

Bristol Local Involvement Network (LINK)

Your Voice in Health and Social Care!

E-Bulletin

February 2010

Dear LINK participant

Welcome to Bristol LINK's e-bulletin. This includes an update of the work of Bristol LINK and local, regional and national information about the planning, commissioning and delivery of health and social care services.

If you have received this email from someone else and you would like to be on the e-bulletin mailing list, or if you would like to be taken off this email list, please email Alex Hodgson at: alex.hodgson@linkbristol.org.uk

If you would like this bulletin in hard copy, a community language, on audiotape, in PDF or in any other format please call 0117 9589325.

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Bristol LINK News and Events

Unstill Lives - Bristol LINK Art Exhibition

Here, in this exhibition, are the voices of those who have been helped by mental health services and those who have been further traumatised. The exhibition is about to launch and we hope that as many of you as possible will turn out to offer support to the artists.

The exhibition opens on Monday 8th February at 2pm at the Co-exist Gallery. There will be a cutting of the ribbon by John Langley Chair of Bristol LINK. John is the first and only West Country based service-user photographer to have exhibited at London's Tate Modern.

There will also be fairy cakes and an opportunity to meet and speak with some of the artists.

The art work will be exhibited in libraries and other venues in Bristol in 2010. Dates and venues for this touring exhibition can be found on the Bristol LINK website at www.linkbristol.org.uk and click on the news pages. If you would like to attend the launch please contact Bristol LINK's Development Worker, Caroline McAleese, on 0117 9589325 or carolinemcaleese@linkbristol.org.uk.

Bristol LINK Dementia Strategy Event

Monday 1st March 9.30am—1.30pm, Vassall Centre, Gill Avenue, Fishponds Road, Fishponds, Bristol. BS16 2QQ.

Bristol Local Involvement Network (LINK) and the Health and Adult Social Care Scrutiny Commission invite you to come and have your input in to the local Dementia Strategy.

The morning will include:

- an overview of the national dementia strategy,
- an update of what has been done locally to address the national strategy,
- a chance to hear directly from a carer about their perspective on dementia and local service provision,
- and the opportunity to have your say and input into the implementation of the local dementia strategy.

Places are limited so please book early to avoid disappointment!

Lunch and refreshments will be provided and travel and access expenses supported.

To book a place or for more information please contact Bristol LINK Community Development Worker Caroline McAleese on 0117 9589325 or carolinemcaleese@linkbristol.org.uk.

Renaming Room 102

Friday 12th February 10am – 12pm, Room 2 & 3, The Vassall Centre, Gill Avenue, Fishponds, Bristol. BS16 2QQ.

The Care Forum would like to invite you to a consultation event to help them come up with a new name for the Room 102 database.

Room 102 is a database that provides information about services available to support people's health and wellbeing across the old Avon area.

It helps keep people independent and in control of their lives.

This year the database will be going online for anyone to access free of charge.

So, Room 102 is getting a makeover to make it more user-friendly and accessible!

They want to hear from you whether you are brimming with ideas, or would just like a say in the final decision.

Tea and cakes will be provided.

To RSVP for this event please contact Alex Hodgson on 0117 9589325 or alexhodgson@linkbristol.org.uk.

Could you represent Bristol LINK at the Bristol Health and Wellbeing Partnership?

Bristol LINK is looking for someone to represent the LINK on the Bristol Health and Wellbeing Partnership.

The partnership board, which meets quarterly, brings together the public, private, voluntary and community sectors in a shared ambition to improve the health, emotional and physical wellbeing of the people of Bristol.

The Health and Wellbeing Partnership Board is responsible for the delivery of the health and wellbeing objectives of Bristol's City Strategy.

This Board is responsible for tackling health inequalities, promoting a healthy and sustainable environment and developing opportunities for every Bristolian to have a healthy lifestyle.

