

Hi everyone, welcome to the LINK summer newsletter

Before Mr Murdoch pushed everything else off the news headlines our national press and broadcasting were saying a lot about the new Health Bill. But that national picture seems remote; we often think that "it might not happen at all" or "it doesn't affect us here in Cambridgeshire". So I thought I would say a bit about what is happening here in Cambridgeshire that will affect our LINK, as I promised in the last newsletter.

Cambridgeshire County Council [CCC], NHS Cambridgeshire [NHSC] and GP Senate all expect that in just over a year Cambridgeshire LINK won't exist anymore, along with all other LINKs in England. The Government say all Local Authorities must commission a Local HealthWatch [LHW] to start in October 2012 to replace their LINKs.

CCC has tasked its Adult Social Services Directorate with recommending and planning how to commission a LHW for Cambridgeshire. They are working with other CCC Directorates, NHSC, GP Senate and myself as LINK President to decide how to do this. The working group is known as the LHW Workstream, one of several combined NHSC and CCC Workstreams.

More detail about LHW is needed from the Care Quality Commission [CQC] and the Department of Health so we are asking lots of questions at this stage. We know that LHW will do all that LINKs do today and much more besides. Some of the extra bits are professional operations and I think the role of volunteers will be different in LHW to that in LINK. Nothing is firm of course until the new Health Bill is passed by Parliament but we are told to make plans as if it were passed.

The LHW Workstream has met twice so far and is drawing up plans, timescales and deciding what Cambridgeshire LHW is expected to do. Later this year it will draw up a specification for Cambridgeshire LHW and then advise CCC of its commissioning options. Government says the new LHW should be commissioned by July 2012. I said more about different LHW models at our General Assembly on 21st July.

In the next newsletter I hope to be able to say something about the Health and Well Being Board. This Board will set care strategy and policy and probably commission and monitor some care services. The Board's role has just been strengthened by the Government. It is one of the new areas for LHW because it will have a seat on the Board, requiring a quite different type of input to that which we have been used to as LINK.



Mike Hewins - President of Cambridgeshire LINK



Cambridgeshire
Local Involvement Network

Cambridgeshire Local Involvement Network (or LINK) is an independent network, made up of local people and organisations, whose role is to give local people more influence over how their local health and social care services are planned and delivered.

NATIONAL NEWS

The Health and Social Care Bill 2011

On the 6 April the Government announced it would 'pause, listen and reflect' on modernisation plans for the NHS and bring about improvements to the Health and Social Care Bill where necessary. The four core themes of the NHS Listening Exercise were:

- Choice and competition
- Clinical advice and leadership
- Patient Involvement and public accountability
- Education and Training

The NHS Future Forum was established as an independent advisory panel comprising of 45 individuals to listen to people's concerns and report back on how the Government's plans could be improved. After extensive consultation with individuals and groups the Future Forum published its report on the 13 June 2011.

[The full report and the Government's response can be found on the Department of Health website which can be accessed direct or via the LINK website.](#)

The Future Forum heard that there were three things people wanted to see in relation to the theme of Patient Involvement and Accountability. These were:

- Integrated care for patients and communities designed around their needs
- The voice of patients and the public hard wired into every level of the health system, including the voices of children, vulnerable adults, carers and those who are often excluded; and
- Effective systems of accountability and governance to ensure that the highest quality, most seamless care is delivered.

In response to this the Future Forum report made a number of suggestions to strengthen the functioning of Health Watch England. It also suggested that Local HealthWatch organisations have a requirement that their membership is representative of all sections of their local community, including carers and that commissioners and providers will have a duty to have due regard to findings from Local HealthWatch organisations.

A key component of the Health Bill is the establishment of local Health and Wellbeing Boards. These Boards will have a strong role in promoting joint commissioning and integrated provision between health, public health and social care. They will also have a key role in ensuring public involvement is enhanced.

You will find an update on what is going on locally to shape Local HealthWatch and the Health and Wellbeing Board on page8 of this newsletter.

LOCAL NEWS

News from Adult Social Care

Staying independent, safe and well in Cambridgeshire

Information about adult social care in Cambridgeshire is now available on a new, easy-to-navigate website, developed by the County Council, called 'Your Life, Your Choice'.

The aim is to ensure that everyone in Cambridgeshire who is: looking for information about adult social care; already receiving support; or caring for a friend or family member; has access to information at a time and in a format that suits them. In addition to the website a set of Your Life, Your Choice branded leaflets, providing information about adult social care in the county, will be available from libraries. Access to the Your Life, Your Choice website is also available in libraries together with help on hand for anyone requiring assistance with sourcing information.

For more information, look out for the Your Life, Your Choice logo in libraries and CAB AdviceHubs or access information and advice directly at www.yourlifeyourchoice.org.uk

You can access this website via the LINK website.

