



**North Somerset LINK**  
Your partnership for health and social care

# LINK NEWS

Issue 7 - May 10

## Latest News...

### LINK Annual Event – 14<sup>th</sup> June

The LINK will be holding its Annual Event this year on 14th June 2010, 6.30-9.30pm, at the Winter Gardens in Weston Super Mare. All are welcome, so please come along, there will be a buffet and refreshments available and guest speaker, Clare Griffiths will be there from Leonard Cheshire, Disability Support Service – go to page 7 for more info or see the attached flyers.

### New Host Team Members

We are delighted to welcome two new Members of staff to the Host Team. Engagement Support Worker, Simon Purkiss and Admin Assistant, Rachel Neal, are both working part time in what is fast becoming a very busy and slightly cramped office!

Simon is supporting LINK Development Worker, Vicky Bellamy with the engagement side of her work, while Rachel is carrying out general administrative duties.

Please introduce yourselves and say hello if you speak to them on the phone or meet them out and about in North Somerset.

### Transport & Access to Services surveys

– give us your views on these important issues – see page 6 for more details on current surveys.

### ‘Tell us what you think’ Drop-ins

Read the ‘Development Worker’s Corner’ on page 6 to see how the drop-ins are going and find out where the next one is....

**LINK Annual Report** – go to pg7 to find out how to comment on the content of the LINK’s annual report.

**Meet the Village Agent** – go to page 5 to find out about Age Concern’s Community Connect Agents.

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## Updates

### **Wrington Vale Medical Practice**

The consultation period has now ended in respect of the proposed redevelopment of Wrington Vale Medical Practice however, public involvement continues to play an important role. The LINK Committee Chair, Georgie Bigg is our representative on the Consultation Representative Group and Project Board, while Nick Godfrey, LINK Deputy Chair is our Business Case Review Group Representative.

An independent consultant is putting together all of the information submitted during the consultation period and will be producing a consultation report, which will be available on the NHS North Somerset website after the reports publication, which is anticipated for the end of May. For the latest information on the Wrington Vale Medical Practice development, go to the NHS North Somerset website: [www.northsomerset.nhs](http://www.northsomerset.nhs) where you can download the Wrington Vale Medical Practice Newsletter.

### **Clevedon Hospital Development**

As reported in the last issue of LINK News, NHS North Somerset have confirmed that Millcross has been selected as the preferred site for the new Clevedon Community Hospital. An outline planning application has been submitted to North Somerset Council which describes how the site of the old Kwik Save store will be regenerated for a new hospital for the population of Woodspring. Work on the next phase includes preparation and submission of a detailed Business Case, outlining the detailed design of the building together with the proposed services and facilities which will be provided at the new hospital.

For all the latest information on the Clevedon Hospital Development , follow this link: <http://www.northsomerset.nhs.uk/default.asp> to the NHS North Somerset website page where you can download the latest issue of the Clevedon Hospital Development Newsletter.

### **Weston General Hospital Emergency Department**

In the last LINK News you were invited along to a Seminar on the new Emergency Department at Weston General Hospital. The Seminar took place on 16<sup>th</sup> February and a number of questions were taken back to Weston Area Health Trust (WAHT) for a formal response. The LINK will publish these questions and the responses on the website when they have been received.

## **Poppyfields Residential Home - proposed closure consultation**

The consultation on the proposed closure of Poppyfields Residential Home which provides dementia care, closed on 10th April. Following this, North Somerset Council has reached the decision to close the home. North Somerset LINK will continue to monitor the closure of Poppyfields and provision of alternative services for residents in the coming months.

## **Weston Hospital Patient Safety Report**

We said in the last Newsletter that we would be following this up. Chris Creswick (CC), Chief Executive, Weston Area Health Trust (WAHT) attended the January LINK Committee meeting and responded to questions about the Dr Fosters Report.

The LINK were reassured by Chris that the problems around patient safety and mortality reported by Dr Fosters, were as a result of a technical problem, where transfer of specific patient data to the Department of Health was not possible for a period of 6 months. He said that the Trust had been working with Dr Foster, and that they have accepted it was not the Trust's fault in respect of the data transfer problems. New results would be re-published, which would go onto the WAHT website. The Trust agreed to make NS LINK aware as soon as the final adjusted picture becomes available.

Chris also took the opportunity to state that the Trust's mortality rates were below expected levels and that in respect of infection control, numbers had come down dramatically over the last couple of years.

The LINK is concerned that there may still be significant delays in data-transfer to the National Patient Safety Agency, and will continue to monitor the situation through their LINK representative for Weston Healthcare Trust, Stephen Buswell.

