

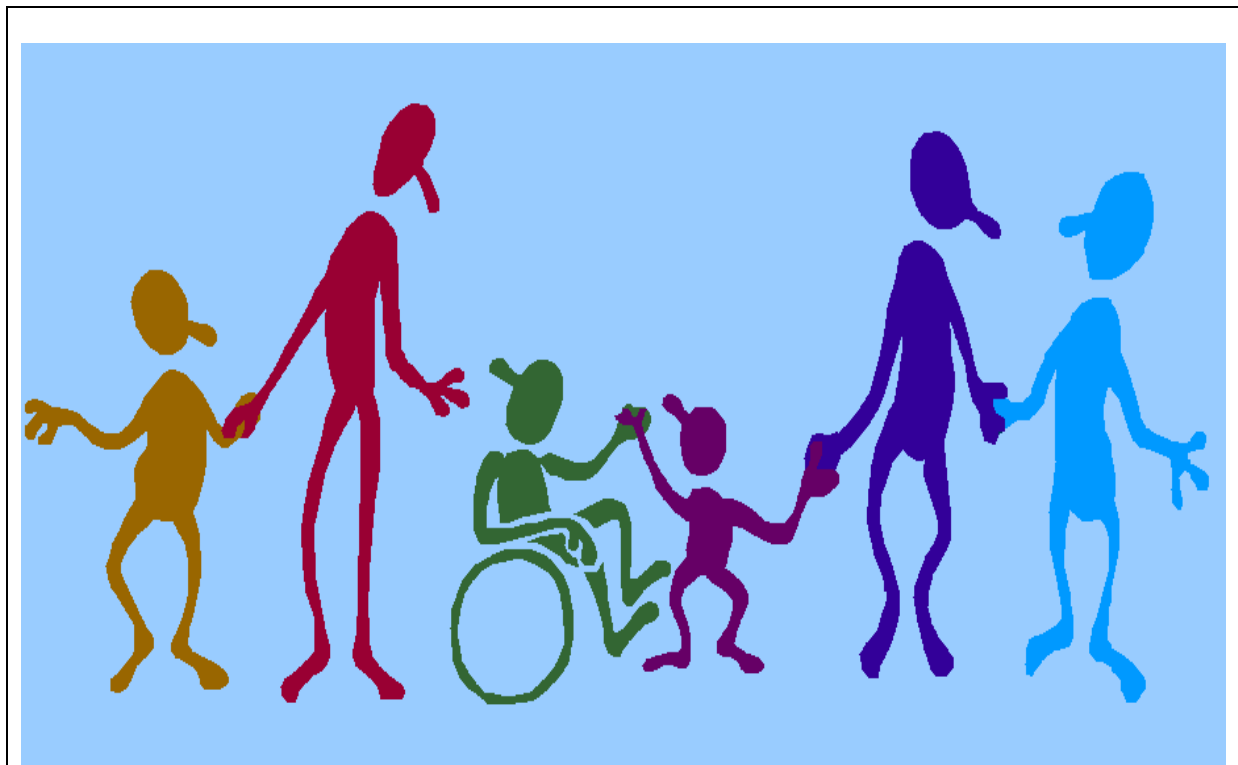


Wandsworth LINK

'An effective voice for Wandsworth's patients, carers and service users'

Annual Report

For the period 1st April 2010 to 31st March 2011



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OUR MISSION

'The Wandsworth LINK exists to ensure the views of service users, carers, patients and residents are sought and listened to by commissioners and providers of health and social care in order to improve the health and social well-being of people living in the borough'.

OUR AIMS

- A stronger and influential 'voice' for patients, carers and service users.
- Establishing our organisation as a recognised and well known independent organisation that promotes the 'voice' of service users, carers and patients.
- Effective working with commissioners and provider of health and social care.
- Effective communication and joint work with patient, carer and service user groups and individuals.
- Promotion of services for independent living.
- Improved 'outcomes' for good health and well-being.

INTRODUCTION FROM THE CHAIR

Following a consolidation year, this year Wandsworth LINK:

- Engaged service users and carers in commenting on and contributing to developments in health and social care
- Prepared a report with recommendations about improving Hospital Discharge for Wandsworth patients
- Designed and commenced work on an in depth qualitative research project to investigate the impact of transferring to personal budgets for 30 service users
- Supported the establishment of patient groups in a number of GP surgeries
- Submitted a detailed response with recommendations to the Council's Day Services Review that reflected the views of service users and carers.
- In partnership with NHS Wandsworth, organised and commissioned a survey to elicit the views of local people about proposed plans for Walk-in Centres/Polyclinics in Battersea.

