



Your voice on local health and social care

Newsletter

Berkshire LINK

Summer 2010

If you are feeling unwell, remember to Choose Well.



The local NHS has launched a new campaign to highlight the most appropriate health services to treat different conditions. Choose Well aims to raise patients' awareness of the range of services available, particularly when they need help urgently, so that they can judge the best place to get help for symptoms and illnesses.

Choose Well will help you decide if you need medical attention and what to do when you get sick. It explains what each NHS service does, and when it should be

used.

Choosing well means you will get the best treatment. So rather than automatically contacting your GP or A&E, you know which service to use.

Your local pharmacy, NHS walk-in centre or minor injuries unit can provide advice on a range of common illnesses and injuries. NHS Direct features health information, as well as details of local services. Self-care can be the best choice for very minor illnesses and injuries, which can be treated by combining a well-stocked medicine cabinet and plenty of rest.

For details of pharmacies, NHS walk-in centres and other services in your area visit NHS Direct at www.nhs.uk or call 0845 46 47.

IN THIS ISSUE

- Choose Well Campaign
- Community News
- Bracknell Forest LINK Update
- Windsor, Ascot and Maidenhead LINK Update
- Slough LINK update
- West Berkshire LINK Update
- Wokingham LINK Update

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 improvement or changes.

Community News

Summary Care Records

The NHS in Berkshire is changing the way health information is stored and managed. The NHS Summary Care Record is being introduced to help deliver better, safer care. Your Summary Care Record is an electronic record of important information about your health. It will be available to healthcare staff providing your NHS care, which means that if you have an accident or become ill, the clinicians treating you will have immediate access to important information about you.

The Summary Care Record is an electronic summary of key health information. It will hold details on your medications, adverse reactions and allergies and can be added to in time to include other information you and your GP feel is important – for example donor status or an end-of-life plan.

The Summary Care Record is all about better, safer care. It's a way of joining up all the different parts of the NHS so any clinician who is treating you in the NHS anywhere in the country, with your consent, can get access to vital health information about you in 30 seconds rather than 30 minutes or even longer.

This means that if you become ill on holiday somewhere in England and have to attend A&E or a walk-in centre, a clinician treating you will be able to access your vital health details quickly. It could prove life-saving.

Summary Care Records will only be available to authorised clinicians through a chip and pin-type smartcard. Access rights are tightly controlled and only available to authorised clinicians. Security and confidentiality in the NHS is critical. The type of IT security behind Summary Care Records is tighter than the security you find on internet banking. Your details will only be used for the purpose of treating you as a patient. Your details will never be passed on to third parties and will not leave the UK.

The NHS in Berkshire wrote to every person over the age of 16 about the Summary Care Record as they have a choice whether to have one or not. This is purely a personal decision for each individual.

If you have any questions or concerns about Summary Care Records, please phone the **NHS Care Records Service Information line on 0845 603 8510**.



Your voice on local health and social care

How to raise awareness of your local group

Register on the LINKS website as an organisation and you will be listed in our health and social care directory that gives you your own webpage!

You can add news, events and photos, as well as having your own discussion board.

Visit: www.makesachange.org.uk to register and start promoting your services to local people.

Bracknell Forest

Bracknell Forest LINK makes its radio debut!

On 10th April 2010 Bracknell Forest LINKs ran a one hour slot on a temporary community radio station called Hug FM.

Hug FM was a 10 week project funded by Bracknell Forest Council, with the aim to work with young people who are not in education, employment or training (NEET) to create a community radio station which broadcasted for 4 days. The Bracknell Forest LINK one hour slot was a success with a good mix of lively chat, music and discussions on health and social care issues that have been raised with the Bracknell Forest LINK.

Emma Austin, Bracknell Forest LINK Development Officer, and Linda Webdell, Steering Group Member spoke about the current projects around the joint working with Shelter in evidencing homelessness in Bracknell Forest. The Bracknell Forest LINK is seeking to evidence and recommend an easier process for the homeless to access health and social care services. They also gave a background on the hard of hearing project 'How accessing GP appointments for the deaf/hard of hearing in Bracknell Forest via their own needs'.

The Bracknell Forest LINK has completed its first questionnaire to identify the barriers that the deaf and hard of hearing face when trying to access GP appointments which are currently being analysed. The Bracknell Forest LINK is working towards identifying recommendations that GP surgeries can reasonably make.