If you would be interested in representing LINK at these meetings contact Bristol LINK Administrator Alex Hodgson for more information and a nomination form on 0117 9589325 or alex.hodgson@linkbristol.org.uk. Nominations must be received before Tuesday 16th February.

Free Confidence Building Training

Friday 5th February 9.30am - 4.00pm, The Vassall Centre, Gill Avenue, Fishponds, Bristol, BS16 2QQ.

If your New Year's resolution is to be more confident in meetings, to make sure you get your voice listened to, and feel as though you are contributing and making a difference, then this is the training for you.

Bristol LINK is organising a free confidence training event which will help you to;

- Develop your skills to speak more confidently and assertively in meetings,
- Develop your confidence to make decisions and get your points across to people,
- Develop your skills to make sure that your voice is heard.

This training course will be suitable for individuals and representatives of service user groups.

Lunch and refreshments will be provided so please let us know if you have any dietary or access requirements. Travel expenses will be supported.

Places are limited so book early to avoid disappointment! Contact Caroline McAleese, Bristol LINK Development Worker on 0117 9589 325 or carolinemcaleese@linkbristol.org.uk.

Dates for the Diary:

Free Disability Equalities Training

Thursday March 11th 9.30am – 3.30pm

The purpose of the course is to take people through a journey and to supply them with the knowledge to look at disability in a different way. The trainer, Mark Williams, is an experienced Disability Equality Trainer and is disabled himself. He has experienced discrimination first-hand and comes equipped with many personal stories.

Personalisation Event

Monday 22nd March 9.30am – 3.30pm

This event will be facilitated by Tim Thornton, and talks by Kerry King, Regional Coordinator Dignity in Care and Stephen Ridgeway, Independent Living Manager (WECIL) regarding Dignity in Care and Brokerage.

The day will cover;

- Background to Putting People First and Self Directed Support
- Individual Budgets / Direct Payments / Personal Budgets
- Resource Allocation System
- Dignity in care
- Brokerage
- How can Bristol LiNk have an influence on the personalisation agenda?

More details on both these events will follow in the next e bulletin.

Working Group Meeting Dates

Bristol LiNk has a number of active working groups looking at different parts of health and social care. We welcome new people and new ideas at these meetings so please let us know if you would like to join any of these groups.

If you can't make the dates or times below the groups can be flexible about their future meeting times and venues.

Acute Hospital Trusts: Has a say in the services provided by University Hospitals Bristol and North Bristol Trust.

Friday 19th March 10am – 1pm, The Vassall Centre, Gill Avenue, Fishponds, Bristol. BS16 2QQ.

Communications and Publicity: Decides on publicity material for Bristol LINK like the website, newsletter and logo.

Monday 1st March 2-4pm, The Vassall Centre, Gill Avenue, Fishponds, Bristol. BS16 2QQ.

Community Involvement & Engagement: Makes sure that a wide range of people get involved in Bristol LINK.

Thursday 18th February 10am – 12pm, Malcolm X Centre, City Road, St Pauls, Bristol. BS2 8YH.

Dementia Group: A task and finish group looking at the National Dementia Strategy.

Wednesday 24th March 10am – 12pm, Black Development Agency, Russell Town Avenue, Bristol. BS5 9LT.

Equalities Group: Looks at how easy it is for minority groups to access services.

Tuesday 2nd February 6-8pm, Black Development Agency, Russell Town Avenue, Bristol. BS5 9LT.

Governance: Makes key policies for Bristol LINK and makes sure it is keeping to its monitoring targets.

Tuesday 2nd March 10am – 12pm, The Vassall Centre, Gill Avenue, Fishponds, Bristol. BS16 2QQ.

There will be an additional meeting to look at inclusion on Tuesday 9th March 10am – 12pm, The Care Forum Meeting Room, The Vassall Centre, Gill Avenue, Fishponds, Bristol. BS16 2QQ.

Joint Strategic Needs Assessment: Adds to a local assessment looking at health equality in Bristol, called the Joint Strategic Needs Assessment (JSNA).