During the year we have built on our links with a wide range of patient and service user groups in Wandsworth, ensuring their involvement in developments such as the Day Services Review and beginning to support the establishment of patient groups in GP surgeries. A survey of local residents undertaken by LINK in partnership with NHS Wandsworth found that people would be more likely to use a local walk in centre instead of A & E if they were confident that full diagnostic services would be available. A preference emerged for a comprehensive single site solution for Battersea based at Clapham Junction rather than the proposed plan to provide some services at St. John's Therapy Centre and some at the new Clapham Junction centre.

Members and Wandsworth residents are able to find out about LINK and its activities through regular newsletters, a continually updated web-site, Facebook and Twitter. Patients will inform LINK about their experiences or about issues they are concerned about, using these media. During the year 400 + new members were attracted to the LINK and there are a range of means to ensure that all members are well informed about the local issues of concern.

The bi-monthly LINK Executive meetings, held in public, are in two parts, with the first part being a short and concise business meeting for updating and decision-making by the

Executive and the second part being a presentation or discussion of a health or social care issue relevant to local people. The presentations have included a question and answer session on personal budgets, an introduction to GP commissioning, a presentation about the new

Health legislation and its implications for LINKs, presentation from the local Trust about seeking Foundation status and a presentation about the establishment of an Independent Living Centre for people with disabilities.

During the year, the LINK Executive has maintained a pattern of regular meetings with senior managers from the key local health and social care commissioners (those who provide the funding) and providers (those who provide the actual care). These meetings ensure that we are in touch with the key-decision makers and able to raise members' concerns speedily and effectively.

Alongside these meetings with senior managers, the LINK has been granted speaking rights at a number of decision-making meetings, including the NHS Wandsworth Trust Board and the Council's Health Overview and Scrutiny Committee. This has enabled us to contribute fully to public discussions of local health matters. Wandsworth has established a Pathfinder GP Consortium and a shadow Health and Wellbeing Board. LINK is a full member of the latter and has been instrumental in promoting further work on preventive work and the voluntary sector. LINK was invited to chair a steering group established by the Pathfinder GP consortium to develop and monitor procedures for embedding PPI in the consortia from the outset.

Visits by the LINK "Enter and View" team were made to two wards in St George's Hospital and one ward at Springfield to observe and talk to patients being discharged. The outcome was written up into a Hospital Discharge report with recommendations for improving practice. The report was discussed with all the key health and social care providers who committed to writing an action plan. It was also taken to the Overview and Scrutiny Committee where the work was commended.

The Enter and View team was strengthened during the year by the recruitment and training of a number of keen new volunteers.

In view of the concerns raised by users about the impact of transferring to Personal Budgets and the commitment of the local authority to monitor the process, LINK made a bid in partnership with a local research consortium and the Local Authority for funding to undertake a user led research project on the impact of personalisation. Unfortunately, the bid was unsuccessful but a scaled down project was subsequently planned and agreed with the partners and achieved ethical approval in March.

Roger Appleton was the Chair of the LINK during the year and stood down in January 2011 because of work commitments to be replaced by Jenny Weinstein. He and three other LINK executive members were re-elected in January 2011 at a competitive election

Jenny Weinstein Chair Wandsworth LINK 2011/12

Information about LINK and the Host – quick facts

Wandsworth LINK

Contact details:	Address	Wandsworth LINK C/o Wandsworth Care Alliance (WCA) Host Trident Business Centre, 3 rd floor 89 Bickersteth Road London, SW17 9SH
	Telephone	020 8516 7767 (host office)
	E-mail	enquiries@wandsworthlink.org.uk
	Website	www.wandsworthlink.org.uk On Twitter @WandsworthLINK On Facebook search for Wandsworth LINK

LINK Executive – from January 2011

Jenny Weinstein (Chair)
Roger Appleton (Vice Chair)
Barbara Willerton (Financial Monitor)
Jeremy Ambache
Fitzroy Beckford
Colleen Bowen
Mike Grahn
Suzanna Kawalek
Terry King
Vibert Luthers
Irene Storer
Carol Tan

Prior to January 2011 the following were elected to the executive officer roles:

Roger Appleton (Chair)
Jenny Weinstein (Vice Chair)

LINK Sub groups

The sub groups are where a lot of the doing gets done; they are made up of executive and non executive members of the LINK:

Chair's Group

Roger Appleton
Mike Grahn
Terry King
Jenny Weinstein
Barbara Willerton

Resources & Governance

-this group is responsible for advising the Executive Committee on financial, resources and governance matters.

