

EAST SUSSEX LINK

The County's Local Involvement Network in Health and Social Care

Newsletter Edition 30 (November 2011)



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LINK News

Health Priorities Event 14th September 2011

On Wednesday 14th September the LINK held a Health Priorities event in Hastings. This was an evening meeting for the public to share their views about local health issues and priorities the LINK should be taking forward. The event was reasonably well supported for an evening meeting and the comments and feedback gathered were invaluable.

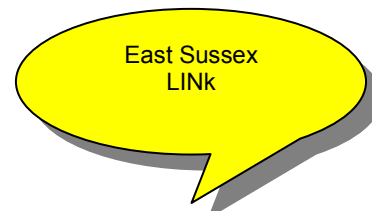
Alan Keys Chair, did a splendid job giving an overview of the current situation with clinical issues and where the LINK was currently, setting the scene for some lively discussions and debate around the following 7 topics:

Maternity Services
Leaving hospital
Patient Participation groups
Community Services
Integrated care pathways
Mental Health
Cancer services

A summary of the feedback gathered is available from the office or to view on-line click here:
<http://www.thecountylink.net/upload/FeedbackandPriorities.pdf>

From what you told us, everyone had a good evening discussing the topics and welcomed the opportunity to have their say at the event. The LINK would like to thank participants and staff who made the evening happen and particular thanks to Sara Geater, NHS Sussex for acting as a facilitator for the evening. A second event in Eastbourne was held on the 1st November at the Town Hall, details about the feedback gathered from people in Eastbourne will be available shortly.

Please tell us your views about using local services: info@thecountylink.net



Alan Keys, Chair East Sussex LINK

Since we issued our last newsletter we have held events for our participants in Bexhill in September and Eastbourne this month. Both were arranged early in the evening to encourage larger numbers but one has to say that attendances have been disappointing because we are not reaching as large a cross section of people as we would wish. Having said that, the input and interest from those who did attend has been excellent and valuable to us in deciding how we should operate.

It is also a matter for regret that Jan Cutting has left the LINK and Debbie Harris has also resigned, leaving on 18 November. This is partly the result of budget cuts but also the need for individuals to provide for their own financial requirements when future employment is uncertain, as it is with the LINK until HealthWatch is established. I would like to record the sincere thanks of the LINK team for the excellent work Jan and Debbie have played in our development. Their expertise will be sorely missed but we wish them well in their new jobs. Inevitably we shall now be under some strain in providing service and would appreciate your patience for a little while if there are any shortcomings.

We have been heavily involved with the East Sussex Healthcare Clinical Strategy Review and this will continue well into 2012. I am a member of the Review Board and we are represented on eight work groups looking at the eight largest clinical areas; mine are cardiology and stroke. The Trust has encountered serious criticism this year and is also under financial pressure, in common with most of the NHS. Much of our contribution has been in agreeing ideal models of care and looking at gaps in existing delivery. Whilst much has to be done before completion it is fair to say that we have been impressed by the highly professional and patient centred approach displayed to date. We shall continue to play our role looking after patient interests and expect that at least some of the work will be open to public consultation early in the New Year. You will hear more from us on this topic.

Finally, we are about to start again on our very important 'enter and view' work looking at hospitals and care homes and will let you know the outcomes.

Update on East Sussex Health Care Trust Clinical Strategy

On Thursday 4th November, Care for the Carers and East Sussex LINK welcomed Jayne Black, Deputy Director for Strategic Development from East Sussex Health Care Trust to a pre consultation event at ESDA in Eastbourne.

The purpose of the event was to present the proposed models of care for the 8 Primary Access Points as part of the Trust's Clinical Strategy.

Jayne gave a brief summary of each model as well as answering any questions these generated. After each short presentation there was small table top discussions to gather feedback on the following question:

“What's important to you about each of these models of care and what do you want to see in it?”

The event gathered lots of feedback which the Trust will take away and review. The feedback from those attending was really positive and people were very pleased to have had the opportunity to contribute to a pre consultative process. We hope to plan a similar event in the near future.

To get involved in these workshops please contact the LINK office 01323 514510

Engaging and Responding to Communities

From the Engagement Lead, Ivy Elsey

When LINKs was first set up, a guide was written which was headed, "Engaging and Responding to Communities".

