



Hull LINK News

December 2009

Issue 10

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Welcome to the latest news bulletin from Hull LINK, the City's Local Involvement Network for Health and Social Care.

Happy Christmas from Hull LINK

Welcome to our latest enews from Hull LINK, the city's Local Involvement Network. This will be our last newsletter of 2009, a year that has seen much change and development at Hull LINK. We'd like to thank everyone who has been involved and has helped to develop the LINK; our Steering Group; our members, both individuals and voluntary and community groups; and our partners in the City Council and local NHS Trusts. We're looking forward to building on the progress made so far and working further to improve health and care services in the New Year.

Hull LINK's office will close for the Christmas break at 1.00pm on 24 December. We will re-open at 9.00am on Monday 4 January 2009. A very merry Christmas and a happy New Year to everyone involved with Hull LINK.

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Contact Us

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Hull LINK Steering Group Election Results

We are pleased to announce the results of this year's election to our Steering Group, the body that directs the work of the LINK. This year there were four places up for election – two for individual LINK members, and two for voluntary or community groups. The successful candidates are:

Individual members

Pam Quick

John Lawrence

Group members

Choices & Rights Coalition, to be represented by Karen Stretton

Cornerhouse, to be represented by Tish Lamb

Congratulations to all the successful candidates on their success. We'd also like to thank all of the other candidates for taking part in the election.

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The successful candidates will join the remainder of our Steering Group who are:

Individual members

Jason Stamp

Sally Browne

Ali Lovelock

Penny Stephenson

Andy Train

Group members

Humber All Nations Alliance, represented by Zia Salik

nCompass Hull, represented by Helen Laws

Goodwin Development Trust, represented by Sam Bell

Carers' Centre Hull, represented by Samantha Chaney

North Bank Forum, represented by Wendy Bennett

The new group will have their first meeting in January when they will appoint this year's Chair and Vice Chair to lead the group. They will also be reviewing the LINK's progress to date and will be discussing the LINK's priority issues for the coming year.

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Workplan Update

The LINK has recently been conducting surveys on some of our top priority areas; Hospital Discharge and Transfer of Care Policy; and Mental Health Services for Young People.

There is still time to give your views on these key areas. You can complete the surveys online by clicking the following links or can request a printed copy by calling the LINK office on 01482 221372.

[Hospital Discharge](#)

[Mental Health Services for Young People](#)

The results from these surveys will feed in to the reports and recommendations that Hull LINK will be making to health and care service planners. Each of these reports will be published and submitted early in the New Year. Therefore by sharing your experiences you will be helping towards making improvements for the whole community.

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LINK Reports

[Safeguarding & Personalisation](#)

Our Personalisation Update event on the 1st December saw the launch of

our first official report that delivers recommendations to service providers. These recommendations include:

1. Local Authorities to provide scheduled feedback on the development of personalisation as the new system is rolled out.
2. Local Authorities to involve community groups and voluntary organisations in a scheduled annual review of the progress of the personalisation agenda.
3. The Safeguarding Adults Board to provide information to the local voluntary and community sector on strategies to ensure safeguarding within the personalisation system.
4. Local Authorities to work with the local voluntary and community sector to provide workshops on the new Vetting and Barring scheme.
5. Local Authorities to conduct a feasibility study to provide options for enhancing provision of advocacy services to ensure that service users receive the support they need to benefit from personalisation.
6. Progress on all recommendations to be reviewed in June 2010, one year after the Safeguarding and Personalisation event.

The report has now also been formally submitted to the local authority and the Safeguarding Adults Board. We are currently awaiting responses to the report and will update you with these along with the outcomes of the recommendations over the coming weeks. The full report can be viewed [here](#).

Low Flying Heroes

The report from our Low Flying Heroes forum held on the 29th October is now available for viewing on our [website](#). This event focussed on the smaller community and voluntary groups involved in health and social care and the report highlights the issues raised on the day. The report has been submitted to relevant service planners and will form a basis for the Steering Group to decide the LINK's next workplan priorities.

