

Work Plan for the Plymouth LINK – June 2011 – June 2012

Section 1 : Current work priorities based on feedback				
Area of work	Tasks	Timescales	Who? Resources?	Comments
Dentists	<ol style="list-style-type: none"> 1. Use ongoing board and provider meetings to challenge targets and provision 2. Meeting Sharon Palser/Nicola Jones to progress. 3. Consult on reasons for lack of uptake of NHS places. Survey agreed. 4. Consider overview and scrutiny referral for support 5. Communications plan work with oral health group 	<ol style="list-style-type: none"> 1. Ongoing – review in October 2011 2. July11, Nov 11 ongoing 3. Ongoing at events. 4. September 2011 5. Ongoing 	<p>VS, Chris Boote</p> <p>VS, Chris Boote Team</p> <p>VS/CB</p> <p>LL</p>	Poster developing
Quality Accounts	<ol style="list-style-type: none"> 1. Work with Trusts to influence quality accounts for next year via provider meetings. Monitor quarterly reporting. 2. Feed in information and plan consultation on priorities to form quality accounts. 3. Liaise with peninsula LINKs to involve in the process of the Plymouth Hospitals Trust. 4. Liase with contracted providers such as Peninusla Treatment Centre and Express Diagnostics to involve in process for QA. 	<ol style="list-style-type: none"> 1. Ongoing 2. Jan – Apr 2012 3. Jan – Apr 2012 4. Dec 11 – Jan 12 	<p>VS/KM</p> <p>VS/KM</p> <p>KM</p> <p>VS/KM</p>	
Procedure Review Group	<ol style="list-style-type: none"> 1. Group meets to follow up recommendations and review exit procedure, dealing with problems policy, communication and conflict of interest policy. 2. Findings and recommendations presented to Stewardship Group. 	<ol style="list-style-type: none"> 1. Nov – Dec 11 2. Jan 12 	<p>VS/LL/JD/CB/BL/SK</p>	

Derriford Hospital Access survey	<ol style="list-style-type: none"> 1. Run survey for longer period (include in Healthy Plymouth event) 2. feed into parking tender contract 3. Visiting Team to undertake patient/visitor questionnaires on days arranged with PHNT 4. 4. Follow up outcomes via LLM and new working group with Facilities Management at PHNT. 	<ol style="list-style-type: none"> 1. End August 2011 2. Sept 11 3. November 2011 4. Ongoing 	<p>KM</p> <p>KM</p> <p>KM</p> <p>KM</p>	<p>Complete</p> <p>Complete</p> <p>Awaiting response from PHNT</p>
Royal Eye Infirmary	<ol style="list-style-type: none"> 1. Transition to Derriford – how is this progressing? – Discuss at next LLM 	<ol style="list-style-type: none"> 1. November 2011 	<p>VS</p>	
Adult Social Care – Care Homes	<ol style="list-style-type: none"> 1. Visit Copper Beeches / new care home 2. Attend care home/health meeting to input feedback/recommendations. 3. Chase report from My Home Life to enable recommendations 4. Use other opportunities to build relationship with care homes (i.e Dom Dental) 5. Explore use of visiting team in care home work. – Katy Shorten expressed interest in particular visits to focus on known issues. 	<ol style="list-style-type: none"> 1. Jan 12 2. June 2011 3. before end 2011 4. Ongoing 5. Ongoing 	<p>KM/LL</p> <p>VS</p> <p>VS/KM</p> <p>KM/VS//LL /CMcA</p> <p>KM/CMcA/LL</p>	<p>New home complete</p> <p>Complete</p> <p>No report completed yet – waiting</p>
Learning Disabilities	<ol style="list-style-type: none"> 1. Host follow up learning disabilities task group of known LINK members to: <ol style="list-style-type: none"> a.) Investigate current media available at hospitals/surgeries for those with learning disability b.) Review media available and make recommendations for improvement c) Review response from providers 	<ol style="list-style-type: none"> 1. Dec 2011 Jan 12 Feb 12 May 12 	<p>KM</p>	

New funding opportunities	Explore opportunity for University researcher. Application submitted Outcome of application known Award made	End Nov 11 Jan 12 March 12	VS/LL/GG/JM	
LINK Annual event	Discuss with Stewardship Group options available for 2012 Annual event/Health event Finalise best option and make booking if nec Begin planning meetings involving providers	Nov 11 Dec 11 Jan/Feb 12	KM	