CAMBRIDGESHIRE LINK NEWS

Cambridgeshire LINK Website

The Cambridgeshire LINK website has been revised to reflect the new way of working that was adopted by the LINK in April. The 'newscentre' has a number of recent reports published by national and local partner organisations as well as our own reports. You will also find useful information for participants in the 'about us' section and a new section has been added to give information about Local HealthWatch.

Why not check it out?

ANNUAL GENERAL ASSEMBLY



Cambridgeshire LINK held its Annual General Assembly on the 8 June at the Burgess Hall in St Ives. This event was attended by over 50 Participants and representatives of local organisations.

We were fortunate to have Dr Sushil Jathanna, CEO of Cambridgeshire NHS, give the opening address. His talk on the achievements of Cambridgeshire NHS [the Primary Care Trust] and the future challenges that will

come with the Government's proposals to change the NHS was thought provoking and very well received.

Our President Mike Hewins gave an overview of the achievements of Cambridgeshire LINK for 2010/11 and also spoke of the changes to come in 2012 as LINKs cease and Local HealthWatch comes into being.

The meeting approved our Annual Report which can be found in full on our website at <http://www.cambridgeshirelink.org.uk/news-detail.php?aid=79>.

Our Management Group was elected at the AGA. They are:

Mike Hewins – President
Nick Roberts – Vice President
Janet Feary
Bernie Gold
Margaret Moffat
Ann Russell
Stephen Wool.

Copies of their biographies are available on our website at <http://www.cambridgeshirelink.org.uk/downloads/Biographies.pdf>

FOCUS ON ENGAGEMENT



Participants and Host team staff at recent engagement events.

Cambridgeshire LINK has recently approved a new community engagement strategy for 2011/12. You can find details of the strategy on our website at http://www.cambridgeshirelink.org.uk/downloads/communityengagementstrategywithoutworkplanwebversion_110711102945.pdf.

Over the next year we aim to work in partnership with a range of organisations to help us reach as many people as possible to find out what all sections of our community think about health and social care services. We also hope to make better use of communication via the internet to reach those who prefer electronic methods of communication to give us their views. The LINK will continue to meet members of the public face to face in community venues such as libraries and community events.

Since May this year LINK participants and Host team members have attended the following events: COPE meeting, Grafton Centre, Arthritis Care event, Cambridgeshire User Led AGM and drop in conferences, Carers conference, Library events in various locations, PALs road shows in Cambridge and Whittlesey, Granta Housing event, Age UK AGM and Unity in the Community.

At the community events we ask people to complete our survey on health and social care services. See page 7 for a report on the data we collected in the first quarter of this year.

**Is your organisation holding an event that LINK could attend?
If so please contact the Host team.**



REGIONAL STAKEHOLDER EVENT: SURVIVING MAJOR TRAUMA



Representatives from Cambridgeshire LINK attended this event in June which was aimed at regional stakeholders in order to publicise the need for major trauma centres.

Addenbrookes hospital has now officially been designated as the trauma centre for the East of England. When ambulance crews are called to the scene of a major trauma they will use trauma decision tools to identify any enhanced care that may be needed and this information will be passed to the Control

Centre who will then co-ordinate and mobilize the resources needed such as the activation of the Major Trauma Centre (MTC) outreach service, on-call consultant and information to the Trauma Unit (TU).

The MTC will have the special skills, training and experience to provide clinical expertise and hopefully improve patient outcomes.

The event consisted of a “mock up” accident which was based on a real life incident attended by the emergency services and Magpas. The scenario was that of a trapped car driver and injured motorcyclist. It enabled the different emergency services to demonstrate how they work together on a serious incident involving trapped casualties when communication and joint working are of the essence. It took approximately 30 minutes for the casualties to be rescued, the point was made that this was under ideal circumstances as the car wasn't in a ditch and the accident was in daylight. The motorcyclist, who had been involved in the actual accident, spoke very movingly about his experience and journey to recovery, which would not have been possible without the skills of all those involved. The event gave us the opportunity to meet with key players, publicise LINK and discuss how individuals and organisations can work together and influence service provision.

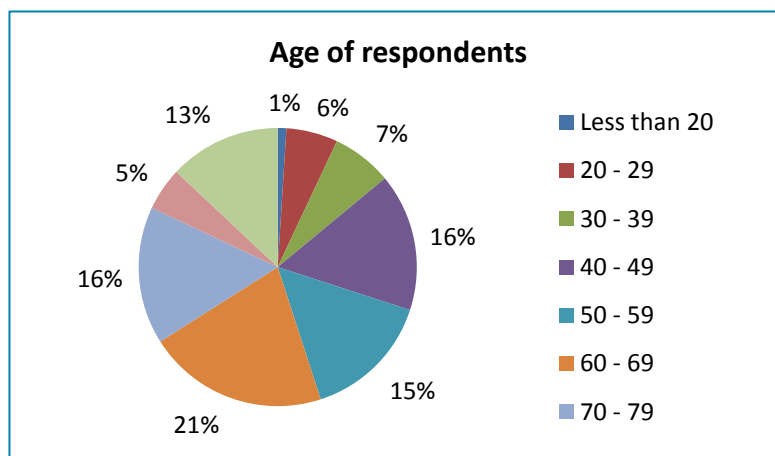


Pictures: Top: the 'casualty' is receiving emergency care. Bottom: Daryl Brown keeps a close eye on things and the fire crew pose for 'LinkUp'

HOW CAN WE REPRESENT YOU BETTER?

