

# LINK News



Issue 15 - October 2011

## Be part of the Plymouth LINK

The LINK is a network of people who have experiences and ideas about how to improve health and social care services. The LINK :

- ♥ talks to all local people about what they want from health and social care services
- ♥ talks to the people who provide and influence services about how they can meet the needs of the public
- ♥ supports people to get involved in the LINK

## HealthWatch - we need your views

By now you will all know that LINK is to become a new organisation called HealthWatch. HealthWatch will carry on the work of LINK and provide information and advice and support people to make choices.

We have been talking to local groups, organisations and members of the public about their views on HealthWatch - what would you like it to look like and how can it provide information, advice and support to people in the city and represent their views?

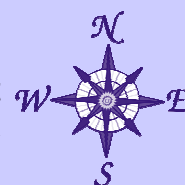
We held our two HealthWatch events aimed at organisations, which were a big success. Check out our website for a report on the events.

We have also started to talk to local people about their views at our Healthy Plymouth event and will be continuing to consult people at Older People's Day, the Respect Festival and other community events. On pages 3 and 4 there is a short survey on HealthWatch. Please take a few minutes to fill it in and send it back to us. Your answers will help us to shape your local HealthWatch and inform Plymouth City Council on what's important to you.

## Plymouth LINK Pathfinder

In our last newsletter we told you that we had been chosen to be a HealthWatch pathfinder, to focus on the HealthWatch role on the new Health & Wellbeing Board. Work has begun to think about how HealthWatch can best represent everyone's views and Plymouth LINK has a representative on a new Health & Wellbeing development group in preparation for the board.

On page 2 there is a timeline, showing how the LINK will evolve into HealthWatch during a transition period.



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# HealthWatch Timeline - preparing for HealthWatch

Plymouth LINK is working with the local authority on the transition to HealthWatch, which will take place over the next 18 months.

- July 2011 - Start consultation on local HealthWatch with local people, services and groups through public and targeted events
- August 2011 - First meeting of HealthWatch Development Group to oversee the transition
- September 11 - Begin work with the local authority on developing Health & Wellbeing Board to ensure a strong patient voice
- November 2011 - Identify potential models for HealthWatch from public consultation
- Early 2012 - Develop spec and quality standards for HealthWatch and plan to create the service
- March 2012 - Consult on model for complaints advocacy working with Health-
- October 2012 - Watch
- March 2013 - Local HealthWatch in place



## Update on our work

- ◆ You have told us about your experiences of travelling to and parking at Derriford. We have shared these views with the hospital and they will be used to influence the new parking contract which the hospital is putting into place.
- ◆ You have told us about how difficult it is to know where to find a dentist. We are working with NHS Plymouth to help them create a poster showing all the options for getting a dentist. Plymouth LINK and NHS Plymouth are also keen to find out how people have tried to get a dentist. Please take a few minutes to fill out our survey on pages 5 & 6 - your views will help NHS Plymouth to improve their service.
- ◆ We have shared a report with Derriford about your views on getting in and around the hospital. We are waiting to hear about how this might improve your experience of using the hospital. Watch this space!
- ◆ We are also involved in a new group that meets to consider the health needs of gypsy and traveller communities. Hosted by Plymouth City Council following feedback raised by the LINK, the group is focussing on areas raised by the LINK, including welfare checks, experience of GPs and health professionals and consistent care for families travelling around the Southwest. We hope that this new group will start to make some positive changes in Plymouth
- ◆ Unhealthy moles identified by the Dermatology Department during the Healthy Plymouth event are already being referred and getting treatment– possibly saving lives and NHS money



**Do you have a few hours to spare?  
Would you like to see health and social care services  
improve?**

**We need you!**

We need people to join our Visiting Team. You will receive training and support to visit services on behalf of the LINK. To find out more contact Karen Morse on 01752 202406 or email [kmorse@plymouth-link.co.uk](mailto:kmorse@plymouth-link.co.uk).

If you are interested in getting involved in the Visiting Team, please contact us by 28th October as we have a planned training day on 11th November and you will need to be available for this date.

