

## WHAT'S NEW FOR THE WEST SUSSEX LINK?

**Information Events** have been taking place across the County for people to learn about the LINK and how they can be involved and also more importantly to tell us as Host to the LINK how they would like to see the LINK shape and develop.



*The event in Crawley was a very interactive day.*

When asked what people want from the LINK some of the things people told us were:



There are also a great many things people in West Sussex say they can bring to the LINK:



Most people said they think the LINK needs a central 'stewardship' group to make decisions and that the group should consist of between 10 and 15 people with geographical representation.

The group should publish a decision making process and will be accountable to the wider LINK via a variety of means ensuring openness and transparency and should have good communication links with the communities of West Sussex..

Further information on what people told us will be available soon, see the LINK website at [www.makesachange.org.uk](http://www.makesachange.org.uk), contact us via **0300 111 0102**,

[WestsussexLINK@makesachange.org.uk](mailto:WestsussexLINK@makesachange.org.uk) or

**Freepost Business Reply Service**

**Licence No. BH1902**

**LINKs**

**896 Christchurch Road**

**Bournemouth**

**BH7 6BR**

An office in West Sussex will be opening soon.



# WHAT'S NEXT

## Elections

**The next step for the LINK is to elect its Stewardship Group whose role will be to steer the work of the LINK. We are now asking people to nominate themselves for election to this group.**

**The timescale for the election process is:**

Nominations forms out – 30<sup>th</sup> January 2009

Closing date for nomination to the Stewardship Group -  
Noon 24<sup>th</sup> February 2009

Ballot papers to be sent to everyone who has registered  
an interest in the LINK – 27<sup>th</sup> February 2009

Election closing date – Noon 27<sup>th</sup> March 2009

Successful applicants notified – week commencing 30<sup>th</sup>  
March 2009

First meeting of Stewardship Group - April 2009

We look forward to receiving nominations from the  
diverse groups of people who make up the population of  
West Sussex, if you have any questions regarding the  
election please contact us.

\*\*\*\*\*

Only people who have registered an interest in the LINK  
with the Host organisation are eligible to stand for  
election and/or vote in the ballot – so – if you haven't  
already registered, this is your chance to start having  
your say and return the completed registration form on  
this newsletter to us, register via the website or contact  
us by e-mail or phone. **IT'S THAT EASY!**

A self nomination form is enclosed as part of this  
newsletter, along with a code of conduct to which we  
would expect Stewardship Group members to agree.

To help you decide whether membership of the  
Stewardship group is for you, here is a list of Frequently  
Asked Questions which we hope will answer any queries  
regarding the role and responsibility of Stewardship  
Group members.

### 1. What will the Stewardship Group do?

The function of the LINK Stewardship Group will  
be to steer the work of the LINK and to support  
and enable the groups and individuals to carry  
out the work of the LINK through:

- Ensuring key local stakeholders are represented  
and their views considered

- Allocating resources for the work of the LINK,  
recognising that there are limited resources within  
the LINK and that it cannot take on all the work that  
is required
- Communicating with the wider community
- Planning work and allocating resources to support  
that work
- Supporting groups to undertake work and take up  
issues as necessary
- Supporting groups to produce credible reports  
which commissioners and providers can use to  
improve services
- Approving reports produced by groups on behalf of  
the LINK

Members of the Group will be asked to sign up to  
the seven Nolan Principles of Public Life.

### 2. How many people will be on the Group?

- The Group will consist of 10 to 15 people. It is  
hoped that the make up of the Group would be as  
diverse as possible and would represent different  
parts of the community. However, the election  
process is a democratic one which means people  
have a choice to apply and a choice who to vote  
for. Once in place, the first Group will look at how  
it will be representing the LINK and may make  
changes to improve the process.  
In addition, the following bodies may each be  
invited to send one representative as an  
observer/representative (with no voting rights):
  - Primary Care Trust
  - Adult Social Care
  - Health and Social Care Overview  
and Scrutiny Committees
  - NHS Trusts

### 3. Who is eligible to be a member of the Group?

- Anyone over 16 who has registered an interest in  
the LINK is eligible to be a member of the  
Stewardship Group, unless that person is:
  - A member of the Board of
    - a Primary Care Trust
    - an NHS Trust
    - an NHS Foundation Trust
  - A member of the local Authority Executive
  - A local Councillor who is a member of an  
Overview and Scrutiny Committee whose  
remit includes Health or Social Care

### 4. How much time will participants be expected to put in to the role?

- As volunteers, participants would be expected to  
commit up to a maximum of 10 hours per month to  
the role.

5. How long is the position for?

- Participants are asked to make an initial commitment of six months.

