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Does your GP have a patient group?

LINKED UP



Consultation on Reduced Health Care Improvements for Battersea

New Clapham Junction Health Centre Scrapped

In 2008, following consultation, NHS Wandsworth agreed to create a comprehensive health centre close to Clapham Junction offering, on a single site, seven-day-a-week GP services for patients whether or not they were registered with a local GP and a full-range of diagnostic services linked with a walk-in centre and out-patient clinics. The new centre would offer local people the chance to access local health services away from an acute hospital site and provide a permanent ac-

GP Patient Groups

LINK wants to encourage all GP surgeries to hold regular meetings with patient groups so that patients can contribute to ideas about how to develop and improve GP services. Please ask your surgery whether they have a group and let LINK know what they say.

Contact Sarah at WCA—
contact details on back page

cessible replacement for the Bolingbroke Hospital.

In September 2009, only a year later, NHS Wandsworth began to get cold feet about the plan for the health centre at Clapham Junction and suggested that it should be scaled back. In January 2010, a revised plan was approved which split the health centre services for Battersea between a new GP service close to the station and diagnostic services at St John's Therapy Centre, three quarters of a mile away. This much reduced service was approved by NHS Wandsworth without any public consultation despite it being a very different service from that which was originally agreed in 2008.

Wandsworth LINK protests

Wandsworth LINK decided that this was unacceptable and referred the issue to Wandsworth Council's Health Overview and Scrutiny Committee, arguing that there should be proper consultation before the new reduced plan

was approved. The Council backed the LINK and NHS Wandsworth agreed that they and the LINK would commission some market research to consult local people on the revised plan.

This has now been organised and will take place during July 2010 with results by September.



ber. Battersea residents will be interviewed in the area around Clapham Junction station and asked their views about whether they would use the split centre or be tempted to go to A & E where everything is available in the same place.

Roger Appleton
Chair, Wandsworth LINK

Mental Health Users have their say



Contact our editor, Jenny Weinstein via LINK office if you would like to write an article or comment on the LINK's newsletter



LINKs Meeting

Mental health service users and carers from a number of groups such as the Black and Minority Ethnic (BME) Mental Health Forum, Canerows and Plaits and Heathside Day Centre, attended the public section of the March 16th LINK Executive meeting held at Mushkil Aasaan in Tooting.

Concerns expressed

BME service users expressed their concerns about unnecessarily heavy police presence at Mental Health Act assessments, over-representation of BME patients on compulsory orders, perceived over use of medication and a feeling that they are not always listened to or understood by professionals. Other problems expressed by users and carers were that some psychiatrists were still reluctant to discuss treatment options with patients, nurses on wards are not available to talk to and reassure patients because of office work and that on discharge,

there is limited support or accommodation options and valued day centres such as Heathside are threatened with closure.

Talking to the Trust

At a regular meeting between LINK and the Mental Health Trust held on 9th June, the Head of Social Work reported that he had put in place a process of monitoring all assessments involving police to understand why police had been involved, how many had attended and how they had been deployed. His aim is to reduce the occasions when police are called and to ensure that their presence is minimal and lower key. Stuart Thomson, Trust Director, informed LINK that training of all staff was being undertaken in partnership with user organisation Voicing Views in order to improve care and communication on the wards. Preventive services such as depression management and psychological therapies were

being made available to BME communities by delivering services in community venues. It was agreed that LINK would monitor progress on the issues raised by service users by agreeing a set of indicators with the Trust.

Day Centre worries

A service user from Family Action told LINK that closing day centres would not be cost effective because it would lead to more isolation, reduced access to recovery and therapeutic groups and ultimately more pressure on expensive acute services. Voicing Views is organising a meeting for service users and carers to meet with council officers to express their concerns and learn more about the plans.

For more information contact John Morrill voicing-views@wandcareall.org.uk

Learning Disabilities

LINK was invited to attend the Learning Disabilities (LD) Partnership Board (PB) held on May 17th at the Atheldene Centre.

People with LD meet every two months with representatives from local agencies such as housing, social services, health and the Police to ensure that their voices are heard and their needs expressed.

The PB workplan for the year will address issues such as:

- Mental health services
 - Options from which to choose safe housing, independent or supported
 - Training and jobs
 - Safe transport
- All people with LD should have access to:
- An Annual Health check
 - A hospital/health passport
 - Information about how it works

- A personal budget and the chance to have a say about what it is spent on.

