



Your voice on local health and social care

Local Involvement Networks

Email: contact@makesachange.org.uk

July 2009 Issue 6 - Summer

Welcome to the second newsletter of 2009 for LINKs in Bournemouth, Poole and Dorset. Summer is finally here, and this means we will be out and about promoting LINKs as much as possible. Here's what been happening in your area:

Bournemouth

About 20 people attended an event recently at the Connaught Hotel in Bournemouth. The morning seminar focussed on understanding the commissioning of Health and Social Care services for the town. Bournemouth Borough Council gave a presentation about Adult Services followed by a presentation from NHS Bournemouth and Poole.

Attendees were asked where they thought the LINK should be prioritising its work to add value for service users. Points raised were a need for the LINK to highlight awareness about opening times and availability of Dentistry and GP surgeries. Another idea for LINK activity was the need for a Links Watch to be established similar to Neighbourhood Watch schemes so that people can regularly feedback any local issues to the LINK. If you would like to tell us your ideas, please contact us.

The Bournemouth LINK continues to get out and about listening to your views about local services. We attend the PALs Health Information Shop at Bournemouth ASDA once a month and are always happy to have a chat.

We will be available to listen and have a chat about your views in Bournemouth Central Library on June 30th and 9th July between 10am and 4.00pm.

LINKs will be at Winton Carnival on 27th June at Winton Recreation Ground and in the gardens in Central Bournemouth for the Bourne Free Pride Festival on the 12th July.

Best wishes,

Sarah Peters, Bournemouth LINK Development Officer



In this Issue:

- LINKs Area Updates
- Annual Reporting
- LINKs Competition - Win £150 of shopping vouchers!
- Enter and View Volunteering
- Poole Panel Survey Results
- Community News and Events

Out of Office:

Here is some of the places that Bournemouth, Poole and Dorset LINKs have been out and about at:

Free Bone Health Fair

Poole Forum Health Day

Asda PALs Shop (Lansdowne, Bournemouth)

Community Fun Day, Butchers

Coppice, Bournemouth

Sovereign Centre, Boscombe

Carers Good Health Day, Poole

Lighthouse

Purbeck Fun Day, Wareham

Christchurch Fire Station

Dolphin Shopping Centre, Poole

Connaught Hotel, Bournemouth

Poole

The Poole LINK promotion stand has been really busy over the last couple of months and we've been getting great feedback from the new LINKs postcards. Also, our Annual Report is out now so please contact us if you'd like a copy.

The Stewardship Group has been working on promotion, identifying the themes that you've raised and agreeing governance structures for LINK representatives. The group currently has 6 members and we're always on the lookout for more volunteers, so if you're enthusiastic about encouraging people to have their say – get in touch.

Poole LINK Workplan for 2009 / 2010

We've used your feedback to create a workplan, here's our current projects:

1. We are working with NHS Bournemouth & Poole and the other local LINKs on an 'infection control' project. A small focus group of LINKs participants have met with healthcare professionals to discuss ways of improving public information about infection control.
2. We are gathering more information on NHS Dentistry to look at the access issues in Poole. If you have any comments to make about dentistry services, please get in touch – we need your feedback to make this project a success.
3. We are researching 'health and social care information' to find out how we can help improve access to the information we all need.
4. We will also be holding lots of promotion events this year including a LINK stand at Poole Park Festival 30th & 31st August and a LINK roadshow in September 2009.

If you are interested in any of these projects, please contact Louise Bate to find out more. There are lots of different ways in which you can get involved, from filling out a survey to taking part in a project group. We also provide training and support to enable people to become 'LINK Champions'. If you would like to help out on LINK promotion stands or give LINK talks – contact us.

Here's some more of our plans for 2009 / 2010:

We're running a TV advert in most of the GP surgeries in Poole through July / August 2009, look out for it next time you see your GP. We also plan to run an advertising campaign on local radio stations, local buses and in the Daily Echo.

The good thing about LINKs is that it provides interesting ways for people to dip in and out. There are lots of opportunities for people to get involved and not just give their views, it's really exciting. If you think of other creative and interesting ways to promote the LINK, please let us know.

Best Wishes,

Louise Bate, Poole LINK Development Officer

Become a LINKs Champion!

Make the most of this summer by volunteering with your local LINK. We will be out and about at many community events and we are looking for people to help promote and raise awareness of the LINKs.

With your help we want to be involved in the community as much as possible to listen to and talk about LINKs and how it can improve our care services.

Volunteering is completely flexible and you can give as much or as little time as you have spare. The volunteering opportunities do not end after the summer, so please contact us at any time if you are interested in helping out. Training and support will be provided.