## **NHS North Somerset Responses to questions raised at LINK Committee**

Since our last issue of LINK News we have received responses from North Somerset NHS, to questions raised at LINK Committee meetings – please see the Committee page on our website for March 17<sup>th</sup> Committee meeting for the most up-to-date information. Since the Committee meeting in March, the LINK has sought further clarification on a number of points arising from NHS North Somerset's responses, including questions relating to the Woodspring Referral Support Service, 2 year pilot and also in respect of training on sensory impairment for hospital staff and GPs. This information, when we have received it, will be made available via our website and in future member's bulletins and LINK News.

## Representation

In the last edition of LINK News, we printed a list of representatives on local health and social care bodies. There were a couple of vacancies which we are pleased to confirm, have now been filled:

### **Mental Health Services**

Chris Phillips is our new representative for mental health, working with Avon & Wiltsire Mental Health Partnership (AWP), attending quarterly Stakeholders meetings and Board meetings in Chippenham on behalf of the LINK. Some of you may have met Chris at our Committee meetings.

Anthony Holliday is also a LINK member, who is keen to be involved with the LINK's work on mental health. He will be getting involved locally, with mental health services, groups and events where he will be looking to obtain the views and experiences of local people in respect of mental health services and feeding those back to the LINK.

### **Equal Opportunities and Diversity Lead**

We are also pleased to say that Claire Murphy, who works for FRIEND in Weston-Super-Mare as an advocate for mental health service users, is our new Equal Opportunities and Diversity Lead.

We would like to give a big Thank You, to all our Representative Members, who give their time and expertise and without whom, we would not have been able to get involved in so much of the work that we do.

### **LINK Sub-Committees**

A list of members of the LINK's sub-committees and work groups, together with a list of representatives will be available in the near future on the website, or by contacting the office.



LINK Team in action at the North Somerset Event on 24<sup>th</sup> February in the Winter Gardens, Weston-Super-Mare

## Age Concern's New 'Community Connect Service'

Newly appointed Community Connect Agent for Yatton and Congresbury, Anne Ireland is keen to promote Age Concern Somerset's new 'Community Connect Service'.

The main aim of the Service is to develop a new prevention-focused information and advice service which will help avoid the need for older people to go into residential or nursing care. There are two elements to the service – the first being the information gateway and the second, the provision of social opportunities.

The Community Connect service will focus on the development of more services and social opportunities that will enable older people to live safely and healthily in their own homes. It is intended that these services will include:

- Promoting healthy life styles,
- Helping people make social contact
- Prevention of falls
- Giving more support to carers

These are just some of the aspects that it is intended this new service will be able to provide. Any assistance or suggestions you may have with regard to the new service will be greatly appreciated by Anne, who is contactable on Tel. 07551 438892 or via e-mail:

[anne.ireland@ageconcernsomerset.org.uk](mailto:anne.ireland@ageconcernsomerset.org.uk)

The following is a list of other Community Agents, working around North Somerset.

Jennifer Hume - Clevedon & Walton St. Mary

Edna Hunter - Banwell & Winscombe

Suzannah Gilson - Based at Weston Hospital, supporting people through the discharge process

All are contactable via the following number: 0845 6434706

See page 7 for details of the upcoming 'Meet the Agents' Event in Yatton.

## Transport and Access to Services Surveys

Following our recent meeting of the Transport Group, we would like to hear your experiences of using community transport and accessible taxis in the last 12 months for either health or social/pleasure purposes. You will find a copy of our transport survey attached, which can be returned electronically or by Freepost by 28<sup>th</sup> April.

### Access to Services

Care Connect provide a telephone number helpline service for all social care enquiries in North Somerset and are expanding to help with enquiries for community health services too. The aim is to provide a 'Single Point of Access' where members of the public can call one telephone number and either have their queries answered or be sign-posted or referred to the most appropriate service or care pathway. We really need your views on these important issues, so please take a couple of minutes to complete the attached Access to Services survey and return it electronically or by Freepost.

### Development Worker's Corner

Hi there,

I hope you have all had a chance to enjoy some of the lovely weather we have had during April.

Things have been busy round here lately as we have been getting ready for our drop-in events. At the events we have been asking people about:

- Needing a GP outside of surgery hours
- Physiotherapy and rehabilitation
- Care homes in the area
- Dementia diagnosis and care

Our last Drop-in is in Weston-super-Mare on **Wed 5<sup>th</sup> May** 2010 between 12 & 2pm. If you have not managed to get to one yet, we would love to see you there. For more details contact the office.

If you or someone you know has had experiences of any of the above and you have not yet had the chance to give us your views, please contact the office stating your area of experience and we will send you the questions we are asking. Alternatively, the questions are also available on our website. It is important that we get as many people's views and experiences as possible, so please tell your family, friends and colleagues that they can help make a difference too! The deadline for getting your responses back to us is 14<sup>th</sup> May.