6. Will expenses be paid?

- For the first two months of the life of the Stewardship Group, Help & Care will pay any reasonable expenses from the LINK budget. However, the LINK is responsible for its own budget and the Stewardship Group will need to establish a policy for paying expenses. LINKs have a finite budget based on a relative needs assessment for each LINK area. The majority of the money should be spent on the work of the LINK but it is recognised that some expenses will need to be paid.

7. Will training and support be provided?

- The Group will receive training on various issues such as Decision Making, Governance, Working as a Team, the NHS and Social Care and how they work. Some training may be “classroom” based (but very informal), some may be web based and some may be on a one to one basis.

8. Where can further information on LINKs be found?

- There is a great deal of information about LINKs available from the NHS Centre for Involvement at [www.nhscentreforinvolvement.nhs.uk](http://www.nhscentreforinvolvement.nhs.uk) or on the Host website [www.makesachange.org.uk](http://www.makesachange.org.uk) or by phoning the Host Organisation, Help & Care on 0300 111 0102.

9. What skills and experience are required?

- Participants do not need special skills, knowledge or experience to be involved on the Group. Commitment and enthusiasm to make the LINK vision work is desirable!

10. Is there support available to help complete the application?

- Yes. Help & Care can provide support via an email to [WestsussexLINK@makesachange.org.uk](mailto:WestsussexLINK@makesachange.org.uk) or call 0300 111 0102, but do not forget there is a deadline to get applications back to the Help & Care office by noon on 24<sup>th</sup> February.

11. What sort of thing should applicants write about in their election statement?

- Everyone who applies to be a part of the Stewardship Group will be asked to write a short piece about themselves. This will be sent out to the wider LINK. It is entirely up to applicants what they write but they only have 150 words and they will need to let people know what they can bring to the role and how they see themselves contributing to the development and success of the LINK.

12. How many meetings will participants have to attend and where will they be?

- This is yet to be decided but it is likely that the Group will wish to meet up on a regular basis, at least until it is established and people have got to know each other. The Group will decide how often it will meet, where and when but some work may be done via the website, email, phone or post. The Group can be as flexible as it chooses. It is acknowledged that not everyone uses email and Help & Care will endeavour to provide the support participants may need to communicate with the Stewardship Group.

13. Who will be voting?

- Anyone who has registered their interest in the LINK (through Help & Care) will have a chance to vote for the people they wish to see on the Stewardship Group.

14. When will applicants know if they have been elected?

- Voting starts on the 27<sup>th</sup> February and ends at noon on the 27<sup>th</sup> March so applicants will be informed as soon as possible during the week commencing 30<sup>th</sup> March.

15. What happens next?

- Once applicants know they have been elected, Help & Care will contact them and let them know about the induction process and training. There will be a meeting for all people on the Group to get to know each other and have a chance to ask questions.

16. If applicants are not elected can they be involved in other ways?

- Yes. LINKs are all about getting involved in whatever way suits you. There may be opportunities to get involved in working parties, theme groups for specific topics, in research, in

community engagement, gathering feedback from networks and local people or in a myriad of other ways. Help & Care, as the Host Organisation, welcomes any ideas and suggestions from anyone wishing to contribute to the success of the LINK.

## Breaking News!

LINK Development Officers have been appointed to work in West Sussex; Jo Fisher, Olly Grice and Mark Habibi are keen to talk with you about the LINK, listen to your views and experiences of health and social care and discuss ways in which you or your group might like to be involved in the work of the LINK.

We are currently recruiting to the posts of Communications and On-line Support Officer part time for 26 hours per week and Administrative Assistant full time at 37 hours a week or part time as job share.

The closing date for these positions is 9 February 2009 at 12 noon.

For further information please see the Help and Care website [www.helpandcare.org.uk](http://www.helpandcare.org.uk), phone us on 0300 111 0102 or e-mail [vacancies@helpandcare.org.uk](mailto:vacancies@helpandcare.org.uk)



Members of the public in Chichester discussing options for the way the LINK can work



Your voice on local health and social care

To register your interest in the LINK by post, complete this form and send to:

Freepost Business Reply Service  
Licence No. BH1902  
LINKs  
896 Christchurch Road  
Bournemouth  
BH7 6BR

## Registration of Interest in West Sussex LINK.

Your Name & Organisation (if applicable):  
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Address:  
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Phone Number:  
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Email:  
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If you have e-mail, please tick this box to confirm you are happy to be contacted by this method.

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### Data Protection

Help and Care is a host organisation for LINKs. We will process the personal information you give us for administrative and statistical purposes. We will not disclose personal information about you to any other person or organisation without your permission.

