



# LINK Southwark December Newsletter 2011

## Hello LINK members and Southwark residents,

Welcome to our last Newsletter of 2011! We hope that you enjoy our bumper edition of LINK activities, what we have been up to and what we will be up to! We'd like to draw your attention to our upcoming **recruitment for the new LINK Southwark Leadership Group**. Your Local Involvement Network is looking for **Individuals** and **Organisations\*** to be part of the LINK Southwark Leadership Group.

- Do you work well with others? Are you able to lead the work of the LINK? Will you help to ensure that the LINK represents the views of Southwark residents / organisations on health and adult social care?

**If so, you should apply to be on the Leadership Group!** Please contact us for the recruitment pack. Call 020 7358 7005 or email [link@ch1889.org](mailto:link@ch1889.org)

\* **Note:** Organisations will be co-opted onto the Group by the members. Please page 4

*We welcome submissions to the e-bulletins so send through any information on Health & Adult Social Care that you may have!*

**On behalf of the LINK membership and Cambridge House, we would like to wish you all a Merry Christmas and a jolly New Year! See you all in the 2012!** *Note:* the office will be closed from Friday 23<sup>rd</sup> December and will reopen on Tuesday 3<sup>rd</sup> January 2011.

### In this issue...

- Upcoming Meetings / Events page 2
- User input / surveys / focus groups page 3
- What is happening at your LINK page 4
- LINK Activities page 5
- Grant Funding for local voluntary and community organisations on: page 6
  - Older People and Adults with Disabilities (**9<sup>th</sup> January**)
  - promoting positive sexual health in Lambeth and Southwark (**16<sup>th</sup> January**)
  - Day Opportunities for Older Adults with Mental health needs (**30<sup>th</sup> January**)
- Southwark Patients / MY Choice's website page 7
- Task Group Updates / Host Team page 8

### **Reminder: Review of HIV Care & Support Provision – Deadline 7<sup>th</sup> February 2011**

NHS South East London has reviewed HIV Care & Support Provision for Lambeth, Southwark & Lewisham. Commissioners have organised public events to gather patient and public input. The Southwark event will be held **5<sup>th</sup> January 2012, 6-9pm** Guys Hospital, Robens Suite, 29<sup>th</sup> Floor, Tower Wing, SE1 9RT. If you would like copies of the report or a summary, please contact [patricia.riley@lambethpct.nhs.uk](mailto:patricia.riley@lambethpct.nhs.uk). If you would like to contribute to the LINK response, please submit your response to us.

## Upcoming Events / Meetings

### LINK Events

Ambassador Training Follow Up, Adult Social Care Follow Up Meeting and Maternity Task Group Meeting dates to be confirmed in January.

### External Meetings

**Meetings that are noted as 'PUBLIC' will be open to everyone to attend. Otherwise the meetings below are closed and for readers information only.**

5 <sup>th</sup> Jan 2012	HIV Review Care & Support Provision
9 <sup>th</sup> Jan 2012	Overview & Scrutiny Meeting (Council) <b>(PUBLIC)</b>
12 <sup>th</sup> Jan 2012	Adult, Independence & Well-Being (Community Action Southwark) <b>(PUBLIC)</b>
TBC	Southwark Clinical Commissioning Committee <b>(PUBLIC)</b>
19 <sup>th</sup> Jan 2012	Dulwich Project Board
25 <sup>th</sup> Jan 2012	Older People Partnership Board
26 <sup>th</sup> Jan 2012	Kings Quality Accounts Workshop
26 <sup>th</sup> Jan 2012	Refugee Action Plan Working Group
26 <sup>th</sup> Jan 2012	South East London Board Meeting <b>(PUBLIC)</b> , 3 – 6pm, Coin Street, Neighbourhood Centre, 108 Stamford Street, SE1 9NH
27 <sup>th</sup> Jan 2012	Engagement & Patient Experience Group (EPEG)–Locality Representatives

For more up-to-date events on health and social care, please visit our website

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

### Community Councils / Patient Involvement Groups (all PUBLIC)

Southwark is split into 8 community council areas. Each area has monthly meetings to discuss and raise local areas of concern. This includes health and social care and other areas. Contact us for dates.

Bermondsey  
Borough & Bankside

Camberwell  
Dulwich

Nunhead & Peckham Rye Common  
Peckham

Rotherhithe  
Walworth

## Kings College Hospital – “Outpatient In Your Shoes” – 31<sup>st</sup> January 2012

### Help us improve King's Outpatients!

If you have been an outpatient at King's, why not come and tell us about your experience and really make a difference!



