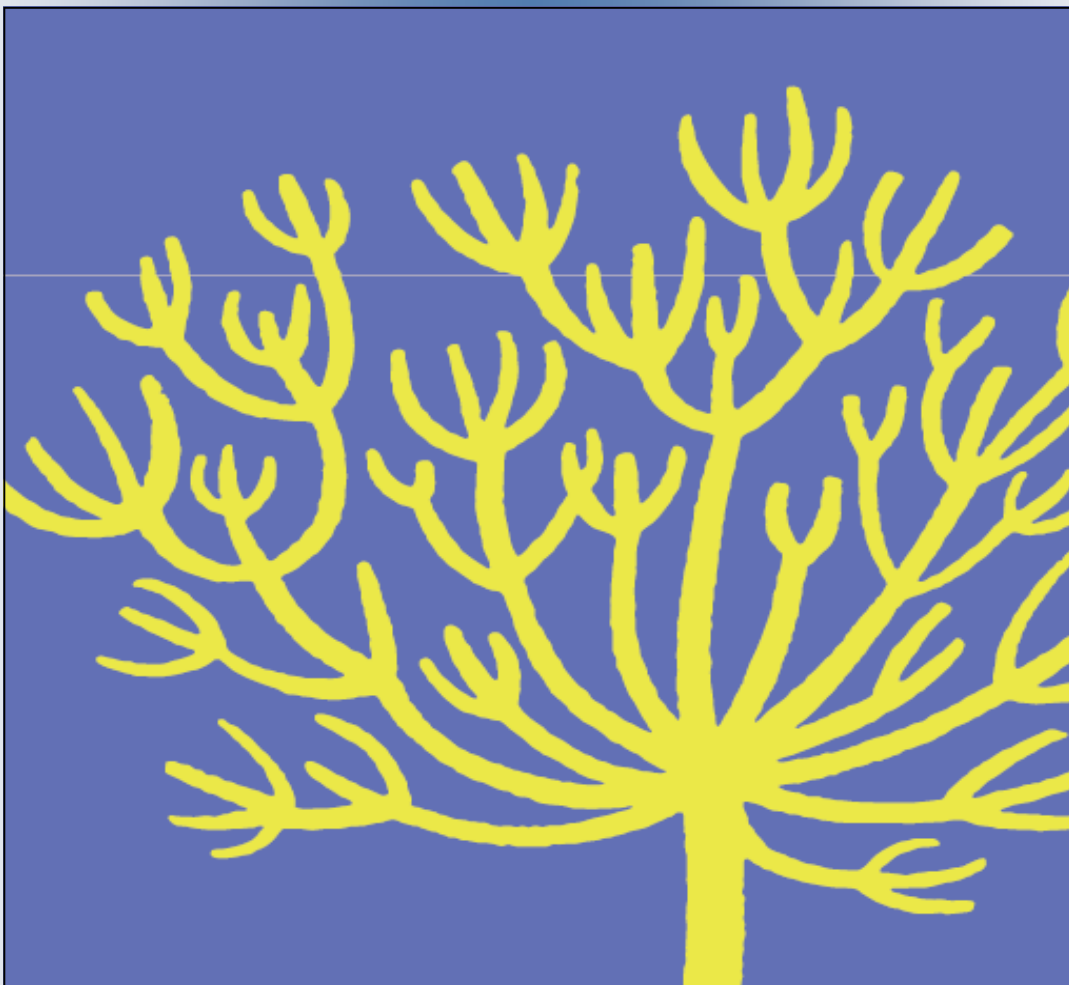




Warrington Local Involvement Network

Engaging and Responding to Patients and Communities

Annual Report 2010-2011





Welcome

Warrington LINK is an independent network made up of a mixture of local individuals and organisations - such as voluntary organisations and community groups. LINK participants are all volunteers from across the community. Each brings with them different experiences and understanding of health and social care services.

To help them do their job, legislation establishing LINKs gives them certain powers

- ask health and social care commissioners for information about their services and expect a response
- make recommendations and expect a response from commissioners
- refer matters to the local council's Overview and Scrutiny Committee
- enter specific services and view the care provided

Warrington LINK sets its own work programme by finding out what people want from their health and social care services— such as hospitals, GPs, care homes and pharmacies. It is also responsible for monitoring the care that services provide and reporting its findings.