**From October 2012 there will be an organisation called HealthWatch in Plymouth. We need your views to help us shape HealthWatch**

1. Have you ever tried to find out what health and social care services are available to you in Plymouth?

Yes     No

If yes, where did you go? If no, where would you go? (tick all that apply)

- LINK             Your GP             PALs             Local Support Group  
 Library             NHS Choices             Council             Citizens Advice Bureau  
 Other: \_\_\_\_\_

2. How would you like to access an organisation that gives advice and supports you to have a say about health and social care services? (tick all that apply)

- Post             Website             Email             Surveys / questionnaires  
 Text             Phone / helpline             Drop-in centre             Box in GP surgery  
 Facebook     Twitter             Local outreach / events     One to one / face to face  
 Other: \_\_\_\_\_

3. In your local community what one place would you want to find out information from or tell about your experiences of health and social care? (e.g. GP practice, council office, ...)

4. How would you like to hear about and feed into health and social care events and be asked about your views on a topic or proposal? (tick all that apply)

- GP surgery     Local newspaper     Local radio             Support groups or workers  
 Website             Local events             Newsletter             Helpline  
 Other: \_\_\_\_\_

5. What support or services would be most helpful to you? (tick all that apply)

- Signposting and information  
 Advocacy (someone who will help you to speak up for yourself)  
 Someone to refer you directly to someone who can help  
 Someone to tell your experience to in order to influence and change services in the future  
 Support with making choices. If so, how? \_\_\_\_\_

6. Apart from service providers, which groups should be involved in providing advice and influencing services? (e.g. GP's patient groups, League of Friends, campaigning organisations, specific voluntary community sector organisations, schools, . . .)

7. What information would help you to choose where to go for your health and social care needs? (tick all that apply)

Waiting times    Quality / performance of the service    Whether the provider is a specialist

Location    Ease of getting there    Feedback from other patients / service users

Other: \_\_\_\_\_

8. What would make you get involved in an organisation providing advice and influencing health and social care services? (tick all that apply)

A personal bad experience    A personal good experience

Needing advice or information    Wanting to volunteer

A good image / brand    Being easily accessible in your local community

Answering questionnaires    Be involved for relevant areas / topics that interest you

Being able to influence services    Other: \_\_\_\_\_

9. Would you like to get involved in HealthWatch?

Yes    No

If the answer is yes, tell us how you would like to get involved in Plymouth HealthWatch

Go out and talk to people about their health and social care experiences

Attend boards and meetings to represent Plymouth people's views

Provide advice and support to help people make choices

Help with office duties such as data input, sending out information . . .

Other: \_\_\_\_\_

Your contact details:

Name: \_\_\_\_\_ email: \_\_\_\_\_

Phone: \_\_\_\_\_ Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Thank you for completing our questionnaire**

Please return it to us at:  
Freepost RRZE-AGZT-EXRS,  
LINK Support Team,  
Unit 15 HQ Building, 237 Union Street,  
Plymouth PL1 3HQ (no stamp needed)  
or email [info@plymouth-link.co.uk](mailto:info@plymouth-link.co.uk)

**Plymouth LINK and NHS Plymouth are working together to improve access to NHS dentists. We need to know about your experience and the problems you face. Please take a few minutes to answer our questions.**

1. Do you have an NHS dentist?:

Yes

How did you get one? \_\_\_\_\_

No

Why not? \_\_\_\_\_

2. Have you tried to get an NHS dental appointment in the last 12 months and were you successful?

Yes – tried and was successful

Yes – tried but was unsuccessful

Why? \_\_\_\_\_

No – haven't tried

3. How have you tried to get an NHS dentist in the past?

4. If you have been offered a place with a regular NHS dentist through the PCT dental database did you take up your placement with the practice offered?

Yes

No

Why not? (e.g. too far away, not happy with the practice offered, etc.) \_\_\_\_\_

5. Where would be the most likely place that you would search for information / want information available on how to access an NHS dentist? (e.g. internet, NHS Choices, etc.)

