



Cambridgeshire  
Local Involvement Network

Welcome to issue 5 of the Cambridgeshire LINK newsletter. LINK is here to listen to your comments and suggestions and wants to hear from you today! LINK also wants to know what areas it needs to be looking into in, what areas people in Cambridgeshire are concerned with.

If you have anything you would like to put in the next newsletter please contact Cambridgeshire LINK using the details at the back of this issue.

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# Your LINK, Your Say

ISSUE 5

FEBRUARY 2009

## Have Your Voice Heard at LINK

March 2009 marks the end of the first year of Cambridgeshire LINK. LINK has been set up to give Cambridgeshire a stronger voice in how their health and social care services are delivered. Run by local people and groups, the role of Cambridgeshire LINK is to find out what people like and dislike about local services, monitor the care and service they provide and use its powers to hold services to account.

Work is underway to develop the next work plan for areas to be looked into and this is where it needs your help.

The discharge planning task group are looking for the views of Cambridgeshire patients on their discharge from hospitals.

Have you recently been discharged and you needed equipment or occupational therapy afterwards?

Was this service provided

Your opinions about health and social care services in Cambridgeshire are important, so we're asking



for your help.

The information you give will be used to develop a work plan for Cambridgeshire LINK to seek to improve services that benefit you. We want to identify all health and social care issues that are important to you, your

family and friends in Cambridgeshire.

At the back of this newsletter is a short questionnaire asking for your thoughts on which areas Cambridgeshire LINK should look into and where you can help promote your LINK.

Cambridgeshire LINK also wants to hear your comments on the services you or your family use both good and bad. If you have something you would like to share with us please contact us on 0300 365 1245 or email [office@cambridgeshirelink.org.uk](mailto:office@cambridgeshirelink.org.uk) or complete the online comment form at [www.cambridgeshirelink.org.uk](http://www.cambridgeshirelink.org.uk)

## Important - Your Views are Wanted!

quickly or did you have to wait?

Do you know someone who has received bad service after discharge?

Do you know someone who has had received a good service?

This is your chance to let us know about what is happening in Cambridgeshire.

All you need to do is ring 0300 365 1245 or email [office@cambridgeshirelink.org.uk](mailto:office@cambridgeshirelink.org.uk) or complete the online comments form at [www.cambridgeshirelink.org.uk](http://www.cambridgeshirelink.org.uk) with your views so LINK can make sure that everyone receives the level of service due to them

# Task Group Updates

Let LINK know your views on areas of work if could be looking at today.

This is your LINK have your say today!

**Dental Access:** The group are currently surveying practices to determine the true position of NHS Dental access across the county.

**Food and Nutrition:** Members of this group are visiting Hinchingsbrooke Hospital this month to see the type and quality of food that is available to patients.

**Children and Young Peoples Health:** Following a talk from Val Thomas, Assistant Director of Public Health at NHS Cambridgeshire, the group will be focusing on sexual health and smoking. **Your views on these topics would be appreciated by the group.**

**Cleanliness and Infection Control:** Initially this group will be visiting Care Homes across the county to investigate this topic. They will be selected the homes based on when they were last visited by CSCI, as to not interrupt the normal day of people living there.

**Integrated Community Equipment Services (ICES):** The group recently visited Nottingham Rehab Supplies who supply equipment to the county. They spoke to the Bridget Rogers NRS Manager and Diana Mackay Contract and Service Performance Manager at the

County Council. A progress report will be available shortly.

**Discharge Planning:** Following their last meeting with Steve Gilbert, Interface Services Manager for the Cambridge Discharge Planning Team at the County Council, the group want know your views (see page 1) on how you or someone you know was discharged from hospital. They will write a letter asking all hospitals, including Peterborough and Kings Lynn who have patients discharged into Cambridgeshire, questions relating to their discharge planning policies.