In the last newsletter we told you about the LINK survey where we invite everyone who lives in Cambridgeshire to tell us what they think of local health and social care services using a questionnaire. We have just analysed the first full three months of the completed questionnaires.

We had a total of 157 returned questionnaires. The analysis told us how well we are engaging with the people of Cambridgeshire. For example, here is a breakdown of the ages of the people we have received feedback from.



The full summary report is available on our website at <http://www.cambridgeshirelink.org.uk/news-detail.php?aid=85>

Tell your friends and family

When family and friends tell you about their experiences, positive and negative, of health and social care services encourage them to fill in the questionnaire – it's on line via our website at <http://www.smart-survey.co.uk/v.asp?i=34742sxrct>.

Paper copies can be obtained from our office – for our contact details see the bottom of the page. It's important to note that we do not ask for your name or address so your comments are made anonymously.

Fill in the questionnaire yourself after you use local health and social care services!

What we do with the information we gather

A quarterly summary of what we collect is passed to Providers and Commissioners via our various Liaison Groups. They are delighted to get this independent feedback from us as it helps them improve their services and develop plans for new services. The LINK uses your feedback to decide on what issues we need to look at in more depth.

FOCUS ON LINK PROJECT WORK

Cambridgeshire LINK has two 'Task and Finish' projects underway:

Dignity and Care of Older People in Cambridgeshire hospitals

This project will examine whether people aged over 65 are looked after in a way that protects their dignity and privacy in hospital. The project work will involve our active participants visiting hospital wards to talk with patients and relatives.

Quality of care in registered care homes

Cambridgeshire LINK active participants are also investigating whether our local care homes are providing a good quality service to their residents. This project will entail making visits to care homes to talk with residents, relatives and staff.

The results of both projects will be written up and feedback will be given to the hospitals and care homes. The reports will be published on our website in due course.

Survey of community audiology services for people aged over 55.

During July Cambridgeshire LINK has been gathering feedback from people who use community audiology services provided by Specsavers in partnership with the NHS.

LINK WELCOMES NEW PARTICIPANTS

A number of new people have joined LINK recently as active participants. Induction training will be provided to help people understand how LINK works and the role of participants within it. Cambridgeshire LINK will also be running another 'Enter and View' training course, hopefully in September, for active participants who wish to become 'Authorised Representatives' and then take part in visits to care homes and hospitals.

If you would like to join Cambridgeshire LINK you can find more details on our website or contact the office.

THE HEALTH AND WELLBEING BOARD

On the 21st July Cambridgeshire Together hosted a workshop on how the new Health and Wellbeing Board for Cambridgeshire should function. Representatives from Cambridgeshire LINK were invited to attend and our President, Mike Hewins, gave his perspective on the challenges ahead for Local HealthWatch in this new way of working.

Mike is fully involved in the local discussions about the development of the Health and Wellbeing Board as Local HealthWatch will have a seat on this board. A shadow Health and Wellbeing Board will be in place in the autumn of this year and LINK will be represented on that Board until LINK is replaced by Local HealthWatch.

The purpose of the workshop was to test the model for the Health and Wellbeing Board that is emerging. The importance of the Board being part of a local Health and Wellbeing network was emphasised which means a wide range of organisations and groups will contribute to the development of the overall strategic direction and priorities of the Board.

Our next newsletter will report on the progress to set up the shadow board arrangements and how LINK [as the predecessor of Local HealthWatch] will be included to ensure the voice of patients, service users and the public is embedded in the new way of working.

CAMBRIDGESHIRE LINK GENERAL ASSEMBLY

Cambridgeshire LINK held a General Assembly on the 21st July. Mike Hewins, President, gave an overview on all that is taking place to develop Local HealthWatch and the Health and Wellbeing Board. There was an opportunity for participants to ask questions, raise concerns and give their views about how Local HealthWatch might develop. Mike will use this feedback when he meets the County Council which is leading the work to set up Local HealthWatch in Cambridgeshire.

The General Assembly also heard a presentation by Angie Ridley [host team] on the community engagement strategy which summed up the work of the Involvement Group chaired by Nick Roberts. This work is reported elsewhere in the newsletter.

Nick gave a brief overview of the work of the Cambridgeshire Clinical Priorities Forum which he attends as a representative of LINK.

The General Assembly voted unanimously to accept the recent revisions to the Code of Conduct.

[Presentations, papers, the revised Code of Conduct and the feedback from participants about Local HealthWatch can be found on the LINK website.](#)

The Host Team

The Host Team is now fully staffed. We welcomed Sarah Prentice to the team in June. The team members and their individual contact details are as follows:

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