The main role of Warrington LINK is to help make the care provided better through proactive engagement with the communities of Warrington.

The core strength of Warrington LINK lies in their expertise and experience, and their independence.

Warrington LINKs aspiration is that patients and the public of Warrington drive the design and delivery of high quality services.

The Future Local HealthWatch

Local HealthWatch will be the local consumer champion across health and social care from April 2012 and will replace LINKs.

It will retain LINKs existing powers and responsibilities and its membership to promote patient and public involvement, and to seek views on services which can be fed back into local commissioning, it will have continued rights to enter and view provider services and continue to be able to comment on changes to local services. Its new role and additional functions will be supporting individuals to exercise choice, and also ensuring advocacy services are in place locally. HealthWatch will also have a seat on Warrington's Health and Wellbeing Board .

Member's Report

The Warrington LINK Core Group have had a busy year where our partnership work has developed and grown with health organisations recognising our independent voice and acting on many of our recommendations. Highlights of the year include

- Partnership working
- Involvement in Transforming Community Services
- Involvement in Transforming Adult Social Care
- Community Engagement Work
- Dementia Pathways
- Mental Health A&E Liaison Service
- Recommendations being actioned from LINK Visits
- Involvement in the Urgent Care Centre

We are now looking forward to the future in HealthWatch and the transition process from LINK to the new body. HealthWatch will also be an independent organisation and will have additional responsibilities such as providing advice and information about access to local care services and about choices that may be made with respect to aspects of these services. HealthWatch will be a significant organisation in the future of the NHS.

The LINK will also be involved in the transition to GP Commissioning, with involvement in the shadow Health and Wellbeing Board and the GP Consortia.





LINK Core Group Members

Eileen Fitzgerald	Older Persons Engagement Group
Sue Blyth	Youth Matter! and YMCA
Roz Coleman	Warrington Carers Centre
Dida Goode	Service Users and Carers Group CVS
Jayne Horton	Warrington Disability Partnership
Neil Roberts	Stronger Together
Val Brown	Warrington Mental Health Forum
Hasan Kazi	Warrington Ethnic Communities Association
Elaine Morgan	Vulnerable Tenants Support Scheme
Anne Turner	Health Champion Acute Care
Pat Taylor	Health Champion Primary Care
Phil Yarwood	Health Champion 5BPS
Alf Clemo	Health Champion Social Care
Eileen MacDonald	Health Champion Long term Conditions
Sarah Brittlebank	Mental Health Service User Development Worker
Bruce Read	Older People's Forum



LINKs Core Group with Gloria Payne from Cancer Network and Nathan, Penny and Ellie from Guide Dogs

The LINKs Core Group have met 9 times over the past year. An important part is finding out information to pass onto other networks and their service users, clients etc. The Core Group also play a vital role in engaging with statutory organisations and also the wider community to find out their issues and concerns.

Warrington LINK Enter and View Authorised Visiting Members	
Pat Taylor	Gwen Lightfoot
Ann Turner	Bruce Read
Eileen Fitzgerald	Eileen MacDonald

LINKs Core Group Members have been co-opted onto many different decision making groups and attend many committees to ensure patients, service users and carers views are taken into account. These groups/ Boards are:

Dementia Steering Group	Electronic Prescriptions Committee NHS Warrington
Violent Patient Scheme	Resource Utilisation Programme NHS Warrington
Learning Difficulties Forum at WHHFT	Transforming Community Service Redesign Focus Group – EPIT – Equality and Diversity in Commissioning NHS Warrington
Warrington Dental Commissioning Board	Stroke Steering group
5BPS Joint Service Users and Carers Group	Transforming Adult Social Care Services, Service User and Carer Group
WBC/ NHS Warrington Health and Social Care Board	QIPP – Medicines Management
WBC / NHS Warrington Integrated Care Board	Attended TASC LINKs group
Operational Pharmacy Group	Dignity in Care Workshop
Blood Transfusion Group WHHFT	Urgent Care Centre Board
Patient Experience Group WHHFT	5BPS Infection Control
Finance and Commissioning Board NHS Warrington	5BPS Medical Devices
NHS Warrington Board	5BPS Nutritional Board
5BPS Board	5BPS Later Life Forum
Mental Health Partnership Board	Social Inclusion
	5BPS Research Bid Group