**Registration will ensure that we are able to keep you informed on what is happening with the West Sussex LINK.**

## **Stewardship Group Code of Conduct.**

This Code of Conduct document sets out what you can expect from the LINK Stewardship Group and what the LINK Stewardship Group expects from you.

### **I understand that as a LINK Stewardship Group participant I will:**

- seek out and listen to the views of service users, patients, carers and the public, especially individuals and groups whose voices are not usually heard
- act and conduct myself in a reasonable and responsible way to any staff, volunteers or members of the public I work with or meet as a LINK Stewardship Group participant
- conduct myself in a manner that does not bring the LINK Stewardship Group into disrepute or act in a manner that is not in the best interests of the LINK Stewardship Group or the wider community
- accept the terms of reference of a LINK Stewardship Group for the duration of my elected role
- not undertake any LINK work or activity that has not been agreed by the LINK Stewardship Group
- never disclose confidential and sensitive information unless there is a legal duty to do so in the interests of child protection or protection of vulnerable adults. In any case seek advice before reporting.
- identify and attend training and other opportunities to develop my understanding of LINK Stewardship Group work
- declare any conflict of interest, or anything that might be seen by others as a conflict of interest, as soon as it arises.
- not accept gifts or hospitality which could be seen as attempts to influence the decisions, independence or activities of the LINK Stewardship Group
- understand and comply with the relevant and current legislation including policies for equal opportunities, discrimination, human rights, data protection and freedom of information etc
- treat all people with respect and act in a way which does not discriminate against or exclude anyone
- not work against the majority view of the LINK Stewardship Group once a decision has been democratically taken
- seek the view of the LINK Stewardship Group and a majority agreement before speaking, writing or attending meetings on behalf of the LINK Stewardship Group
- ensure that when I am representing the LINK Stewardship Group, whether to the press or at a meeting / event, that I am speaking on behalf of the LINK Stewardship Group and not myself
- report back to the LINK Stewardship Group when I attend any activity relating to the LINK Stewardship Group
- adhere to the Nolan Principles of Public Life

## **The Seven (Nolan) Principles of Public Life**

### **Selflessness**

Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.

### **Integrity**

Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.

### **Objectivity**

In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

### **Accountability**

Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

### **Openness**

Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

### **Honesty**

Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

### **Leadership**

Holders of public office should promote and support these principles by leadership and example.

## **I understand that Help and Care as the LINK Host Organisation will seek to provide me with:**

- an introduction to the LINK Stewardship Group when I join
- help to carry out my work on the LINK Stewardship Group
- appropriate materials to carry out any LINK Stewardship Group activities
- advice and support in dealing with any difficulties I might have and give guidance for situations that are new to me
- appropriate re-imbusement for any assistance I need to take full part in the LINK Stewardship Group e.g. interpreter, translations, advocate, child care, and travel expenses
- training in the skills I need to be a LINK Stewardship Group participant
- correct and up to date information, sent to me in a way (such as email or post) and format that I have agreed



Your voice on local health and social care



**Self Nomination Form  
For Election to West Sussex Local Involvement Network (LINK)  
Stewardship Group**

(Please complete in capital letters)

1. First Name \_\_\_\_\_

2. Surname \_\_\_\_\_

3. Address \_\_\_\_\_

\_\_\_\_\_

4. Postcode \_\_\_\_\_

5. Contact telephone number \_\_\_\_\_

6. Email address \_\_\_\_\_

7. Please describe, in no more than 150 words, what and how YOU can contribute to the Stewardship Group. Please also describe how you think the LINK can make a change for your community. Please use back of this sheet if necessary.

This statement will be publicised as your pre - election statement, no personal details will be released.

I have read the information provided and undertake to agree to the terms and conditions of the Code of Conduct document for the Stewardship Group.

I confirm that I am not:

- a member of the Board of :
  - a Primary Care Trust
  - an NHS Trust
  - an NHS Foundation Trust
- A member of the local Authority Executive
- A local Councillor who is a member of an Overview and Scrutiny Committee whose remit includes Health or Social Care

Signature.....

Date.....

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Registered Company No. 3187574. Registered Charity No. 1055056

## EQUAL OPPORTUNITIES POLICY

We are committed to the elimination of unlawful or unfair discrimination on the grounds of sex, age, marital status, colour, race, nationality or other ethnic or national origin, disability, sexual orientation and religious background. We will seek to ensure that no nominee is disadvantaged by conditions or requirements which cannot be justified.

In order to help us monitor the effectiveness of our Equal Opportunities Policy (and for no other reason) you are asked to provide the information requested below. This information is confidential and does not form part of your nomination. This slip will be separated from your nomination upon receipt and the information will not be taken into account during the election process.

### NOMINATION FOR ELECTION TO THE LINK STEWARDSHIP GROUP

Please tick as appropriate.