Best wishes, Vicky Bellamy, Development Worker

## Forthcoming Events

### May

#### **'Meet the Village Agent' Event – 4<sup>th</sup> May 2010**

Age Concern's Community Connect Agents (see pg5) will be running a 'Meet the Village Agent' event on **4<sup>th</sup> May 2010** at **Yatton Village Hall**, the Causeway, Yatton, BS49 4HL from 1 – 3 pm.

#### **'Tell us what you think' Drop-in – 5<sup>th</sup> May 2010**

10am – 12noon at The Badger Centre, Wadham Street, W-S-M, BS23 1JY

### June

#### **LiNK Annual Event – 14<sup>th</sup> June**

6.30 – 9.30pm at The Winter Gardens, W-S-M. As usual, there will be opportunities to give your views during round table discussions on the following topics:

- Mental Health
- Cancer services
- Early Intervention and preventative services
- Support for independent living
- Early diagnosis and treatment
- Anything else you wish to say on health and social care

The LiNK's annual report will be available (please see below) and Members will have an opportunity to propose constitutional amendments (please see attached letter and copy of the LiNK's Constitution) during the short committee meeting before the annual event.

For more information on the annual event and to book your place, please see the attached flyer and complete and return the booking form, electronically or by Freepost by Tuesday 25<sup>th</sup> May.

### **LiNK Annual Report**

The LiNK Annual Report is currently being written. LiNK Members will have a chance to comment on the annual report content before it is published in time for the annual event on June 14<sup>th</sup>. A draft copy of the annual report will be available for comment soon, on the LiNK's website. Contact us if you would like to receive a copy when it is ready.

### July

#### **North Somerset Mental Health Service User and Carer Consultation Event – 5<sup>th</sup> July**

10am – 2.30pm at The Winter Gardens, W-S-M. For more details call Kate Archibald on 01275 546723

## LINK Meetings

### **LINK Committee Meetings in public (quarterly)**

Our Committee meets quarterly at different times and venues in North Somerset. Committee meeting dates and venues for the remainder of the year are:

#### **Monday 14th June**

**6.30 - 9.30pm** (inc. Annual Event)  
The Winter Gardens  
Royal Parade  
Weston-Super-Mare  
BS23 1AQ

#### **Tuesday 21st September**

**6.30 - 8.30pm**  
Winscombe Community  
Association  
Sandford Road  
North Somerset  
BS25 1JA

#### **Wednesday 24th November**

**10.30am - 12.30pm**  
Clevedon Town Council  
Room 1  
44 Old Street  
Clevedon  
BS21 6BU

Papers and minutes of past committee meetings are available to download from the LINK website:

[www.nsomersetlink.co.uk](http://www.nsomersetlink.co.uk)

### **Workplan Implementation Group**

Meetings for the remainder of 2010:

Monday 28th June - 2-4pm  
Monday 6th September - 2-4pm  
Monday 8th November - 10-12noon

These meetings will take place at Horsecastle Chapel, Horsecastle Farm Road, Yatton, BS49 4PP.

Papers from the most recent meeting on 30th March are available on request or via the LINK website.

### **Enter & View meeting**

For LINK Authorised Visitors - Thursday 13<sup>th</sup> May, 10am-12noon at The Horsecastle Chapel (please see address above)

### **Dates for your diaries:**

### **Enter & View Training**

There are places remaining for members who would like to take on the role of 'Authorised Representatives' for the LINK to undertake its Enter & View function.

The training will take place on Monday 17<sup>th</sup> May, at the Vassell Centre, Fishponds, Bristol. For more information, please get in touch.

## Latest Consultations

### Have Your Say - Your Choice of GP Practice

Last September, the Secretary of State for Health announced the Government's intention to abolish the current system of GP practice boundaries and highlighted action NHS Primary Care Trusts could take to better ensure patients can register at a GP practice of their choice. On 4th March 2010, a 12 week public consultation was launched seeking views from the public, patient groups and from those who work in primary care or wider health and care services on how they can put in place a system that enables patients to have a wider more meaningful choice of GP practice. For more information or to download the full consultation document follow the link below and click on the 'Have your say' button: <http://www.gpchoice.dh.gov.uk/> Or contact the LINK office for a hard copy of the document.

### What is North Somerset LINK?

The North Somerset LINK is a Local Involvement Network. LINKs will make it easier for citizens to say what they want from health and social care services, to talk with the people who run them and to hold them to account. There is a LINK for the area of every English local authority with social services responsibilities. Sometimes the people who use services don't feel they have a strong enough voice to change aspects of their health or social care. The North Somerset LINK is a part of a wider process to help the community have a stronger local voice.

#### North Somerset LINK

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