**Palliative Care:** This group met with Mandy Stratford, Community Matron and County Lead on specialist palliative care to talk about what NHS Cambridgeshire and CCS are doing towards end of life care. A member of the group is now on the End of Life Steering Group and the group will now be keeping up to date with the Preferred Priorities for Care (PPC) toolkit.

**User Transfer:** This group have met with Claire Bailey, Team Manager of Transitions Services She explained the background and what the Transitions team will be doing in the future.

**Out of Hours Social Care:** Members of the group met with Graham Lindley, Emergency Duty

Team Manager from the County Council who explained the new Individual Carers Response (ICER) process.

**Self Directed Support:** This group are working in conjunction with Cambridgeshire County Council's Overview and Scrutiny Committee on this subject.

**Hinchingsbrooke Governance:** The group are currently waiting for a response from the Department of Health (DoH)

**Papworth Relocation:** Whilst waiting for a response from the DoH, the group are responding to recent news stories concerning the proposed relocation.

**Primary Care Out of Hours Service:** The group are currently looking at all services being provided by the current Out of Hours providers.

**Community Hospitals:** The group are currently looking at all Community Hospitals in the county and are particularly waiting for feedback from NHS Cambridgeshire listening exercise "Health Services for South Fenland residents".

## Events for 2009

Cambridgeshire LINK wants to know what events are taking place across the county so that it can attend and explain all about itself.

Do you have a group that would like to hear from LINK or is your town/village organising an event that LINK can take a stand to and talk to people.

Please contact the office with any suggestions and dates on 0300 365 1245 or email [office@cambridgeshirelink.org.uk](mailto:office@cambridgeshirelink.org.uk)

**DONT FORGET!**  
Fill out the questionnaire at the back of this newsletter and return to us ASAP

# Helping Patients make Choices about their Future Care

Cambridgeshire Community Services is including a Preferred Priorities for Care initiative to help people in the last year of life or those with chronic long-term conditions who wish to make plans for their future care.

Mandy Stratford, modern Matron - Palliative Care explains "The Preferred Priorities for Care document can help people prepare for their future. It gives them an opportunity to talk about and write down their preferences and priorities for future care if, whatever reason, a time comes when they are unable to make decisions for themselves. As well as setting out preferences for

types of care, it will also help people choose their preferred place of care in their last days or weeks of life.

"This new opportunity is in line with the national Gold Standards Framework for end of life care. There's no requirement for any patient to complete the document—it's completely optional. The completed PPC document remains with the patient and will always be taken into account when planning care, although it is important to recognise that things can change unexpectedly and there may be times when preferences can't be met if, for example carers become over-tired or ill. We would encourage people to talk about and share their plans

with anyone involved in their care either at home or in the hospital setting.

"The PPC is not appropriate for people who wish to set up legally binding arrangements to refuse certain types of treatment. In such cases, people should consider completing a document called an advance decision to refuse treatment and we would always advise they do so after discussing this with their doctor."

For further information about the PPC or for a copy of or help with completing the document, people should contact their GP or District Nurse. Copies of the document can also be downloaded from [www.endoflifecareforadults.nhs.uk](http://www.endoflifecareforadults.nhs.uk)

## CAMPAIGN TO CUT MEDICINE WASTE

An estimated £4 million worth of medicines supplied to patients across Cambridgeshire each year are unused.

A major campaign has been launched to raise awareness about ordering repeat prescriptions, help people get the best from their medicines and so help cut medicine wastage across the county.

Throughout January and February GP's and Pharmacists will be displaying posters, distributing materials and offering advice to patients. The campaign also aims to educate, by reminding people that unused drugs from drawers and cupboards can be taken to a local pharmacy for safe destruction. Pharmacist's and GPs will also be advising people on the medication that they really

need.

NHS Cambridgeshire could use this money to pay for an extra 750 hip replacements or 500 heart bypass operations.

