



# News April / May 2010

LINK Southwark is your Local Involvement Network. Consisting of local people, organisations and community groups, LINKs give you the opportunity to improve health and social care services in your area, such as GPs, dentists, care homes and hospitals.



## COMMUNITY SERVICES IN LAMBETH AND SOUTHWARK TO MERGE

The boards of NHS Lambeth and NHS Southwark have decided that community health services across the two boroughs should integrate with Guy's and St Thomas' NHS Foundation Trust to become part of King's Health Partners marks a historic moment in the development of health services in South East London.

NHS Lambeth and NHS Southwark agreed in December 2009 to work together to find a partner for their respective community services as part of a change process that aims to drive improvement in health and wellbeing services for the communities they serve and reduce health inequalities.



For more information contact:  
Jonathan McShane at NHS Southwark on 020 7525 2240 or visit <http://www.lambethpct.nhs.uk/?assetId=2973&assetGroupId=2964>

## Major Trauma Improvement Forum

The Department of Health has recently taken steps to re-organise major trauma care into specialist centres.

As part of these changes, the Major Trauma Improvement Forum has been launched and can be accessed at [www.majortrauma.net](http://www.majortrauma.net). The aim is to give patients, families, carers and professionals, as well as organisations or groups who represent patients and professionals an opportunity to influence the improvement of major trauma care.

Participating in the forum will involve responding to no more than four brief online surveys over April and May, though there are also other opportunities to take part including online discussion forums if you or your contacts would like to be more involved.

Please take a moment to visit and register with the Forum at [www.majortrauma.net](http://www.majortrauma.net). On doing this you'll be invited to take part in our first survey which will ask for you/your organisation's views on and experience with on the different stages of major trauma care – from initial contact with emergency services and receiving acute trauma care through to specialist and general rehabilitation.



## Task Groups

Over the past few months residents and organisations in Southwark have been letting us know about the issues that concern them and those they know. The information collected from various sources was presented to the Steering Group in February who endorsed the set up of three new Steering Groups. In

### Access to Services and Information

Physical access to buildings, health information leaflets in different languages, access to facilities whilst in buildings are some of the issues currently discussed by this Task Group.

Find out how to get involved by contacting  
LINK Involvement Worker  
Jessica Spyropoulos  
020 7358 7005  
[jspyropoulos@ch1889.org](mailto:jspyropoulos@ch1889.org)  
(Wednesday – Friday)

The next meeting 5th May,  
6pm - 7:30 pm



### Maternity Care & Newborn

NHS Southwark has listed Maternity and Newborn Care as one of their nine initiatives in their Strategic Plan 2010/11-2014/15 and the LINK believes it is an area of concern for many people in Southwark.

Are you interested in shaping this Task Group? If yes, contact the lead Sandra Tomlinson at [sanifra.t@googlemail.com](mailto:sanifra.t@googlemail.com) 07944 948846 or the Host Team.

### Mental Health

This area of service provision is another one of NHS Southwark's initiatives as recorded in their Strategic Plan 2010/11-2014/15.

There are also issues around social care provision which also need to be looked into such as Personalisation.

Southwark MIND has agreed to lead this group and several LINK members have already registered their interest. If you would like to join them contact us!



## Consultations

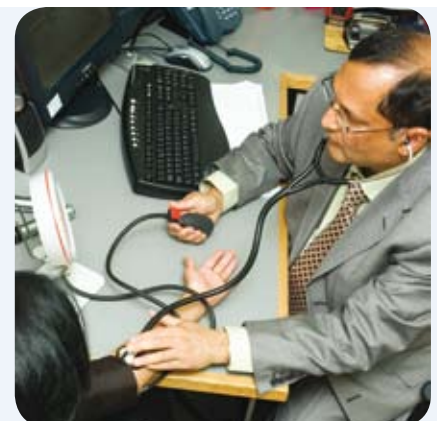
### Your GP, your choice, your say

If you could register with a GP practice anywhere, what would you do?

The Government thinks people should be able to choose a GP practice that is most convenient for them.

They want to hear the views of the public, patient groups and those who work in the NHS. This consultation closes on May 28, 2010.

For more information: <http://www.gpchoice.dh.gov.uk>



addition they agreed to work with Lambeth LINK on a joint piece of work. Read below to find out more about the above and an update on the Governance Task Group and scrutiny team formed last year..

### **Diabetes & Obesity Services for Young People Task & Finish Working Group**

In January/February 2010 Lambeth LINK invited LINK Southwark to join them on this already established Task Group.

Sandra Tomlinson was endorsed as lead for this (& other Children's Task Groups).

She has already been to one of their meetings and a report is to follow in the very near future.

At the present time no new members are being sought for this Group.

To find out more contact Sandra with the details left.

### **Scrutiny Team**

Following the publication of the Care Quality Commission's Annual Performance Assessment Report of Southwark Council's Adult Social Care Services in December 2009 the LINK agreed to establish the Scrutiny Team, supported by the Host, to scrutinise the commissioning of Care Home provision for older people in Southwark.