Staff Team

Elaine Packer—LINKs Manager
Katie Lightfoot—LINKs Community Engagement Officer
Lucy Kay—LINKs Administration Assistant
Nik Barstow—BHA Director of Involving and Engaging

BHA
Warrington LINK
The Gateway
89 Sankey Street
Warrington
WA1 1SR
Telephone: 01925 246892/3
Email: warringtonlink@theBHA.org.uk
Website: www.warringtonlink.org.uk





Work Undertaken in the Past 12 Months

Newsletters

We have produced and distributed 8 newsletters in the past year. A snapshot of articles included in the newsletters are information on health and social care consultations e.g. Drug Strategy and local Pharmaceutical Needs, local support group information and local community information e.g. St. Roccas and Community Instructor.

Health and Social Care Mapping

We have carried out a local mapping of voluntary and statutory orgs/ groups relating to health and social care.

This useful mapping info is on our website

www.warringtonlink.org.uk

Consultations

The newsletter carried details of 10 consultations (National and Local) around health and social care.

We have held 5 consultation events, focusing on the White Paper, Pharmaceutical Education, GP Commissioning and NHS Warrington's Strategic Recovery.

Website

The Warrington LINK website is consistently updated with newsletters, reports, visit reports and minutes of meetings.

www.warringtonlink.org.uk

Facebook

The Warrington Facebook has currently 363 friends the majority being younger people, or groups and individuals working with younger people whom we update regularly with local and national health and social care info.

Transition to HealthWatch

Warrington is a fairly compact Borough with a voluntary /community and statutory sector working well together.

Warrington LINK has strong connections with all these partners and a strong relationship with WBC Overview and Scrutiny Committee. With this in mind we believe that the transition to Healthwatch will be successful.

Inpatient Survey Warrington Hospital

NHS Warrington / Warrington Health Consortia (GP Commissioning Consortia) need to understand patient experience independently of provider information, therefore in partnership with LINKs the NHS Commissioner carried out an independent in-patient survey within Warrington and Halton Hospital Foundation Trust. The survey team visited a wide selection of wards from both sites and asked patients if they were willing to take part in the study. If the patient was willing the survey team rang the patient post discharge, this method of ringing the patient after discharge allowed the patient to reflect on their experience and give more accurate answers.

The inpatient study takes place every six months and is used to highlight issues and areas for service improvement. The study is also used along side the national patient survey of the hospital to identify trends. The study is presented to the patient experience group at the Hospital and the Quality Committee of the GP Commissioning Board.

Vascular Service Review

Following an approach by the hospital OPEG and the LINK encouraged people across the borough to respond to the Consultation on changes to local Vascular Services. Over 200 responses were collected from various older peoples groups.

Issues and Concerns

The LINK has received over 70 comments/ issues this year, all have been actioned with outcomes. Comments received have helped shape the LINK workplan so please keep letting us know your issues, experiences and patient stories.

All comments received are shared anonymously with the NHS Trusts and Social Care and the Care Quality Commission in an agreed format. Feedback from the Trusts is then shared with the service user if they request a response.

Transforming Community Services

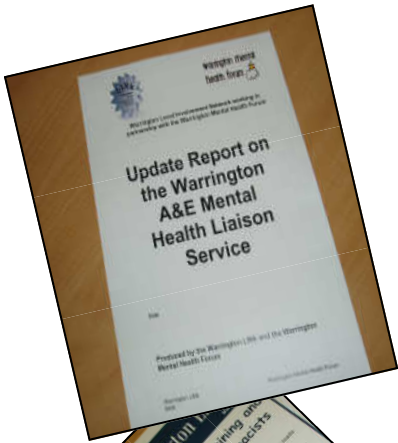
The LINK have been involved in transforming community services by way of membership of NHS Warrington/ Community Services Committee, planning for the future management of community services in Warrington. Further involvement is reviewing the service specifications for individual services and discussions regarding the future management of individual services.