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Recent Events

Personalisation Update Event

As discussed above, our Personalisation Update event took place on the 1st December at the Endsleigh Centre. The turnout for this event was one of highest yet, which highlights the huge amount of interest there is in the personalisation agenda. We would like that thank all those that attended and for our guest speakers for giving presentations at the event. A report that provides a summary of the event along with the presentations will be available soon on our website.

Hull LINK Christmas Forum and AGM

Our final forum for 2009, which also incorporated our AGM, took place on

the 9th December at the Quality Royal Hotel, Hull. The forum included a presentation by Hull LINK Chair, Jason Stamp, followed by a speech by Kath Lavery, Chair of NHS Hull. The forum concluded with the announcement of the Steering Group election results and a question and answer session. Full minutes of the meeting can be [viewed here](#). We would like to thank Kath Lavery for coming to speak at the forum, and all those who attended.

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Get Involved!

Hull LINK wants to work with you to improve local health and social care services. Even if you have just 5 minutes to spare you can 'have your say' and make a difference!

The LINK can act on issues which are a priority for the community and help bring about positive change.

We can't promise to act on every issue. But what we can guarantee is that every one who 'has their say' will play a part in improving local health and social care services.

[There are lots of ways to get involved...](#)

LINK Online

Online Survey – Complete an online questionnaire on the priority issues. Tell us about your experiences, take part in the debate and make your opinions count. Together we can improve local health and social care services.

'Have Your Say' Survey – give us your views online if you would like the LINK to examine a health or social care issue. Everyone's views will make a difference as all genuine comments are logged and heard by the NHS and Hull City Council. There is also the chance that your comments could inform one the LINK's next top priorities.

LINK By Mail

Not on the internet? No problem. Copies of all surveys are available by post.

Link Events

Link @ Events – If you'd like your group or organisation to have a voice in improving health and social care services Hull LINK can come to you – with LINK @ Events. How we do this is flexible to fit in with your activities or the nature of your work. See separate item below for more details.

LINK Task and Finish Groups

Would you like to get actively involved in the key health and social care issues facing Hull, making a difference and working to make improvements? If 'yes' you could join a LINK Task and Finish Group. Roles vary depending on the nature of the work and may include helping with research and interviewing users of a particular service.

LINK Steering Group

Hull LINK is run by elected members. They form the Steering Group which has the vital role of approving the LINK work programme and deciding on

how LINK will spend its budget. Individual members or representatives of voluntary or community groups can stand for election to the steering group.

Link Updates

Newsletter - All members are kept in the loop with the LINK's monthly newsletter. This will:

Keep you fully informed of the LINK's work to improve services.
Bring you important news from the local health and social care sector.
Include details of both relevant local events and training opportunities.

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LINK @ Events

If you'd like your group, organisation or service users to 'have a say' on improving health & social care services, Hull LINK can come to you - with LINK At Events (LINK @ Events).

What is a LINK @ Event?

Quite simply a LINK representative visits your group and gets your views on health & social care services. How we do this is flexible to fit in with your activities or the nature of your work. We can for example:

- Attend a coffee morning and have informal discussions with members of your group.
- Set up our interactive display stand at your events.
- Conduct a focus group with your staff / volunteers / members or service users.

LINKs @ Events Gove People a Local Voice

Recent LINK @ Events have included:

- Wednesday 11th November - LINK @ Lemon Tree Children's Centre
- Thursday 12th November – LINK @ Hull College
- Thursday 19th November - LINK @ Bodmin Road Church, Bransholme

LINK Membership Engagement Officer George Campbell comments "Our goal is to make Hull LINK accessible to all. That's why we are concentrating on more outreach work. At LINK @ Events people are passionate about stating their views on health and social care services."

The Advantages

- ✓ Convenience. The LINK 'comes to you' and it's free!
- ✓ The flexible approach means that people can 'have their say' with the minimum of fuss whilst fitting in with your usual activities.

