

Hull LINK News



Issue 13
June 2010

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

We're On the Move!

As members will be receiving this newsletter, the Hull LINK staff team will be settling into their new offices at The Strand at 75 Beverley Road. The move, that should be completed by Monday 28th June, will see the LINK team join the rest of the host organisation, Hull CVS, in the newly refurbished offices.

LINK staff can still be contacted on the same email addresses, however our telephone number will change to 01482 324474. This new telephone number will be effective from Monday 28th June.

Hospital Transport - LINK Completes Local Investigation

Hull LINK has this month completed it's investigation in to hospital transport and car parking.

This has by far been our biggest piece of work to date, with nearly 400 people having their say on the issue. Our report will call for:

- ◆ Improved public transport provision to the local hospitals.
- ◆ The Patient Transport Service to deliver improvements in waiting times for collection and drop off, and reduce call waiting times for bookings.
- ◆ A review of car parking at local hospitals to free up more spaces for those with no other means of travel.
- ◆ Improved access to information detailing the alternative travel options available to patients, including community transport, public transport, park and ride schemes, and also details about the hospital monthly parking permit and healthcare travel cost scheme.

Our report will be formally submitted to commissioners and service providers in July and they will have to respond to our recommendations within 20 days. The report will be available on our website shortly or alternatively you can contact us to request a printed copy.



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www.hull-link.org.uk

LINK
MAKE IT HAPPEN!

Alcohol Services - Report Highlights Need for Aftercare

In July 2010 Hull LINK will use its legal powers to call for more support for people who have had problems with alcohol.

Hull LINK spent a two month period gathering the views of people in Hull people who have used alcohol services, as well as the services, professionals and volunteers who support them.

There was praise for a lot of the current services for alcohol treatment, but we heard many people say more aftercare is needed to help people who have drunk to harmful levels in the past and want to move on in their lives.

LINK Team Leader Jonathan Appleton explains:

“We have heard stories of patients being given medical help to stop drinking, then comparatively little support afterwards. As a result, workers and volunteers have told us that too many of their clients have started drinking again. As one volunteer told us, you can't solve a problem that may have lasted for ten years in six weeks.”



“It does seem that alcohol services are getting more attention now, with an important new service in Hull which provides help and advice for people with alcohol problems starting work earlier this year. Our report will call for more improvements to ensure people get the help they need.”

LINK Membership Engagement Officer George Campbell worked with groups involved in the project: “We received a fantastic response. Over 100 people have had their say in the investigation, including workers and clients from local alcohol agencies, support groups and hostels. We would like to thank everyone who took part and hope that we can transform their feedback into service improvements.”

The report will be submitted in July and must receive a response from the NHS and Hull City Council within 20 working days. Keep an eye on our website for the report or contact us to request a copy.

Eating Disorders—Your Experiences of Local Services

Thank you to all those that have so far come forward to share your experiences of local eating disorder services. We are currently discussing the comments raised with service providers, however there is still time to share your views if you haven't already done so.

Services in this area will potentially be going through some changes in the near future, and so there is a real opportunity for people to share their experiences and help shape the service you want to see. We will document people's views in a report that will be presented to service providers and commissioners later in the Summer.

Health Services for People with Hearing Impairments

The coming weeks will see us begin to investigate how health services are meeting the needs of patients who need support with communication due to hearing impairment.

Health services have to make reasonable adjustments to services to make sure people with disabilities don't lose out, but we want to explore how this is working in practice. Our early research on this issue has shown that not everyone who needs help with communicating is getting it, and that there are problems if help is not booked early enough.

If you or any family members or friends have a hearing impairment and would like to share your experience of how health and care services have handled communication support, good or bad, please get in touch. Your feedback will be included in a report which will be sent to services under our legal power to recommend improvements.

Visit our website to complete the survey or contact us by email, in writing or by telephone.

Maternity Services Update

The end of this month will see the deadline for our maternity services survey, through which over 80 people have so far shared their views on various parts of the service.

The aim of this survey is to gather people's wider experiences of local services to see how well people think services are working. We will then collate these results to see if any areas need further investigation or improvement.

So far as a result of this work, the LINK has been invited to attend the Maternity Services Liaison Committee, a forum made up of NHS and Council service providers, commissioners and service users that come together to design services that meet local needs. We will feed back the results of the survey at the next Committee meeting and will keep you updated of progress in our next issue.



