

YOUR CHANCE TO BE HEARD

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! A Local Involvement Network (LINK) is being formed in West Sussex providing new and exiting opportunities for more people to have a say in how health and social care services are provided in West Sussex.

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.

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.

West Sussex Council has appointed Help and Care to be the Host Organisation in its area. Help and Care has been working with local communities for 23 years. Mark Sharman, their Chief Executive, said "We are delighted to host 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:

Call us on 0300 111 0102

Monday-Thursday 9-5

Friday 10-4.30

03 numbers cost no more than 01 and 02 numbers and are included in all mobile bundle packages

Write to us at:

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

West Sussex Office Opening Soon!

Email us: westsussexLINK@makesachange.org.uk



**MAKES
A CHANGE!**

INFORMATION EVENTS

- ☞ **We are holding a series of information events in January, where you can learn more about LINKs and help to shape the way the LINK in West Sussex will work.**
- **Tuesday 13th January.**
Martlets Hall. Civic Way. Burgess Hill.
 - **Thursday 15th January.**
Field Place, The Boulevard, Worthing.
 - **Monday 19th January.**
Pulborough Village Hall, Swan View, Lower Street, Pulborough.
 - **Friday 23rd January.**
Hawth Theatre, Hawth Avenue, Crawley.
 - **Thursday 29th January.**
Chichester High School for Boys, Kingsham Road, Chichester

Email westsussexLINK@makesachange.org.uk or ring us on 0300 111 0102 and let us know which event you would like to attend. Hurry, places are limited!

FOR GROUPS AND ORGANISATIONS

If you are unable to get to one of the events in January our LINK Development Officers are keen to come out to your group to talk about the LINK, listen to your views and experiences of health and social care and discuss ways in which your group might like to be involved in the LINK



GET INVOLVED

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:

- ✓ Call us on 0300 111 0102
- ✓ E-mail us
WestsussexLINK@makesachange.org.uk
- ✓ Complete and return the registration form on the next page.

WEBSITE

- ☞ **For those of you with internet access, why not register on the LINKs website? This is how simple and effective it can be!**

Make a Change to your local health & social care services in 3 easy steps:

- 1) Register online at www.makesachange.org.uk
You can register as an Individual or as an organisation
- 2) When you have registered you will receive a confirmation email. Activate your account by following the link in the email
- 3) You are now ready to Make a Change! Simply log in and start joining in the online discussions to have your say.

Here are some *great benefits* to signing up:

- Discuss issues online and share views with other people
- Add Blogs (online commentaries like a diary/journal)
- View news and information for your local area and other areas
- Take part in opinion polls
- Read national news stories
- Find out about national campaigns
- Look at the latest newsletters for West Sussex
- Find events in your area

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.



**GOOD OR BAD?
YOU TELL US**

Is there anything you would like to tell us 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.



Your voice on local health and social care

Now it's up to you...

Come along to an event

Register your interest

Let the LINK know what you have discovered about Health and Social Care Services in West Sussex



The LINKS Vision

- LINKs will be known 'on the High Street'
- LINKs will join people's voices to tackle broader issues than they could on their own
- LINKs are progressive not obstructive
- LINKs will change things and be able to prove it
- LINKs will deal with real issues not just the high profile ones
- LINKs will spend ALL its money on achieving change for local people
- LINKs is truly inclusive; everyone has a voice and LINKs will help people be heard in ways that suit them