Working with the Care Quality Commission

Warrington LINK and the Care Quality Commission have good communication networks with each other. Liaising with the Regional Manager and meeting quarterly to discuss local priorities, we also share intelligence monthly with CQC National team and Local CQC Inspectors whom engage with us on a regular basis.



Reports Produced



Psychiatric Liaison Services in Warrington A&E Report

Follow up Mental Health A&E Report

HealthWatch Consultation Report

Pharmaceutical Report

LINKs to The Future Report

6 visit reports to Warrington Hospital

3 visit reports from Nursing and Residential Homes

1 visit report from Learning Difficulties Residential Home

All reports are available on our website

www.warringtonlink.org.uk

Enter & View Visits Undertaken

The LINK regulations allow for authorised LINK members to undertake visits to Health and Adult Social Care provider premises within local authority areas. A visit may be prompted by feedback from local service users, patients, their carers and families which suggests common concerns about performance or aspects of provision.

During 2010, the Warrington LINK visited six Acute Care wards/ departments at Warrington Hospital and four nursing or residential care homes. All visit reports are available on the Warrington LINK website or by contacting the LINK office. For authorised Visiting Members see page 4, all have been CRB checked and undergone training.

Ward A6	May 2010
Ward B14	May 2010
Visit to EMU	October 2010
Visit to Thelwall Grange	October 2010
Visit to Twiss Green	November 2010
Visit to Discharge Lounge/ Short Stay Unit	December 2011
Follow Up Visit to EMU	February 2011
Visit to Summerville Nursing Home	February 2011
Visit to Brampton Lodge	February 2011
Visit to Stroke Ward	March 2011

Main Outcomes of the Visits

Stroke Ward

The stroke ward at Warrington hospital was highlighted by visiting members that the bathing facilities for patients needed urgent upgrading. Members have worked tirelessly to help achieve this.

We have recently been informed by Warrington Hospital Trust that funding has been made available for the upgrade of the bathing facilities on the ward.

The Trust have also put a business case together for the Provision of a collaborative hyper acute stroke unit working with St. Helens and Knowsley Teaching Hospital NHS Trust.

Discharge Lounge/ Short Stay Unit

The standing operating procedure has been revised for the lounge and now clearly states that patients with confusion/wandersome are not suitable for the lounge and handover sheets are now in place.

For all visit reports and information on more outcomes of the visits please contact the LINK office or visit the website www.warringtonlink.org.uk



Partnership Working

The LINK has compiled a Health Information Pack along with other voluntary organisations in Warrington related to health and social care. This has been disseminated to local Dentists and Opticians.

LINK staff and core group members have worked with Warrington Borough Councils Community Development worker and hospital staff trying to improve A&E access services at Warrington Hospital for mental health service users. Visit our website for the full report.

Partnership working with OPEG looking at Dementia care services and pathways to facilitate early diagnosis in line with the Department of Health Dementia Strategy. Also looking at pathways for hospital patients who have Dementia and the implications involved for this vulnerable group in an acute setting.

Working with NHS Warrington facilitating Strategic Recovery Focus Groups focusing on:
How to use resources effectively and
How to commission quality services in the Future

Working with colleagues in Warrington Borough on Adult Social Care and the personalisation agenda, including involvement in a website and Support Handbook.

Methadone service users had an opportunity here in Warrington to share their views and experiences of pharmacists and pharmacy professionals To the Pharmaceutical Council. See LINK website for report.

Assisting the work of the General Pharmaceutical Council.
A consultation event was held in the Gateway in February, it was an opportunity for service users and members of the public to seek views from people who use pharmacies and the services of pharmacy professionals.



Warrington LINKs complementary role with Warrington's Overview and Scrutiny Committee works really well here in Warrington. With the LINKs powers to enter and view and their power to call senior NHS and local authority staff to meetings to explain



Being Involved in the LINK

Long Term Conditions Health Champion LINK Core Group member Eileen McDonald accepting her positive action award for her massive voluntary contribution to Health and Social Care in Warrington.