Hospital Discharge - Response to LINK Recommendations

Over 100 people and groups gave us their views and experience of discharge services. Our Hospital Discharge report, published in May 2010, called for:

- ◆ Better communication with patients about discharge arrangements.
- ◆ Less waiting time for medication for people leaving hospital.
- ◆ Improved assessment of care needs.
- ◆ Improved information on help for patients after discharge.

As we go to press we have heard from Hull City Council that there is a review of Social Services support, with a new service to ensure that people who need ongoing support and care will have rehabilitation to bridge the move from hospital to home.



We welcome the moves to improve services for some of the most vulnerable people using health services. We know how important this issue is to people involved in the LINK, and we'll be keeping in close contact with services to find out about progress in securing improvements.

We'll let you know about the responses from NHS Hull and Hull and East Yorkshire Hospitals Trust in the next issue.

Extra Care Housing—LINK Consultation

Earlier in the year, the LINK asked people for their views on the Council's plans for new Extra Care Housing in the city. Over 60 people shared their views which provided some really useful feedback as to how the housing should look.

In May, the LINK presented Hull City Council with a report outlining the findings from this consultation. On the whole people welcomed the development of more Extra Care housing and were grateful that they could share their thoughts on the scheme. The consultation gave people the opportunity to air any concerns they had with the plans and some clear patterns emerged as to the type of housing and facilities people would like to see provided.



Hull City Council have welcomed the feedback received from this report and the information provided by members of the public has helped to resolve some of the queries that emerged during design discussions. Some of the points raised have already been incorporated into the housing design specifications and others are being fed into further discussions. This highlights that people really can have a say and help shape the services they receive, and we would like to thank all those that took the time to take part in this consultation.

Mental Health Services for Young People

Readers of recent newsletters will remember that our report on this issue called for improvements to ensure that young people don't face problems when they come to be transferred from children's to adults' services.

The LINK has been invited to talk to the board of Humber Foundation Trust, our area's mental health trust, in July to speak about this and other issues raised by the report. We'll report back on progress in the next issue.

We've also invited representatives from the NHS to our Summer Forum on 26 July to report on developments since our report.

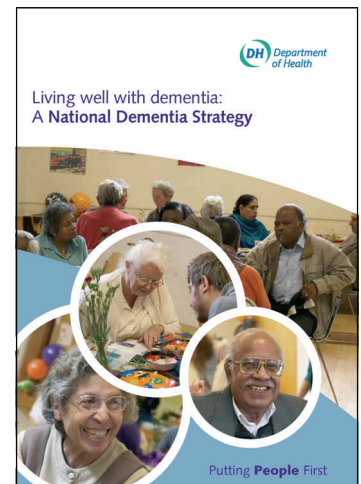
Update on Dementia

Since publication of our report 'Living Well with Dementia – Shaping the Service' the LINK has been involved in a partnership with the NHS, local authority and voluntary groups responsible for improving services for people with dementia.

Recent work from this partnership has included:

- ◆ A media campaign to raise awareness of dementia.
- ◆ Agreeing a 'stepped care' pathway to ensure people can move between different services smoothly.
- ◆ Developing a plan to implement the National Dementia Strategy locally.

Future items for this group will be medicines management, including the use of anti-psychotic drugs, and training on dementia for those who work in health and social care. We'll keep you updated on progress.



Hull LINK Annual Report 2009-10

Hull LINK's Annual Report for the period April 2009 to March 2010 is to be published on 30 June.

The report, which we have to publish each year, gives details of our activities and what we've done to involve the community in influencing health and social care services. The report goes to the Department of Health and other key partners.

The report will be available to view on our website. Alternatively if you would prefer a paper copy please contact us.

Action Taken On GP Issues

Many of our members have raised issues around GP appointments and the attitudes of some GP receptionists. Hull LINK followed this up with NHS Hull and found that a great deal of work was already taking place.

As promised here is an update of the action that the NHS has committed to. Most of the work has been based on the results of an ongoing GP Patient Survey.

Appointments

NHS Hull has funded 40 GP practices to provide GP appointments outside of normal opening hours. Five new practices have been commissioned which are open Monday to Friday 8am – 8pm, and 9am – 1pm on a Saturday.

NHS Hull has put advice and resources into helping GP practices improve their appointment systems, especially those with the lowest patient satisfaction with access as shown in the GP Patient Survey

Telephone access will be monitored through quarterly GP Patient Survey results. This will enable the PCT to target and work with practices with low patient satisfaction with telephone access.