We were told to be proactive and engage with people, to seek out and listen to their points of view. We were to ask people what they like and dislike about services given by the NHS and Adult Social Care. We were asked to look for ideas to improve services and to investigate specific issues of concern. It is then a duty to tell commissioners, or those giving the service, which could help to make improvements. It is important to hear about the good care as well as the failures. This can help with the morale of those providing the care.

Talking to people, whether individually or in small groups, helps to bring forward worries, concerns and praise which can show a trend that might need further investigation. This month, we have engaged with people in Patient Participation Groups, the Phoenix Lunch Club in Uckfield, we met with people in the Arndale Centre and at the Polegate Lunch Club as well as smaller conversations at other networks.

Every interested person, whether active or not, can be involved. Why not let LINKs know, you do not have to give names, but the information you share, may make a difference.

How did I finish up at the Arndale Centre?

From John Curry, Active Participant

I am unreconstructed retired male who is heavily involved in rugby for relaxation. I do not "do" shopping. My grandfather did not "do" shopping. My father did not "do" shopping and , I am pleased to say, my son is following in the family tradition. So, how did I finish up in the Arndale Centre?

I should add one further piece of background to explain my aversion to staffing a stand in a shopping centre, and why I'm not very good at it. I once spent four days on a stand at a specialist exhibition in Harrogate. We only had 42 visitors in four days and got one serious enquiry. So, how did I finish up in the Arndale Centre?

I got a 'phone call from Debbie, saying that we had the opportunity of a stand space in the Arndale Centre and she was short of volunteers. That's how I finished up in the Arndale Centre.

We did not get many visitors. We only got one serious enquiry. It was interesting talking to others about such a "dry" subject as health and social care. It was worthwhile explaining to someone about Social Care Assessments and Self Directed Support. It was enlightening talking to someone about Cancer Networks. It was rewarding outlining to someone the peculiarities of Continuing Healthcare Funding, but, the best part was putting someone, who had been using a wheelchair for 16 years, in touch with ESDA.

So, if you get a 'phone call from LINK team asking you to something you're not very keen on, it probably means she desperate for a volunteer. So give it a go. You may not know what could be the end result. What's more, you may get out of it what I did.

The end point. The lady talking about Cancer Networks has become a participant. And Harrogate? That was 1971, the enquiry was from the Spanish Government and the order for £1.5 million arrived in 1972. So. That's how I finished up at the Arndale Centre!



It's easy to see why you **should** get involved
It's easy to see the **benefits** of getting involved
There are lots of ways to get involved, call 01323 514510 to find out **how**



LINK News (continued)



Leading on Community Activities

From Tony Moore Hastings and Rother Community Lead

LINK volunteers are attending community meetings and benefiting from networking with colleagues from the NHS and council representatives and a variety of staff and volunteers from charities and not for profit organisations.

The community networks are always delighted to welcome new attendees, even if appearances are very occasional. This provides LINK, along with others, an ideal opportunity to exchange information. LINK volunteers are to be found at the local health improvement partnerships and partnerships with interests of specific groups such as older people, carers and those with learning difficulties.

The Seniors Forum in East Sussex health and community care group is attended by Link volunteers working together to pursue concerns for the wellbeing of those in older age.

A number of focussed meetings of transport groups are attended by LINK volunteers as when health, social care, day care and carers are under discussion inevitably transport comes into the dialogue.

Local council meetings are attended by LINK volunteers as agenda items at committees such as public services include concerns regarding health & wellbeing

Meetings are taking place with Patient Participation Groups (PPG) members with a view to making use of the information gathered and assisting to employ this for the benefit of patients.

An example of the results of networking with LINK volunteers is the facilitating of a visit by an urban PPG to a rural group to discuss concerns in common and those which are location specific.

Any organisation or group of individuals that would welcome making contact or arranging a visit from a LINK volunteer can leave a message with the LINK team.

The LINK would welcome any opportunity particularly, to talk to less engaged members of the community about their concerns.

Make contact with your LINK volunteers in the community and help the network grow.

LINKs Collaboration Group — working with mental health providers across Sussex

From Liz Lash, Mental Health Lead

The Sussex Partnership Foundation Trust works across East and West Sussex and Brighton & Hove, providing services to people with mental health issues, learning disabilities and those with needs around substance use.