Wednesday 10th February 2pm – 4pm, Malcolm X Centre, City Road, St Pauls, Bristol. BS2 8YH.

Learning Difficulties Group: Looks at the difficulties faced by people with learning difficulties when accessing services.

Monday 22nd February 10am – 2pm, Southville Centre, Beaufley Road, Southville, Bristol. BS3 1QG.

Management Group: Made up of the Chairs from each working group. Public are invited to attend and have a say in the decisions made.

Tuesday 23rd February 10am – 12.30pm, The Vassall Centre, Gill Avenue, Fishponds, Bristol. BS16 2QQ.

Mental Health: Open to anyone who wants to have a say in mental health services.

Monday 22nd February 6-8pm, CEED, Wilder Street, Bristol. BS2 8QU.

Older People's Services: Open to anyone who wants to have a say in older people's health and social care services.

Wednesday 17th February 10.30-12.30pm, The Vassall Centre, Gill Avenue, Fishponds, Bristol. BS16 2QQ.

Primary Care and Community Health Services: Has a say in local services like Doctors' surgeries, pharmacies and family planning.

Tuesday 16th February 2-4pm, The Vassall Centre, Gill Avenue, Fishponds, Bristol. BS16 2QQ.

Self Directed Support Group: Looks at the development of direct payments, personal budgets and the individual budgets pilot for people with disabilities.

Tuesday 23rd February 2pm – 4pm, Room 4, The Vassall Centre, Gill Avenue, Fishponds, Bristol, BS16 2QQ.

South Bristol Community Hospital: Has a say about the South Bristol Community Hospital.

Wednesday 10th February 10am-12pm, Brunel Room, Withywood Centre, Queen's Road, Withywood, Bristol. BS13 8QA.

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Local Health and Social Care News and Events

Free Community Researcher Training

If you are an individual active in your community, part of a community group or a group of service users, then you may like to take part in the free community researcher training on offer from the South West Forum, in partnership with North Somerset Council.

The training runs for one day per week over a six week period, and gives participants the skills and confidence to undertake small scale research into an issue in their community or help people to look at how services that they receive might be improved.

During the course of the training, participants find out how to plan their research, gather the data and present their findings.

If you would like to know more, or would like to take part, contact Jan Crawley on info@southwestfoundation.org.uk or 01275 333666. Or go to www.linkbristol.org.uk and click on the news pages to see the flyer for this event.

How is the new emergency text number working for you?

In November we told you about the new emergency text service for deaf, deafened, hard of hearing and speech impaired people.

Now the RNID wants to know if you have been using the service and if it is a success.

The pilot emergency SMS service, which allows you to contact the UK emergency services by text from your mobile, was launched in September and already nearly 3,000 people have registered to use it.

The main purpose of the trial is to determine how well the service works and if it meets the needs of people with a hearing loss.

If you, a friend or family member uses the service for a real emergency call, you can contact the RNID to tell them how it went.

Send your feedback to technology@rnid.org.uk.

If you haven't registered for the service yet, or would like to find out more, you can log on to www.emergencysms.org.uk for more information.

Zero tolerance to Female Genital Mutilation

Thursday 11th February 10am – 3pm, Muller Hall, 39 Seymour Road, Easton, Bristol.

You are invited to a community consultation event looking at strengthening partnerships in order to attain zero tolerance to Female Genital Mutilation (FGM).

Bristol LINK will be facilitating a workshop looking at the difficulties and barriers that can be faced in accessing medical treatment.

Lunch and refreshments will be provided and travel expenses will be reimbursed. An onsite crèche will be available.
Please RSVP to Mrs Layla Ismail on 07985463920 or laylalayla12@gmail.com.

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Regional Health and Social Care News and Events

Become a member of AWP and you could win £100!

Avon and Wiltshire Mental Health Partnership (AWP) are looking to continue to build a broad membership, representative of the region's diverse communities and locations.