Attitudes of Receptionists

A customer care skills training programme for reception staff is now in place. NHS Hull will study the 2009/10 GP Patient Survey to identify practices with low patient satisfaction and work with practices to support them.

Hull LINK will follow up with the NHS in September 2010 and provide an update for LINK members.

For more details contact NHS Hull on:

Tel: 01482 344700

Email: info@hullpct.nhs.uk

Or visit: <http://www.hullteachingpct.nhs.uk/templates/Page.aspx?id=6007>

Having Your Say on the NHS

There are a number of ways people can give their views on services, and understandably people have asked us how the LINK differs from other ways of having your say.

We're All Ears

This was a major consultation in 2009 by NHS Hull, the city's Primary Care Trust, which saw one in 10 households contacted to ask what new services or improvements in health care people would like to see. Based on the results of this, top priorities were identified and actions are now underway to deliver improvements. 'We're Still Listening' is a follow-up programme for 2010-11 to deliver results on people's feedback.

NHS Membership

All three local NHS Trusts run membership schemes to enable people to get more involved in their work, and to give their views and suggestions on services. Members of Foundation Trusts can also vote in elections for Trust Governors.

How is Hull LINK different?

Independence – Hull LINK is run by the members, both individuals and groups. It is the LINK members who decide what issues we investigate. Some issues we look at may be ones that haven't picked up a lot of attention elsewhere, such as our investigations into Alcohol Services and Eating Disorders.

Legal Powers – LINKs have powers to examine issues; to make reports and recommendations that services have to respond to; and to enter and view premises to see if services are working well.

Health and Social Care – LINKs have a wide remit to cover both health and social care issues. Our members decide on our key priorities.

Giving people a voice – an important part of our role is to give people who have been previously excluded from 'having their say' a voice. We also work particularly hard to represent the views of local voluntary and community groups.

In summary, we'd urge everyone who wants to see improved health and care services to give their views, whether it's through the LINK or directly to the NHS through consultations or membership. Playing an active part in the services we receive is the best way to make a difference.

Forthcoming Events

Diary
Date

Hull LINK Summer Forum
Monday 26th July 2010
Lunch 12.30pm, Event 1pm - 3pm,
Albemarle Music Centre, Ferensway, Hull.

Diary
Date

Programme includes:

- ◆ Updates on latest priority issues: Hospital Transport and Car Parking; Alcohol Services; Eating Disorders.
- ◆ Feedback from the NHS on results of earlier reports, including Mental Health Services for Young People.
- ◆ Vote on next priority issues for Hull LINK to investigate.
- ◆ Hull LINK's Annual Report for 2009-10.

Due to limited space we won't be having stalls at the event, but groups are welcome to bring leaflets and publicity to give out on the day.

To book your place and suggest new priority issues, please return the booking form at the back of this newsletter. Alternatively you can email us on link@hull-cvs.co.uk or call us on 01482 324474.

Dementia Awareness Week: 4th - 11th July 2010

1pm - 4pm, Monday 5th July 2010

Floral Hall, 7 Esplanade, Hornsea, HU18 1NQ.

The Alzheimer's Society would like to invite you for afternoon tea by the sea to "Remember the Person". The afternoon will be opened by author Valarie Wood and will include stalls, activities and a theatre production of Summer Holiday. Society staff will be on hand to answer any queries you may have on dementia or their services.

Tickets are available from Te Alzheimer's Society (Telephone 01482 211255) or Floral Hall Café (Telephone 01964 537799) and are priced at £3.00 each which includes your first cuppa.



Relate Hull & East Yorkshire Summer Ball

7:30pm, Friday 24th September 2010.

Lazaat Restaurant, Cottingham, HU16 5SX.

To celebrate their 50th anniversary, Relate Hull & East Yorkshire are holding a Summer Ball. The evening will include a 3 course meal followed by entertainment, dancing and a raffle. Tickets are £25 per person and tables are also available. For more information or to purchase a ticket, please contact Debbie Andrew or Ros Harman on 01482 329621 or email relate@relate.karoo.co.uk.

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In the News

Speech from Health Secretary Andrew Lansley



In his first speech since taking up the post, the Health Secretary Andrew Lansley, said he would put his heart and soul into the improvement of health outcomes by making patients the driving force of improvements to the NHS.

