

Bristol Local Involvement Network (LINK)

Your Voice in Health and Social Care!

E-Bulletin

November 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

Please let us know if you would like this bulletin in hard copy, a community language, on audiotape, in PDF or in any other format.

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Bristol LINK News and Events

Joint Strategic Needs Assessment event – FULLY BOOKED

Monday 15th November 10am – 1pm (tea and coffee from 9.30am)

The JSNA is an assessment of health and wellbeing. It is a tool for commissioners when shaping services. It is important that a wide range of people feed into the JSNA, to make sure that it is reflective of Bristol’s population.

Due to an enthusiastic response this event is now fully booked, to receive meeting notes from this meeting please contact Katharine Gonzales on 0117 958 9345 or email events@thecareforum.org.uk.

Bristol LINK and SARI Cultural Awareness training

Support Against Racist Incidents (SARI) will be providing free Cultural Awareness training for Bristol LINK participants.

Details of this training will be circulated in due course. If you are interested in finding out more please contact Alex Hodgson on 0117 958 9325 or email alex.hodgson@linkbristol.org.uk.

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.

Current work plans, and the latest minutes, for these groups can be found on our website: www.linkbristol.org.uk.

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

Tuesday 23rd November 10am – 12pm, Room 4, The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ.

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

Monday 29th November 2pm – 4pm, The Malcolm X Centre, 141 City Road, Bristol. BS2 8YH.

Equalities Group: Looks at the difficulties faced by minority ethnic groups in accessing services.

Friday 5th November 10am – 12pm, Malcolm X Centre, 141 City Road, Bristol. BS2 8YH.

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

Thursday 18th November 2 – 4pm, The Vassall Centre, Gill Avenue, Fishponds, Bristol. BS16 2QQ.

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

Monday 6th December 10.30am – 1.00pm, The Southville Centre, Beaufort Road, Bristol. BS3 1QG.

Management Group: Made up of the Chairs from each working group. Public are invited to attend and there is an allocated slot at the beginning of the meeting where you can have your say about Bristol LINK.

Tuesday 9th November 10am -12.30pm, The Vassall Centre, Gill Avenue, Fishpond, Bristol. BS16 2QQ.

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

Thursday 9th December 6-8pm, (venue to be confirmed).

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

Wednesday 17th November, 10.30 – 12.30, Room 6, 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 2nd November 10.30 – 12.30pm, The Vassall Centre, Gill Avenue, Fishponds, Bristol. BS16 2QQ.

The Primary Care working group are invited to attend a consultation meeting on the configuration of GP consortia in Bristol (see above for more details). The group will then be meeting for a working lunch afterwards to discuss the Bristol LINK response to the consultation.

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

Monday 8th November 10.30am – 12.30pm, Room 4, The Vassall Centre, Gill Avenue, Fishponds, Bristol. BS16 2QQ.

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

Tuesday 7th December 2 – 4pm, The Withywood Centre, Queens Road, Withywood, Bristol BS13 8QA.

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Local Health and Social Care News and Events

Southmead Hospital Emergency Zone – Urgent and Emergency Model of Care

Tuesday 30th November 9am – 12.30pm, Greenway Centre, Southmead, Bristol.

With building of the new hospital development at Southmead now underway, this event is to discuss the future for urgent and emergency services in the north of Bristol. The meeting will be used to:

- **Understand** the health community's vision for Urgent Care services and some of the challenges over the coming years
- **Hear** about the plans for the development of the Emergency Zone
- **Listen** to service user perspectives about the changes
- **Think** about how patients will move through the service and, if their need is not an emergency how community and hospital services will work together to assess and treat them quickly
- **Agree** the timescales and actions for implementation

There are a limited number of places available so please contact anne.martin@bristol.nhs.uk to register your interest. If you would like to find out more, please contact joanna.underwood@bristol.nhs.uk.

Demystifying Care Day

Friday 3rd December 9.30am – 1.25pm, Collier's Gardens, Delabere Avenue, Fishponds, Bristol. BS16 2NE.