1.      MALE                    FEMALE

2. How would you describe your ethnic origin?

<input type="checkbox"/> WHITE	<input type="checkbox"/> BLACK CARIBBEAN	<input type="checkbox"/> CHINESE
<input type="checkbox"/> INDIAN	<input type="checkbox"/> BLACK AFRICAN	<input type="checkbox"/> PAKISTANI
<input type="checkbox"/> BANGLADESHI	<input type="checkbox"/> BLACK OTHER	<input type="checkbox"/> ANY OTHER

GROUP  
below)      BLACK BRITISH      EASTERN EUROPEAN     (Please specify

3. Do you have a disability?

Yes                    No

4. What age group do you belong to?

Under 25      25 - 35      36 - 50      51 - 65      Over 65

5. What is your marital status?

Married            Single            Other

Thank you for your assistance

Please return these completed forms by using the Freepost address:  
Freepost Reply Service, Licence No. BH1902, LINKs, The Pokesdown Centre,  
896 Christchurch Road, Bournemouth, Dorset. BH7 6BR to arrive no later than  
noon on 24<sup>th</sup> February

Comments we are receiving from you regarding health and/or social care services in the County

**One gentleman told us; having phoned for an ambulance they arrived very quickly, he then received attention from 5 experienced nurses. He said he gives high marks to the ambulance staff and hospital personnel.**

**Some-one else said that maintaining full maternity services and retaining A & E services at Princess Royal Hospital (PRH) is working well.**

**Another comment received has been that the "Fit for the Future" consultation was a waste of money.**



Have you joined in one of the discussion groups on our website yet?

This is currently a discussion taking place around NHS Direct. (We have not edited these comments)

"I have called NHS Direct several times and every time I received very good advice, politeness and cannot so far fault them".

**Natasha**  
22/12/2008 10:08

"I called them the other day, the lady I spoke to didn't listen very well, and she eventually said my computer suggests that we should send around an ambulance, this was completely inappropriate in the circumstances, and I believe a response to her not understanding what we said seven times".

**Joanna**  
09/12/2008 15:18

"In response to Allie B., The service would give that advice after assessing what you told them. There would have been other responses if appropriate, i.e. Home remedies and wait a while, straight to Hospital, etc. My own experience has been that if I was dithering whether to call a G.P., go to Hospital or give aspirin & fluids, their advice helped in the decision making. Hope this helps".

**Allie B**  
22/11/2008 08:01

"every time I've called NHS direct because I've been worried about something, I've been told to phone my GP... don't know why I bothered calling NHS direct"

**Have you got something to say on [www.makesachange.org.uk](http://www.makesachange.org.uk)**

## A MESSAGE FROM THE HEALTHCARE COMMISSION

**“The Healthcare Commission is the independent ‘watchdog’ for healthcare in England and Wales.**

**Our role is to Inspect, Inform and Improve**

We do this by:

- Checking for quality and value for money
- Telling people about what we find out about healthcare services
- Making sure that healthcare services get better all the time

Listening to and acting on what people have to tell us about their experiences of healthcare is really important.

**Better and safer experiences**

You can help us by making sure we know about what is happening in your area.

**Safeguarding the public**

You can help us by letting us know what is good and where things could be better.

Thinking about the last year, describe your experiences using the table below.

Please send your comments to your Local Involvement Network Host whose contact details appear on the 1<sup>st</sup> page of this newsletter. They will then pass the information on to us.

The more detail you can provide the better”.

<b>Your name:</b>	<b>Do you represent a particular group? If so please say which group in this space:</b>
<b>Date form completed:</b>	
<b>When did the issue or experience take place?</b>	
<i>Any dates you can include will help us</i>	
<b>What type of issue or experience was it?</b>	
<i>For example, poor quality care, access to a particular service like a dentist or a clinic, the patient experience, the environment?</i>	
<b>Where did this experience take place?</b>	
<i>Can you name the NHS Trust or name the doctor or service that was involved?</i>	
<b>What happened next? Did you discuss the experience with the organisation involved?</b>	
<i>What was the response?</i>	
<b>Any other comments</b>	

Is there anything you would like to tell the LINK about your experience of health or social care services in West Sussex, good or bad?

What worked well?

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What didn't work well?

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What could have happened to make it work better?

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Please send separately from your registration of interest if you prefer this information to remain anonymous.



**GOOD OR BAD?  
YOU TELL US**

We apologise for the size of this newsletter, however we feel that it is important that as many people in West Sussex know about the forthcoming election to the Stewardship Group and its role.

Future newsletters will be much more “user friendly”! and will only be sent to people who have registered an interest in the LINK.



Your voice on local health and social care