LINK agreed to support LD representatives at the Council's Personalization reference group to help them express their views and understand what is being planned.

Jenny Weinstein

"Nothing about us without us!"

A Centre for Independent Living for Wandsworth?

Government deadline looms

The Government set a deadline of 2010 for a Centre for Independent Living (CIL) run by disabled people to be established in each Borough. The role of the local authority is to capacity build and enable – not to provide top down direction.

Local planning meeting

At a meeting convened by Wandsworth Care Alliance on 22nd April at Balham Library, a group of disabled people met together to hear about how CILs work in other areas.

Range of models

The meeting heard that there are a number of different CIL models including hub and spoke, umbrella groups or networks of different organisations. In Kingston the CIL provides information, representation, holiday grants administration, direct payment support, newsletters and has a website. It is managed by people

with disabilities and receives grants totalling £200k. Southampton CIL was founded in 1984 in someone's front room with three or so people and now offers advice and information on self directed support, peer advocacy and mentoring and a range of development programmes, eg: challenging decisions, using complaints procedures and taking part in committees.

Council resource needed

In 2008, Wandsworth Council removed funding for a disabled people's forum that had met successfully for some years, thus losing two years of capacity building and planning. LINK protested about this at the time but to no avail. Nevertheless, the participants at the April 22nd meeting agreed unanimously that they wanted to develop a centre which:

- Would take the widest definition of disability and include people with

learning disabilities, mental illness, sensory impairment and any other disability.

- Would be run by service users themselves
- Would need a premises to use as a base for information giving, advocacy, training and other activities
- Could only start up if resources were provided by the Council

At a regular meeting between LINK and Adult Services Department held on 19th May, LINK executive member Colleen Bowen who is on the CIL steering group reminded the officers of the approaching deadline and suggested that they should liaise with the CIL steering group about development plans.

If you are interested in hearing more about these developments or getting involved, please contact Susan Wheeler-Kiley at freechoice@wandcareall.org.uk.



User Led Organisation for Wandsworth

Government deadline looms for CIL in all areas



Older People - Day Centre Consultation

Church Lane to Close



The Council proposes to close Church Lane Specialist Day Centre by September 2011 and deliver its open access preventive day services from four 'hubs' to cover the Borough. Services for people with dementia will be focussed within the Holybourne service and contracts with Hazel

Court will cease.

Fewer people are reported to use the Specialist Day Centres which are currently funded through Care packages. However, the reason for this is that fewer people are eligible to attend since only people whose needs are considered 'severe and critical' are now met.

Four year contracts

The Council proposes moving towards four year contracts with voluntary sector providers of Open Access services from 2011, and, in 2015, to introduce a process of competitive tendering.

Open Access services run throughout the Borough and offer activities and stimulation to any person over 60 who wishes

to participate. Some centres cater for people from particular cultural groups, some offer meals, most offer transport and many provide outings.

Consultation

A paper setting out the proposals was approved for consultation at the Adult and Health Overview and Scrutiny Committee held on 8th June 2010.

The consultation period will last from 21st June to 10th September. Council officers



have arranged to visit the Specialist centres affected and are willing to visit other

centres on request to speak with service users and carers. There are already regular meetings between the day centre providers and the Council.

Concerns of LINK

LINK members who use specialist day centres are concerned that the introduction of personal budgets may mean that Specialist centres will close altogether.

LINK members who use Open Access day centres welcome their diversity and the fact that they are locally based. There are worries that their value and strengths, could be undermined by a hub and spoke approach.

LINK will be supporting the Council as much as possible in the consultation process.

Jenny Weinstein

Tell the Council what you think!

Paper No. 10-412 available on Wandsworth Councils website

60 seconds with Carol Tan - new Exec member



Why did you want to be a member of the LINK Executive?

I had been looking around for an opportunity to become a volunteer and decided to put myself forward after hearing a member of the LINK Executive speak. Health and social care affects so many other aspects of life.

What issues are you particularly interested in?

I am interested in the way that GP services are funded and in the relationship between that and the service that is delivered. I am also interested in the on-

going discussions about where and how best to provide non-acute care and diagnostic services.

What do you find most challenging about working as part of Wandsworth LINK?

The jargon, the many acronyms and the large number of user groups have been confusing!

What do you do when you aren't volunteering?