- ✓ Views collected at LINK @ Events will directly influence the improvements we recommend to health & social care services. We can't promise to act on every issue raised, but we can guarantee that everyone who 'has their say' will help make a difference.
- ✓ *"Many people may belong to a voluntary or community group and want to 'have their say'. Some may not be comfortable reporting things as an individual, but feel supported in a group situation."* – Pam Quick, LINK Member
- ✓ *"We are all users of health and social care services in Hull and it is vital to ensure that a high quality of service is achieved and maintained. LINKs are truly about empowering people. We need everyone to become involved in their own health and social care provision"* – Greg Harman, LINK Member

If you'd like your group to 'have a say' on a LINK priority, or have a voice on other health & social care issues – request a LINK @ Event.

For more details contact [George Campbell](#), Hull LINK Membership Engagement Officer.

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Membership Update

More People than ever involved with Hull LINK

More local people than ever are participating in Hull LINK, thanks to an 44% membership increase.

There are now 585 total members of the Link of which 435 are active members and 150 stakeholder members from the statutory sector.

A series of new engagement initiatives have also boosted participation. These include the very first "LINK @ Events" which took place in November.

LINK Team Leader Jonathan Appleton comments, 'This phase of new recruitment is a real boost for Hull LINK. It's important that the membership of the LINK reflects the community in Hull, and the LINK team is working hard to reach out to new people and hear their concerns about health and social care services'. Contact [George Campbell](#) if you have a meeting or event where people would like to find out more about the LINK.

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LINK Staff Update

Hull LINK would like to welcome Barbara Langdale, our new LINK Administrator to the team. Barbara will be working part time and will be the first point of contact for most visitors and callers. She will also be responsible for ensuring the smooth running of the office.

Local News

[Carers in Hull to benefit from free knowledge and skills programme](#)

Carers from across Hull can make a positive difference to their life and that of the person they care for by attending free, local group sessions which have just launched in the city.

Caring with Confidence is a free programme which helps carers aged 18 and over build on their own strengths, share experiences and gain useful information, ideas and tips about looking after someone to help them decide how to make positive changes to their caring role.

Carers can choose how many of the seven sessions in the programme to get involved with depending on their own caring situation and needs, and all are encouraged to attend the introductory session - Finding Your Way. This helps carers look at what matters to them and decide which of the other six sessions they might want to do. Topics these include cover, health and wellbeing, coping, resources, emergencies at home, taking time out and communicating effectively with professionals and service providers. Help with travel and alternative care costs is also available.

Greg Harman, Centre Manager from Carers' Centre Hull, who run Caring with Confidence sessions in Hull said: "If you are looking after a friend or relative, Caring with Confidence can help you to make a positive difference to your life and that of the person you look after. These sessions are led by experienced facilitators, many of whom are themselves carers or have experience of working with carers.

"The seven sessions cover a variety of topics and issues that may help you and sharing stories and advice with other carers could help you make positive changes to your caring role."

Anyone interested in finding out more about Caring with Confidence sessions or to register can contact Carers' Centre Hull on 01482 225078.

[Extra GP Service Available in Hull](#)

Health chiefs are delivering on their promise of more GP services following the opening of yet another GP practice in Hull.

NHS Hull, the city's Primary Care Trust, announced investment of more than £24 million for four new GP practices for the city back in March.

The latest GP practice to open in east Hull provides places for some 6,000 patients, and is located within Park Health Care Centre on Holderness Road. East Park Practice operates extended opening hours – from 8am to 8pm Monday to Friday and 9am to 1pm on Saturday – meaning patients will have more choice over when and where they see a doctor.

More information on the process for changing GP practices is available from the NHS Hull Patient Advice & Liaison Service on (01482) 335409 or email pals@hullpct.nhs.uk (please note the PALS service does not offer a 'waiting list' facility).

Choose Well - Ask Your Pharmacist

NHS East Riding of Yorkshire, NHS Hull and Hull and East Yorkshire Hospitals have launched a joint campaign to help local residents choose the right treatment.

