



Your voice on local health and social care

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January 2009 Bracknell Forest, Slough, Windsor, Ascot & Maidenhead, West Berkshire & Wokingham Number 1



YOUR CHANCE TO SPEAK OUT

Ever wanted to speak up about a health or social care service in your area but not known how? It might have been to offer an opinion on how things could be improved, or talk about an experience – good or bad. Well, now you have the opportunity.

HOW DOES A LINK WORK?

A LINK (Local Involvement Network) is a network of local people and groups which is totally independent of the NHS and Local Authority. It listens to what people like you have to say about health and social care services in your area, and tells councils and the NHS what it has discovered. They are legally obliged to give the LINK any information it asks for and to respond to any recommendations the LINK makes. Joining together in LINKs, we can be more effective than we could be on our own.

HOW CAN I HAVE MY SAY?

Your local LINK wants to hear from you what you think about your local health or social care services – good or bad. There are lots of different ways you can do this. For instance, you can talk to someone, fill in a questionnaire or online survey or attend a meeting.

If you want to make your voice heard:

- ✓ Register online at www.makesachange.org.uk
- ✓ Call us on 0300 111 0102
- ✓ E-mail us jo.courtenay@makesachange.org.uk

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WHAT HAS BEEN HAPPENING IN EACH AREA

Help and Care have been appointed by Local Authorities in Berkshire to support LINKs in Bracknell Forest, Slough, Windsor, Ascot & Maidenhead, West Berkshire and Wokingham.

Each of the above areas has had a transitional group working on behalf of the community since April 2008. Members of the transitional groups were self appointed members of the community who have shown an active interest in “getting the LINK going” during the transitional period. Each group has worked extremely hard on behalf of their own community. The transitional groups have been drafting governance documents that will be presented to the elected steering groups. I will explain more about how you can nominate yourself for election to each LINK Steering Group later in this news letter. The transitional groups have also been working hard engaging with their communities to identify potential work projects that can be taken forward in the future. If you have an issue that you would like the LINK to consider please tell us about it by telephoning us, writing to us, emailing us or by registering on our web site at www.makesachange.org.uk. I would encourage every member of the community to register on our database and really begin to make a difference in your community.



I would like to take this opportunity to thank those members of the community who have been members of the transitional steering groups who have given up a great deal of their time so freely to progress the work of LINKs. Their input has been invaluable and I sincerely hope that they will continue to work with the LINKs in the future and consider nominating themselves for the elections.

Jo Courtenay, Regional Manager for the Berkshire LINKs

How to contact us

Email us:
contact@makesachange.org.uk

Call us:
0300 111 0102

*Monday-
Thursday*

9-5 pm

*Friday 10-
4.30pm*

Write to us:

LINKs

OR

Freepost
Business Reply
Service No
RSAC-KULA-
LBTX

LINKs Suite 3
(First Floor)

26-28 Market
Place

Wokingham

Berkshire

RG40 1AP

Steering Group Elections: Read more.....

Feedback received so far from local transitional groups, community engagement and Information events has suggested that each LINK will need a Steering Group to undertake some key tasks, such as establishing governance and making decisions.

The function of the LINK Steering Group will be to steer the work of the LINK and to support and enable the groups and individuals to carry out the work of the LINK through:

- Ensuring key local stakeholders are represented and their views considered
- Allocating resources for the work of the LINK
- Communicating with the wider community
- Planning work and allocating resources to support that work
- Supporting groups to undertake work and take up issues as necessary
- Supporting groups to produce reports which commissioners and providers can use to improve services
- Approving reports produced by groups on behalf of the LINK

By the end of March beginning of April it is envisaged that each LINK will have an elected Steering Group established. During April and May they will have training and support provided by Help and Care. This will enable them to represent the wider LINK in an open and transparent manner.

If you are interested in nominating yourself to be part of the Steering Group and would like more information or an application pack please contact us. Elections will take place as detailed below; anyone who has registered an interest in LINKs will be eligible to vote.

Members of the Group will be asked to sign up to the seven Nolan Principles of Public Life.

One of the principal roles of the Steering Groups is to plan the work of the LINKs. They will want to do that based not on their own opinions but on evidence gathered through the wider LINK.