Hug FM provided a great opportunity to engage with the young community of Bracknell and to get them involved in having their say on health and social issues. Hug FM will be back on the airways from June 14th – July 11th, with the Bracknell Forest LINK hoping to get a more permanent slot on Hug FM.

Hugs all round!

Social Care Sub Group.

The Bracknell Forest LINK Social Care Sub Group have published a report on their work .

If you would like a copy of the report please visit www.makesachange.org.uk and click on Bracknell Forest or contact Alison Tasker on 0300 111 0102



Help and Care would like to welcome Alison Tasker to the team. Alison will cover as the LINK Development Officer for Bracknell Forest while Emma's off on maternity leave.

If you would like to make a comment about any issue, or would like to be involved with any of the work in a "hands on" manner (e.g. becoming part of a working group), please contact Alison Tasker, Bracknell Forest LINK Development Officer.
T. 0300 111 0102

E: Alison.Tasker@makesachange.org.uk

Windsor, Ascot and Maidenhead

Projects:

The need for Person Centred Planning for newly diagnosed dementia patients:

This issue came to our attention when visiting the Alzheimer's Association in Maidenhead and also whilst at a tea morning at the United Reformed Church.

It would seem that newly diagnosed Dementia sufferers are not having support plans written up whilst they are able to make an input into the support they need, instead plans are being written at a later stage when the person may be unable to contribute. With the older population increasing and the prominence of dementia patients this could be an important piece of work.

Projects being scoped:

CRB checks taking too long

The LINK has received information that CRB checks are taking up to 5 months to come back from Thames Valley Police. The LINK Steering Group will form a project group to investigate why there taking so long, and how they can reduce the backlog by putting in place an action plan.

Personalisation in the Royal Borough of Windsor & Maidenhead

The LINK would like to establish the opinions, hopes and fears of clients and their carers about the new system of care provision. The LINK would also like to take an active part in monitoring the effectiveness of the personalisation agenda over the coming year

Access to landlords accepting housing benefits Project

The access to landlord accepting housing benefits project has now been completed. A report has been written up, with clear recommendations. The report will be sent to the Royal Borough Windsor and Maidenhead Council for comments and then circulated to the wider LINK.

If you would like a hard copy of the report please contact Kayleigh Argyle, Windsor, Ascot and Maidenhead LINK Development Officer on the details below.



If you would like to make a comment about any issue, or would like to be involved with any of the work in a "hands on" manner (e.g. becoming part of a working group), please contact Kayleigh Argyle, Windsor, Ascot and Maidenhead LINK Development Officer.

T. 0300 111 0102

E: Kayleigh.Argyle@makesachange.org.uk

Slough

Slough Working Well
June 10th 2010, 3pm - 7pm
The Centre, Farnham Road



Slough LINK are one of the proud sponsors of the Slough Working Well event. Slough Working Well is a partnership approach to the problems faced by employers and employees alike when thinking about workplace wellbeing. How can an employer provide healthy options for at little or no cost that will make everyone feel better and more positive about their working environment?

Thursday 10th June marks the launch of Slough Working Well. The first of a programme of events that will offer opportunities for all working people to have questions answered, guidance given and ideas explored towards the development of a range of free or inexpensive interventions to make the workplace a better, healthier, more enjoyable place to be.

A series of follow-up events will take place at locations across Slough throughout 2010 and beyond that will support more specific needs and requests for information and support .

Slough Working Well is open to everyone, admission is free as are opportunities to seek advice and guidance, speak to professionals and win prizes.

For further information call Graham Hinks at Slough Business Community Partnership on 01753 696958 or 07788 134224.

Health Achievement Awards Finals

The Slough LINK are one of this years sponsors of the Health Achievement Awards.

The awards have been created to challenge schools across East Berkshire to come up with a winning idea to promote healthy lifestyle to pupils, teachers, family members and the local community.

The finals are being held on the 14th July, 9am - 4.30pm, at Dorney Lakes



GP Access Survey

The Slough LINK would like to thank everyone who completed the GP access survey. In total we had 171 completed survey sent back to us.

All these people are now in the chance to win a Nintendo Wii.

A report will be written up shortly, displaying all the key findings of the survey and will be circulated to the wider LINK.



If you would like to make a comment about any issue, or would like to be involved with any of the work in a "hands on" manner (e.g. becoming part of a working group), please contact John Kelly, Slough LINK Development Officer.