Every three months, representatives from each LINK meet with Andy Porter (Deputy Director of Social Inclusion) and Rachael Kenny (Patient and Public Involvement Manager) to discuss what developments and issues there have been in the Trust.

Questions are brought from the LINKs; at the recent meeting, many were around the changes in community services for mental health service users that are being phased in across the Trust.

If you have anything that you would like to be considered for taking to one of these meetings, please contact the LINK office.

The next meeting is: January 2012

LINK in Eastbourne

From Margaret Stanton, Community Leader

LINK in Eastbourne is keen to encourage all community and volunteer groups to appoint one representative who will collate and monitor the concerns of their membership and pass them on to the Eastbourne "Lead". This networking and information gathering will strengthen our resolve for our transition to HealthWatch 2012 – Listening, Learning and taking Action for YOU.

Voluntary groups in Eastbourne are showing a continued interest in expressing their satisfaction and concerns to LINK. Local people want to communicate their needs and aspirations for their personal health and social care. They like the new mantra "No decisions about me, without me".

The emerging Public Patient Groups at Doctors' Surgeries are attracting attention too.

An interesting meeting took place recently at the Polegate Lunch Club. Every member present was at ease, expressing their personal views about their individual NHS experiences. Everyone was in agreement that they had concerns about transport, home from hospital, waiting times and hospital discharge.

We were pleased to have been invited and welcomed the opportunity to hear your views and thoughts about the services you use. We will pass on your concerns to those who can deal with them.

As a LINK Representative on the Healthy Eastbourne Board, I am keen to hear the views of the community concerning "PUBLIC HEALTH" How can we play our part to enable effective action against, for example obesity, alcohol and drug abuse. Prevention has to be better than Cure!!

Update on LINK Functions/Activities – October 2011**Shaping HealthWatch East Sussex**

Updates on the development of Local HealthWatch in East Sussex can be found on East Sussex Strategic Partnership website.

<http://www.essp.org.uk/What-we-do/Pride-of-Place/Health/NHS-Reforms/HealthWatch-East-Sussex.aspx>

Revised LINK Structure

In the last edition of this Newsletter, the revised Governance Structure for the transition year was explained. Active members now lead on specific areas of responsibility (these functions of the LINK will remain under HealthWatch proposals) A Structure Chart is available: <http://www.thecountylink.net/upload/FlowChartLeadTransitionGroupSept11.pdf>

Each lead has a role description and these can be viewed on the LINK website.

A revised template to feedback on comments, views and issues is available:

<http://cts.vresp.com/c/?EastSussexLINK/d50fb96d67/77f27a6e96/d7e3c4a48a>

The LINK is testing out a revised priorities framework as part of the Transition Year Work Programme. This framework sets out what happens to LINK views and comments it gathers; why some issues get investigated (and why some don't) and what information is shared with other agencies.

To receive a copy of the Framework, please contact the LINK office or click here:

<http://www.thecountylink.net/upload/TransitionYearPrioritisationFrameworkJuly2011.pdf>

Current working groups include:

The Hospital Focus Group – looking at issues raised following the CQC findings from their visits to ESHT since February 2011. Issues include Hospital Discharge plus visiting community hospitals to identify good practice.

Health Priorities Event took place on 1st November in Eastbourne Town Hall from 7 – 9 pm; a themed meeting to gather local health priorities.

Dementia Sub Group – have been talking to people with dementia and their carers about respite provision with their report due out January 2012

The LINK needs to continue to receive feedback from individuals, carers, networks and forums.

From the East Sussex Council for Voluntary Youth Service's update:

Comprehensive Cuts 3 report published

NCVYS has published a third Comprehensive Cuts report, *Comprehensive Cuts 3: Where are we now for young people and the voluntary and community youth sector?* The report examines the latest information on the impact of public spending cuts on young people and the voluntary and community youth sector (VCYS). It details the results of public spending cuts on local authority-funded youth services and their impact on the health of the voluntary and community youth sector (VCYS). It contains case studies of how spending cuts have affected our members and their ability to support young people.