For further information please contact PALS (Patient Advice and Liaison service) on 01223 884418 or freephone 0800 279 2535 or email: [pals@cambridgeshire.nhs.uk](mailto:pals@cambridgeshire.nhs.uk)

## Improved Access to Rehabilitation

Following a public consultation undertaken by NHS Cambridgeshire, Cambridgeshire Community Services (CCS) is introducing a new model of community based rehabilitation in Cambridge City and South, which will enable an additional 260 patients each year to access to treatment.

The new model will incorporate:

- Provisions of home-based rehabilitation, including the support of

assistive technology and tele-health where clinically appropriate.

- A 12-bedded inpatient rehabilitation unit for patients who require 24 hour nursing and medical input over and above that could safely be provided in the home setting
- A new day rehabilitation service at Davison House, Brookfields Hospital
- Provision of 10 short-term

rehabilitation beds within the independent sector

Jackie Galway, CCS' acting county lead for Adult Services said: "This model will provide greater rehabilitation to a far greater number of people than was previously possible."

The new model of rehabilitation will begin to be implemented from April 2009 with full introduction from June 2009.

## Have your Say on Improving GP Services

44,000 randomly selected people in Cambridgeshire are being asked for their views on how to improve family doctor services as part of a national survey launched by Government.

This is the third year the Department of Health has run the GP patient survey. In response to patient calls for quick access to GP appointments at convenient times in last year's survey, over half of

GP practices in Cambridgeshire now offer extended opening hours making it easier for patients to get appointments at times that suit them.

Further details on the survey, including an online copy of the questionnaire can be found at [www.gp-patient.co.uk](http://www.gp-patient.co.uk)

Surveys were being posted out in January with

reminders in February and March. The deadline to submit your views is 13th April 2009.

Cambridgeshire LINK is also interested in hearing your views about your local GP surgery. Contact the office on 0300 365 1245 for a comments form or fill out the online comments form on [www.cambridgeshirelink.org.uk](http://www.cambridgeshirelink.org.uk)

*Change4Life is a new national campaign that will help families eat well, move more and live longer.*

## Mind, Exercise, Nutrition...Do it!

Earlier this month the Government launched Change4Life, to encourage families to eat well, move more and live longer as part of its efforts to halt the rising tide of child obesity in the UK. The MEND (Mind, Exercise, Nutrition...Do It!) programme, which is part of the Change4Life movement and aimed at 7-13 year olds, offers families a practical opportunity to take advantage of accessible and encouraging

support and learn how to improve their diets and activity levels. In 10 weeks parents and children can kick-start a new lifestyle which will help assure their future health. The programme in Huntingdon, which will start in February, is one of a national network of 350 MEND programmes which have already helped over 6,000 families. The Huntingdon programme is offering a limited amount of free places on a first come, first serve

basis.

In Fenland, MEND is provided in all 3 leisure centres. Further information is available from GPs and Sarah Davies on 01354 654321

For further information please contact MEND on freephone 0800 230 0263 or go to [www.mendprogramme.org](http://www.mendprogramme.org)

Let LINK know your thoughts on this programme.

## Safeguarding Adults

Cambridgeshire LINKs Core Group and Host staff recently attended training on Protection of Vulnerable Adults (POVA).

Part of the training was to tell people where and who they can contact if they are concerned for someone. To report abuse or inappropriate

care please call Cambridgeshire Contact Centre on 0845 045 5202 (open Mon-Sat 8am-8pm) stating that you are calling as to report suspected abuse or inappropriate care. Similarly if you have a complaint to make about any aspect of the safeguarding process then in the first instance these should

be reported via the contact centre.

## How much does it cost you?

A Number 10 petition is currently underway to prevent local health centres and hospitals from callers using 08 numbers such as 0844, 0845 or 0870 by offering a local 01 or 02 number for booking appointments, as health providers make a profit using these numbers. For example an 0870 number costs 10p per minute (whereby 4p per minute

goes to the provider).