Roger Appleton
Betty Price (non exec)
Barbara Willerton

Sub groups

During the year, sub groups that had been very helpful in consolidating LINK's work at the outset were dissolved to enable individuals to focus on particular projects or LINK activities such as the Personalisation Research Project, GP patient involvement project, Enter and View and the Hospital Discharge.

The LINK Host organisation is Wandsworth Care Alliance

"Hosts will be a key contact point for local people and groups, together with health and social care commissioners and providers, but they do not carry out LINK activities themselves. Their role is to provide support to volunteers involved with the LINK under the contract they have with the Local Authority." (*National Centre for Involvement Guidance*).

Contact Details:	Address	Wandsworth Care Alliance Trident Business Centre, 3 rd floor 89 Bickersteth Road London, SW17 9SH
	Telephone	020 8516 7767 (host office)
	E-mail	simonne@wandcareall.org.uk

Host team

In Wandsworth the LINK host contract is enlarged, complex and covers activities and projects beyond hosting the LINK. Below are names of staff involved in the host function:

Jason Edgington (Director)
Jackie Bedford (Administrator)
Sarah Ellison (Project and Outreach Worker)
Simonne Reid (Executive Assistant)
Susan Wheeler-Kiley (Project Manager)

Appointed Representatives

The LINK also has an ever growing number of people authorised by the Executive Committee to officially represent the LINK at various local strategic Committees/Boards and steering groups such as the local health Overview and Scrutiny Committee.

- **NHS Wandsworth Board**
 - Jeremy Ambache/Roger Appleton/Terry King (deputies)
- **NHS Wandsworth Clinical Effectiveness Committee**
 - Mike Grahn/Barbara Willerton (deputy)
- **Adult Care & Health Overview & Scrutiny Committee**
 - Roger Appleton/Jenny Weinstein (deputy)
- **Your Welcome Steering Committee**
 - Phil Thain/Mike O'Bryan (deputy)
- **Health Inequalities Steering Group**
 - Terry King/Mike Grahn (deputy)
- **Lay member of Clinical Effectiveness & Medicine Management Group**
 - Terry King/Barbara Willerton (deputy)
- **Wandsworth Older Peoples Strategy Group**
 - Barbara Willerton
- **Wandsworth Local Strategic Partnership**
 - Roger Appleton/Jenny Weinstein (deputy)

- **Health & Wellbeing Shadow Board**
 - Roger Appleton/Jenny Weinstein (deputy)

- **Patients Issues Committee**
 - Anna Wallace/Barbara Willerton (deputy)

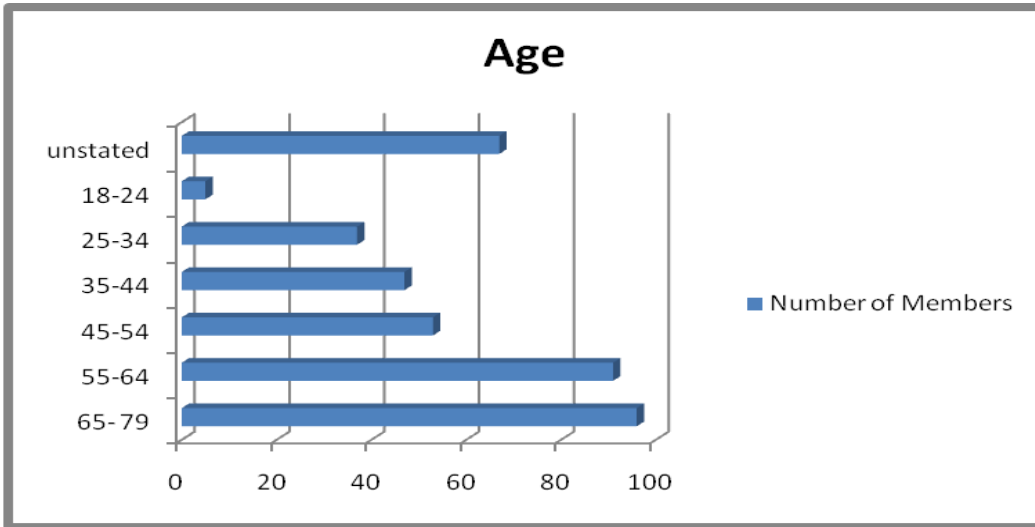
- **Enter and View**
 - Josie Forshaw
 - Martin Haddon
 - Gerry Horner
 - Jenny Purkis
 - Annie McDowall
 - Juliet Matthews
 - Lynsey Russell
 - Alison Tomlin
 - Peter West