Are you confused about care homes? Finding the process of moving into a care home a bit of a minefield? Not sure who has to pay for what?

Age UK Bristol is hosting a *Demystifying Care Day* with a range of different agencies to help clarify care issues for the general public.

The day will include talks from Princess Royal Carers Trust, Brunelcare and NHS Bristol HART Team.

Lunch will be provided. If you are interested in attending please contact Age UK Bristol on 0117 929 7537 or email mariusjennings@ageconcernbristol.org.uk.

Family and Friends Discovery Event

Wednesday 3rd November 2pm – 7pm, Petherton Resource Centre, 3 Petherton Road, Hengrove. BS14 9BP.

This event is for carers of people with mental health issues in South and East Bristol and for professionals who work with them. It will be a 'come when you can' event, with speakers on various topics, tea and cakes, information stalls and opportunities to chat with other carers and professionals.

For more information contact Margaret or Karen at Rethink on 0117 9031 803.

Equalities Consultation on Budget Proposals for 2011 – 12

Monday 6th December 9.30am – 4pm, The Conference Hall, The Council House, College Green. BS1 5TR. (lunch will be provided)

This event will explain the council's savings proposals and will give you the opportunity to ask questions. The council has completed an equalities impact assessment screening of each budget proposal and would like to consult with equalities communities as to the anticipated impact of the proposed budget on equalities communities.

It is estimated that the council will need to save around £50 million over the next three years, a reduction of around five per cent each year.

Proposals to save £22 million next year have already been published.

For further information on the budget visit bristol.gov.uk/budget

The venue is wheelchair accessible, it has a hearing loop and BSL interpreters have been booked.

To find out more information or to book a place call 0117 922 2329 or email equalities.team@bristol.gov.uk.

Bristol campaign to stop female genital mutilation

A group of young women from ethnic minority communities in Bristol have produced a radio documentary highlighting the illegal practice of female genital mutilation (FGM). The drama, called *Why?* Has already featured on BBC Radio 4 and was coordinated by Integrate Bristol and funded by Mediabox / South West Screen.

The group interviewed a range of experts, an Imam who explained the truth about FGM and Islam, and young men, mothers and grandmothers from the Somali community.

You can listen to the documentary at www.stopfgm.org.uk where you can also sign their petition calling for a national helpline for victims.

Being a teenager isn't easy! Being a teenager with a long-term condition is even harder!

Saturday 13th November 11am – 4pm

Saturday 4th December 11am – 4pm

Saturday 15th January 11am – 4pm

All the workshops will be held at the UH Bristol Education centre (opp. Children's Hospital), Upper Maudlin Street, Bristol. BS2 8AE.

- Do you live with a long-term health condition?
- Do you spend a lot of time at the doctors or hospital?
- Are you aged 14 – 18?

Yes? Then the Staying Positive workshops are for you! These free workshops will be run by three young people who also live with a long term health condition. It will be a chance to learn new skills to help you manage your condition, improve your confidence but above all, make friends and have fun.

All workshops include lunch. For more information or to book a place please call Cathy on 0117 342 8158 or email

Catherine.Gane@UHBristol.nhs.uk.

'Condom no condom' – sexual health advice for young men

NHS Bristol has been working in partnership with NHS Choices (the national website for the NHS) to create a film for 16-24 year old men on condom use.

'Condom, no condom' is available online through You Tube. It is an interactive film that allows viewers to direct the characters' story lines – choosing whether they use a condom or not. At the end of the film it points viewers towards local services, and this includes the 4YP C-Card scheme. Visit www.youtube.com/condomnocondom to see the film.

Talking about sex and relationships workshop

Thursday 4th November 10am – 12pm, The Carers Centre, The Vassall Centre, Gill Avenue, Fishponds, Bristol. BS16 2QQ.

It can be difficult to talk about sex and relationships with the person you care for. However, carers are a vital source of sexual health information for adults with learning difficulties.