### “Outpatient In Your Shoes”

#### “In your shoes”

To staff, coming to work everyday King's is just part of their normal working life. So it's easy to forget that, for our patients, it can be a worrying and stressful time. By putting ourselves in your shoes and listening to your story, we can build a better understanding of what it's like to be an outpatient at King's and improve the service that we provide.

#### That's where you come in!

If you have attended any of our outpatient clinics in the last year or so we'd like you to come along and share your stories with our outpatient staff and tell us what we do well and where we need to do better. We also want to share some of the ideas that we have to improve our outpatient service, eg a new booking system, and ask for your views on these and any ideas that you have, to make sure that what we're planning works for you as a patient.

We just need a couple of hours of your time and your willingness to share your experience.

Tuesday 31st January 3.00 - 5.00 pm,  
Boardroom, Hambleton Wing,  
King's College Hospital



Contact Helen Cylwik  
0203 299 3462 /  
[helen.cylwik@nhs.net](mailto:helen.cylwik@nhs.net)

“Understanding you”



## Calling for

## for User Involvement/Volunteers

### **King's College Hospital – Research Study Event**

If you are an older person or carer of an older person who has been in hospital **your experience is important in this new research**. King's is looking for a group of older people, and the carers of older people, to take part in a focus group to help determine the important considerations in providing supportive care for frail older people in hospitals.

Travel costs will be reimbursed and lunch provided.

If you are interested in taking part, please telephone Caroline Nicholson, Post Doctoral Research Fellow, on (office) 0207 848 3610 or (mobile) 07990 748138, or email [caroline.nicholson@kcl.ac.uk](mailto:caroline.nicholson@kcl.ac.uk)

---

### **King's College Hospital – Equality and Diversity Systems in the future**

#### **Can you help King's College Hospital develop its Equality and Diversity systems for the future?**

King's is currently assessing its Equality and Diversity systems and is using a new national framework to assess ourselves which is being used across the NHS.

As part of this work King's would like to consult local interest groups about the findings of this work and how to take it forward so that King's can ensure that it's equality and diversity systems really do meet the needs of both staff and service users. Working with an independent adviser, Donald Lush, King's would really appreciate it if one or two local groups who may have an interest in equality and diversity issues could find a slot at one of their meetings or get a group together for about 45 minutes to go through the findings to date and get views on the objectives. A report on the findings will go to the King's Board of Directors.

If you'd like more information or are interested in taking part in this work, please contact Donald Lush direct at [donald.lush@gmail.com](mailto:donald.lush@gmail.com) or on [07902 801 621](tel:07902801621).

---

### **C) Prostate Cancer - Is your care up to standard?**

#### **Your help is needed to build a picture of what quality care looks like for men with prostate cancer.**

It is known that men face a postcode lottery when accessing prostate cancer services across the country. This is not acceptable.

The plan is to make improvements where they are needed most. To do this, standards of quality care, that all men with prostate cancer deserve - at every stage of their journey, needs to be identified.

You can help by telling us what quality prostate cancer care means to you by [taking part in our survey](#). Anyone with experience of prostate cancer is welcome to take part, whether you have been diagnosed with the disease or are a friend or family member of someone who has.

To take part in the survey and read more about our quality care project, please visit [www.prostate-cancer.org.uk/qualitycare](http://www.prostate-cancer.org.uk/qualitycare) For a paper copy of the surveying 0208 222 7182.

We will keep you updated on what is happening at your LINK!

## What is happening at your LINK?

### Calling for

### The Establishment of the Leadership Group

LINK Southwark is now recruiting for a Leadership Group made up of **individuals** and local **organisation** representatives to direct and develop the activities of the LINK and to begin preparations for local HealthWatch.

Southwark Council, Host Cambridge House, Cllr Dora Dixon-Fyle and several LINK members met on 6<sup>th</sup> December 2011 to discuss the new Leadership Group and Selection Panel to recruit the panel.

- Do you work well with others, able to lead the work of the LINK?
- Will you help to ensure that LINK represents the views of Southwark residents / organisations on health and adult social care?

If so, you should apply to be on the Leadership Group! **Please contact us for a Recruitment Pack.** The Recruitment Pack will include details on the roles and responsibilities of the new Leadership Group, how to apply and the essential/desirable criteria which the recruitment will be based on.

