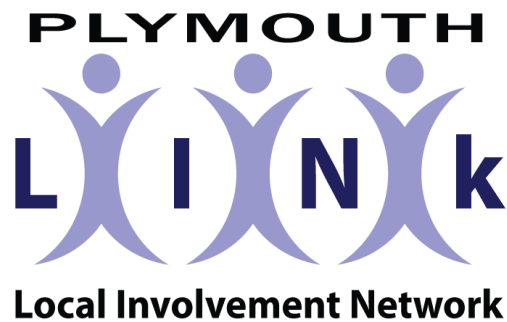


LINK News



Issue 16 - December 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**

Increases in care charges, NHS optometry services - your priorities . . .

We would like our members to tell us where you think the LINK needs to get involved in 2012. Is there an issue you feel passionate about improving? Take a look at the ideas on pages 2 and 3 and tell us what you think can be done. You may be aware of an issue we don't know about. Tell us now, using our Freepost address - you don't even need a stamp!



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Tell us what is important to you!

Over the course of 2011 Plymouth LINK has worked with health and social care providers across the city to improve experiences for patients.

The LINK undertakes focussed work on larger projects, such as improving access to NHS dentists in Plymouth, whilst also feeding back emerging trends in services, or detailed experiences that can be acted upon immediately.

The LINK Stewardship Group regularly reviews the LINK work priorities based upon the feedback received from the public and information given to us by services.

Some of the areas we are currently working on are summarised below, but what do you think? Are you aware of issues with services that the LINK has not worked with before? Do you have ideas of yet further improvements to a particular service? Please tell us, using the space opposite.

NHS Dentistry

- ◆ Working with the Oral Communication Group to produce a poster to help those who find written English difficult, for a variety of reasons



Derriford Hospital

- ◆ Improving visitor/patient experience of the hospital
- ◆ Invitation to the Safety and Quality Committee
- ◆ Presenting members' views in tender processes

HealthWatch

- ◆ Working with the local authority to shape a local HealthWatch for Plymouth



Watch

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

As well as giving us your views and experiences, can you also spare some time?

Here at the LINK we are always looking for local people to get involved in shaping their health and social care services. There are opportunities for everyone within the LINK, no matter how much time you can spare.

- ▶ Would you like to get involved in researching a particular project by talking to people in your area?
- ▶ Can you spare a few hours here and there to help out at the variety of events we attend?
- ▶ Would you like to represent the LINK during meetings with the providers of services?
- ▶ Could you get involved in setting the priorities for the LINK's work?

Indicate your preference for involvement on the form opposite and be in with a chance to win £30 of *Love To Shop* vouchers!!!

Opportunities for involvement

Tell us what's important in health and social care

I would like the LINK to consider the following issue:

You can give your personal details below if you wish, but this is optional

Name: _____ Email: _____

Address: _____

Phone: _____



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



Would you like to get involved in the LINK?

If the answer is yes, tell us how you would like to get involved:

- 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: _____

Use our freepost address on page 4 - no stamp required



Have you recently had an NHS sight test?

If so, we would like to hear about it!

**T
ELL
US ABOUT
YOUR NHS
EYE TEST**

TOGETHER WE CAN IMPROVE
HEALTH AND SOCIAL CARE SERVICES

Please tell us:

1. Where did you have your NHS sight test?

2. How well did you think the outcome of your test was explained?

3. Did you purchase glasses that were not covered by the NHS voucher? If so, please tell us why.

Your contact details: (optional)

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

From October 2012 there will be an organisation called HealthWatch in Plymouth.

We know that HealthWatch will:

- carry on the existing work of the LINK (community presence, gathering views, working to improve services, Enter & View);
- become a point of contact for local, evidence-based information about health and social services;
- support people to access information and make choices about the services they use;
- from April 2013, HealthWatch will be a point of contact for, and may even provide, advocacy for people making complaints about services

Please tell us:

1. Where would you go to find information about health and social care services?

2. What information would you need to help you choose a service?

3. What else would you like HealthWatch to offer you?

Your contact details: (optional)

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,
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or email info@plymouth-link.co.uk

Domiciliary care costs - we need your views

The LINK has received feedback that, for some families and individuals, cost of care at home has become unaffordable.

This follows recent increases in the cost of council provided care at home.

Please take a few moments to tell us how this has impacted upon your household. We do not need your personal details. Feedback can be anonymous, but it really does make a difference!

Please tell us:

1. Have home care costs provided by the council increased?

2. If yes, by how much?

3. Can you afford to pay the increased charges?

4. If no, how will this affect your care?

5. How many hours a week care do you receive?



Your contact details (optional and not passed on to third parties without your permission):

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

Health and Social Care updates

Talking with the LINK

Plymouth LINK has been a leading and proactive presence in representing the views of local people to health and social care service providers in Plymouth and the surrounding area for over three years now.

In fulfilling our statutory duty and remit we have been invited to take part at many board meetings, workshops and steering committees, that include:

- Local HealthWatch - planning workshops with Plymouth City Council
- Local Health & Wellbeing Board - consultative planning days
- Plymouth Hospitals NHS Trust - LINK representative at Trust board meetings
- Plymouth Hospitals NHS Trust - invitation to feed into the tender process for changing facilities at Derriford Hospital
- Plymouth City Council Overview & Scrutiny Committee for Health and Adult Social Care - co-opted LINK representation
- Sentinel Clinical Commissioning Executive Committee - co-opted LINK representation

As part of our statutory duty in communicating the public's feedback and experiences, we are also available to participate in strategic planning and specific issue/practice meetings and workshops with providers of services.

Knowledgeable and experienced LINK volunteers participate by speaking on behalf of the public and specific user groups, and work with health and social care professionals to ensure that a proficient service is delivered.

To enable the LINK to respond promptly with appropriate feedback and to assist in any consultation, we have asked service providers to contact us in good time prior to any meetings or consultations, since the LINK is volunteer based and often plans work priorities in advance.

Plymouth LINK also hosts or takes part in many health and social care events - public, in-house, with other agencies, etc. - and the 2012 diary is already filling up fast. If you know of an event, group or festival that you think the LINK should attend, or would like to come to one of our LINK meetings, please contact us.

The LINK always has the wishes, best interests and feedback of local service users at the forefront of its practice, and works with the Care Quality Commission to help improve standards.

by Lois Lloyd,
Plymouth LINK Stewardship Group

Disabled People's Poll - Winter survey

If you are disabled or the parent of a disabled child, SCOPE would like to hear about your experiences of participating in your community, as well as your views on what has the greatest impact on public attitudes towards disabled people. They ask you a standard set of questions about discrimination and public attitudes so they can track how attitudes towards disabled people are changing. The survey can be found at www.scope.org.uk/attitudes.

Plymouth LINK Stewardship Group meetings Spring 2012

Date	Time	Venue
Thursday 19th January	1.30 - 4.40 pm	Large conference room HQ Building 237 Union Street, Plymouth
Thursday 16th February	10.00 am - 1.00 pm	
Wednesday 14th March	1.30 - 4.30 pm	

Season's Greetings
from
the LINK Stewardship Group
and
Support Team

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



**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

ئیمه پنیوستان به بیروبوچوونی تویه

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