So, over the next couple of months, we want as many people (both individuals and organisations) to share what they believe are the most important health and social care issues for people in their areas, and how they think the LINKs might be able to help to make a change.

Tell us what you think about GP services, mental health services, hospitals, day care, residential homes, older people's services – and anything else about health and social care in your area.

You can contact your LINK and have your say in a number of ways. Easiest of all, if you have internet access, is through our LINKs website: www.makesachange.org.uk (see overleaf). But you can also contact us by post or by telephone (contact details are in this newsletter).

Elections for the Steering Groups will be held as follows:

Slough 26th February 2009
West Berkshire 2nd March 2009
Bracknell Forest 3rd March 2009
Wokingham 6th March 2009
Windsor, Ascot & Maidenhead 1st April 2009

PLEASE CONSIDER NOMINATING YOURSELF FOR ELECTION TO THE STEERING GROUPS.

Phone: 0300 111 0102
Email: jo.courtenay@makesachange.org.uk
Website: www.makesachange.org.uk

INFORMATION EVENTS

Because places are limited, you will need to book a place in advance. Email us at contact@makesachange.org.uk or ring us on 0300 111 0102 and let us know which event you would like to attend.

Bracknell Forest

Carnation Hall, Chavey Down Road, Winkfield Row, Bracknell RG42 7PA	Thu 29 th Jan '09 3.30 – 6.30 pm
PLEASE NOTE DATE CHANGE Sandhurst Community Centre, Kitty Dancy Room, Council Offices, Sandhurst Memorial Park, Yorktown Road, Sandhurst GU47 9TB	Tues 17 th Feb '09 6.00 – 8.00 pm

Wokingham

Lower Earley Resource Centre, Warbler Drive, Lower Earley, RG6 4HB	Fri 30 th Jan '09 6-8pm
Lower Earley Resource Centre, Warbler Drive, Lower Earley, RG6 4HB	Mon 23 rd Feb '09 1-4pm

West Berkshire

West Berkshire Council Offices, Market Street, Newbury RG14 5LD	Tue 20 th Jan '09 10am – 2pm
Calcot Community Centre, Royal Ave. Calcot, Berkshire RG31 4UT	Wed 28 th Jan '09 10am – 2pm.
West Berkshire Community Hospital, Benham Hill, Thatcham, Berkshire, RG18 3AS Tel: 01635 273300	Wed 11 th Feb '09 5.30 – 7.30pm.

Slough

The Maria Cowland Hall, Bower Way, Cippenham. Slough. SL1 5HX	Fri 23 rd Jan '09 10am – 2pm
PLEASE NOTE THIS EVENT HAS BEEN CANCELLED ST Frances Church, London Road, Slough SL3 7HS	Sat 31 st Jan '09 10am – 12.30pm

Windsor, Ascot & Maidenhead

The Resource Centre, Alma Road, Windsor, Berkshire SL4 3HD Tel: 01753-867335	Mon 26 th Jan '09 10am – 2pm
PLEASE NOTE THIS EVENT HAS BEEN CANCELLED CMI Centre, Church Road, Sunningdale, Ascot SL5 0NJ	Tue 3 rd Feb '09 10.30am – 2pm.

Please note: we shall be holding additional awareness events across Berkshire and will inform you of the information when available.

Feedback from awareness events:

- This could be a dynamic resource”
- “Brilliant idea”
- “I’m very glad I came and have been informed”
- “Well organised. I hope it succeeds”
- “Looking forward to working with LINKs in the future”



How to contact your local LINK

In writing

LINKs

Suites 3 (First Floor)
26-28 Market Place
Wokingham
Berkshire RG40 1AP

By telephone

0300 111 0102

New LINKs Telephone number

It is now even easier and cheaper to have your say about local health and social care services as the new 0300 111 0102 number is now live and ready for your LINKs calls. Calls to 03 numbers cost the same as calls to 01 and 02 numbers, and are included as part of any inclusive call minutes from both landlines and mobiles.

By email

contact@makesachange.org.uk

Online

www.makesachange.org.uk



We can provide this newsletter in easy read formats.