#### Provisional Timeline (exact dates to be confirmed)

w/c 19 <sup>th</sup> Dec	Publicity regarding the Leadership Group selection and application process.
w/c 23 <sup>rd</sup> Jan	Deadline for Leadership Group applications (tbc)
w/c 30 <sup>th</sup> Jan	Interviews to take place (tbc)
w/c 6 <sup>th</sup> Feb	Announcement of appointed Leadership Group members

Once the Leadership Group has been announced, it is expected that the new Group will meet soon after to begin developing the LINK work plan.

---

### Representation

Current LINK representatives on the Boards below will continue in this capacity until the Leadership Group has met and will review the procedures and LINK representatives. *If are interested in representing the LINK on a particular subject area, or would to contribute to the patient experience perspective/point of view, please contact us.*

The current list of representative boards that we sit on is:

- **NHS Southwark/Business Support Unit:** Southwark Clinical Commissioning Committee (SCCC), Engagement & Patient Experience Group (EPEG), Dulwich Project Board
- **Guy's & St Thomas' Hospital FT:** Accessibility Steering Group & Equality & Human Rights Committee
- **Kings College Hospital FT:** Mental health Project Board Redevelopment of the Emergency Department
- **Joint:** Community Services Virtual Ward Pilot Project Board, Older People Partnership Board
- **NHS South East London** Stakeholder Reference Group & **Lambeth Southwark and Lewisham** Stakeholder Reference Group
- **South London and Maudsley FT** Trust Wide Involvement Group & Patient Experience Group

*Note: this list refers only to Statutory Board meetings. We also attend other Council and Community Action Southwark Forums. For more information on any of these meetings, please contact us.*

Please check our **website event** page for up-to-date details on meetings including Kings College Hospital, Guys & St. Thomas', South London & Maudsley FT, Health & Adult Social Care Scrutiny sub-committee (HASC), London Ambulance Service and many more!

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

## LINK Host Team activities

### Going out into the Community!

Everyone uses health and social care services at one point or another.

We have been **holding stalls at various local and community events** to collect views and experiences of local health and social care services and promote and publicise the LINK. In the past month we have collected views on the following subjects:

- concerns regarding quality of care at care homes including satisfaction with care and negative experiences
- social care at home is not good enough for vulnerable elderly people, especially at night
- contribution made by unpaid carers

If you know of a future event or conference that would benefit from a LINK Stall, let us know! We will also continue to **build our presence at GP surgeries** across Southwark. If you would like to be involved at your local GP surgery, please contact us! Watch out for a stall near you!

**Please support us by becoming a LINK Ambassador. We will offer you training to help you carry out your public community role. See our flyer 'Become a LINK Ambassador'.**

### LINK Ambassador Training Event – 30<sup>th</sup> November 2011



We held our first Ambassadors Training Event on 30<sup>th</sup> November at Cambridge House. The aim of the event was to introduce and encourage LINK members and new people to become Ambassadors. Ambassadors would collect views and experiences of health & social care services as part of our outreach strategy into the community and into GP surgeries. The event involved a series of theory and practical-based exercises and proved interesting for both Host Staff and attendees.

#### Key findings included:

- Feedback to members about what has happened with views and issues collected
- clarity and communication was needed on the different ways that LINK could take these experiences and issues forward, assisted by the LINK's statutory powers
- Scenario-based experiences on how to gather accurate experiences
- realising the importance of LINK, through understanding LINK functions and roles

**Follow up actions include:** creating an Ambassadors Packs, creating an A5 leaflet and more wide-reaching publicity about LINK. A write-up report is available. Please contact us for a copy.

### Adult Social Care Task Group Open Meeting

On 13<sup>th</sup> December 2011 we held the initial Adult Social Care Open meeting to begin to produce a priorities specific work plan for the Task Group as informed by Southwark resident's and organisations.

**A great turnout of over 30 people attended the event ranging from** organisational representatives, lay inspectors, carers, service-users, a local Cllr, and those just with an interest to learn more. Contents included a brief update on the current service provision in Southwark, including the Council's priorities, recent changes/programmes, followed by a Question & Answer session.

**Discussion groups** were held on Personalisation / Personal Budgets, Care Homes & Home Care, Integration health & Social Care and Mental Health Services for Older people. **Feedback** included wanting to be kept informed on the outcome of the meeting and a follow up meeting to discuss areas that were not raised due to time constraints.



A detailed report will be sent to all attendees and is available upon request.