Section 2 : Reaching new groups				
Area of work	Tasks	Timescales	Who? Resources?	Comments
Gypsy & Traveller	<ol style="list-style-type: none"> Attend and review welfare checks, making recommendations. use role on LA partnership group to raise issues Attend Public health workshop to assist with delivery of the LINK workplan that has now been adopted.. host consultation event for main sites (A4A money) 	<ol style="list-style-type: none"> til end 2011 ongoing Dec 11 Dec/Jan 2011 	<p>KM/LL</p> <p>KM</p> <p>KM</p> <p>KM/LL/KO</p>	
Young People	<ol style="list-style-type: none"> Use global exchange placement volunteers to carry out project to <ul style="list-style-type: none"> - develop young LINK info - map and make contact with young peoples service providers, schools etc - identify and support young champions to facilitate feedback - identify funding for support for project. Explore new project with Young Mothers group 	<ol style="list-style-type: none"> Jan – April 2012 Dec/Jan 2011/12 	<p>KM and volunteers</p> <p>KM</p>	

Homeless people	<ol style="list-style-type: none"> 1. Research LINKs practice/projects/success re homeless work and local organisations/contacts. 2. Research other projects/initiatives that have centered on homeless/rough sleepers and health related issues 3. Create proposal for small scale projects to reach homeless/gather news, working with existing agencies within A4A perimeters. 4. Present to stewardship group to agree the plan and responsibilities and support from group and carry out. 	<p>1. Dec 2011</p> <p>2. Dec 2011</p> <p>3. Dec 2011 – Mar 2012</p>	<p>KO</p> <p>KM/KO</p> <p>KO/SG</p>	
City Councillors	<ol style="list-style-type: none"> 1. Investigate options to introduce the work of the LINK to councillors, eg. Drop in surgery at the chamber 2. Investigate feasibility of constituency based drop ins 	<p>Nov/Dec 11</p> <p>Feb 12</p>	KM	

Section 3 : Monitoring				
Area of work	Tasks	Timescales	Who? Resources?	Comments
Primary Care Access	<ol style="list-style-type: none"> 1. Press release/recognition of achievements 2. Follow up further ideas and schedule monitoring for actions 	<ol style="list-style-type: none"> 1. September 2011 2. October 11 and quarterly 	<p>VS/JM</p> <p>VS</p>	Ongoing monitoring via LLM each month.
Derriford Hospital Discharge Survey	<ol style="list-style-type: none"> 1. Press release/recognition of achievements 2. Follow up further ideas and schedule monitoring for actions 	<ol style="list-style-type: none"> 1. Sept 2011 2. Oct 11 and ongoing 	<p>VS/JM</p> <p>KM</p>	<p>Complete</p> <p>Ongoing monitoring via feedback and LLM</p>
Derriford Hospital CQC report	<ol style="list-style-type: none"> 1. review trust response to report 2. monitor actions 	<ol style="list-style-type: none"> 1. Sept 11 2. Dec 11 	<p>JM</p> <p>VS</p>	<p>complete</p> <p>Ongoing monitoring via feedback and LLM</p>

Monitoring changes in health and social care	1. Set up system for collecting and monitoring figures and identify steward to oversee	1. Jul – Aug 2011	JM	complete
	2. Feed negative changes to stewardship group and via Board and provider meetings.	2. Ongoing	JM/VS	
	3. Meeting with VS, KM, CB, JM to plan process	3. Nov/Dec 11	VS/KM/CB/JM	

Section 4 : HealthWatch transition and pathfinder project (health and wellbeing boards)

Area of work	Tasks	Timescales	Who? Resources?	Comments
Communication	<ul style="list-style-type: none"> • <u>Design and create e-bulletin “LINKs to HealthWatch” to inform, track progress and share learning.</u> 	From Dec 11	SH/VS/KM/LA	
	<ul style="list-style-type: none"> - Distribute to Plymouth LINK network, strategic partners, stakeholders and SW LINKs (add to twitter / facebook / website) 	Ongoing monthly	SH	
	<ul style="list-style-type: none"> - Include section on pathfinder progress (Plymouth and wider peninsula) 	Ongoing	VS/KM	
	<ul style="list-style-type: none"> - <u>Develop info pack on LINKs to HealthWatch including promotional material, consultation areas, posters etc (use examples of peninsula LINKs for ideas)</u> 	Jan 12	SH/VS/KM/LA	
	<ul style="list-style-type: none"> - Set up bimonthly blog on LINKs exchange/website to update on transition / pathfinder progress 	Dec 11 onwards	VS	
	<ul style="list-style-type: none"> - Share learning through national advisory group representation 	Ongoing	C Boote	
	<ul style="list-style-type: none"> - Make contact with other pathfinders to ensure regular communication 	Jan 12	VS/CBoote	
	<ul style="list-style-type: none"> • <u>As model for HealthWatch evolves develop branding</u> 	Early 2012	SH/VS/KM/LA	