GP Commissioning and accountability and HealthWatch event hosted by the Warrington LINKs for LINKs across the North West.

Home Instead Senior Care have coffee mornings at local sheltered and supported housing for older people. The LINK staff are invited on a regular basis to come along and chat to the people about their care.

Warrington Borough Council Library Service organised Health Library Events across Warrington throughout this year. The LINK had an information stand at all these events. The events were at libraries in Penketh, Orford, Lymm and Culcheth.



Warrington LINK Core Group members Sarah Brittlebank and Eileen MacDonal gave a presentation at Aintree Racecourse. Over 200 delegates from LINKs across the North West attended this event, which was titled 'LINKs to the Future'. Sarah and Eileen's presentation was about the benefits of membership in the Warrington LINK and what that LINK had achieved over the past year.

Warrington Mental Health Forum work successfully with Warrington LINKs to support concerns and issues raised by Forum Members. Warrington Mental Health Forum has two service users who are involved with Warrington LINK and its Community Development Officer. This has proved to be a fantastic resource for information sharing and joint working. We look forward to continuing and strengthening this working relationship.



Finance

Staffing	
Salaries, travel, training/staff development, conferences and seminars, legal fees	60,517.66
Management Fee	
Management support, quality assurance, HR, organisation-wide training, IT support and development, media support and advice, finance management functions.	13,500
Office	
Rent, rates, H&L, cleaning, maintenance, broadband, computer repair, insurance and audit	7,542.95
Printing/postage	
Postage, telephone, photocopies, equipment lease	5,095.69
Publicity	171.88
Subscriptions, books, leaflets, posters, comment cards	
LINK Participants	1,555.74
Meeting rooms/events, refreshments, sundry, premises hire, travel, training	
Total	88,383.92

Useful Contacts

This is obviously only a very small snap shot of the groups in Warrington, if you would like further information on other groups please contact us or the CVS.

Warrington Council for Voluntary Services (CVS) - The Gateway, 89 Sankey Street, Warrington WA1 1SR, 01925 246880. E-mail cvsr@thegateway.org.uk

Warrington Carers Centre—The Bungalow, Garven Place, Sankey Street, Warrington, WA1 1GP, 01925 644212 E-mail warrington.carers@warrington-pct.nhs.uk

Warrington Disability Partnership—Centre for Independent Living, Beaufort Street, Warrington, WA5 1BA 01925 240064 E-mail: info@disabilitypartnership.org.uk

Older People's Engagement Group—The Gateway, 89 Sankey Street, Warrington, WA1 1SR, 01925 246966 E-mail opegwarrington@googlemail.com

Youth Matter! - The Gateway, 89 Sankey Street, Warrington, WA1 1SR, 01925 246880 E-mail gwenl@thegateway.org.uk

Warrington YMCA—3 Winmarleigh Street, Warrington, WA1 1NB, 01925 632771

Community Engagement Team—supports local groups including the Mental Health Forum and Warrington Ethnic Community Association—Whitecross Community Centre, Lexden Street, Warrington, WA5 1PT, 01925 638863

Older People's Forum - Warrington Baptist Church, 107 Sankey Street, Warrington, WA1 1NN. E-mail: warringtonopf@btinternet.com

PALS (Patient Advice and Liaison Service) provide confidential, on-the-spot advice, information and support, helping people to sort out any concerns and questions they may have about the care they are receiving. Contact number for each PALS officer is below. For information on GP and Dental access contact PALS at NHS Warrington.

NHS Warrington

Marie Montgomery
Freephone number 0800 389 6973
Marie.Montgomery@warrington-pct.nhs.uk

Community Service Unit

Val Harper
01925 867718
val.harper@warrington-pct.nhs.uk

Warrington and Halton Hospital Foundation Trust

Sue Milling
Warrington Hospital
01925 275512
susan.milling-kelly@whh.nhs.uk

North West Ambulance Trust

Laura Austin
0151 261 2598
laura.austin@nwas.nhs.uk

5 Boroughs Partnership

Dennis Dewar
Hollins Park House
Freephone number 0800 0834323
dennis.dewar@5bp.nhs.uk



Warrington Local Involvement Network

