

# Have your say

West Sussex



Your voice on local health and social care



May 2011

## This year and the LINK

### Do we have your current email address?

If you have received this newsletter by post, it is probably because you have indicated that you do not have an email address that we can use.

This time we have also posted out paper copies to those people whose email addresses no longer seem to be working.

So, if you have recently acquired a new email address, please tell us so that we can send our future communications direct to your email in-box.

As well as being a cost effective and efficient way of communicating, this method also allows readers to look at other associated documents and web-sites at the click of a mouse!

In just over a year from now, every Local Involvement Network (LINK) across the country will be making way for a new organisation — a Local HealthWatch. Exactly what a Local HealthWatch will look like is not completely clear but we do know it will be more than a LINK-like network and that it will have a wide remit of activities and responsibilities.

We know that a Local HealthWatch will retain all the existing functions of the LINK, including obtaining views of patients and the public, involving them in the network, monitoring health and care services and making reports and recommendations - supported by 'Enter & View' activity.

As you will know from the survey we recently told you about, West Sussex County Council, NHS West Sussex and the West Sussex LINK are working together to make sure that the Local HealthWatch in our area is as good as possible, building on the best of what we do already.

And we would like to take this opportunity to thank all of you who responded to our request to take part in that survey. We let you know when the results are available to look at on our website and how you can get a paper copy.

Meanwhile, it is 'business as usual' for the LINK - albeit within a much reduced budget - and we would like your help again.

### Another chance to have your say!

In order that we can ensure that our LINK continues to effectively influence better health and social care outcomes for local people, the LINK Stewardship Group and Host team invite you to comment and make suggestions on our draft Work Plan for the coming year.

What we would like to know is:

- Do you agree with the draft work plan?
- Do you have suggestions or preferences for specific projects?

We also attach examples of successful projects from other LINKs and ask...

- Do you feel we should be considering something similar in West Sussex?

The draft work plan and examples of those other LINK projects are set out on the following pages, and we would be pleased to receive your comments on the on-line form that we have created, by email or, for those receiving this by post, on the enclosed form.

TO ACCESS THE FORM  
CLICK HERE

<http://www.makesachange.org.uk/cms/site/news/west-sussex/have-your-say-in-what-the-link-does.aspx>

Please note that our final decision on which specific activities and projects the LINK should be concentrating on will also be influenced by those that:

- can produce a positive and measurable improvement in health outcomes.
- can influence better commissioning outcomes in health and social care.
- are achievable within our resources.
- can be completed by July 2012, or will create a positive legacy for the new local HealthWatch.

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## West Sussex LINK Work Plan – 2011/12

### Core activities:

- Representing the LINK.
- Scrutiny of health and social care commissioning and service provision.
- Providing an opinion for a range of health and social care consultations.
- The Enter and View Programme, includes Care Home Hygiene, and Hospital Nutrition visits.

### Continuing projects:

- Hospital discharge – the patient's experience in community hospitals in the south of the county (Bognor Regis, Arundel and Midhurst Community Hospitals) which, if successful, would be expanded along with the nutritional survey to the rest of West Sussex.
- Assessing young people's experience of accessing sexual health services - working with the West Sussex Youth Cabinet.
- Stroke Services and Stroke Awareness.

### New Project areas:

- The impact of changing social care eligibility criteria on individuals and families (a project currently in the planning stages).
- Supporting patient and public engagement with primary care and the new GP Consortia.
- Other topical health and social care issues as they arise through the year, such as the equality of access to services and the impact of funding and management changes.

## Please share your comments with us about our draft Work Plan

You may be interested in reading about these examples of successful projects from other LINKs. Do tell us if you think we should be considering something similar in West Sussex.

**“What gets yer goat”** – a campaign, on the Isle of Wight, to gather views from members of the public on any aspect of health and social care that is unhelpful, wasteful, or just does not seem to make sense. People give their views on the internet, or in writing, and the LINK makes sure that the local council, hospital or other organisation gets the feedback; particularly where there are lots of people concerned about the same thing.

**Establishing a ‘Community Chest’** to fund small scale community and voluntary initiatives with up to £20,000 in grants varying from £50 to £1,000. This has been a very popular and successful way of encouraging direct community involvement and more volunteering in health and social care issues. Brighton and Hove, Slough and Bournemouth LINKs, all ran successful ‘Community Chest’ Schemes.

**‘Carer’ and ‘Dignity’ Champion schemes** – people who have a passion for promoting carers’ issues or ensuring that service users and patients are treated with dignity are trained and given specific tasks, or a representative role to provide focus, mutual support and a clear work programme for their voluntary efforts. These schemes have been successful for LINKs across the country from Manchester to the Isle of Wight.