The Bournemouth & Poole LINKs Competition

In May we asked all of the registered Bournemouth and Poole LINKs participants for their views and comments on local health and social care. There was prize of £40 worth of shopping vouchers up for grabs.

The competition closed on 29th May and a winner was chosen at random. Mike Pochin from Dorset Advocacy, who was visiting the Help and Care offices, picked the winner.

Congratulations to the lucky winner - Sasha McDowell.

And a big thank you to everyone who takes part in the competitions.

Dorset

During the first few months of 2009 Dorset LINK has been involved with a Weymouth GP practice regarding community feedback on development of a new walk in clinic and associated services, has encouraged local groups and networks to use the website to share experiences and feedback concerns, has worked with the Primary Care Trust's own Health Network encouraging joint working and finally has been involved with gathering local views regarding potential changes to the voluntary car service at Dorset County Hospital.

There are almost 600 individuals, groups and organisations now registered with the LINK. You receive regular updates via the web, email and post but it is vital you provide the LINK with information and feedback on what people think about local health and social care services.

LINK is different to many groups in that it is up to the people who register interest to really make it work. LINK can only make a change when people tell it their views, so the majority of work has been, and will continue to be, centred on community engagement and raising LINK awareness.

Dorset LINK would like to know your views on whether you can easily access an NHS dentist?, if you need foot care can you get it easily through the NHS?, do you have problems getting to a GP or hospital for treatment especially if you live in the more rural areas of the county? Do you have any good ideas about any of these things can be improved?

Dorset LINK are also hoping to work with Dorset County Council Health Scrutiny Committee on reviewing dementia services across the county and would like to hear your views and comments whether you are a service user, have a relative who has dementia or if you care for someone who has dementia. Please let us know your experiences (good and bad) when trying to access treatment or support or even information and advice.

Best wishes,

Annie Bray, Dorset LINK Development Officer

Happy Birthday LINKs

Annual Reporting



The Local Involvement Networks celebrated their first birthday on 1st April 2009. A year after the introduction of LINKs, each LINK is required to produce an annual report. The annual reports tell people about what the LINK has accomplished during its first year.

Have Your 'Fair Say' - Poole

This summer offers an opportunity for people from all over Poole to comment on the Council's new equalities policy 'Fairness for All' – helping to shape the direction of Council services over the next 3 years.

The 'Fairness for All' scheme is a commitment by the Council to tackle inequality and celebrate diversity, in order to provide better quality services and outcomes for the people of Poole. It contains a number of key targets and actions that the Council hopes to achieve based around the equalities strands of age, disability, gender, gender identity, race, religion and belief and sexual orientation.

The Council would like people from across Poole to have their 'Fair Say' on its proposals. Three consultation events will be held at Lighthouse in the morning, afternoon and evening of 22 July 2009 to discuss the scheme and the actions the Council should take to improve services for its communities in Poole. For those unable to attend the event, the scheme and a comments form are available at boroughofpoole.com/fairsay. The closing date of the consultation is Friday 31 July 2009.

For more information, or to book a place on one of the workshops, contact Caroline Wallace on 01202 633375, email research@poole.gov.uk, or go online to www.boroughofpoole.com/fairsay

LINKs Newsletter 2009

If you have a comment to make about the newsletter or would like to submit an article please contact Hannah Bartram (Communications Officer) on 0300 111 0102 or email hannah.bartram@makesachange.org.uk

Please use no more than 200 words and we welcome pictures or quotes to go with the article.

Submission and Publication Dates:

17th Sep for Oct publication

17th Nov for Dec publication

If you would like a copy of the Bournemouth, Poole or Dorset LINK Annual Reports you can contact us or find them online. Log into www.makesachange.org.uk, register your interest (if you have not already done so) and choose the area you want to read about. We can also send these out in easy read format or in large print. Please contact us with your requests. Tel: 0300 111 0102 or Email: contact@makesachange.org.uk

LINKs Competition

Win £150 of shopping vouchers!

Your valuable feedback to Bournemouth, Poole and Dorset LINKs has identified 5 top issues. Tell us which one you think is the most important to you and why?

- Your transport to health and social care services
- Your access to footcare
- Your NHS Dentistry
- Your Day Care Services
- Your access to information

You can email us or write to our freepost address - remember to include your contact details. All responses will be entered into a draw and the closing date is 1st September 2009. The winner will be notified on the same day. Good Luck and thank you for your entries!

The LINKs will not work without you!