The Choose Well campaign aims to provide patients and the public with information on the services available in their local area, and what the most appropriate service is for them to use depending on their need. A pharmacist is a highly trained healthcare professional who can give advice on common illnesses and the medicines you need to treat them.

A common health problem, which does not require being seen by a doctor or nurse, could be treated by a visit to the local pharmacy as opposed to going to the GP. Most pharmacies now have a quiet area away from other customers where you can speak to the pharmacist more privately.

Estimates suggest that the NHS could save about £380 million a year if one in four patients consulted their local pharmacist about minor ailments instead of their GP.

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In The News

Age Equality in Health and Social Care Consultation

Members of the public are invited to respond to a new consultation on Age Equality in Health and Social Care.

In April 2009 the then Secretary of State for Health asked Sir Ian Carruthers and Jan Ormondroyd to lead a review of age discrimination and age equality in health and social care prior to the Equality Bill becoming law. The review's [report](#) was published on 22 October. The Department of Health has now launched a consultation on the review's recommendations and welcomes responses from everyone who wishes to comment.

You can respond on behalf of yourself or an organisation. Responses may be made direct to the age equality team via [emailing](#) the response form found on their [webpage](#).

To view the consultation document please [click here](#). Please note that the closing date for responses is Monday 15th February 2010.

Swine Flu Vaccination Update

The first stage of the vaccination programme for at risk groups and health and social care staff is well underway and it has been announced that the programme will be extended to children over six months and under five years. This group will be contacted and offered vaccine once GPs have

completed vaccination of the first priority groups.

Two swine flu vaccines are available, Pandemrix and Celvapan. Both have been licensed by the European Medicines Agency and are suitable for use by pregnant women.

Some third sector organisations are also offering a flu friend service to the people they support. This can help to take pressure off the statutory sector and enable them to focus on critical care. At the Department of Health workshop in October the Red Cross shared its flu friends initiatives. For more information on this visit the Red Cross [website](#).

General information on swine flu and the vaccination can be found [here](#).

Conservative Health Policy

Kevin Curley, Chief Executive of NAVCA (National Association of Councils for Voluntary Service), recently wrote to Andrew Lansley CBE MP with questions about Conservative health policy. One of the questions posed was in relation to LINKs and the Conservative proposals for their 'Health Watch' scheme. Kevin asked how would Conservative proposals for Health Watch differ from LINKs when operating at a local level and would LINKs be abolished by a Conservative government? Andrew Lansley's response to this was as follows:

"There have been three different mechanisms for patients and members of the public to engage and involve themselves in the development of NHS services in less than four years. We believe that mechanisms for engaging patients in their health services need to endure so that confidence and brand awareness increase over time, and the experience of those who operate these mechanisms is retained. We have therefore committed to avoid unnecessary organisational upheaval and retain LINKs as the foundation of our policies for patient and public involvement in health at a local level.

However, we are concerned that LINKs in their current setup are too weak and will have too few powers to command the confidence of patients and the public. We will therefore give LINKs additional powers of inspection, and the ability to act as advocates for patients who complain about NHS services.

We will also establish a national consumer voice for patients: HealthWatch. HealthWatch will provide support to patients at a national level and leadership to LINKs at a local level. It will also incorporate the functions of the Independent Complaints Advisory Body. Health watch will have a clear statutory right to be consulted over guidelines issues nationally concerning the care NHS patient should receive, and over decisions which affect how NHS care is provided in an area".

A detailed account of all the questions and responses can be [viewed here](#).

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Do you have an item you would like to see included or an event to promote? Contact us for help in sending information via this bulletin.

This is a regular bulletin sent by Hull LINK to all its contacts. If you are not currently receiving information directly into your mailbox, and would like to subscribe, please send your full mailing details to the Hull LINK address or email link@hull-cvs.co.uk

Hull CVS Ltd is the host organisation for the Hull LINK



Hull CVS
'community and voluntary services'

Hull Community and Voluntary Services Ltd

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