LINK at a glance

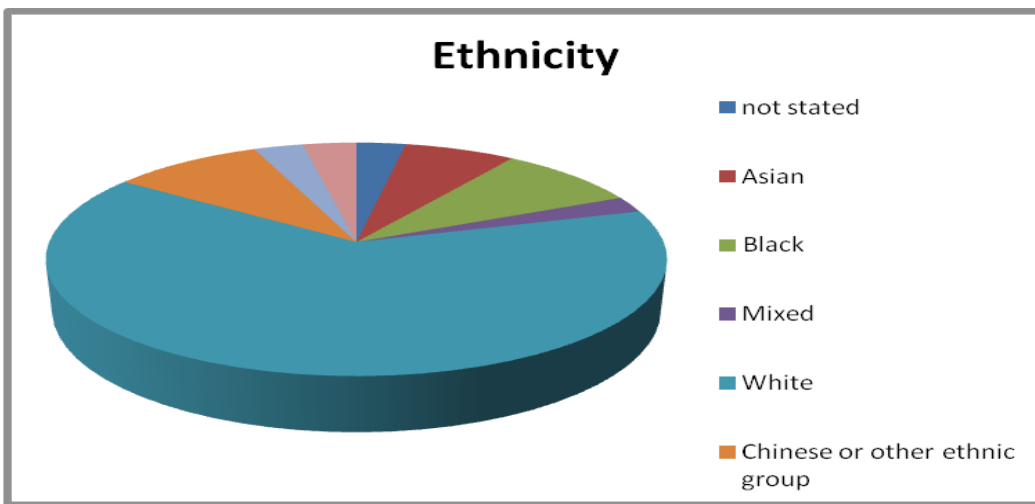
Membership	Organisations & Groups	= 89
	Individuals	= 312
	Total membership	= 401

Breakdown of membership:

- Gender
 - Female (233)
 - Male (153)
 - Unstated (15)



The highest percentage of our members, are aged between 65-79, with the lowest aged between 18-24 with 67 of members choosing not to state their age.



- 25% (101) of our members consider themselves to have a disability.
- 209 of our members, 60%, specifically ticked the box asking whether they have a direct interest in social care.

Public Engagement

Wandsworth LINK appreciates that for many Wandsworth residents attending meetings is not always convenient so we have tried to establish other ways in which to engage with our membership and the Wandsworth Community.

Over half of Wandsworth residents are aged between 24 and 40 and this group is notoriously hard to reach. Wandsworth also has one of the highest penetrations of broadband in the country so in a bid to engage with the aforementioned group the LINK has established both a Twitter and Facebook account. Wandsworth LINK has over 200 followers on Twitter and 250 friends on Facebook. These modes of communication offer Wandsworth residents an alternative way means of participating, allowing them to make quick, one off comments. Wandsworth LINK's website www.wandsworthlink.org.uk is regularly updated with news, events, training and volunteering opportunities. The website also has facilities for people to tell us about their experiences and give their comments, as well as an interactive feed from the Patient Opinion site and links to Twitter and Facebook.

The LINK produces a newsletter which is printed and published quarterly and has also been produced in an easy read format. The LINK additionally gathers views and communicates via the local press, other community and voluntary organisations and by talking informally to groups and individuals.

In addition to these forms of engagement Wandsworth LINK has held information stands at a number of public events including but not limited to the Older People's wellbeing conference and an event for service users and service providers at the Civic Suite, Wandsworth Town Hall. A presence at these events has raised the profile of LINK amongst the local community and professionals, helping to increase our membership and collect local experiences and opinion. These events also provide a useful networking opportunity, allowing us to build relationships with other user led and voluntary organisations.