A report on activities is being prepared.

If you have a relative in a care home in Southwark and have any information for this group that you would like to be considered please contact us.

Look out for info on the upcoming Scrutiny Training for LINK Members which will be sent to you soon!

### **Governance Task Group**

Five LINK Members, supported by the Host, have met several times over the past few months to consider the proposed Governance amendments submitted following the Governance Public Meeting last August.

The Task Group will be presenting their report to the Steering Group in the near future.

### **LINK Southwark Steering Group Meetings**

Dates for Steering Group meetings will be sent out in the near future.

<http://www.linksouthwark.org/eventsinyourarea.php>

### **Patients and families to benefit from new essential standards of care**

From April 2010 new essential standards of quality and safety are being introduced gradually across all health and adult social care services in England. The Care Quality Commission (CQC), the new independent regulator of health and adult social care, will license services if they meet essential standards and constantly monitor them to make sure they are compliant with new legislation about to be passed in parliament.

For more information go to [www.cqc.org.uk](http://www.cqc.org.uk)





## CELEBRATING BEING A CARER

The previous newsletter explained the purpose of LINK Southwark and described how the people of Southwark can seek to influence the services provided to us by Southwark Health and Social Care. LINK gives the opportunity afforded through government legislation which I felt I should explore as a carer.

As I am but one of the estimated 25,000 carers in Southwark, my experience will be echoed throughout the community, but I have lately been thinking and wishing the image of a carer would be changed from being a person to feel sorry for to a person to be thankful for, as I contemplate the inner strengths that are gained through caring. Yes, there are moment of much anxiety and even panic and desperation during health emergencies, as well as self sacrifice made in the way of daily putting someone else's needs first because he/she is the more vulnerable. This I know flies in the face of a society largely given over to the "me first" mentality.

I have been caring for 10 years from about the time I had just become a pensioner and I can now see these 10 years as my best years of self development. By the way, don't confuse me with a care worker who does so as a means of employment. I care for my husband and many in Southwark do this naturally for a family member, but do not under-estimate our value in maintaining the fabric of society and taking the pressure off the health and social care system.

One way of raising the profile of carers is to register as a LINK Member and attend the meetings where you can air your views. We carers depend on the support of Southwark Health and Social Care services to make our role manageable. To those who are not now so affected, I say it is likely that at some point in our lives we will enter the situation of caring or being cared for. The country should confront this fact and be courageous in offering not just token support but respect for carers, and readily give of tangible support when we need it. We show the way to creating a decent society where each person is valued, so I say "Celebrate the carer".  
**Ivy Douglas (Steering Group Member)**

## Contact Us

This is **YOUR** LINK! If you have any comments, queries, or suggestions, any health or social care issues that you think the LINK should be involved with, or any ideas for inclusion on the next newsletter, please let us know.

LINK Southwark contact details  
Email: [link@ch1889.org](mailto:link@ch1889.org)

Team Leader: Alvin Kinch  
Tel: 020 7358 7005  
Involvement Worker: Jessica Spyropoulos  
Mob: 07951 889920  
Administrator: Rochelle Powell



**Cambridge House**  
Realising Potential Together.

[www.LINKSouthwark.org](http://www.LINKSouthwark.org)

## Patient Advisory Liaison Services (PALS)

The LINK office often receives contact from people wanting to raise complaints with us about services they have received. Whilst we will log this information and use it to inform the LINK's priorities, we cannot take up individual complaints as the LINK is not a complaints service. If you do have a complaint of this nature, please contact PALS whose services are based at NHS Southwark, King's College Hospital Foundation Trust (KCHFT), Guys and St Thomas' and South London & Maudsley (SLaM). These services provide advice and information about the NHS services, help people resolve their concerns and advise on how to make a complaint. Their details are as follows:

NHS Southwark PALS  
Tel: 0800 58 77 170  
Email: [pals@southwarkpct.nhs.uk](mailto:pals@southwarkpct.nhs.uk)  
Write to: NHS Southwark PCT  
PALS, PO Box 64529 London  
SE1P 5LX  
[www.southwarkpct.nhs.uk](http://www.southwarkpct.nhs.uk)

KCHFT PALS  
Tel: 020 3299 3625  
Email: [pals@kch.nhs.uk](mailto:pals@kch.nhs.uk)  
Write to: King's College Hospital,  
Denmark Hill, SE5 9RS

SLaM PALS  
Tel: 0800 7312864  
Email: [pals@slam.nhs.uk](mailto:pals@slam.nhs.uk)  
Write to: PALS@SLaM, The  
Maudsley Hospital, Denmark  
Hill, LONDON, SE5 8AZ

GSTT PALS  
Tel: 020 7188 8801  
E-mail: [pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk)  
Write to: PALS, C/o KIC, Ground  
Floor, North Wing, St Thomas'  
Hospital, Westminster Bridge  
Road, London, SE1 7EH

Reminder: LINKs are not complaint services