It explores issues including the latest evidence on youth employment and the Work Programme, Education Maintenance Allowance and higher education and student finance. It also summarises some of the new funding opportunities for young people and the voluntary sector. NCVYS remains extremely concerned that the voluntary and community youth sector, which provides vital services for young people, is facing serious challenges owing to the reduced investment in the sector.

http://www.ncvys.org.uk/UserFiles/Comprehensive_Cuts_3.pdf

Alongside the report NCVYS has published a one-page summary of the three *Comprehensive Cuts* reports, which picks out some of the key evidence detailing the financial situation of the voluntary and community youth sector (VCYS).

http://www.ncvys.org.uk/UserFiles/Comprehensive_Cuts_summary.pdf

What are Micro Services?

Micro care and support services have five or fewer paid staff and are based within the communities they serve. Due to their size, micro services are often able to offer very diverse, personalised and flexible support, such as:

- ◆ care and support at home
- ◆ breaks for carers
- ◆ meals or lunch clubs
- ◆ opportunities for exercise
- ◆ help with employment or volunteering
- ◆ making use of community facilities

Small Community Services taster events – because Small is Beautiful

Adult Social Care is holding five promotional drop-in events in November to showcase what local Micro providers and members of the ESCC Support with Confidence scheme have to offer:

- ◆ Eastbourne – 21 November 2011, 10.30am – 2.30pm. Age Concern Building (William and Patricia Venton Centre), Junction Road, Eastbourne
- ◆ Lewes – 23 November 2011, 10.30am – 2.30pm. The White Hart Hotel, High Street, Lewes
- ◆ Uckfield – 24 November 2011, 10.30am – 2.30pm. Foresters Hall, Harcourt Road, Uckfield
- ◆ Hastings – 28 November 2011, 10.30am – 2.30pm. The White Rock Hotel, Hastings
- ◆ Crowborough - 6th December 2011, 10.30am – 2.30pm. All Saints Hall coffee bar, Chapel Green

The events are open to anyone who would like to attend, but will be of particular interest to service users, care managers, carers, and other service providers within the county. There will be opportunities to try out some of the services on offer and for attendees to share their views about how the showcased providers could develop their services in future. Free tea and cake will also be on offer, as well as the opportunity for any individuals or groups interested in becoming a Micro Provider to get advice on starting up. So come along and find out more!

For more information, contact Samantha Tullett, Micro Market Development Project Support Officer, 01323 463410 or samantha.tullett@eastsussex.gov.uk

Warfarin and Requests from Pharmacists for Patients' INRs.

The following information has been supplied by the East Sussex Local Pharmaceutical Committee:

In 2007, in response to a series of reports of patient safety incidents involving anticoagulants (warfarin) received from all sectors of the NHS in England and Wales, the National Patient Safety Agency (NPSA) issued guidance designed to help reduce potential harm to patients taking this type of medication. This included guidance to community pharmacists.

- ◆ Ensure that patients on anticoagulant therapy have received appropriate verbal and written information at the start of their therapy.
- ◆ Ensure that before dispensing a repeat prescription for anticoagulant medication, they check that the patient's INR is being monitored regularly and that it is at a safe level for the repeat prescription to be dispensed.
- ◆ Check that if one or more clinically significant interacting medicines for patients already on oral anticoagulants are dispensed, then arrangements for additional INR blood tests have been made and that the anticoagulant service has been informed that an interacting medicine has been prescribed.
- ◆ Ensure that doses are expressed in mg and not in number of tablets.

All community pharmacists are expected to take note of the above guidance.

HOSC (Health Overview and Scrutiny Committee) October Newsletter

For the latest HOSC information, please go to:

<http://www.eastsussexhealth.org/pdf/Newsletters/HOSC%20Newsletter%20Oct11%20with%20amendment.pdf>

If you need a hard copy, please contact the LINK office. Included in this edition:

HOSC welcomes extra engagement on Clinical Strategy
A primary care approach to Dementia
Mental health service changes making progress

SIS Newsletter

The latest SIS (Sussex Interpreting Service) Newsletter, which contains information about this valued service in the area of health need is available at:

[http://www.sussexinterpreting.org.uk/newsletters/Bulletin 14.pdf](http://www.sussexinterpreting.org.uk/newsletters/Bulletin%2014.pdf)

Health in East Sussex—the way forward

Please see the link on the East Sussex Strategic Partnership website for East Sussex County Council's important regular update on health in the county and planning for HealthWatch.