So far AWP have 7,000 Foundation Trust members but they are aiming to achieve 20,000.

That's why they've launched *Member get Member*. If every member recruited one new member the closer the trust would be to meeting its target.

The promotion runs from 1st January to 31st March 2010 and includes three prize draws, each with a prize of £100 worth of High Street shopping vouchers.

For more information and full terms and condition please visit www.awp.nhs.uk/membergetmember.

I Learn – U Learn Event

Tuesday 9th March 9.30am – 4.30pm, The Hilton, Kingsway, Cardiff, CF10 3HH.

The Council for Healthcare Regulatory Excellence (CHRE) is very pleased to announce a series of interactive meetings aimed at de-mystifying the role of regulation in the health sector.

Through various exercises you will be able to have your say in ongoing debates surrounding professional regulation.

It will also be a chance to meet representatives from the health professional regulatory bodies who are working with the CHRE to deliver the meetings.

If you would like to see draft programmes for the event please visit www.chre.org.uk/public/199.

Places are limited so register early to avoid disappointment. Call 020 7389 8030 or email reception@chre.org.uk stating your full name, the date and location of the event you wish to register for.

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National Health and Social Care News and Events

New influence for LINKs in ensuring high quality services

Bristol LINK will now have the opportunity to review a quality account about local NHS services before it is published.

As a result of the *High Quality Care for All*, report published in June 2008 providers of NHS services are required to publish Quality Accounts: annual reports to the public on the quality of health care services they deliver.

The aim of these is to improve public accountability and to engage boards in understanding and improving quality in their organisations.

Both Bristol LINK and the Health and Adult Social Care Overview and Scrutiny Committee will be expected to produce a statement to indicate whether they believe that the report is a fair reflection of the healthcare services provided.

The legal duty to publish a Quality Account will be brought into force from April 2010. Providers will then be required to publish their Quality Account in June each year, starting in June 2010.

To find out more about Quality Accounts and the role Bristol LINK has to play go to <http://www.linkbristol.org.uk/index.php?id=84>.

Could you be a Dignity Champion?

National Dignity Action Day February 25th 2010.

The Dignity in Care campaign aims to ensure that users of all health and social care services are treated with dignity and respect in all aspects of their care.

Age Concern is encouraging anyone who cares about these issues to sign up as a Dignity Champion.

Dignity Champions could be;

- members of local action groups,
- voluntary and advocacy organisations,
- care service users
- relatives and carers,
- other members of the public,
- MPs and councillors,
- health and social care managers and frontline staff.

There are already over 12,000 Dignity in Care Champions nationally and many members of the LINK are already taking part. By becoming a Champion you will have access to resources and opportunities to share ideas, issues and best practice with others.

Further information about Dignity in Care and Dignity Champions can be found on the website www.dignityincare.org.uk or by contacting Janet Fullforth, Local Development Worker, Dignity in Care Age Concern on 07786 724300 or jfdignityincare@aol.com.

Date for the diary - Dying Matters Awareness Week from 15-21 March and Dying to Talk Launch Event

Monday 15th March 2010, London.

This free high-level event will provide an opportunity to hear about the work of the Dying Matters Coalition and their progress across England in raising public awareness about dying, death and bereavement.

There will be presentations on the recent Dying Matters surveys on attitudes, the joint awareness raising consultation and campaign with NHS North East on their End of Life Care Charter, round table discussions and networking opportunities.

If you would like more information or to attend this event please contact Bristol LINK Communications Officer Katie Bunting on 0117 9589341 or katiebunting@linkbristol.org.uk or visit www.dyingmatters.org.

There will be more information about what Bristol LINK is doing to mark Dying Matters Awareness Week in the March e bulletin.

CQC to Scrutinise Care for People with Learning Disabilities

The CQC has published a five year plan outlining how it will drive up standards on behalf of people with learning disabilities. This is in direct response to the inpatient follow up review which was published in December.