I work a lot of the time! As my GP said the other day when she realised I was an academic, "So you work very hard". When not

working I go to the gym, enjoy a long walk, or take in an exhibition or go to a play or concert.

What would you tell someone who is thinking about joining the LINK?

I would say that it is worthwhile. Joining LINK is a good opportunity to understand and help shape local policies and practice.

1st Enter and View Visit

LINK undertook its first Enter and View Visit to three wards at St. George's Hospital in February 2010.

The Enter and View Team are trained volunteers who observe the service delivery and speak with staff, patients and carers. The first visit identified a number of issues in relation to patients' experience of discharge.

As a follow up to the final report on the visit, St George's Hospital invited LINK to give a presentation of the paper at their Patient Issues meeting held on 2 June. The paper was well received by all present and as a result of the recommendation on delays in provision of medication on day of discharge LINK has been invited to talk to the pharmacy team about these issues.

The Enter & View team will be making a second visit on discharge arrangements at St George's Hospital on the 30 June and there are plans, date to be agreed, to undertake a visit to a Mental Health in-patient ward either at Springfield or Queen Mary's Hospital.

The report on the first Enter & View visit to St George's Hospital on the 17 February 2010 has now been published and is available to members with access to the internet at www.wandsworthlink.org or telephone 020 8516 7767 to request a hard copy.

Barbara Willerton, LINK Executive

Join the Secondary Care Group

The secondary care group is concerned with all aspects of in-patient care.

Members of the group are represented on various hospital Boards and committees and the group gets involved with changes and consultations in relation to in patient services at all hospitals served by Wandsworth residents.

At the moment, the group is working on a consultation in relation to hospital discharge, as well as keeping an eye on maternity services and sexual health services.

You do not need any qualifications or experience. Anyone of us or our family members may end up in hospital so if you are interested in improving hospital services, please contact us via the LINK office (details on back page.)

Adult Services Carers' Group takes Off

A new working group has been established between Adult Social Services and Wandsworth Carers Centre and begun meeting over the last few months.

This new group is bringing staff within Adult Social Services directly into contact with local Carers to work together around issues that are important for them and the people they care for.

With 17 Carers as members from a range of backgrounds and caring conditions the group contains a wealth of experience. At the initial meeting they were joined by Adult Social Services Director, Dawn Warwick and together they identified the key priorities for the group. They were;

- Personalisation
- Carers Assessments and
- Linking with Adult Social Services Carers Reference Group work

As the group progresses it will be coming out to hear from other Carers in the borough and gather their views and experiences about local services. So please watch this space and the Carers Centre for news and updates of how you can contribute to what is happening.

For more information about this group please contact Daniel Blagdon at Wandsworth Carers Centre, 0208 675 0811.





LINK Related Health and Social Care Events

Enter and View pre-visit preparation meeting	Wandsworth LINK	15th June, 10.30am-12.30pm	Trident Business Centre
Secondary Health and Social Care sub-group meeting (open to public)	Wandsworth LINK	16th June, 6.30-8.30pm	Trident Business Centre
Primary Health and Social Care Group meeting (open to public)	Wandsworth LINK	16th June, 6.30-8.30pm	Balham Library
Communication & Participation sub-group meeting (open to public)	Wandsworth LINK	22nd June, 2-4pm	Trident Business Centre
Resources and Governance sub-group meeting (closed to public)	Wandsworth LINK	23rd June, 3-4.30pm	Trident Business Centre
Enter & View visit	Wandsworth LINK	30th June	St. George's Hospital
Good Practice Marketplace	SW London & St. George's Mental Health Trust	12th July, 12-4pm	Springfield Hospital, Tooting
Chairs sub-group meeting (closed to public)	Wandsworth LINK	6th July, 6-8pm	Balham Park Surgery
Executive Committee meeting (open to public)	Wandsworth LINK	19th July, 6-8.30pm	The Platt Centre, Putney
Clinical Audit Committee	St George's Hospital	20th July, 12-2pm	St. George's Hospital
Lay User group	NHS Wandsworth	23rd July, 10 30am	TBC
Health & Social Care Overview Scrutiny Committee	Wandsworth Council	8th September, 7.30pm	Wandsworth Town Hall
Executive Committee meeting with Dawn Warwick (closed to public)	Wandsworth LINK/Wandsworth Council	15 th September, 5.30pm	Wandsworth Town Hall
Executive Committee meeting (open to public)	Wandsworth LINK	21st September, 6-9pm	Earlsfield Library



Public Executive Meeting on Personalisation - 19th July

Business meeting followed by presentation and discussion on Personalisation led by **Carol Barton**, the Manager of the Wandsworth Adult Services Transformation Team, at the Platt Centre, 22 Felsham Road, Putney SW15 1DA. Refreshments at 7pm. Transport can be provided for service users by contacting LINK, C/o Wandsworth Care Alliance

Hospital Discharge

Wandsworth LINK is undertaking a project to examine hospital discharge and the provision of care service after people leave hospital. Our aim is to improve the process of hospital discharge and experience for patients, service users and their families.