Speaking to an audience of patients, carers and staff, the Health Secretary challenged the NHS to:

- ◆ Make a cultural shift in the way the NHS views patients to ensure that they listen better, see services from a patient's perspective and give patients greater power.
- ◆ Engage people in their care so that, "no decision is made about me, without me".
- ◆ Provide patients with a greater range of information, including infection data and patient experience feedback, to enable them to make choices.
- ◆ Adopt a holistic approach by looking at the entire patient pathway from preventative health through to hospital and community care.
- ◆ Empower professionals to deliver better results for patients by focusing on quality and safety as opposed to targets.
- ◆ Address patient safety as a priority with reductions in infections, falls and hospital re-admissions. Hospitals will be given the responsibility for patient care for 30 days after discharge.
- ◆ Regard complaints as integral to the development and provision of services.

Giving BME Communities a Voice



Valuing People Now, the Government's three-year plan for better services for people with learning disabilities, says that the agencies that plan and deliver health and social care services must pay more attention to the needs of the people who are most likely to be left out.

One of those groups are people from BME communities. People with learning disabilities from BME communities often face what is called "double discrimination" – not having the same opportunities as others because they have a learning disability and because they are from a black or minority ethnic community.

Through a series of events, ARC, BILD and Mencap, the learning disability charities, are bringing together families and carers from the BME Community with statutory agencies, to discuss how services can better meet the needs of people from different cultural backgrounds.

The contributions that people make at these meetings will help to design a national "Charter for Inclusion for People with Learning Disabilities from Ethnic Minority Communities" which local authorities and providers will be invited to sign up to.

The regional meeting in our area will be in Leeds at The Hilton Hotel on 3rd February 2011.

For further information or to register your interest, please Philip Ware at Arc on 07763 016958 or email philip.ware@arcuk.org.uk.

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Hull LINK Public Event

Friday 7th May saw Hull LINK using the community bus in Hull city centre to promote our investigation into hospital transport and car parking.

This was the first time we've run a public event like this and it proved to be an excellent way to involve people and encourage them to give their views. 51 new members were recruited and 77 people had their say on our current priorities.



Hull Safeguarding Adult Partnership Board

On the 1st April 2010 the new Hull Safeguarding Adult Partnership Board was formed. It had previously been shared with groups from East Riding but is now dedicated to Hull. Its purpose is to provide advice and training in the safeguarding of vulnerable adults across the city. A person could be vulnerable due to disability, age or mental health issues and it is the responsibility of the Board to protect them from significant harm. The members of the Board are the Police, Acute Trust, NHS Hull, City Health Care Partnership, Humber Foundation Trust, Hull City Council and the independent and voluntary sector. For more information contact Stephen.clay@hullcc.gov.uk or call 01482 616007.

Still Getting Your Newsletter by Mail?

If you get your newsletter through the post but have an email address please think about opting to receive an electronic copy by email instead.

This will help keep our costs down as we'll be doing less printing, and will also help save on staff time as we'll be mailing out fewer newsletters.

Contact us by email link@hull-cvs.co.uk with your name and address or complete and return the slip at the back of this newsletter.

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Hull CVS Ltd is the host organisation for the Hull LINK



Hull CVS

'community and voluntary services'

Hull Community and Voluntary Services Ltd.

Registered in England No. 1570120 Registered Charity No. 514311

Registered Address 29 Anlaby Road Hull HU1 2PG Tel: 01482 324474

Summer Forum Booking Form

To book a place please complete the following sections and return it to:

c/o Hull CVS, FREEPOST (HU265), Hull, HU1 2BR.

link@hull-cvs.co.uk

Name:

Organisation (if applicable):.....

Address:.....

Telephone Number:.....

Email:.....

Do you have any special dietary requirements:

No Yes (please specify).....

Do you have any other requirements:

No Yes (please specify).....

Hull LINK Priorities

Use this section to tell us which health or social issues are your top priorities for Hull LINK to get involved in.

1).....

2).....

3).....

If you would like to be involved in any work we conduct in to these areas, please tick here

Please complete and return this section if you would like to start receiving your newsletter by email instead:

Name:.....

Address:.....

Email Address:.....

Please return completed slips to c/o Hull CVS, FREEPOST (HU265), Hull, HU1 2BR or email us your details at link@hull-cvs.co.uk.



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