T. 0300 111 0102

E: John.Kelly@makesachange.org.uk

West Berkshire

PCT wins national bid to offer talking therapies

Berkshire West Primary Care Trust (PCT) has been chosen as one of 32 PCTs around the country to deliver more talking therapies to people suffering from depression and anxiety. Talking therapies cover a whole range of services that enable people to talk through their problems. They also help people to understand the way that many issues, such as debt, substance misuse, illness or bereavement affect both our physical health and the way that we think and feel.

As part of a national programme, Improving Access to Psychological Therapies, the PCT will share £33 million of new funding set aside this year by the Department of Health to pilot the service.

The PCT will use the money to recruit and train an extra 19 therapists and develop and provide new services in Reading. These extra talking therapies are likely to be made available from a number of facilities in the community and local people will be able to self-refer. Reading was chosen as one of the first pilot sites as it met the national criteria for the 2008 developments. The programme will then be rolled out in Wokingham and West Berkshire. The PCT is committed to ensuring that services are available and accessible across the whole area.

West Berkshire Citizen Panel Report

The LINK Steering Group wanted to do an initial survey to try to get some idea of the main issues that were of concern to the community. A request was made to West Berkshire Council (WBC) for access to their Citizens Panel.

The WBC Citizens Panel comprises about 1260 people of which 500 are on e-mail and 760 contactable only by post.

The West Berkshire LINK Steering Group will consider all issues raised in this report together with comments made by commissioners and providers before prioritising issues for further research.

To view the report, visit www.makesachange.org.uk and click on West Berkshire.

West Berkshire LINK Open Event

Your Health, Your Care, Your Future

Friday 25th June

Where: Newbury Rugby Club, RG14 7RW

Time: 10.30 - 2.30pm

The West Berkshire LINK have invited speakers to talk about "Your Health, Your Care, Your Future", followed by an opportunity to ask questions of an invited panel.

Workshops will also be running on

- 1) Personalisation / Personal Budgets - what is really means
- 2) LINKs - Working together

Spaces are limited so please contact us now to book your space.

Telephone: 0300 111 0102

Email: berkshirelink@makesachange.org.uk

If you would like to make a comment about any issue, or would like to be involved with any of the work in a "hands on" manner (e.g. becoming part of a working group), please contact Barbara Wade, West Berkshire LINK Development Officer.

T. 0300 111 0102

E: Barbara.Wade@makesachange.org.uk

Wokingham

Wokingham LINK Community Survey

Help us to improve and shape health and social care services to meet your community's local needs

If you live in the Wokingham Local Authority Area the Wokingham LINK would like your help to take part in a community survey, this will only take 10 minutes of your time but will help the LINK find out what you think. We need to make sure that we only include people who live in the Wokingham Local Authority Area.

If you would like to receive a hard copy of the survey in the post or you need assistance completing the survey, please contact Michelle Wooff, Wokingham LINK Development Officer on 0300 111 0102 or email: michelle.wooff@makesachange.org.uk

You can complete the survey online by visit www.makesachange.org.uk and clicking on Wokingham

Closing date: 30th July 2010.



NEW STROKE SERVICE!

Wokingham Council, in partnership with The Stroke Association, are launching a new service.

From "Brain Attack" to "Life after Stroke"

Come and discover what care is available for Wokingham's stroke survivors and their families

June 17th 2010 from 10.15 am – 3pm
Wokingham Town Hall, Market Place,
Wokingham. RG40 1AS

Everyone is welcome, full disabled access available. Stay or drop in throughout the day.

Diabetes Event

1st July 2010 at Wokingham Town Hall
from 10am - 1pm

NHS Berkshire West is hosting a diabetes event for diabetes patients and their partners/carers. For more information and to book your place contact Karen Grannum on Telephone: 0118 982 2709 or email: Karen.Grannum@berkshire.nhs.uk

Out and about....

The Wokingham LINK team can be found at the following events;

17th June - Carers Lunch, 10.30 - 14.30 at Cantley House Hotel

24th June - Wokingham Library, 10am - 13.00

If you're at these venues on the above date, come over and say hello!!

If you would like to make a comment about any issue, or would like to be involved with any of the work in a "hands on" manner (e.g. becoming part of a working group), please contact Michelle Wooff, Wokingham LINK Development Officer.

T. 0300 111 0102

E: Michelle.Wooff@makesachange.org.uk