## Grant Funding available for....

### A) Community Support Services for Older People and Adults with Disabilities

Southwark Council's Health and Community Services department is inviting voluntary and community organisations to apply for grants. They must provide services to support older and disabled people to regain and maintain their independence. The Fund is focussed on three service areas:

1. Information, advice and access;
2. Well-being planning; and
3. Befriending and social interaction development.

Applications can be for any one, two or all three service areas. The council welcomes collaborative bids (from one or more organisations) as well as individual ones. Funding is available, initially, for one year, April 2012 to March 2013. The closing date for receipt of applications is **5pm Monday 9<sup>th</sup> January 2012**. For detailed information regarding outcomes, guidance and application form, please contact [Taylor.Jakks@southwark.gov.uk](mailto:Taylor.Jakks@southwark.gov.uk)

### B) Day Opportunities for Adults with Long Term Mental Health Needs

Southwark Council is inviting applications for a new Innovation Fund. The Fund will be awarded for organisations that can propose innovative ways to support people with long term mental health needs who are eligible for services under the Fair Access to Care Services (FACS) criteria. **Deadline is Monday 30<sup>th</sup> January 2012, 2pm.** (Deadline extended!)

Contact Peta Smith on [Peta.Smith@southwark.gov.uk](mailto:Peta.Smith@southwark.gov.uk) or call 020 7525 3629 for details including the eligibility and judging criteria.

### C) Sexual health projects in Lambeth and Southwark

Guy's and St. Thomas National Foundation Trust's are providing grants of up to £1,000 to community and voluntary groups working to promote positive sexual health in Lambeth and Southwark.

They are looking to support projects which have a strong local base and which are able to offer sexual health promotion initiatives in ways particularly suited to their target audiences, particularly those missed by mainstream health campaigns.

Closing Date for Applications: **Monday 16<sup>th</sup> January 2012 at Midday**. Projects must be completed by Monday 26<sup>th</sup> March 2012. Contact Deidre Love for more information on 020 3049 4079, [Deidre.love@lambethpct.nhs.uk](mailto:Deidre.love@lambethpct.nhs.uk)

## "My Support Choices" website goes live

Southwark Council have launched their new website portal "My Support Choices": which provides information and advice about adult social care and community services in Southwark. Held at the John Harvard Library on 10<sup>th</sup> December, attendees at the event were shown two main components. These being:

- Advice and information about types of support and help available to individuals in Southwark, and how to access them
- A community directory of services

The system is intended to support service users, carers, family and staff to easily access information on a wide range of support services. The site is aiming to be easy to access and user friendly. Access to the "My Support Choices" is on [http://www.southwark.gov.uk/info/200407/my\\_support\\_choices](http://www.southwark.gov.uk/info/200407/my_support_choices) Provider Organisations will have to send in their information to be included in to the Directory.

At our LINK Open Adult Social Care Meeting, there were mixed reviews regarding the information content and publicity of the website. **Tell us what you think of the website, is it easy to use? is there a lot or too little information?** Call us on 020 7358 7005, email [link@ch1889.org](mailto:link@ch1889.org) or send us at Cambridge House, 1 Addington Square SE5 0HF.

## Southwark Patient Information...

### What is a Summary Care Record? (SCR)

Your Summary Care Record will contain information about

- the medicines you are taking,
- the allergies you suffer from and
- any bad reactions to medicines that you have had.

You can add other details about your care to this record, but this will only happen if you ask for it to be included.

### Who can see my record?

- Healthcare staff members who are treating you will ask for your permission every time they need to look at your Summary Care Record. If they cannot ask you, for example if you are unconscious, they may look at your record. If they have to, they will make a note on your record that they looked at it.

### What if I don't want a Summary Care Record?

- You will need to tell your GP by completing an opt-out form. These can be found at your surgery and at, [www.connectingforhealth.nhs.uk/systemsandservices/scr/staff/aboutscr/comms/pip/optout.pdf](http://www.connectingforhealth.nhs.uk/systemsandservices/scr/staff/aboutscr/comms/pip/optout.pdf).

You can get more information about the Summary Care Record from your GP practice, by calling the Summary Care Record Information Line on 0300 123 3020 or on the Internet [www.nhscarerecords.nhs.uk/publications/patsum.pdf](http://www.nhscarerecords.nhs.uk/publications/patsum.pdf).

---

### Electronic Prescription Service (EPS) for Southwark patients

The Electronic Prescription Service is an NHS service. The prescription your GP gives you is sent electronically to the pharmacy you choose to get your medicines from. You can still get a paper prescription if you prefer by not choosing a pharmacy.

### How does it work?

- You choose (nominate) a pharmacy where you wish to send your prescription to.
- You can record your choice either at the pharmacy or at your G.P practice.
- You can choose any pharmacy which does electronic prescriptions anywhere in England, even close to your place of work or where you shop.
- You can change or cancel the pharmacy you have chosen at any time.