This workshop will give you information about local sexual health services and tactics for talking about sex and relationships with adults with learning difficulties.

Also hear about People First's *Stars in the Sky* dating service for adults with learning difficulties.

For more information or to book your place contact the Carers Centre booking line on 0117 937 5623.

Employment seminar for disabled employees

Tuesday 16th November 10am – 12pm, The Pavillion, Cannons Marsh, Bristol.

With the Coalition Government making many changes that are intended to encourage more disabled people into work and with changes to those support agencies that seek to assist disabled people into work – Bristol City Council and Job Centre Plus have organised an Employment Seminar to up skill disabled employees and those providing support to disabled people on some of the key changes.

The seminar is free to attend however places are limited and offered on a first come first service basis.

The venue is wheelchair accessible, it has a hearing loop and BSL interpreters have been booked.

To reserve your place contact the Equalities Team on 0117 922 2329 or equalities.team@bristol.gov.uk.

Pathology review representative needed!

NHS Bristol is looking for someone to represent Bristol LINK on the Pathology Review Lay Reference Group. Currently the Lay Reference Group has representation from both North Somerset and South Gloucestershire LINKs, in addition to representatives from local patient support groups and the two lay people recruited by the local NHS.

The objective of the review is to ensure the delivery of excellent pathology services which support the development of high quality clinical care, research and education and provide value for money for the resources they consume.

The aims of the review are to:

- Design and agree a new service model for Pathology

- Decide on the location(s) for the service
- Assess the new service model to ensure it will provide the benefits required
- Conduct a due diligence process to test that the model and the locations are robust
- Create a plan for implementation

If you are interested in taking part or would like some more information please contact Tony Jones on 0117 900 2358 or email tony.jones@bristol.nhs.uk.

Bristol Travellers Times – Giving Bristol’s Gypsy and Traveller Community a Voice

This new website has been set up to give a voice to the Gypsy and Traveller community in Bristol. The site is in its early stages and will initially be used by Bristol City Council for the consultation about proposed sites in Bristol. Log on to www.bristoltravellerstimes.co.uk to see the site for yourself.

Equalities representatives wanted for Neighbourhood Partnerships

Bristol City Council is seeking volunteers to be equalities representative on each of the 14 Neighbourhood Partnerships (NP) across Bristol. NPs are made up of agencies, local councillors and local residents who come together to shape services for the benefit of the local community.

Meetings take place four to eight times a year and are an opportunity to influence services and improvements in your neighbourhood.

To be a representative you will:

- Need to live in the relevant NP area
- Be from an equalities group (gender, race, disability, age, transgender, faith and sexual orientation equality)

The role will be to champion equalities issues and help the NP understand and meet the needs of equalities groups in the local area.

There are currently vacancies for the following NPs:

- Avonmouth and Kingsweston
- Henbury and Southmead
- Eastville, Hillfields and Frome Vale
- Cabot, Clifton and Clifton East
- Ashley, Easton and Lawrence Hill
- Brislington East / West

- Hengrove and Stockwood

For an informal discussion and an application form please contact Gillian Douglas on 0117 922 2664 or email Gillian.Douglas@bristol.gov.uk.

Safety sessions for older people

The Lifeskills Centre is a safety education centre based at the Create Centre in Bristol. The centre has been built as a realistic village and they run an older people's programme which has been designed to reinforce people's existing safety knowledge whilst teaching new skills that will help to maintain independence.

Volunteer Guides take small groups of people around the Centre to discuss various safety issues and look at different ways of overcoming them.

The session pays particular attention to falls prevention and includes a short demonstration of what to do in the event of a fall. There is also an 'armchair exercise' session that gives examples of some gentle exercises that can help to keep your body mobile.

All sessions are free of charge and run from 10.30am to 3pm with a break for lunch.

For more information visit www.lifeskills-bristol.org.uk or call Gemma Graville on 0117 922 4511.

