

The LINK News

September 2011
Issue 10

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Do you want better health and social care services in County Durham?



LINK bring together people and groups to look at Health and Social Care services, then tell the service providers to try and make things better.

LINKs will evolve to become Local HealthWatch

Local HealthWatch and HealthWatch England will be launched in October 2012 and should strengthen the collective voice of patients and carers.

HealthWatch England will be the independent consumer champion within the Care Quality Commission (CQC). The evolution of LINKs to Local HealthWatch is being explored through Local HealthWatch Pathfinders, early adopter Health and Wellbeing Boards, the HealthWatch Programme Board, the HealthWatch Advisory Group, and forthcoming Action Learning Sets.

There are 75 HealthWatch Pathfinders, 3 of which are from the north east region; Hartlepool, Gateshead and Northumberland.

The HealthWatch advisory group will provide the Programme Board with

expert, practical advice and make recommendations about implementing HealthWatch.

They have set up 5 sub groups to focus on specific areas of the work programme. They are:

- HealthWatch England
- Principles and Practicalities
- Local HealthWatch: Building a convincing case
- Local HealthWatch: Creating a good local HealthWatch
- Communication and Engagement Strategy

If you would like to find out more about the work of the HealthWatch Advisory or HealthWatch Programme Board, then please visit: <http://www.cqc.org.uk/aboutcqc/whatwedo/improvinghealthandsocialcare/healthwatch.cfm>

LINK

MAKE IT
HAPPEN!

What should HealthWatch look like?



Nov 2011

Local HealthWatch
Model produced

Jan 2012

Service
specifications for
HealthWatch
contract in draft

Feb - May 2012

Procurement
process will run with
an evaluation and
assessment

June 2012

Local HealthWatch
Contract will
be awarded

Oct 2012

Local HealthWatch
Established

Members of the Management Committee and Enter and View group met at a LINK Review Day on the 8 August to review the LINK structure so that we can be better prepared for the upcoming changes.

This included discussions around the development of Local HealthWatch. LINK invited Denise Elliot, Durham County Council's (DCC) Strategic Commissioning Manager and Mel Campbell, DCC Strategic Manager for Healthier Communities to share their views on the commissioning of Local HealthWatch.

Denise expanded upon the role of the Local Authority in commissioning Local HealthWatch and stressed that the expertise from the LINK is needed to inform the model for Local HealthWatch. A Reference Group is being established so that individuals, LINK members and other organisations can feed in their suggestions of what will be the best model for a Local HealthWatch design for County Durham. A draft should be ready by the end of November.

The importance of being involved in this group was highlighted at the 'Stronger Connections; Better Health' event on the 14 July at Bowburn Community Centre.

Jane Hartley, Chief Executive Pioneering Care Partnership (PCP), Host Organisation for the LINK, gave a presentation on the progress in HealthWatch development.

Key points to note were:

The role and duties of LINK and the future role and additional duties of Local HealthWatch.

The HealthWatch Transition Plan, which highlights the different models proposed to deliver a successful HealthWatch; the 'before and after' stance that needs to be adopted as opposed to a 'stop and start' from scratch.

The establishment of Local HealthWatch planned for October 2012, with the advocacy role coming on board as of April 2013.

The role of the Local Authority to establish and fund Local HealthWatch Organisations. Working with LINKs, Hosts and local Communities, commissioning a Local HealthWatch; ensuring accountability and value for money for Local HealthWatch organisations.

YOU can influence the shape of the model being developed by the Local Authority!

The first Local HealthWatch Reference group meeting is on the 19th October at the Pioneering Care Centre, 9.30 -12.30 (lunch provided). Book your place on 01325 327431.

LINK AGM

Its that time of year again! County Durham LINK will be holding it's Annual General Meeting on **4 October** at the **Durham Centre, Belmont Industrial Estate** from **12.30 - 3:00pm**.

There will be a chance to **network** with other members at the beginning of the event, while a **buffet lunch** is served.

Mary Simpson, Head of HealthWatch Programme for the Department of Health will be in attendance as guest speaker to give the national perspective of HealthWatch developments.

There will also be a special exhibition of LINK highlights from the last 4 years and an opportunity for delegates to have their say on what happens next in terms of HealthWatch.