**Independent reviews of services** under threat of closure or losing their funding, for example:

- A day centre for people with learning disabilities in Bournemouth – after the LINK review the centre was given a ‘stay of execution’.
- A review of NHS dentistry in one of the most socially deprived areas of Poole.
- A review of dementia services in Dorset jointly with Dorset HOSC.
- LINK became involved when sexual health services were going to be cut from Bournemouth University’s campus – the service was re-instated.

Further details of these and other notable LINK stories can be found on our website.

The West Sussex  
LINK is looking  
forward to  
hearing  
from you.

## LINK working with new Sussex Community Trust

Two West Sussex LINK participants are now working with the newly formed Sussex Community NHS Trust.

Tony Reynolds and Lilian Bold are liaison representatives for the Trust which came into being last October. West Sussex Health and South Downs Health joined together to provide a range of community services across West Sussex and Brighton and Hove.

The Trust is looking to build on the best of the community services provided across a wide area for the benefit of local people. The aim is to bridge the gap between home and hospital, helping people to recover, stay healthy and live as independently as possible.

"We are very keen to work closely with the LINK and look forward to Tony and Lilian playing an active role as the Trust grows and develops" says Service Experience Team Leader for Sussex Community NHS Trust, Sue Trimmingham.

Further information about the Trust is available at [www.sussexcommunity.nhs.uk](http://www.sussexcommunity.nhs.uk)

## Hospital Discharge Report

A service evaluation of the discharge of short stay patients from St Richard's and Worthing Hospitals.

A report circulated by West Sussex LINK will leave commissioners and providers in no doubt about the experience of short term patients discharged from two of the major hospitals in West Sussex. Almost a fifth of some 94 patients from St Richard's and Worthing Hospitals who took part reported that they were not satisfied.

Delay was one of the commonest causes of dissatisfaction with more than forty percent stating that the reason for their delayed discharge was waiting for medication to arrive, and twenty percent saying their delayed departure was down to waiting for a doctor. Delays ranged from 30 minutes to 48 hours.

The study - which was designed to collect information from patients with a view to promoting good practice and making improvements - also revealed that nine percent of patients discharged from hospital to their homes were re-admitted, the majority within one week for a variety of medical reasons. This result will be of particular interest to providers in the light of the announcement from the government that they intend to ensure that hospitals are responsible for patients for 30 days after their discharge.

The report was submitted to the Hospital Trust and the PCT and the LINK is awaiting a formal response to the recommendations. You can read the report on our website, or if you don't have access to a computer, call us and we'll send you a copy.

TO ACCESS THE REPORT CLICK HERE <http://www.makesachange.org.uk/cms/site/docs/DISCHARGE%20PROJECT%20PHASE%201%20FINAL%20REPORT.pdf>

## Social Care changes.

What's the latest?

There have been a number of recent changes to the way social care is funded and provided in West Sussex. Click on the hyperlink below to see the sequence of events that have led to these changes being made, the response from those who oppose the changes, and the plans the LINK has to track and monitor the impact of the changes on individuals, their families, and their carers.

TO ACCESS THE SUMMARY CLICK HERE <http://www.makesachange.org.uk/cms/site/news/west-sussex/social-care-services---whats-the-latest.aspx>



**Independent**  
LIVING ASSOCIATION

Independent Living  
Association,  
Southfield House,  
11 Liverpool Gardens,  
Worthing,  
West Sussex  
BN11 1RY.

With all of the current changes happening in health and social care, this seems a good time to inform (or remind) LINK participants about the Independent Living Association (ILA). The ILA is a charity that receives funding from West Sussex County Council to offer free support to people who have care needs in order to remain independent.

The organisation works across West Sussex and wants to help extend access to free support services for information, advice and guidance that will enable more choice and control over an individual's personal health and social care. Their goal is to reach those who need our support and to identify and improve access to support for those who are receiving or eligible to receive services.

There's more information on our website, and if you are looking for more free information and advice on remaining independent with health and social care needs, please contact the ILA on 08456 0123 99 or email: [info@ilawestsussex.org](mailto:info@ilawestsussex.org)

Calls to 0845 numbers from BT landlines are charged at local rates. Calls from other service providers may vary, and if this is the case for charges from your provider, please call us on 01903 219482.

## LINK Video raises awareness of stroke

Copies of a new DVD will soon be circulating among patient participation groups and other clubs and societies throughout West Sussex. It may not be a slick Hollywood blockbuster but it is expected to become a popular tool for increasing people's understanding of stroke — a condition that results in death or disability for thousands of people each year in the UK.