Bristol History Project: Bristol Before, Bristol Now, Bristol Future

Tuesday 30th November 9am – 3.30pm, The Council House, College Green, Bristol.

A Constellations Workshop to look at how Bristol's past affects our present and how we can work towards a future with Social Justice at the heart of the city.

This project will map out a dynamic history of Bristol to help us understand better how that history still reverberates in present-day Bristol. How do we heal the scars from the past in a way that allows us to learn and grow into a better future?

For more information contact June Burrough on 0117 924 4512 or visit www.pieriancentre.com.

The local perspective

The local Joint Strategic Needs Assessment (JSNA) is currently undergoing a refresh. Once it is published we will be selecting information from the document each month to build up a picture of the city of Bristol.

This month the Acute Hospitals working group have been looking at the Local Alcohol Profiles for England and how Bristol fares in terms of alcohol related hospital admissions.

The figures show that Bristol has scored significantly worse than the national average for:

- Alcohol specific mortality in males
- Mortality for chronic liver disease in males
- Alcohol specific hospital admissions for both males and females
- Alcohol attributed hospital admissions for both males and females
- Hospital admissions for alcohol related harm

However we have scored better than the national average for alcohol specific hospital admissions for under 18s.

If you have any issues surrounding alcohol and hospital admissions please send them to infbristol@linkbristol.org.uk or why not come along to the next Acute Hospitals working group meeting (details above).

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Regional Health and Social Care News and Events

South West Think Positive

Tuesday 30th November 10.30am – 3.30pm, The Vassall Centre, Gill Avenue, Fishponds, Bristol. BS16 2QQ.

This November HIV and sexual health charity Terrence Higgins Trust (THT) is inviting people living with HIV, as well as those with a professional interest in the condition, to attend a free conference in Bristol.

It is a joint event organised by Bristol City Council, North Somerset Council, South Gloucestershire Council, Brigstowe Project and THT.

The conference will discuss:

- HIV, your GP and the implications of changes to primary care
- Over 50 and living with HIV
- Stigma, discrimination and knowing your rights
- Attitudes, individuals, organisations and communities
- Children and younger people living with HIV

In 2008 there were an estimated 3,440 people living with HIV in the South West, around a quarter of who were unaware they were infected.

The conference is an opportunity for people with HIV to provide feedback on health and support services, and raise any concerns they may have

around their condition. It will also provide information on what rights they have in areas including equality, employment and disclosure of their status. Attendance is free but you must register by 12th November. Lunch, free car parking and a bus from central Bristol will all be provided.

For more information or to register please contact Karen Smith on 01275 882 167 or email karen.smith@n-somerset.gov.uk.

RADAR holds Empowerment Forum in Bristol

Tuesday 9th November 9.30am – 4pm, The Vassall Centre, Gill Avenue, Fishponds, Bristol. BS16 2QQ.

RADAR, the Royal Association for Disability Rights will hold a regional Empowerment Forum for the SW region.

The Empowerment Forum will revolve around speeches and workshops on how to influence the commissioning of local services, planning and housing issues and all manner of local public sector activity.

Keynote speakers will include:

- Stephen Brookes, MBE *Disability and Equality Consultant; NUJ disabled members council, TUC disability committee, CPS – community forum and hate crime panel*
- Vidar Hjordeng, *ITV journalist and RADAR Trustee*

For further information and booking contact Brian Vickers on 020 7503 6176 or brian.vickers@radar.org.uk. Or Carina Schmoldt on 020 7566 0114 or carina.schmoldt@radar.org.uk.

Brandon Trust Charity Concert

Friday 19th November 7pm, Komedia, 22-23 Westgate Street, Bath. Brandon Trust supports people with learning difficulties who have complex needs. They are holding a charity concert with one of the UK's most successful jazz singers Clare Teal and her band.

The concert will be a chance to contribute to a charity which is doing really important work.

Cabaret style tickets cost £39 and include wine and canapés. These can be booked by emailing tickets@brandontrust.org.