Formal AGM proceedings will follow, and will include an election of members on to the LINK Management Committee and the LINK Annual Review showcasing highlights of work done over the last year.

Don't miss out, book your place today by contacting the LINK team on 01325 327431

Have your say, the LINK survey way!

LINK has released a final report of the three year evaluation of County Durham LINK commissioned by the Host organisation, PCP. It asked the same questions as years 1 and 2 so that comparisons could be made and conclusions drawn about LINK's performance against it's objectives.

Please read the LINK Annual Report 2010-2011 to find out how well your LINK has done. An electronic version is available on the LINK website.

Over the 3 years there has been:

- A steady increase in membership numbers
- Improved satisfaction with LINK communications
- Increased belief that the LINK can influence PCT and social care
- Real progress on Enter and View responsibilities

'Digital Divide'

This year's results also highlighted that those who respond to the evaluation questions electronically (using the e-survey) felt they were more able to influence than those returning paper responses.

The results of the the hyperacute stroke services e- survey that we have recently sent out will be analysed by NHS County Durham & Darlington from 11 September. LINK will also use the response information to measure how well LINK members feel they have been effectively engaged with.

Therefore we ask you to have your say by using the e-surveys and postal surveys that we send out with the e-bulletin.

Current Consultation: A revised consultation document on options for allocating new and additional funds for local HealthWatch is open for comment before the end of October 2011.

Visit: http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_128429

Enter and View working hard for you!

LINK Enter and View Representatives:

Agnes Armstrong
Joan Taylor
Pauline Crathorne
Sandra Cottrell
Sheila Grant
David Kellett
John Hudson
Michael Dalton
Michael
Hemingway
Syd Duggan

The Enter and View group have already carried out 3 visits this quarter, with more to come. It's going to be a busy year for our representatives.

The reps visited:

- Outpatients and Accident and Emergency (A&E) at University Hospital North Durham (UHND)
- A&E at Darlington Memorial Hospital (DMH)
- The Audiology Unit at DMH

Outpatients, University Hospital North Durham

Michael Dalton, Syd, Joan and Sheila visited the department on the 4 May. They talked to staff and handed out a patient survey.

The results of the survey showed that patients were happy with the length of time they had to wait for their appointments. 47% of the patients waited less than a month for their appointment and 10% waited 6 weeks.

However the waiting times on the day ranged from 5 -10 minutes and 90% of the patients were not informed how long they would have to wait.

As a result of some of the other recommendations made the Trust is implementing several changes. Ward and department managers will ensure that hand gel dispensers are regularly checked and filled, with immediate effect.

The Payphone will be lowered to improve access for wheelchair users by the end of August and the Trust is aiming to reinstall seating at resting places by the end of September, it was removed because of vandalism.

A response to the report has been received from Stephen Eames Chief Executive, County Durham and Darlington NHS Foundation Trust.

“May I take this opportunity to thank you for your visit and the observations made by your team.

The findings are most helpful, and we are grateful to your team for their professional approach throughout their visit.

I am aware the Enter and View Group will be supporting more services across County Durham and Darlington NHS Foundation trust, and I welcome their findings in the near future”

Visits to A&E

Agnes, Pauline, Sheila and John took part in the visits to the A&E departments. UHND was visited on the 25 August and Darlington on the 28.

Reps made observations about the environment and access, both to the site and to information.

They interviewed staff members to get an outline of the triage system (the process of determining the priority of patients' treatments based on the severity of their condition) They also asked the patients for their feelings about the unit to highlight any problems the service users faced.

The reps found similar issues at both sites; both had felt an increase in the number of people attending A&E since the introduction of the 111 number and communication both verbal and written could be improved. The patients were aware of department pressures, but would have appreciated more status up-dating.

Audiology Department, DMH

Sandra, Michael Hemingway and Syd conducted their visit on the 19 August. The report is expected shortly.

Clozapine Clinic, Update

In August 2010 David, Agnes and Michael Dalton visited the Clozapine Clinic at Lanchester Road Hospital, after its relocation from County Hospital. The reps were keen to establish how the change had impacted on services. The new environment proved to be very popular to the service users although some did miss the familiar surroundings.