You can check if your GP and your preferred pharmacy are offering EPS by either checking the EPS maps and clicking on your area [www.connectingforhealth.nhs.uk/systemsandservices/eps/library/deploymap/index.html](http://www.connectingforhealth.nhs.uk/systemsandservices/eps/library/deploymap/index.html) or participants offering the Electronic Prescription Service will display the Electronic Prescription Service sign.

More information about the Electronic Prescription Service can be found at: [www.connectingforhealth.nhs.uk/systemsandservices/eps/library/comms/release2/summary.pdf](http://www.connectingforhealth.nhs.uk/systemsandservices/eps/library/comms/release2/summary.pdf).

## Meetings LINK members and Host staff have attended:

### Following on from mid-November

NHS SEL Equality & Diversity System Launch  
SEL Stakeholders Reference Group  
Virtual Ward Project Board  
Dulwich Project Board  
Introduction to Dementia Workshop  
Southwark Clinical Commissioning Committee

Health & Adult Social Care Sub-Committee  
Guys Quality Accounts Preparatory workshop  
Older People Partnership Board  
Lambeth Southwark Lewisham Stakeholder Reference Group  
Guys Equality and Human Rights Governance  
Virtual Ward Project Board

### December 2011

LINK London (NALM)  
Kings Quality Accounts Preparatory workshop

### Please see our upcoming meetings / events for January 2012

## Task Group Meetings / Update

*Come along to any of our task group meetings! It helps if you let us know so that we can make sure there is enough space. All previous notes of meetings are available on our website.*

### - Mental Health Task Group

At the last meeting in November we saw an increase in attendance who collectively raised several pertinent issues including the review of the mental health day service provision, Advocacy in Southwark and the provision of Southwark Mind Cuckoo Club.

From an organisational perspective a call came for a new Mental Health Voluntary Sector Forum which would provide a forum for all community projects and voluntary organisations to come together to tackle key issues.

A new short-term work plan has been agreed which includes some of the topics above as well as Personalisation, monitoring the implications of the NICE service user involvement guidelines, bed occupancy rates at Maudsley Hospital and South London and Maudsley Art Strategy.

Good news! We have just received a response from the mental health Commissioners to the LINK's discussion paper '*MENTAL HEALTH SERVICES IN SOUTHWARK Whose concern is it.*' For a copy or more information contact Alvin on 020 7358 7005 or go to <http://www.linksouthwark.org/documents.php>

### - Maternity & New Born Meeting

At our last meeting on 15<sup>th</sup> December, a few task group members met with Tamsin Hooton (Director of Acute and Community Commissioning, Southwark BSU) to discuss the Task Groups concerns and

recommendations made at the Engagement & Patient Experience Group (EPEG) on 17<sup>th</sup> November. Issues and concerns related to the lack of clarity for the responsible body / lead person(s) for maternity commissioning, due to delegation of responsibility to the GP-Clinical Commissioning Committee, certain areas of the maternity pathway that could be better managed. A response will be available on the website in the New Year. We shall continue update you BSU taking forward our recommendations and concerns.

All presentations from the EPEG and discussion notes will be available on the website in the New Year. Next meeting to be confirmed in January 2012. *The Task Group will begin to draft a Progress Report on its working life.*

### Adult Social Care Task Group

After a successful initial Open meeting on various areas of adult social care, we will be writing up the points and issues made and circulate to the people who attended. We plan on holding a follow up meeting to discuss the remaining areas of Open Access Services, Mental Health Services for Older People, and Long Term Care. We will then begin to hone down the list of priorities to present to attendees and begin to encourage members and the public to take forward the work areas, supported by the Host Team. Please see above for more information or contact us for more information.

## LINK Host Team



**Alvin** - I have been the LINK Team Leader for 3 years now. My role and job title has now changed to LINK and Youth Manager. This means that I will work 2 ½ days on the LINK and 2 ½ days on Cambridge House Young Peoples' Project. However I will remain responsible and oversee the LINK during its transition into HealthWatch.



**Sec-Chan** - I work with the LINK on a full time basis. My role and job title is Research and Development Worker. I will continue to research issues and support Task Groups, in addition to outreach and facilitating the LINK transition into HealthWatch.

For further information on any of the above please contact the Host Team staff **Alvin Kinch** and **Sec-Chan Hoong** on 020 7358 7005 or [link@ch1889.org](mailto:link@ch1889.org)