

Your Voice on Local Health and Social Care

July 2008

Torbay Number 1



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Information Event coming up (details overleaf)

20 August

Riviera Centre, Torquay

YOUR CHANCE TO SPEAK OUT

Ever wanted to speak up about a health or social care service in your area but not known how? It might have been to offer an opinion on how things could be improved, or talk about an experience – good or bad. Well, now you have the opportunity.

HOW DOES A LINK WORK?

A LINK (Local Involvement Network) is a network of local people and groups. It listens to what people like you have to say about health and social care services in your area, and tells councils and the NHS what it has discovered. They are legally obliged to give the LINK any information it asks for and to respond to any recommendations the LINK makes. Joining together in LINKs, we can be more effective than we could be on our own.

HOW CAN I HAVE MY SAY?

Your local LINK wants to hear from you what you think about your local health or social care services – good or bad. There are lots of different ways you can do this. For instance, you can talk to someone, fill in a questionnaire or online survey or attend a meeting.

If you want to make your voice heard:

- ✓ Register online at www.makesachange.org.uk
- ✓ Call us on 0845 4500 418
- ✓ [Click here to email us](#)

YOUR LINKS HOST ORGANISATION

Each local Council must contract with a Host Organisation to establish and support the LINK in its area. The role of a Host includes activities such as helping LINKs with marketing and communications, developing policies and procedures (covering aspects such as decision making), keeping records, arranging visits to view health and social care services, gathering the views of local people, and organising meetings.

Torbay has appointed Help and Care to be the Host Organisation for its LINK. Help and Care has been working with local communities for 23 years. Mark Sharman, their Chief Executive, said “We are delighted to host the LINKs. Over the coming months Help and Care will build the foundation from which the LINKs service will grow. We want as many people as possible to be involved, any person of any age, sex, nationality or profession is welcome; everyone’s opinion counts. The LINK has the potential to grow into an extremely powerful group that can lobby for change and influence important decisions on health and social care services.”



How to contact us

Email us:
contact@makesachange.org.uk

Call us on 0845 4500418

Monday-Thursday 9-5

Friday 10-4.30

Write to us at:

Torbay LINK
11 Castle Road
Torquay
TQ1 3BB

INFORMATION EVENTS

We are holding a series of information events, where you can learn more about LINKs and help to shape the way your local LINK will work. People who have already attended events have said:

- “This could be a dynamic resource”
- “Brilliant idea”
- “I’m very glad I came and have been informed”
- “Well organised. I hope it succeeds”
- “Looking forward to working with LINKs in the future”

The next event is:

- [Wednesday 20th August, 1.30pm to 4.30pm.](#)
The Riviera Centre, Chestnut Avenue, Torquay, Devon, TQ2 5LZ

Because places are limited, you will need to book a place in advance. Email us at contact@makesachange.org.uk: ring us on 0845 4500 418: or write to us at Torbay LINK, 11 Castle Road, Torquay TQ1 3BB and let us know if you would like to attend.

www.makesachange.org.uk

A new web site is under development, which will gather together information and resources for all the LINKs hosted by Help and Care. Currently, these areas are: Dorset, Poole, Bournemouth, Somerset, Torbay, Isle of Wight, Oxfordshire, West Berkshire, Wokingham, Bracknell Forest and Windsor and Maidenhead. You can already access the site at www.makesachange.org.uk and vote in our first two polls – about GP opening hours and the funding of adult social care. On the site, you can also register your interest in LINKs. Registration will ensure that we are able to keep you informed on what is happening with LINKs in your area.

Future developments of the site will bring more news local to your area and more interactive services, for example discussion forums, surveys and questionnaires.

Contact us. Register your interest in LINKs. Have your say about your local health and social care services. Get your voice heard.

W: www.makesachange.org.uk

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E: contact@makesachange.org.uk