Mapping and consultation	<ul style="list-style-type: none"> • <u>Map existing network of user groups, create info point for directories, networks. Identify gaps, research patient groups, resources etc not known</u> • <u>Host a series of event inviting stakeholders to</u> <ol style="list-style-type: none"> a. Introduce HealthWatch, what we know, manage expectations and concerns b. Consult on ideas for model for city c. Introduce HW role and relationship to health and wellbeing board and consult on model for engagement to ensure representation of voice d. Create partnership / trust with local groups re working together and point of contact. 	<p>June/July 11</p> <p>Aug – Nov 11</p>	<p>VS/KM/CB/LA</p> <p>Support team, SG, LA</p>	
HealthWatch model	<ul style="list-style-type: none"> • Develop from consultation events with partners <ol style="list-style-type: none"> a. model of engagement ensuring representation for feeding into health and wellbeing board b. model for local HealthWatch • Complete options appraisal on HealthWatch models • Develop specification and quality standards for new model • Create plan to establish new service. 	<p>Aug – Nov 11</p> <p>End 2011</p> <p>Early 2012</p> <p>Feb-Mar 2012</p>	<p>VS/KM/LA</p> <p>VS/LA</p> <p>VS/LA</p> <p>Support team/SG/LA</p>	
Relationships	<p>With CQC –</p> <ul style="list-style-type: none"> • Research and develop protocol and relationship with CQC based on evolution of HealthWatch England <p>With GP commissioners</p> <ul style="list-style-type: none"> • Establish seat on commissioning board (SCCE) • Invite GP commissioning representation to LINK provider liaison meetings to begin regular contact on areas of work. • Explore and agree partnership protocols for working with 	<p>Spring 12</p> <p>June 11</p> <p>June 11</p> <p>Spring 12</p>	<p>VS/CBoote/CQC</p> <p>JM</p> <p>VS</p> <p>VS/SENTINEL</p>	<p>Complete</p> <p>Complete</p>

	<p>GP commissioners</p> <ul style="list-style-type: none"> • Establish commissioning task group to ensure direct links and influence to ongoing commissioning decisions throughout transition • Work with Devon LINK to learn from GP commissioning pathfinder and existing good practice in other areas of country. • Work with Cornwall LINK to gather views re information hub <p>With health and wellbeing boards –</p> <ul style="list-style-type: none"> • Work with LA set up to discuss LINK/HealthWatch role, seat and influence • Establish lay members on shadow board at earliest opportunity, offering training and support to fulfil role • Develop protocol for HealthWatch relationship with board in Plymouth to feed into terms of reference and agreed by board • Educate board on LINK / HealthWatch, and model for engagement feeding collective views to board • Explore and support HealthWatch as vehicle for third sector voice on board • Feed into JSNA and evidence bank <p>With scrutiny panel:</p> <ul style="list-style-type: none"> • Agree remit of new relationship within changes Invite services as key stakeholders to HealthWatch information and consultation events 	<p>Spring 12</p> <p>Spring 12</p> <p>Spring 12</p> <p>December onwards</p> <p>Recruit members and offer training from Jan/Feb 12</p> <p>Dec 11 onwards</p> <p>TBA</p> <p>Ongoing</p> <p>Ongoing</p> <p>Spring 12</p> <p>Spring 12</p>	<p>VS/SP</p> <p>VS/CBoote</p> <p>VS/LINK rep/LA</p> <p>VS/KM</p> <p>VS/LINK rep/LA</p> <p>VS/LINK rep</p> <p>VS/PTSC/LA</p> <p>VS/CB/LA</p> <p>Support team</p>	
Advocacy	<ul style="list-style-type: none"> • Evaluate best practice models in complaints advocacy • Develop links and learn from advocacy network • Develop reference group to establish advocacy model • Develop protocols for statutory bodies • Host awareness raising sessions for stakeholders 	<p>March 2012 onwards</p>	<p>TBA</p>	

	<ul style="list-style-type: none">• Plan for new advocacy service to begin			
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