<http://www.essp.org.uk/What-we-do/Pride-of-Place/Health/NHS-Reforms/HealthWatch-East-Sussex.aspx>

NHS Future Forum

The original NHS Future Forum was established by the Prime Minister during the national listening exercise around the Health and Social Care Bill currently before Parliament. Following a period of consultation with a range of key stakeholders, including patients and members of the public, the NHS Future Forum made a number of key recommendations to the Government around amendments to the proposed legislation.

The Prime Minister and the Secretary of State for Health have asked that the NHS Future Forum continue its work with a second phase of national listening around how modernisation of health and social care can be achieved in order to ensure better outcomes for patients, users of services and the wider public. It is envisaged that the NHS Future Forum will report back to Government with its recommendations by the end of this year.

The consultation is based around four specific areas of work:

- ◆ Education and Training
- ◆ Joined up/integrated services
- ◆ Information
- ◆ The future role of the NHS in public health

The work around joined up and integrated services also links to the current consultation exercise around the Social Care White Paper *Caring for Our Future*.

The NHS Future Forum is keen to gather the views of patients, users of services and members of the public around these areas, as well as providing them with an opportunity to share their experiences and make suggestions as to how things could be improved in the future. The NHS Future Forum is also keen to identify areas of current good practice which can be shared on a national basis.

We need your views on integrated (joined up) services by **18 November 2011**. To take part in this debate, log on to: nhsfutureforum@dh.gsi.gov.uk

With such a short time frame available for responses, unfortunately, online is the only way to contribute. Meanwhile we are looking to organise a national future Forum event for LINKs in November. This will be an opportunity for Link members to share their thoughts and ideas as well as finding out more about the current thinking of the NHS Future Forum.



CQC LINKs Bulletin

For the October CQC Update on the Local Involvement Networks Bulletin, please go to: <http://cqcnnews.org.uk/?o5W2eQhZZQ1c0AyQxf2GHu2o5TQ3K42Jo>
If you need a hard copy, please contact the LINK office.

This bulletin includes a number of interesting articles; including those on the CQC LINKs Advisory Group, the CQC's new development project (to which East Sussex LINK is signed up) and the LINKs and the NHS equality delivery system.

Next meeting with CQC local Compliance team: 14th November 2011

Your LINK working with the Care Quality Commission to improve health and social care services

Priorities Notes and Actions

Panel members: Maureen Lawrence (Lead) Sara Palmer, Sussex Oakleaf (Representing Voluntary and Community Sector), Marianne Colliard, John Curry and David Bold
Active LINK Participants.

- ◆ To view the feedback template: click here: <http://files.thecountylink.net/prinotes0911.pdf>
- ◆ To receive a copy in alternate format contact: **01323 514510** Text: **07968 119 806**
- ◆ 3 detailed patient stories outlining poor care have been shared with both the Trust and CQC
- ◆ Your views from the Health Priorities Event have been circulated to the Trust for their comment
- ◆ The concerns gathered about patient experiences leaving hospital and Accident & Emergency Departments are being looked into. *"Hospital Discharge. This is another long standing issue, same discharge issues are still arising in the community"*
- ◆ Over 100 carers supporting people with dementia told our representatives about their experiences accessing respite provision. We are now collating all your feedback and will publish the outcomes in January 2012
- ◆ We received good feedback on local pharmacy services
Kamsons Pharmacy in Willingdon, you thought provided excellent services
Proctors Pharmacy in Polegate, good services
Seaforth Pharmacy Hailsham, good
- ◆ You continue to tell us about non urgent transport becoming worse. 3 and 4 wheeled foldaways have been deemed 'uncontrollable missiles' by hospital transport and they won't accept them. This means that a lady who is supposed to be walking more has to go to appointments in a wheelchair by ambulance
- ◆ Many contacted the LINK after reading the report on Mount Denys Home - asking "in terms of independence, how are ASC monitoring their own Directly Provided services?"

The next Priorities Panel meeting is **Monday 21st November 2011**. If you have anything to say, good or not so good, please do contact the LINK.

If you have any news or suggestions on how your organisation can get involved with the LINK please contact the LINK office on
01323 514510 or email info@thecountylink.net

We look forward to hearing from you.