

A call for your help

We have heard a commitment from National Government that the most vulnerable in our society will be protected at a time of extreme financial pressure.

Changes are being proposed for the way health services are commissioned and provided.

As LINK members can I ask all of you to let people know how their voices can be heard? Please tell them that the LINK (Local Involvement Network) is a fully independent organisation of residents that is set up to hear what local groups and individuals have to say about health and social care.

Please inform them that the law says the people who run our local services must listen to what the LINK has to say; that they must respond to any recommendations that the LINK makes and that the LINK will make sure those responses are made public.

There are currently nearly 522 of you registered with the LINK and we've already worked with the commissioners and providers of services to address over 41 issues that you and the wider public have raised.

With your generous support we've done much already but there are undoubtedly some challenging times ahead. Community involvement in decision making has never been more important.

If every one of us encourages 10 people who care about their community to register with the LINK then we will have an organisation that can represent the Borough's voice with even greater assuredness.

If you are involved in a local community group then please encourage your fellow members to join or register as an organisation.

We need to know what people in Slough think about health and social services so if you or anyone you know has anything to say please let us know.

I already know that you care about what's happening to health and social services but we need to get others who also care to be more involved.

We can make a change if we work together.



Tell us your story...

If you live in Slough and have used health services (doctors, GPs, hospitals, health clinics) or social care - then tell us your story. Good or bad - we want to know what patients think about the services that are available in Slough.

We will use your story in our work, telling people what we are learning about health services and social care in Slough. We may take your story to the people who run the services, or we may use your story to add to the information that we use to work out what services need improving, or what is working well.

To tell us your story, you can either

Email: BerkshireLINK@makesachange.org.uk

Write: Suite 3 First Floor, 26-28 Market Place, Wokingham, RG40 1AP

Online: www.makesachange.org.uk and click on Slough

Help improve care in the last months of life

We know that many people get good care in the last months of life, but sadly, others do not. The University of Southampton and NHS Berkshire East want to understand more about people's experiences – good and bad.

Southampton of University are working with NHS Berkshire East, Cruse Bereavement Care and the Department of Health in trying to find out about people's experiences of care in the last 3 months of life. The Survey, which is called "Voices" will be sent out to more than 500 local families. You may receive a copy in September or October this year.

If you are not contacted by the autumn but you would like to take part in the survey, please call the research team on 023 8059 8278. They will send you further information and a copy of the questionnaire.

They will use the information they are given to improve care and services for people and their families at the end of life

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.

New angioplasty Service

Heatherwood and Wexham Park Hospitals NHS Foundation Trust has launched a brand new service for heart attack victims in east Berkshire and south Buckinghamshire. From July, patients can receive immediate primary angioplasty, 24 hours a day, seven days a week.

The Trust currently sees two to three patients a week who need primary angioplasty, and of these, on average 1.5 cases present out of hours. Angioplasty requires a dedicated team of experts to deliver it promptly and professionally, so the service has been developed in partnership with the Royal Brompton and Harefield NHS Foundation Trust. The joint service means that local patients can be seen and treated at Wexham Park Hospital Monday to Friday, 8am to 6pm, and at Harefield Hospital outside these hours.

Have you used this service? What did you think? The Slough LINK would like to know your thoughts - Good or Bad.

Follow Us...

Follow the Slough LINK on Twitter and Facebook.



www.twitter.com/BerkshireLINK



www.facebook.com/BerkshireLINKs

The NHS White Paper

The NHS White Paper, Equity and excellence: Liberating the NHS, sets out the Government's long-term vision for the future of the NHS. The vision builds on the core values and principles of the NHS - a comprehensive service, available to all, free at the point of use, based on need, not ability to pay. It sets out how we will:

- put patients at the heart of everything the NHS does;
- focus on continuously improving those things that really matter to patients - the outcome of their healthcare; and
- empower and liberate clinicians to innovate, with the freedom to focus on improving healthcare services

If you would like to find out more about the "White Paper" or would like to take part in the consultations, please visit www.dh.gov.uk/en/Consultations

The consultation closes on 11 October 2010.

apology

We would like to draw your attention to a clarification that needs to be made to the Slough Local Involvement Network's 2009-2010 Annual Report.

On page 7 under "Our Activities This Year" Slough Disability Day is mentioned. We would like to make clear that the partners in this event were Slough Council for Voluntary Service, United Voices, Slough Borough Council and Age Concern. The Slough LINK played no part in the organising, planning, delivery or financing of this event.

On page 16 "Events" there is a photo taken at Slough Disability Day, whilst permission was given to use the photo by Carol Jackson Doerge and Mayor Joginder Sing Bal, permission was not sought from Mary Kelly. The LINK would like to apologise to Ms Kelly for any offense or inconvenience caused by the publication of this photo.

The LINK strives to work with organisations, groups and individuals in partnership across health and social care in Slough to develop and support the feedback and views of people using services.

Contact us



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: John.Kelly@makesachange.org.uk
www.makesachange.org.uk**



**Address: Freepost Licence RSAC-KULA-LBTX, LINKs, Suite 3
First Floor, 26-28 Market Place, Wokingham, RG40 1AP**