

# Newsletter JUNE

## Wandsworth LINK priorities

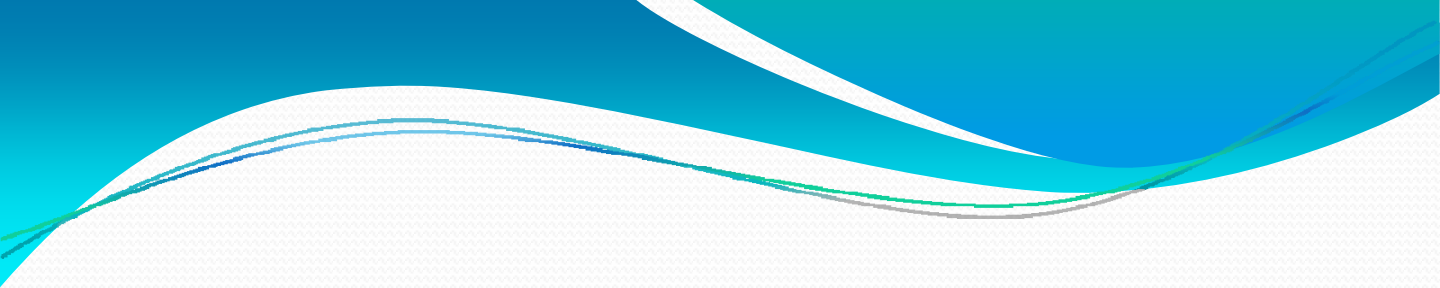
At the LINK Executive meeting held in public on 20<sup>th</sup> April 2009 the following priorities were agreed for the year:

- Improving the delivery of community services for people in their own homes after older and vulnerable people are discharged from hospital.
- Contributing to local NHS consultations (to include: Stroke and trauma services, Children's health, Polyclinics, Sexual health).
- Ensuring a strong service user and carer perspective in the Council's plan to Transform Social Care services (to deliver more personalised care).
- Engaging and working with service users, carers and patients and their representative groups throughout the borough.

Twenty nine suggestions of issues to take up were made to LINK by members of the public and some of these are represented above. Unfortunately, resources are currently insufficient to address all the issues raised.

It was not an easy decision for the Executive. The debate we had at the open meeting was heated and vigorous - but that is good as we had difficult choices to make. From the 29 suggestions, we chose the 4 issues that we hope will make a big difference to patients, carers and service users and which cover both health and social care.





We will of course respond to other issues as they arise over the year - but the 4 priority issues will be getting a sustained and concerted approach from Wandsworth LINK.

What LINK will do:

### **Transforming Adult Social Care**

- Send a representative to the project group.
- Establish a reference group of users and carers to monitor implementation.
- Invite service providers who work with people who are recipients of adult social care services to alert us to issues raised.
- Support the Council in their aims to offer a more person-centred service
- Monitor impact of transformation on provision of existing services e.g day centres.

### **Health Consultations**

- Ensure LINK is represented on project groups.
- Monitor degree to which patients' views are sought and listened to.
- Persuade patients to join LINK to strengthen their influence.

### **User and Carer Engagement**

- Produce new leaflet and promotional material – now available from LINK office.
- Facilitate opportunities for health and social care providers to hear users' views.
- Identify groups whose voices are less likely to be heard and identify ways of empowering them.

## **Hospital discharge and after care**

LINK is organising a meeting on 25<sup>th</sup> June 2009 in Balham for all relevant providers in the NHS and Social Care to explain their policies and procedures and to identify any issues that require further work. Users and carers will also be present to share their own experiences of what works and what needs to be improved. Further work will be undertaken on the basis of the outcome of the meeting. Full details available from the LINK office.

If we are to achieve successful outcomes for service users and carers, we need as many readers of this newsletter as possible to contribute their views and, if possible, their time to the work on the above. We would be delighted to hear from you.

You can contact me through the LINK office on 020 8696 1709 or email [enquiries@wandsworthlink.org.uk](mailto:enquiries@wandsworthlink.org.uk) or write to:

Wandsworth Care Alliance  
Bedford House, 2<sup>nd</sup> floor  
215 Balham High Road  
London  
SW17 7BQ

Jeremy Ambache  
Chair, Wandsworth LINK



*Jeremy Ambache*



## **Consultation on Polyclinics**

### ***What are these proposals about?***

These consultations on improving primary health care services are organised by NHS Wandsworth (previously Wandsworth PCT). The plans are in line with the plan for London set out in the Darzi report to improve primary care nationally. Wandsworth NHS aims to:

- Develop health services that offer more help in the Primary care settings which are easy for the patient to access.
- Offer more services in GP practice settings.
- Offer services that are currently only available in hospital within a polyclinic or an 'urgent care centre'.

Wandsworth NHS is seeking views about:

- What services you would like to see in your GP practices, in the 2 polyclinics and in the urgent care centre.
- Whether to start the process with the polyclinics or the urgent care centre.