Key to driving improvement will be:

- a special review of physical healthcare for people with a learning disability and people with mental illness in response to the Michael's enquiry,
- piloting a joint service inspection of local authorities and primary care trusts to check adult safeguarding mechanism,
- consulting on a special review on the use of restraint and the health and social care needs of offenders,

- involving "experts by experience" (people with a learning disability and carers) in a range of social and health care inspections and reviews,
- and continuing to work with the Department of Health and the Information Centre to improve available data, including performance indicators and the possibility of having a national minimum data set for learning disabilities.

To find out more go to:

www.cqc.org.uk/newsandevents/newsstories.cfm?widCall1=customWidget&content_view_1&cit_id=35762.

NHS Not to use 084 Numbers

Following a public consultation on the future use of 084 numbers in the NHS, the Department announced on September 14th that it would be prohibiting the use of telephone numbers which charged the patient more than the equivalent cost of calling a geographical number to contact the NHS.

Directions to Strategic Health Authorities and Primary Care Trusts and to Special Health Authorities and NHS Trusts in England (with the exception of NHS Direct NHS Trust) have been issued telling those organisations not to use contact telephone numbers which have the effect of the patient paying for a premium rate call.

These Directions do not prohibit an organisation from using specific number ranges for the purpose of contacting NHS services. Organisations remain free to use non-geographical number ranges such as 084, providing that patients are not charged more than the equivalent cost of calling a geographical number to do so.

Personal budgets for older people - making it happen

As part of the work that has taken place on learning from best practice in making personal budgets work well for older people, a new guide has been produced by the Older People and Ageing Programme at the National Development Team for Inclusion (NDTi) and the Putting People First delivery team at the Department of Health.

The thinking and approaches to the guide were informed by a series of co-production events held in spring and early summer 2009. The aim was to learn from a diverse range of people what personalisation means to them and how they are making developments associated with personalisation work well with and for older people. People leading local initiatives and new

approaches, including older people's groups and networks as well as statutory, voluntary and private sector organisations, worked together to identify features of practice that will help others.

To see a copy of this guide go to

<http://www.dhcarenetworks.org.uk/Personalisation/Topics/Browse/Olderpeople/?parent=2736&child=7085> or go to www.linkbristol.org.uk and click on the news pages.

Telecare maps on Google

There are thought to be over 5000 telehealth remote units in active use in the UK covering heart failure, COPD and Diabetes. The locations of these units nationwide can be seen on Google maps, click on the link to see the bigger picture:

<http://maps.google.co.uk/maps/ms?hl=en&ie=UTF8&msa=0&msid=100406857045032193451.0004540c223f16f2d1c9d&z=6>.

Partnerships for Older People Projects (POPPs)

Partnerships for Older People Projects (POPP) was launched in 2005 to develop and evaluate services and approaches for older people aimed at promoting health, well-being and independence and preventing or delaying the need for higher intensity or institutional care.

The focus of the POPP programme has been to test and evaluate different models of service through 29 local authority-led pilots. The pilots have aimed to create a sustainable shift in resources and culture away from institutional and hospital based crisis care for older people towards earlier, targeted interventions for older people within their own homes and communities.

Over a quarter of a million people have used one or more of the POPP services. The evidence and learning from the pilots is intended to support council-led partnerships to invest in preventative approaches which improve the quality of life of older people and are cost-effective.

The key message coming out of the evaluation is that preventative services result in an improved quality of life for participants and considerable savings, as well as better local working relationships. Different types of prevention generated different amounts of savings. The pilots were so successful because services were developed by local people to meet local needs - the involvement of older people and staff in how the services changed and developed was essential.

To find out more about Partnerships for Older People Projects go to <http://www.dh.gov.uk/en/SocialCare/Deliveringadultsocialcare/Olderpeople/PartnershipsforOlderPeopleProjects/index.htm>.