Over the past year LINK has worked hard to make our public meetings engaging, informative and interactive. At each of the six public meetings, guest speakers have been invited to lead the debate on a broad range of topical health and social care issues. For example, in March 2010 representatives from St George's Hospital presented and consulted attendees about their application for Foundation Trust Status. In July 2010 Carol Barton fielded questions relating to personal budgets, and in January 2011 Dr Jeremy Gray led a discussion around GP commissioning and plans for national and local HealthWatch. The subject of September's meeting; the council's Day Services Review, generated a huge amount of interest and heated debate between carers, service users and providers, and Council Representatives.

Involvement with Stakeholders

Training

- Since April 2010 12 LINK members have been supported to attend various training courses. Host employees have also attended a selection of training.
- The LINK has also advertised over 15 training opportunities to our members via the newsletter, website and email.
- In addition to the aforementioned training, over the past year we have trained nine people to be part of the Enter and View Team.

What We Did

Summary of Activities

Number of formal requests for information	246
Number of timely responses	140
Total number of responses	146
Number of referrals made to Overview & Scrutiny Cs	00
Number of reports or recommendations made	130
Number of Enter and View visits were made this year	03
Number of Enter and View Reports	02

Wandsworth LINK holds quarterly meetings with staff from four key statutory agencies; NHS Wandsworth, St George's Hospital, Wandsworth Adult Social Services and the Mental Health Trust.

Since April 2010 LINK has met with representatives from NHS Wandsworth on four occasions. A range of issues were discussed at these meetings including GP Commissioning, the Integration of Community Services with St George's Healthcare, the Clapham Junction Polyclinic, and local reductions in the NHS Budget.

In the four meetings LINK has had with St George's over the past year we have discussed patient groups, the future of the NHS, Quality Accounts and their multi-disciplinary Discharge Review. In addition to this LINK has raised issues regarding A&E waiting times, Maternity Services and the implications of future Financial Challenges.

LINK has had five lively and productive meetings with Adult Social Services between April 2010 and March 2011. A broad range of issues have been debated and discussed including START services, Disability Employment & Training Contracts, Learning Disability Services, Personal budgets and Improvement Plans.

Over the past year LINK has held three meetings with the Mental Health Trust, where In-patient Trust performance, Substance misuse contracts, IAPT, Personal budgets and LINK Enter and View reports were deliberated.

Consultations

➤ Health Care

The Wandsworth LINK is fully committed to campaigning to have sufficient information available on local healthcare facilities to enable local residents to make informed choices. Wandsworth LINK protested when NHS Wandsworth revised their plan for providing a comprehensive Health Centre at Clapham Junction without consulting about these changes. The Council backed the LINK and agreed that LINK should commission some market research, the results of which gave an interesting picture of resident's knowledge and understanding about the new plans and informed the developments.

This year, the local Health care Commissioners and Providers have been preoccupied with:

- The transfer to a temporary sector wide PCT involving 5 London Boroughs
- Consultations about moving to Foundation Trust Status (St. George's Hospital and South West London Mental Health Trust)
- QUIP projects
- Budget reductions

LINK has contributed to and responded to the Foundation Trust consultations and indeed made a response to the Government's Health White Paper.

➤ Co Production and involvement of seldom heard groups

LINK has been working in partnership with Wandsworth Empowerment network which has been developing a local project on co-production in health with the local NHS. This has focused in particular on Black, Minority Ethnic (BME) and faith communities.

➤ **Social Care**

Wandsworth LINK published an in depth response to Wandsworth Adult Social Services Day Services review which was commended although the recommendations were not implemented.

LINK has been represented on the stakeholder consultation group on transforming adult services.

LINK has expressed some concerns about the process involved in two consultations, one on changing the charging policy for social care users and one for changing the criteria and amount of the Carers' Grant. Adult services have agreed to develop a check list to ensure that their policy on consultation is appropriately implemented.

What's been achieved (demonstrating impact)

➤ **Patient groups**

LINK has raised the profile of the importance of establishing patient groups in GP surgeries. It has been involved in supporting the establishment of 2 patient groups and has participated in over 10 patient groups.

LINK has contributed to the development of a strategy to embed PPI in GP commissioner from the outset. In particular, it designed and gained agreement for a process to ensure involvement of hard to reach groups.