A report was sent to Tees Esk and Wear Valley NHS Foundation Trust who operate this service. The Trust responded positively to the report and highlighted remedial action which would be taken in response to recommendations, promising a further update on the progress.

We would like to thank the staff working for NHS County Durham and Darlington Foundation Trust (CDDFT), who operate UHND and DMH for co-operating with our reps. The Enter and View reports are available for you to view on our website or through contacting the Host team. Please see the back for details.



**Darlington Memorial
Hospital**



**University Hospital
North Durham**

A few moments with... Jill Salkeld Patient Experience Manager



“Raising the profile of LINK within the Trust has allowed for increased involvement in many consultation processes and clinical strategy development work streams.”

Please tell us about your role?

I manage the Patient Experience Team, which is based at Darlington Memorial Hospital. I ensure the complaints and concerns procedures are followed and ensure processes are in place to analyse issues raised.

Themes are identified and reported to Senior Managers so that action plans can be developed and improvements can be made. Members of the team also liaise with health teams, patients, carers, relatives and community networks to ensure all views are listened to and issues are acted upon. We also review appreciations and positive comments made by patients and families to ensure we are capturing a balanced view of the patient experience.

Do you think patient engagement is important and why?

Absolutely! It is vital that we listen to the views of our service users and their families, and act upon what is important to people who access our health services.

A positive patient experience is very important to the Trust, to ensure we are delivering services that are of a high standard, that are effective and that are safe. It is the voice of the patient, carer and relative, that provides us with the necessary feedback to constantly improve our services.

Does working with County Durham LINK improve communication and engagement with services users?

I have worked with County Durham LINK in both my role as a Patient Public Involvement Lead as well as Patient Experience Manager. We have a very positive, constructive working relationship, which allows for some excellent joint working projects. Raising the profile of LINK within the Trust has allowed for increased involvement in many consultation processes and clinical strategy development work streams.

County Durham and Darlington NHS Foundation Trust (CDDFT)



Describe how the role of Enter and View benefits the trust?

I am very excited about the rolling programme of Enter and View visits we have in place for County Durham and Darlington NHS Foundation Trust (CDDFT).

The Enter & View group have recently completed an Outpatient Department visit at University Hospital of North Durham, as well as Emergency Department visits at both Durham and Darlington (see page 4-5). The Trust receives a constructive final report, highlighting areas of good practice and suggested recommendations.

The Trust in turn provides the LINK Committee with an Action Plan developed as a result of outcomes suggested. This has been a very positive process, allowing for an independent observation of our services.

We are looking to continue our Enter & View programme, by arranging visits within our Audiology Department and Urgent Care Centres.

Would you encourage others to work with County Durham LINK and their Enter and View group?

Yes I would. It provides you with an independent observation of your services, by members of LINK who are our service users. The planning of the visit is prepared carefully, with full consideration given to the work area and work regime.

The Enter and View team meet with both service users and staff to obtain an overall view of the department / clinic area.

The feedback is constructive and provides both positives and areas for improvement. The action planning and review of actions ensures the issues identified are addressed, ultimately ensuring the patient experience is improved, which is our overall aim.



LINK out and about...

Prevention First in Health

On 13 June 2011, County Durham and Darlington NHS Foundation Trust (CDDFT) hosted a Stakeholder Event, to gather views about the future of preventative healthcare and public health activities across the locality. Over 150 delegates proposed, explored and examined a host of opportunities to improve service provision. The ultimate aim is to ensure a healthier local population, reduce avoidable disease, and enable people to live happier, longer lives as free as possible from the burdens and constraints of ill-health.

Let your voice be heard!



A follow up event is on the **10 October at the Durham Centre, Belmont Industrial Estate, Durham** and you are invited to attend to help influence your local Foundation Trust's approach to public health and health improvement . Your contributions, views and opinions will be welcomed on services that contribute to health and wellbeing, including smoking, food and nutrition, alcohol and physical activity. To book your place contact the Host Team (details on the back) no later than 23 September 2011. Teas, coffees and refreshments will be provided.

LINK attend Community Engagement Day

Hundreds of families turned out to visit the region's first Community Engagement Day at the Durham Tesco Extra at Dragonville.