Free mobile calls for benefit claimants

Free phone calls for most people using their mobiles to claim benefits and pensions have been announced by the Department of Work and Pensions. Six of the biggest mobile phone network companies will no longer charge their customers for calls to the Department's 0800 Benefit Claim lines. Currently 12% of UK households use only mobile phones and do not have a land line.

Calls to claim benefits and state pension use 0800 numbers which are already free to customers using BT land lines and mobiles, but currently people calling 0800 numbers from other mobile phone providers are charged for these calls.

The Department has now reached agreement with O2, Orange, Tesco Mobile, T-Mobile, Virgin Mobile and Vodafone to end charges to their customers for mobile calls to around seventy of its 0800 numbers. These numbers are used by people making initial claims for benefit and pensions and to request emergency payments, such as crisis loans.

Together the six companies with whom the Department has now signed agreements cover over 90% of the mobile market in the UK.

The DWP estimate that there are around 60 million phone calls to its 0800 numbers each year, and around 15% (9 million) are from mobile phones.

NHS Evidence to recruit new members to independent Advisory Committee

NHS Evidence will be recruiting new members to its Advisory Committee. The committee is an independent committee of the Board of the National Institute for Health and Clinical Excellence and provides impartial accreditation recommendations to help identify, set and clarify standards and provide a quality assured evidence base for everyone in health and social care.

This process ensures that all NHS staff have access to the best clinical and non-clinical evidence online to help them make informed decisions about patient care.

Applications will be welcomed from enthusiastic individuals with expertise in relevant areas of work such as research and methodology and those who are potential users of NHS Evidence services such as clinicians, social care professionals and lay representatives. Further details about the

application process will appear on the NICE website shortly
www.nice.org.uk.

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Department of Health Consultations

NHS Car Parking: Consultation on Improving Access for Patients

This consultation seeks views on the implementation of free NHS hospital car parking for inpatients. If you would like to have a say in the decisions being made log on to;

http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_110557. The closing date for this consultation is 23rd February 2010.

'Generic Substitution' in Primary Care

The Department of Health is proposing three different ways to introduce generic substitution of medication. These three options are:

1. The system remains as it is now (no introduction of generic substitution).
2. Substitution is introduced, but there is a list of drugs not to be substituted.
3. Substitution is introduced but only for a list of selected drugs.

One Bristol LINK participant has raised the concerns of national charity Epilepsy Action and you may want to take their thoughts into consideration when responding to the consultation.

Epilepsy Action has been running a campaign to exclude anti-epileptic drugs from the government's Generic Substitution Proposal.

Epilepsy Action believes that there is strong evidence that brand switching for some people with epilepsy has caused breakthrough seizures, worsening of their seizure control or worsening side effects.

The Department of Health has indicated an early preference to introduce generic substitution only for a specific list of selected drugs (Option 3).

Epilepsy Action has expressed cautious support for the government's preferred option. The draft list of drugs that could be substituted does not include any anti-epileptic drugs (AEDs). However they are concerned that there is nothing to prevent AEDs being added at a later date, and they want the Department of Health to put in place a formal process for adding drugs to this list.

The consultation is open until 30th March 2010, to respond go to http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_110517.

Personal Care at Home

Consultation on proposals for regulations and guidance made under the Personal Care At Home Bill.

The closing date is 23rd February 2010 but the Department of Health would welcome earlier responses.

Age equality in health and social care

A consultation on preparing the NHS and social care in England for the age requirements in the Equality Bill that affect the provision of services and exercise of public functions.

The closing date for this consultation is 15th February 2010. Go to http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_108887 for more information.

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Do you have any comments about how health and social care services could be improved locally? Email us to let us know your ideas!

What do you think of our e-bulletin? Let us know by contacting Bristol LINK Communications Officer katiebunting@linkbristol.org.uk.

Please remember to forward this on to anyone who you think would like to receive this email.