➤ **Polyclinic**

NHS Wandsworth devised a model for Battersea of a dual-hub on two sites near Clapham Junction station set three quarters of a mile apart. This would mean that, for any urgent healthcare which requires the use of equipment such as X-rays, patients would be expected first to attend the GP clinic at Clapham Junction Station, then to travel three quarters of a mile to St. Johns Therapy Centre for the X-ray and then back to the Clapham Junction clinic to discuss the results. To add to the problems, neither site has any parking space attached to it. LINK were of the opinion that in light of this patients requiring urgent care would continue to prefer to attend an Accident and Emergency unit where all the necessary diagnostic equipment and staff were on a single site.

Wandsworth LINK considered that this split site proposal was a sub standard solution whose inaccessibility would have huge economic implications. Furthermore, this proposal was very different from what was agreed as a result of public consultation.

Wandsworth LINK decided that this was unacceptable and referred the issue to Wandsworth Council's Health and Overview and Scrutiny Committee, arguing that there should be a proper consultation before the new reduced plan was approved. The Council backed the LINK and at the meeting NHS Wandsworth agreed that they and the LINK would together commission some market research to identify whether the new split-site service would affect the willingness of local people to use the centre.

This is important because the new service will only be successful if it shifts urgent healthcare activity out of acute hospitals. It is thought that younger professional people, many of whom live in the Clapham Junction area are less likely to use GP services for their healthcare needs but prefer to turn up at an A&E unit and get the solution at one visit without an appointment. The question is whether they will see their local split-site service as worth attending or whether they will continue to go to a single-site A&E.

The results of the Survey indicated that the majority of people were not aware of a new health facility at Clapham junction. When informed about it, people's willingness to use it instead of A & E would depend on the availability of diagnostic and treatment facilities.

➤ **Day Services Review**

LINK was invited to help scope this consultation which was going to involve meetings held in central locations. LINK pointed out that service users would be unlikely to attend such meetings so visits were made to day centres instead.

LINK systematically gathered views of service users from all day centres which were reflected in a written response to the Review.

➤ **Hospital Discharge**

LINK's hospital discharge report, written following discussions with providers, desk research and three Enter and View visits, resulted in recommendations being discussed with providers who agreed to produce an action plan based on the recommendations.

Looking forward

➤ **Patient & Public Involvement (PPI) in GP Commissioning**

LINK is chairing a steering group that organised a consultation workshop for 85 patients and members of the public to begin to plan how PPI will be embedded in GP Commissioning.

It is also leading a process to ensure the involvement of seldom heard groups in this strategy.

➤ **Patient groups in GP surgeries**

Following the publication of the PPI Des, LINK will continue to support and advise GP surgeries about ways of meeting requirements for PPI.

➤ **Health and Wellbeing Board**

LINK is working with partners to promote preventive service and the strengthening of the voluntary sector.

➤ **Pathfinder HealthWatch**

Wandsworth LINK has submitted an application to become a Pathfinder

➤ **Enter and View**

The Enter and View team are planning projects to look at mental health services in the community and care of older people in institutional care.

➤ **Personalisation Research**

The research tools are currently being developed and willing participants are being sent consent forms. It is anticipated that the research report will be out by end of year.

➤ **PCT/GP commissioners**

LINK will be meeting with the interim group of PCT staff and GP commissioners

Financial Report

Under the three year LINK Host Contract WCA, the Host organisation, receives an annual sum of approximately £280,000 in four equal quarterly parts. This sum is effectively split into two component parts:

1. Money under the control of WCA as Contractor, approximately £228,500
2. Money under the control of the LINK via its Executive, £51,500. This is known as the Disbursement Budget. - The Disbursement Budget is managed and administered by the Host under the supervision of the LINK Executive through their appointed Financial Monitor and through the Resources and Governance Sub Group.

The sum under the control of the Host, WCA, is for management and operational costs for the delivery of all parts of the complex Host contract, of which, there are 5 main areas of delivery.

- a. Establish and support the LINK
- b. Management and support of Community Partners Project
- c. Management and support of Voicing Views Project (Mental Health)
- d. Management and support of the Learning Difficulties Partnership Project
- e. Some additional support to Community Care services.

Incoming Resources	Disbursement Budget	Under Control of HOST	Total
Contractual income	£51,500	*£234,898	£286,398
Funds brought forward	£3,166		
Total funds	£54,590		
Expenditure	£33,806		

*Note/ the income under the control of the host relate to deliverables described above and as such are not confined to the host function. However it is estimated the Hosting activities cost WCA in the region of £123,000 in the period.