The day was filled with representatives offering advice to people of all ages. Joining the LINK team were fire and safety officers, course advisors from New College Durham, Durham police officers and the Alzheimer's Society, to name a few.

The day was aimed at directing Tesco customers to the community engagement boards in store where they can positively engage with their local services or alert them to any concerns or issues they may have.

The event was organised as part of The Safe Durham Partnership which brings together a range of agencies including Durham County Council, Police, Fire and Rescue and Health Services to tackle anti-social behaviour which affects the community.

The LINK team were chatting to visitors about how LINK can help local people and groups speak up about what they want from health and social care services and informing them about the ways they can get involved.

Alcohol Brief Intervention Training

LINK members attended this training on 25 August. The aim was to have an awareness of alcohol, its effects, risks and dangers and brief interventions around alcohol.

It was delivered by 4Real, County Durham's young persons' drug and alcohol service, which is made up of Nurses, Social Workers, Alcohol Brief Interventions Workers, Treatment Capacity Builders, Community Engagement Workers, Alcohol Education and Support Workers and Trainers. The team work from an office in Chester-le-Street but staff cover the whole of County Durham

The service aims and objectives are:

- To reduce the harm caused by drugs and alcohol to young people, their parents and carers.
- Help young people achieve their potential and better lives.
- How? – Through assessment, intervention and treatment including Targeted and Specialist intervention and collaboration with other services to meet the holistic needs of the young person
- The service offered is entirely voluntary; the consent of the young person and/or parent carer must be sought prior to referral.

LINK participants said about the training:

"I found the training interesting, but sad. I was pleased to hear from the older people that culture, parenting and family background was being recognised as a big causative factor. The story of 7 yr old was very sad. Work is going on but it will be a mammoth task. Not sure if higher pricing will work. Possibly working with Children organisations such as Sure Start may help".

Mary Mitchell

I thought the training was good, the presenter was very efficient. I felt that the "body part" was horrible but gave you a good idea of what areas can be damaged by drinking. The two sessions we did was thought provoking, as in the end we all appeared to have the same ideas and understood exactly what damage is done by excessive drinking. Units also was made clear as most people do not understand this side of drinking. The training was very worthwhile".

Pam Spurrell.



We all have a responsibility to protect vulnerable young people under Safeguarding and help them achieve their potential as part of Every Child Matters.

Your referrals to 4Real help us to succeed in this- 01325

375 703

A day in the life of a LINK Member: Pam Spurrell

"I enjoy being active and being part of the LINK has certainly kept me busy. I have met lots of likeminded people and I enjoy speaking up and having a say, but it is important to listen too.

I miss work but my disability doesn't stop me helping to shape health and social care services in Durham."

Pam Spurrell



Pam is 73 lives in Staindrop. Originally from Romford, Essex, Pam has lived in a number of places and has been a very successful businesswoman, but had to stop working aged 56 because of ill health.

She has a debilitating condition known as Spinal Stenosis and has had both hips and a knee replaced.

Pam was determined to get actively involved in her community and keep herself busy through volunteering.

She was co-opted as a member of Teesdale District Council and

progressed on to the Environment and Sustainable Communities Overview and Scrutiny Committee.

She joined the LINK in April 2009, getting involved with the Rural Health Working group. In October 2010 Pam was elected as Teesdale District Representative.

Pam's particular interests within the health field are mental health, specifically dementia and wider issues which have an impact such as transport.

Pam's enthusiasm helps get members of the public interested in the work of the LINK particularly Personalisation, JIG (Joint Information Gathering) and the important changes taking place regarding the future of LINK and HealthWatch.

Thanks from Pam...

"Last year I asked for Sandra Robert's, Administration Officer, County Durham LINK Host, help in creating a sign which would request I was left enough access space to enable me to get into my car! Shortly after Sandra presented me with a sign which covered all the aspects of what I needed.

Since then a number of people have asked about this sign, obviously I admitted I had not bought it but had it made for me!

It can also warn people that you need ac-

cess to the rear of your car if you have a push-chair, stopping people parking too close.

A member of staff from the NHS even photo copied it, as they thought it was a brilliant idea! All this is down to Sandra Roberts' clever adaption of what I said I needed.