**If you currently don't have an NHS dentist, there are 2 things you can do:**

**Keep ringing local practices who will be able to offer you a place if they have space; and/or give us your details below to be added to the dental waiting list.**

**PLEASE NOTE the new email address for adding your name to the NHS dental database is: [ply-pct.PlymouthDentistry@nhs.net](mailto:ply-pct.PlymouthDentistry@nhs.net)**

**Your contact details:**

Full name: \_\_\_\_\_

Full address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date of birth: \_\_\_\_\_

Telephone numbers : home \_\_\_\_\_ mobile \_\_\_\_\_

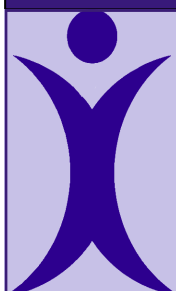
Special requirements (e.g. disabilities) \_\_\_\_\_

Any practices you would prefer/prefer not to have a place with \_\_\_\_\_

\_\_\_\_\_

**This information is needed for each member of the family wanting a place.**

**Thank you for completing our questionnaire  
Please return it to us at the address on page 8**



**Let us know about your experiences  
Together we can improve  
health and social care services**



# Health and Social Care updates

## State of Care 2010/11

The Care Quality Commission (CQC) has just published its annual report on the state of health and adult social care in England. It covers the year from April 2010 to March 2011.

You can download it on:

<http://www.cqc.org.uk/stateofcare2010-11/downloadthereport.cfm> and read about people's experience of access to care, the choice and control they have when using these services and the quality of the care they receive.



The state of health care and adult social care in England

An overview of key themes in care in 2010/11



## Changes to Social Care and Support: your chance to have your say

On 15 September, the Government launched ***Caring for our future: shared ambitions for care and support*** – which they say is 'an engagement with people who use care and support services, carers, local councils, care providers, and the voluntary sector about the priorities for improving care and support'. The discussion is divided into six areas:

- 1) Increasing quality and supporting the workforce
- 2) Increased personalisation and choice
- 3) Ensuring services are better integrated around people's needs
- 4) Supporting greater prevention and early intervention
- 5) Creating a more diverse and responsive care market
- 6) The role of the financial services sector in supporting users, carers and their families

Read more about these discussion areas and download a leaflet and feedback form on:

<http://caringforourfuture.dh.gov.uk/>

Alternatively, let the LINK know what you think and we will pass on your comments. **The closing date is 2nd December.**

## Do you have a few hours to spare? Would you like to see health and social care services improve?



We need ambassadors to help us talk to local people.

If you are outgoing, enjoy meeting people and want to make sure local people have a voice, we need your help.

To find out more, contact Karen Morse (see back page for contact details).

(left. LINK ambassadors John and Dot talking to people at the Healthy Plymouth event)

## Healthy Plymouth Event 27th August 2011 in the Piazza



This year's Healthy Plymouth event - a collaboration between the LINK, NHS Plymouth and the Hospitals Trust - offered a variety of stalls and activities. Despite some awful weather attendance was very good and the LINK received 267 pieces of feedback and enlisted 14 new members.



**Plymouth LINK will be attending this year's Respect Festival on Saturday, 29th October in the Guildhall**



**Your views count!**

**Together we can help influence changes in health and social care provision in Plymouth.**

Please let us know about your views and experiences with health and social care services. Contact us by any of the methods below - and remember, you don't need a stamp if you use the

### **Contacting the LINK Support Team:**

For more information about the LINK and how to get involved, contact us at:



By Post:

Freepost RRZE-AGZT-EXRS  
LINK Support Team  
Unit 15, HQ Building,  
237 Union Street,  
PLYMOUTH,



Follow us on



By Phone:

(01752) 202407



By e-mail:

info@plymouth-link.co.uk



By text:

07533 432200



[www.plymouth-link.co.uk](http://www.plymouth-link.co.uk)



**We need your views  
On a besoin de votre opinion**

نحتاج إلى آراءك

我們需要您的看法

我们需要您的看法

ئېمە پئويستمان به بيروبوچوونى تويە

Potrzebne są nam państwa opinie

Precisamos das suas opiniões

ما به دیدگاه و نظر شما احتیاج داریم.

**Please let us know if you need this in another language or format**