Health & Wellbeing Forum. Once set up the Forum can provide a way for the LINK to engage with the Norreys community.

Windsor, Ascot & Maidenhead LINK - Investigate the admission process and procedures for patients with dementia entering care homes.

Gather together policies and procedure that care homes have in place with regards residents that have dementia and highlight good practise admission procedures.



The Big Day Out - South Hill Park



Families headed down to the arts centre for the one-day festival in July that was packed to the brim with people enjoying music, entertainment, art, puppet making, face painting and even an underwater adventure.

We were there spreading the word of LINKs, and finding out your Health and Social Care Issues.

Cut or Keep Event



Bracknell Forest LINK spoke to people in the town centre on Wednesday, June 16, to get their response to Chancellor George Osborne's request that the public have their say on what Government services should be cut or performed by other bodies.

Feedback from the event was that local residents were very reluctant to cut any services that would make vulnerable people more vulnerable, with hospices and cancer services coming top as services to keep.



Ascot Golden Age - 25th September

The Berkshire LINKs team will be at Ascot Golden Age, 25th August, 10 am - 14.00pm at The Grandstand, Ascot Racecourse. There will be a host of stalls offering support, entertainment, leisure possibilities and advice for those enjoying the Third Age.