May I formally thank Sandra for such a good service in listening to my needs and coming up with such a brilliant and effective idea."

Pam Spurrell

Joint Information Gathering Group (JIGG)

This group has been meeting on a monthly basis since its set up in April.

Its role is to gather, monitor, share and collate information from PALS/Patient Experience teams aligned to NHS Trusts in County Durham and the Care Quality Commission (CQC).

University Hospital North Durham

The group have just produced their first draft report which looks at the University Hospital North Durham and pulls together data from:

- Quarterly complaints
- Litigation
- Incidents
- Patient, Advice & Liaison Service reports
- Outpatient and inpatient surveys produced by the CQC
- The CQC national NHS staff survey
- The NHS choices website on which patients can rate the performance of a hospital
- Dr Foster Website which offers a consumer guide to all private & NHS hospitals in the UK.

The group has met with County Durham & Darlington NHS Foundation Trust to discuss the draft report and are hopeful of progress on a number of fronts.

The JIGG acknowledges that the Trust performs well in a number of areas e.g. achieving a significant improvement in the management of bedsores as the result of a campaign to improve performance.

The JIGG is also highlighted the number and location of falls at Trust hospitals. Whilst the absolute number is not high, it was felt to be significant. We were pleased to hear the Trust has a dedicated 'Falls Team' and is prioritising action on this issue which is very encouraging.

Feedback Report from LINK Member: John MacDonald Quality Standards Group, University Hospital North Tees- 21 August 2011

Momentum for Change Update

The focus was on involving more closely GP Commissioners plans to reduce in patient bed usage by reducing the length of stay and increased use of community services & out of hours services.

Changes to Accident & Emergency services in the Hartlepool site

Seriously ill adults will be taken to the Emergency Assessment Unit at University Hospital Hartlepool. Minor injuries and some outpatient services will be provided at the One Life Centre, which will also provide out of hours services.

Seriously ill and injured adults and children needing emergency care will be taken

to North Tees A& E Unit who will provide enhanced trauma assessment and surgery services.

The Centres at Yarm, Billingham and Stockton are at an advanced stage in development, with the Yarm site under construction. The free shuttle bus continues to operate between the Hartlepool and Stockton sites.





COUNTY DURHAM
A local voice for local people

Write to us at:

Pioneering Care Centre
Carers Way
Newton Aycliffe
County Durham
DL5 4SF

Phone: 01325 327431

Fax: 01325 301129

Email: host@pcp.uk.net

Visit us online at:

www.linkcountydurham.co.uk

Contact your local representative to share concerns, comments and information about what's going on in your area by emailing mydistrictrep@pcp.uk.net

County Durham Local Involvement Network (LINK)

**County Durham LINK-
YOU can shape the
future of our local NHS
and Care services.**

**If you believe in equality in
Health and Social Care
services or want to share
your experience and
knowledge of these
services in a positive way,
why not get involved and
have your say, today?**

Get in touch

If you'd like to get involved with County Durham LINK, or if you're a member and would like to submit an article for this newsletter, please get in touch.

This newsletter has been produced following the guidelines set out in our accessibility policy. If you would like more copies of this newsletter or would like to receive it in a different format, then please contact us.



Dates for your diary...

4 October 2011- County Durham LINK Annual General Meeting

12.30pm - 3.00pm, at The Durham Centre, Belmont Industrial Estate, Durham, DH1 1TN

Refreshments and lunch will be served from 12.30pm.

10 October 2011- Putting Prevention First Event

1:00 - 4.15pm at The Durham Centre, Belmont Industrial Estate, Durham, DH1 1TN

Your opportunity to shape the future direction of NHS activities in County Durham & Darlington.

Teas, coffees & refreshments provided

19 October 2011- Durham County Council HealthWatch Reference Group

9.30am - 12.30pm at the Pioneering Care Centre, Carers Way, Newton Aycliffe, DL5 4SF

Lunch and refreshments provided.

7 November 2011- Information Day

10:00am - 2:30pm at East Durham College, Peterlee SR8 2RN

Topics include: Quality Accounts, Momentum Update, Crisis Support and Community Pharmacy Services.

Lunch and refreshments provided.



To book your place at any of these events contact the LINK team on the details above.