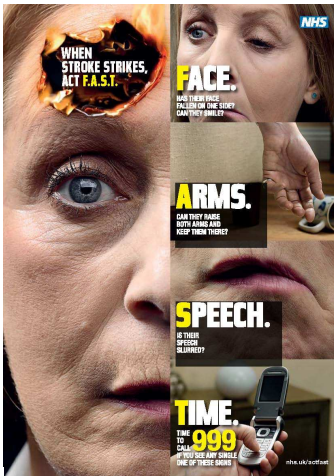
Developed by West Sussex LINK, the video programme will raise public awareness of the causes of strokes, how to prevent them and show local stroke services available.

The journey from the initial signs of a stroke happening to 'life after stroke' is told by local medical professionals, carers, support group leaders and stroke survivors themselves—in their own words. "And its that which makes this video so effective", says LINK participant Lilian Bold, who has been leading this work.

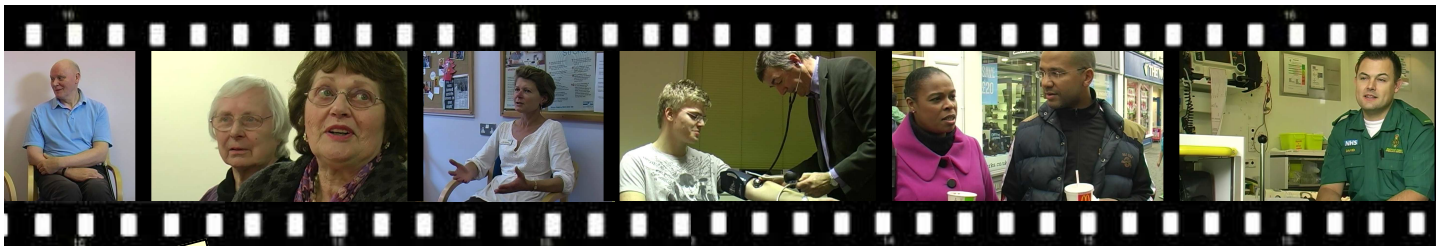
"The video was produced for us by media students from The College of Richard Collyer in Horsham - in their own time - making this both a cost effective exercise for the LINK and providing these young people with valuable video production experience", says Lilian, "I think they learned a lot about stroke too!"

"We are currently previewing the programme with a number of interested parties before launching it at a special Stroke Awareness event being held in Horsham on 17th June".

See attached flier for details.



Media students set up a shot for an interview with a paramedic



### Stroke Latest!

The LINK's Stroke video has proved to be very timely as serious concerns about the lack of 24/7 access to thrombolytic treatment for people in West Sussex has recently made the headlines in local newspapers and on television. This is the result of the county's Health Overview and Scrutiny Committee (HOSC) raising the issue with NHS West Sussex along with the need for a public education campaign on the whole issue of strokes.

HOSC has acknowledged the valuable contribution made by the LINK members on the committee - Vicki King, Betty Smith and Taff Davies — by adding weight to the issue.

## Have your say

This is how to get in touch if you want to contact the West Sussex LINK

Please advise us also if your contact details change or if you no longer wish to be a LINK participant.



**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** [westsussexlink@makesachange.org.uk](mailto:westsussexlink@makesachange.org.uk)



**post** Freepost RSCG-BYGL-LGKS, West Sussex LINK, Billingshurst, RH14 9EY



**SMS** text message to 07739 436601

To visit the LINK website go to [www.makesachange.org.uk](http://www.makesachange.org.uk) and select 'West Sussex'.

The West Sussex LINK invites you to a unique event  
to raise awareness of

# Stroke

on Friday 17th June

at County Hall North, Chart Way, Horsham, West Sussex  
(next to the Black Jug Public House)



Drop-in anytime between 10.30am and 3.30pm

There will be lots of help and useful information about stroke and its consequences from 'market stalls' hosted by a number of local groups, the West Sussex LINK and the Stroke Association.

We will also be using the day to premiere and promote a new short DVD programme about the stroke pathway, commissioned by the LINK and produced for us by media students from The College of Richard Collyer in Horsham.

Copies of the DVD will be available on the day for people to take away and share with other interested groups.

There will be refreshments too!

So, we hope that you will accept our invitation to this exciting and important event.

County Hall North is very near to the centre of Horsham so if you are not familiar with this attractive former market town why not come and make a day of it?



For directions to and car parking near County Hall North, click on the following link:

<http://www.makesachange.org.uk/area/area-event.aspx?EventID=482>