Mezzanine tickets cost £19 and should be booked directly from Komedia.

Visit www.komedia.co.uk/bath/information/tickets for more information.

National Osteoporosis Society – A Celebration of Christmas

Wednesday 8th December 7.30pm, Bath Abbey.

The National Osteoporosis Society (NOS) have arranged a Christmas concert – A Celebration of Christmas – to raise money for the society. The evening will include performances from the Bath Male Choir, the Prior Park Senior Chapel Choir, the Bath Chorus and Susan Hampshire. Tickets are from £8 to £35 and can be purchased from Bath Festivals Box Office call 01225 463 362 or email boxoffice@bathfestivals.org.uk for more information.

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National Health and Social Care News and Events

Extra £70m for reablement services

More money is being made available to the NHS in order to improve care for elderly people who are discharged from hospitals in England.

The extra £70m is for 're-ablement'; six week packages of support which help vulnerable patients adjust to life back home after illness or injury.

To read more about these new plans visit

<http://www.bbc.co.uk/news/health-11471316> or www.dh.gov.uk/en/MediaCentre/Pressreleases/DH_120118.

NHS will track a wider range of infections

NHS patients will get access to a wider range of information about healthcare-associated infections in a drive to improve quality of care.

From next year, hospitals will be required to monitor reported infections of Meticillin Sensitive Staphylococcus Aureus (MSSA) and E. coli, which have been rising in recent years.

It's hoped extending mandatory surveillance will identify the true scale of the problem and lead to improved standards in hospitals as patients start to use this information to make informed decisions about their healthcare. For more information visit

www.dh.gov.uk/en/MediaCentre/Pressreleases/DH_120208.

NHS needs to listen harder and learn more from complaints

Last month the Health Service Ombudsman, Ann Abraham published the first in a series of reports examining NHS complaint handling in England.

She warns that the NHS is missing a rich source of free and readily available information about patients by failing to listen and learn from complaints.

Listening and Learning: the Ombudsman's review of complaint handling by the NHS in England 2009-10 covers the first full year of the new complaint handling system.

Key findings include:

- More complaints were received about hospital, specialist and teaching trusts than any other group (44%)
- 17% of complaints were about GPs making this the second most complained about group
- 346 complaints were accepted for a formal investigation and 180 investigation complaints were reported on
- 63% of all complaints investigated and reported on were upheld or partly upheld. Of complaints about GPs 56% were upheld or partly upheld and 80% of complaints about dentists were upheld or partly upheld.
- The two most common reasons for complaints to were failings in clinical care and treatment and the attitude of staff. A poor explanation or an incomplete response, were the most common reasons given for dissatisfaction with NHS complaint handling.

To see the full report log on to <http://nhsreport.ombudsman.org.uk/>.

CQC will drive improvements for mental health patients

The Care Quality Commission (CQC) has highlighted areas of poor practice in mental health services for patients who are subject to the Mental Health Act.

The results have been published in the CQC's first annual report on the use of the Act. The commission identified three priority areas where services needed to do much better:

- Involving patients in decision about their care and treatment
- Assessing and recording patients' consent to treatment
- Minimising restrictions on patients and avoiding 'blanket' security measures

CQC visited more than 1,700 hospital wards and talked to more than 5,000 detained patients during the year that ended on 31st March 2010. 30% of the visits were unannounced and 9% took place at the weekend.

The report also looks at how Community Treatment Orders (CTOs) are working. CTOs were introduced in November 2008 and were particularly intended for patients who may refuse to take their medication after discharge from hospital. The order is meant to ensure they receive effective care outside hospital, while allowing for them to be recalled if necessary.

The full report and a summary can be found at www.cqc.org.uk/mha.