The Enter and View visit undertaken in February this year, provided a snapshot on one day of some interesting issues in relation to discharge on three wards at St. George's. The report of the visit was presented to the Patient Issues Committee by Jenny Purkis on 2nd June 2010. This was well received by the meeting attendees who encouraged the Team to make arrangements for further visits to gain a broader perspective on patients being discharged from Hospital.

Please help LINK

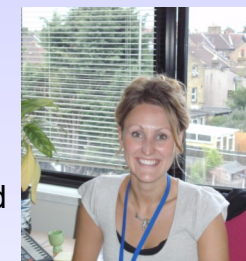
It is hoped that Members of the LINK generally, would be interested in further Projects (yet to be determined), and will come forward to join us to add strength and substance to the Group.

If you have views on :

- How the present hospital and after-care services are being delivered?
- How hospital discharge and aftercare could be improved?

Please get in touch before July 19th by E-mail Jambache@aol.com, or phone 020 8785 9650 or 07828132814, or write c/o Wandsworth Care Alliance.

Anyone interested in answering a few short questions on Hospital Discharge experiences, please contact Terry J Ritson-King - email jay.terry@gmail.com Tel: 020 7978 2103 - mobile 07967 101887.



Sarah Ellison

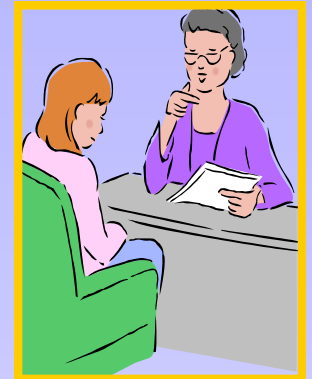


Terry King

IAPT Update

(Improving Access to Psychological Therapies)

SW London and St. George's Hospital MH Trust has established access to psychological therapies for Wandsworth residents. Following discussions with LINK, they have clarified with GPs the criteria for referral and are advising people who would like to self refer to discuss this with their GPs first. Therapies are now being offered in community venues to make them more accessible to black and ethnic minority communities.



Wandsworth LINK now has 90 followers on Twitter...why not be the 91st!

Our followers are kept up to date with what the LINK is up to, what events are going on in the borough and useful training opportunities. As well as this we try to publish details of interesting local and national news items. Most importantly Twitter gives you the opportunity to contribute to discussions and get your opinion and experiences heard.

Wandsworth LINK also has a Facebook account and over 75 friends, but we are always looking for more.

Whether it be to keep abreast of the news and local events, answer questions, get involved in online conversations or just have a good rant about a health or social care issue next time you're online please do look us up.

If you or your organisation have an event, training opportunity or issue you'd like to promote via our website, twitter or facebook account contact

sarah@wandcareall.org.uk

Newsletter No 6

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If you have difficulty understanding this in English, please contact us.

Effective voice of service users, carers and patients in Wandsworth



The Wandsworth LINK exists to ensure the views of service users, carers and patients 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.



Ways to get involved with LINK

Your involvement in LINK can be:

Short or long term, from answering a short survey to meeting with health and care providers

On your own or as part of a group you belong to

About one or many **health or social care issues that matter to you**

Practical help such as **refreshments for a meeting** or helping out by **running a stall** at events

Online participation- answering questions and writing opinions on our website or following us on Twitter

As an **Enter and View** volunteer

Joining a committee or sub-group

By **letting us know your views** about Wandsworth Health and Social Care Services

Call Wandsworth LINK on: **020 8516 7767**

Email us at: **sarah@wandcareall.org.uk**

Please note that LINK cannot pursue personal issues or complaints. For cases like these, please contact your local Patient Advice and Liaison Service (PALs) or Advocacy Partners Wandsworth (020 7924 7772).

LINK needs users, carers and patients who are experts by experience