Currently there is over 2,200 signatures' on this petition. If you would like to add your name please go to [www.petitions.number10.gov.uk/](http://www.petitions.number10.gov.uk/) Healthtelephone.

Deadline to do this is 28th November 2009

## Stopping Smoking

NHS CAMQUIT, Cambridgeshire's specialist stop smoking support services has introduced a new telephone counselling support service to help people wishing to quit. The new service is available Mon-Fri 9.30am-8.30pm and Sat-Sun 10am-2pm.

Why should you stop smoking? Stopping smoking will ensure that you have better health, look younger and have

increased vitality. Also at nearly £5 for 20 cigarettes, quitting a pack-a-day is like giving yourself a pay rise - you could save £150 a month, welcome news during these times of economic pressure. For full details of all services please call freephone 0800 018 4304 or visit [www.camquit.nhs.uk](http://www.camquit.nhs.uk) or text a message starting with 'KICKBUTT' TO 80010.

## Pharmacy Order 2009 Constitution

A consultation workshop events are taking place to seek the views of key audiences on the draft *Pharmacy Order 2009*. The aim is to seek the views of professionals, and patients and the public, on the establishment of the General Pharmaceutical Council (GPhC) – the new professional regulator for pharmacists, pharmacy technicians and pharmacy premises – in 2010.

Dates of these events are available from [www.pcc.nhs.uk/events](http://www.pcc.nhs.uk/events) and a copy of the constitution and an online response form from [http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH\\_091681](http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_091681).

## YOUR LINK, Your Say

At Cambridgeshire LINK the views of all communities in the county matter. In order to be able to reach them and look into issues that may effect you. LINK needs you to tell them possible places they could let people know about LINK.

1 - Please tell LINK of any networks or organisations that you are currently a member of that LINK would be able to attend to tell people about what it does?

2 - Where can you help advertise LINK? For example a notice board it can display a poster or a newsletter it can write an article for.

3 - Comments and Suggestions? Please tell LINK how you would like it to work and what it can do to enable everyone's views are heard.

Cut this page out and send to FREEPOST RRXK-BLAT-XZKG, Cambridgeshire LINK, 5 Crown Street, St Ives, Cambs, PE27 5EB

If you have received this electronically please contact the office on 0300 365 1245 who can send you a hard copy or download it at [www.cambridgeshirelink.org.uk](http://www.cambridgeshirelink.org.uk)



**Cambridgeshire**  
Local Involvement Network

5 Crown Street

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Cambridgeshire

PE27 5EB

Phone: 0300 365 1245

Email:

office@cambridgeshirelink.org.uk

**A NEW WAY TO HAVE YOUR SAY ON  
HEALTH AND SOCIAL CARE SERVICES**

**Your Local Involvement Network is here to help you with a stronger voice in Health and Social Care services in Cambridgeshire.**

Your LINK host team is:

Mike Cornwell - Host Manager

Zoe Johnson - Communications & Administration Officer

Kate Hales - Social Care Facilitator

Kim Armitt - Health Facilitator

Emma Stubbs - Part Time Health Facilitator



## Let LINK know your priorities

LINK wants to know what is important to you. What services in health and/or social care matter to you, your family or friends. By filling out this form and returning it to LINK will be able to shape the work it does, therefore making the services you need work for you.

What are the top 3 services in Health and/or social care that are important to you?

Our current workplan covers the following areas. If we were to continue with these, which are the most relevant to you? please circle the areas you think LINK should be looking at.

1.

Discharge Planning

Children and Young Peoples Health

Self Directed Support

Palliative Services

Out of Hours Contract Services

Community Hospitals

2.

User transfer between age related services

Dental Services

Integrated Community Equipment Services

Hinchingbrooke Governance

Cleanliness/Infection Control

Papworth Relocation

3.

Food and Nutrition

Primary Out of Hours Services

COMMENTS:

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