### ***South Wandsworth***

LINK members Bridie Tobin and Jeremy Ambache are representing the 'patient movement' on the South Wandsworth Project Board formulating the proposals to set up local Polyclinics to cover the Balham, Tooting, Earlsfield and Southfields areas. The consultations start on 11th of May 2009 and finish on the **7th September 2009**. The proposals for South Wandsworth include options of polyclinics in Earlsfield and Balham - with an Urgent Care centre including polyclinic services on the St George's site in Tooting.

### ***North and West Wandsworth***

The consultation on equivalent plans for North Wandsworth and Battersea and for Putney and Roehampton have already been completed. Implementation is now on track to establish polyclinics in Clapham Junction and at Queen Mary's Hospital Roehampton.

### ***Springfield Developments***

In April, Wandsworth Council turned down the proposals to redevelop the Springfield site following a vigorous protest campaign by local people. It is anticipated that new plans will be commissioned. An investigation by the Health Care Commission of 3 wards at the hospital was triggered by complaints about cleanliness and lack of engagement between staff and patients. The report contained 7 recommendations and progress on the action plan to address these will be reported in 6 months.

A number of patients and carers have raised concerns with LINK about both the hospital and after care. LINK had a useful meeting with the Wandsworth Mental Health Management Team and will be seeking the views of mental health service users and carers about what needs to be done to improve the service.



## **Adult Services User Involvement Strategy**

### ***Wandsworth LINK***

Wandsworth LINK is represented in the project planning and implementation stages across the borough and this is one of our priority projects.

Wandsworth LINK members involved in the consultations have picked up concerns from patients that; (we have received assurances to the contrary from the Wandsworth PCT)

- Some GP practices may close
- Travel to the polyclinics may be problematic for vulnerable people
- Continuity of care from a GP who knows you will be further eroded

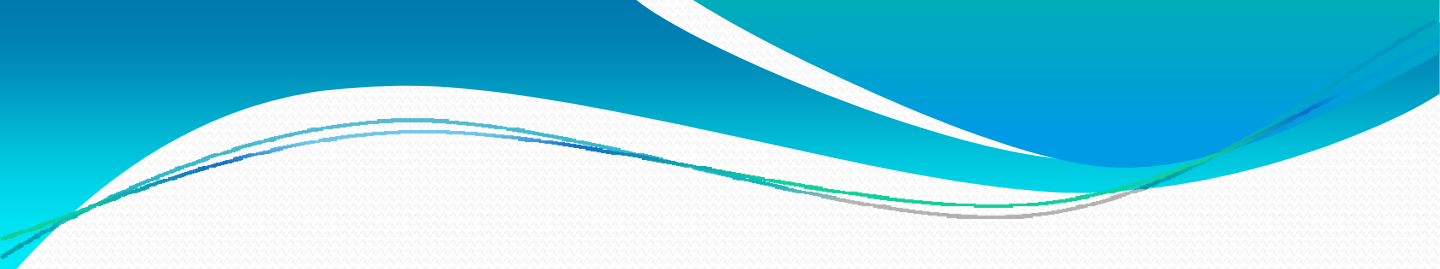
Wandsworth LINK has encouraged NHS Wandsworth to make the consultation really meaningful - and to endeavour to reach all the many sections of the community as possible.

At the last LINK Executive meeting (8th June 2009), we had a short presentation on these proposals from NHS Wandsworth.

If you'd like to comment, the full consultation document can be obtained by contacting 020 8812 7605, by e-mail to [comms@wpct.nhs.uk](mailto:comms@wpct.nhs.uk) or by post :

FREEPOST RRUY-RALU-UJBC  
NHS Wandsworth  
Wimbledon Bridge House  
1 Hartfield Road  
London  
SW19 3RU

Jeremy Ambache  
Chair, Wandsworth LINK



Following meetings with service users and Council officers held at the Furzedown project on 4th June 2009 and at the Atheldene Centre on 8th June 2009, LINK has sent a response to the Adults Services Department to their consultation on their Service User and Carer Engagement Strategy. Key recommendations from users and carers were:

- The need for better communication and consultation on service changes
- The need for users and carers to be listened to
- System so users do not have to repeat their story and bureaucratic procedures every time their needs change
- Need to hear views of isolated housebound individuals and those from seldom heard groups
- Needs for service users and carers to be involved in training staff to be more person-centred

The full response is available on our website.

## **News In Brief**

### *Disabilities*

LINK has been invited to participate in a group to establish a user-led organisation for people with disabilities and sensory impairment

### *Access to psychological Therapies.*

LINK has been invited to send a representative to the steering group for widening access to psychological therapies and is interested to hear your views about what kind of services are required and how they should be delivered.

**Please encourage your friends and family to join as members of Wandsworth LINK.**