The Love2Shop High Street vouchers are accepted at many high street stores including: Boots, Homebase, Iceland, River Island, Warehouse, WHSmith and Wilkinson, Halfords, HMV.

Enter & View Volunteers Needed!

Bournemouth, Poole and Dorset LINKs are seeking interested volunteers for Entering and Viewing Services.

From time to time LINKs might need to undertake visits to places where health and social care services are provided, e.g. Hospitals, GP Surgeries, Day Services, etc. These visits will be conducted from a patient's perspective.

Comprehensive training will be provided to safeguard vulnerable people. A CRB check will also be required for anyone undertaking the enter and view visits. We anticipate that the training courses will commence in September.

If you feel this is of interest to you and you would like to take part in Enter and View work please contact us for further details.

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



Contact Us:

Tel: 0300 111 0102 (local rate number)

Email: contact@makesachange.org.uk
www.makesachange.org.uk

Freepost Licence No. BH1902, LINKs,
The Pokesdown Centre, 896
Christchurch Road, Bournemouth, BH7
6BR

Poole Forum joins the Mencap campaign for accessible disabled toilets

The Changing Places Consortium has launched a campaign on behalf of the thousands of people with profound and multiple learning disabilities and their carers, and the many other disabled people who cannot use standard accessible toilets. At the moment people have to use dirty toilet floors for changing or are forced to stay at home, because they cannot go out. Changing Places toilets have enough space for disabled people and their carers, and the right equipment, including a height adjustable changing bench and a hoist.

There are almost no public Changing Places toilets in the UK. Providing these toilets in public places would make a dramatic difference to the lives of thousands of people who desperately need these facilities. To find out more go to: www.changing-places.org

Poole Forum are running a local petition to support the Changing Places campaign. If this issue affects you or you have a comment to make, please get in touch with Louise Bate, Poole LINK Development Officer

Poole Panel Survey Results

Residents in Poole have revealed their top three issues for the Poole LINK to focus on. Approximately 1000 people took part in this year's Poole Opinion Panel Survey and the survey asked people two questions about the Poole LINK.

The first question asked people if they had heard of Poole LINK before, and the second question asked people for their main concerns regarding health and social care in the local area.

We think it is fantastic news that 17% of the respondents had heard of the Poole LINK.

The top three health and social care issues highlighted were:

1. *Availability of NHS Dentists*
2. *Hospitals*
3. *Social Care*

Many thanks to everyone who took part in the survey, and also to the Poole Borough Council who kindly included the LINK questions.

Community News

Bournemouth & Poole

- Hospital Radio Bedside are looking for people with a cheerful bedside manner to visit patients and collect requests for their programmes. All they ask is that you are aged over 18, can spare a few hours a week and have a "cheerful disposition". It is great fun and the Patients really enjoy a visit and a friendly chat. Hospital Radio Bedside broadcasts to 5 local hospitals. Full training and support will be provided, so if you would like more information or an application form please call 01202 303887.

Poole

- Free Swims for everyone over 60 living in Poole. Sessions are run Mon - Fri at various times and locations. For more information and exact time and locations please call 01202 261306 or email: activehealthlink@poole.gov.uk

Dorset

- Help and Care are running a course for Carers in Highcliffe, Dorset on the 1st, 8th, 15th and 22nd July at the Greystones Hall in Waterford Road. Courses start at 10am and last for nearly 3 hours. Lunch and Light Refreshments are included. This is good opportunity for carers to find out what support is available, locally and nationally and also to learn new personal skills that will enhance both their caring role and their lives in general. For more information please contact Gary Finch at Help & Care on 0845 4500 418

And finally.....

NHS Bournemouth and Poole are reminding people being treated for cancer that as of the 1st April, they are eligible for free prescriptions. The new scheme, which was announced last year, abolishes NHS prescription charges for anyone undergoing treatment for cancer, the effects of cancer or the effects of cancer treatment. Application forms can be collected from GP surgeries and hospital clinics and must be countersigned by the patient's GP, hospital doctor or service doctor.



In our last newsletter we mentioned a new scheme in West Dorset. What we didn't realise is that the name of the scheme did not appear in the printed versions of our newsletter! We apologise for this error and are now including the details again:

Great news - the national charity **Home Start** now has a new scheme in West Dorset, which began in March this year. With the support of a Big Lottery Fund grant, the charity can provide support and friendship to families in this area. They are at Skilling Hill Road in Bridport and you can contact them on 01308 800031.



A big thank you to everyone who has helped the LINK - by giving your feedback and helping to spreading the word about LINKs in your area. We value your support.

Thank you!