

Summer 2010

# Oxfordshire



# Newsletter

Your voice on local health and social care

## LINK Annual Report

The LINK Annual Report covering the financial year 1st April 2009 to 31st March 2010, is now available.

The Local Government legislation of November 2007 required that Public and Patient Involvement Forums (PPIFs), be replaced by a single 'Local Involvement Network' (LINK), for each County Council and Unitary Authority. All Oxfordshire residents are members of its LINK. Following widespread publicity, approximately 500 residents registered their further interest in the work of the LINK. Those who had registered elected a Stewardship Group (SG) to drive the process forward. The SG began operating in March 2009.

The Legislation requires that the LINK monitor the quality of Health and Adult Social Care provision, on behalf of Patients and of the Public. This involves a critical review of both Oxfordshire NHS and of the Social Care Directorate of the County Council.

The report gives an account of what has been achieved thus far, in spite of the significant challenges of establishing and implementing a totally new piece of legislation.

### Special points of interest:

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You can view it online [www.makesachange.org.uk/cms/site/news/oxfordshire/oxfordshire-link-annual-report.aspx](http://www.makesachange.org.uk/cms/site/news/oxfordshire/oxfordshire-link-annual-report.aspx) or contact the LINK office to be sent a hard copy by post.

Your Voice on Social Care and Health Services

## Calling Volunteers for LINK Self Directed Support Project

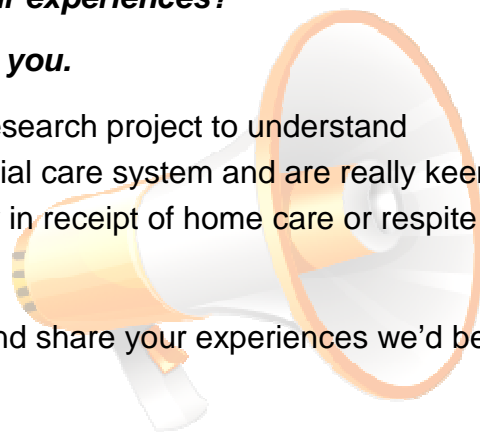
- **Are you in receipt of home care or respite packages from Oxfordshire Social and Community Services?**
- **Would you like to share your experiences?**
- **We would love to hear from you.**



Oxfordshire LINK **has started** a research project to understand individuals' experience of the social care system and are really keen to listen to those who are already in receipt of home care or respite packages.

If you would like to be involved and share your experiences we'd be delighted to speak to you.

Please get in touch with **Jo Ord** on **01993 862855** or email us on [oxfordshirelink@makesachange.org.uk](mailto:oxfordshirelink@makesachange.org.uk)

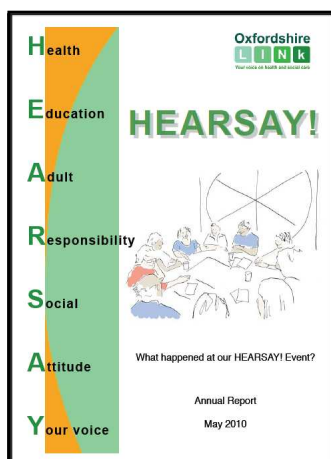


## LINK Projects Update

### Hearsay! Report

Following the Hearsay! event earlier this year, a report has been produced which has been very well received by the Social and Community Services Directorate Leadership Team at County Council and presented to the Adult Services Scrutiny Committee. All those who attended the event have received the final report and it is available on our website. We have also produced a short video of the day which will be available soon. The LINK will ensure that Social and Community Services take on board the foremost concerns which were raised and review them at regular intervals during the year to help ensure that services are changed for the better. There will be quarterly progress updates for all those who attended (which will be publicly available). A similar event will be held early in 2011 to hear what has been achieved in improving those services during the year and to obtain new feedback.

If you would like to receive a copy of the Hearsay! report or have any questions please contact **Sue Marshall** on **01993 862855** or [sue.marshall@helpandcare.org.uk](mailto:sue.marshall@helpandcare.org.uk)



## Report Back from Drug and Alcohol Recovery Project meeting which took place on 29th June

*The meeting was a follow up to the one the LINK organised in September 2009 in partnership with the Oxfordshire Drug and Alcohol Action Team (DAAT) regarding the closure of a rehabilitation facility in the city.*

**At the meeting, we were pleased to share the good news that the lease for the property at 190 Iffley Road has been signed and the unit is expected to open in October this year!**

The LINK and DRP project group action plan for the next 8 months:

- To provide meeting minutes and the answers from relevant organisations to the LINK requests for information
- To request information from Substance Misuse and Alcohol Referral Team (SMART) about staffing, referral and advertising arrangements
- To request information from Oxfordshire Specialist Community Addiction Services (SCAS) about prescribing arrangements
- To organise an 'Opening Ceremony' with DAAT and SMART and other providers and invite Andrew Smith MP and Nicola Blackwood MP
- Research the possibility of doing a LINK 'Enter and View' in liaison with SMART at some point early in the new year
- To organise a further public meeting in the new year where commissioners and providers can update citizens



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## Sharing your experiences

Thank you to everyone who has sent in comments or concerns about local health and social care services. The feedback that has been collected is currently being analysed and collated so that we have a clear idea of prominent issues that we could explore further. These issues will be subject to a selection process according to evidence, timescales, impact and value for the community. This process will result in a number of projects that the LINK could be working on during 2010/11. Some of the prominent issues under consideration are:

- Podiatry Services
- Community Mental Health Teams
- Hospital Discharge Care Packages
- Maternity Services
- GP Appointments

Please do keep feeding back to us your stories and experiences. We would especially like to hear from you if you would like to comment on any of these issues, or be involved in one of our Project Groups.



*How —*  
Email us;  
Call us;  
Send us a letter;  
(contact details on page 4)  
Or visit our website and join the discussions or start a blog.

## Health Bus Roadshow



Oxfordshire LINK is 'driving' the Health Bus around the county for its spring and summer roadshow.

The aim of the roadshow is to give people in Oxfordshire an easy means of having their say about local health and social care services. From May to the present, we have visited Witney, Banbury, Kidlington, Bicester, Didcot and Abingdon, talked with approximately 160 people and received valuable comments, both positive and negative about the services they use. Together with other feedback received, the LINK will produce a summary of any major concerns to inform those providing the services. We will publish the main issues raised and what is being done to improve those services later in the year.



You can come to meet the LINK staff, talk about the services you use in your community, find out more about the LINK, and other information such as healthy diet and active life style. There's even a chance to win a prize when you sign up to participate in the LINK!

### Oxfordshire Local Involvement Network

#### Meet the Oxfordshire LINK Staff Team

*Adrian Chant* — Locality Manager  
*Nicky Robinson* — Development Officer  
*Sue Marshall* — Development Officer  
*Jo Ord* — Development Officer  
*Man Liu Clark* — Communication & On-line Support Officer  
*Nancy Darke* — Administration Assistant

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Your Voice on Social Care and Health Services

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Help and Care is a company limited by guarantee and a registered charity. Company Number 3187574.  
Charity Number 1055056