Response to the consultation on the proposals to implement 'Generic Substitution' in primary care

A public consultation on the proposals to implement generic substitution took place from 5th January to 30th March 2010. Three options were put forward for consultation:

- To do nothing
- To introduce dispensing flexibility (ie generic substitution), but with specific exclusions, so that the arrangements do not apply to a selected group of products on an exempt list.
- To introduce dispensing flexibility but limiting the scheme in such a way that the arrangements only apply to a selected group of products on a select list.

The analysis of responses shows no clear consensus with regards to a preferred option going forward. Three key points were apparent:

- There is a strongly held perception by respondents that generic substitution posed a threat to patient safety.
- The position on the cost-effectiveness of generic substitution implementation is inconclusive. There is a strong sense that the effort involved in implementing a formal generic substitution scheme was simply too great for the potential gain.
- Other less nationally prescriptive mechanisms for further supporting the use of generic medicines can be explored.

In the light of the findings the Department of Health will not be progressing any further the implementation of generic substitution. Instead the DH will be looking at further ways to support the use of generic medicines in a way that is acceptable to patients, recognising that there are still some savings that can potentially be delivered in this area.

To read more on this log on to

http://www.dh.gov.uk/en/Consultations/Responsestoconsultations/DH_120431.

Human rights toolkit

The British Institute of Human Rights launched 'Human rights in action – a toolkit for change', an introductory resource on human rights in the UK. It provides basic and practical information about what human rights are, how they are relevant to the voluntary and community sector and how you can apply them. Visit www.bihhr.org.uk/human-rights-in-action to find out more.

Equality Act ‘Starter Kit’

The Equality and Human Rights Commission (EHRC) has launched an online starter kit to help make sure that the private, public and voluntary sectors understand their obligations under the new Equality Act. Click [here](#) to access the starter kit.

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Department of Health Consultations

To have your say in any of the Department of Health consultations log onto

www.dh.gov.uk/en/Consultations/index.htm

Draft Acute Oncology Measures

Closing date: 10th November 2010

A draft version of the acute oncology measures for inclusion in the Manual for Cancer Services is being issued for a three month consultation.

Healthy Start Consultation

Closing date: 31st December 2010

The Department of Health, National Assembly Government, Scottish Government, and Department of Health, Social Services and Public Safety are consulting on whether women and families supported by Healthy Start should also be able to spend their vouchers on plain frozen fruit and vegetables and whether there is a need to do more to ensure that vouchers are only spent on products that are included in the scheme.

The NHS Constitution and Whistleblowing

Closing date: 11th January 2011

This consultation document seeks views on proposals amending the NHS Constitution to:

- Insert an expectation that NHS staff will raise concerns about safety, malpractice or wrong doing at work which may affect patients, the public, other staff or the organisation itself as early as possible
- Insert a NHS pledge to support all staff in raising concerns about safety, malpractice or wrong doing at work, responding to and where necessary investigating the concerns raised

- Highlight in the NHS Constitution the existing staff legal right to raise concerns about safety, malpractice or other wrongdoing without suffering any detriment

An Information Revolution

Closing date: 14th January 2011

An Information Revolution is one of a series of documents for consultation published subsequent to the NHS White Paper. It is part of the Government's agenda to create a revolution for patients – 'putting patients first' – giving people more information and control and greater choice about their care. The information revolution is about transforming the way information is accessed, collected, analysed and used by the NHS and adult social care services so that people are at the heart of health and adult social care services.

Liberating the NHS: Greater choice and control

Closing date: 14th January 2011

The Government's NHS White Paper sets out proposals which envisage a presumption of greater choice and control over care and treatment, choice of treatment and healthcare provider becoming the reality in the vast majority of NHS – funded services by no later than 2013/14. This consultation explains the proposals in more detail and seeks the views of patients, the wider public, healthcare professionals and the NHS.

The Cancer Drugs Fund

Closing date: 19th January 2011

The Department is consulting on proposals for the establishment of the Cancer Drugs Fund. The consultation sets out the context and case for change, the objectives for the Fund, the implications these have for the structure of the Fund and invites views on how the Department can ensure that the Fund delivers its objectives.

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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.