

# LINKED UP



## Introducing the new LINK Chair

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My name is Roger Appleton and I have taken over the chair of the LINK from Jeremy Ambache for 2010. My background is in local authority policy work, having worked for many years for Wandsworth Council where health policy was one part of my responsibilities.

I have lived and/or worked in Wandsworth since 1972 and so I have gained an in depth knowledge of the Borough, its organizations and its community. I am looking forward to working

hard in my new role to strengthen the voice of local residents and patients in gaining the improvements they need for local health and social care services.

I am also committed to continuing the work which Jeremy Ambache began to make the LINK an open and accountable organisation, in touch not just with its members but with all of Wandsworth's diverse groups and residents.

**Roger Appleton**

(LINK Chair)



Roger Appleton the new LINK chair

## Opening up the LINK Executive

First, it allows the possibility for there to be a complete change of Executive at a single election which would mean no continuity of experience between the two groups. Second, new activists who want to get more involved with the LINK have to wait three years for their opportunity to join the Executive.

At the last Executive meeting in public held on January 18<sup>th</sup>, following consultation with all LINK members, it was therefore decided, that one third of the Executive will be

elected each year for a period of three years. People agreed that this would help to ensure the necessary continuity between one year and the next as well as offering opportunities for new people to participate each year. So, from January 2011, there will be an annual election for four places and no member will remain on the Executive without being up for election at least every three years.

*Roger Appleton (Chair)*

**Wandsworth LINK has decided to change the way it elects its Executive. At the moment, all members of the Executive are elected at the same time for a period of three years. Two problems were identified with this system.**

## LINK Calendar of Events

Date	Event	Time	Place
2 <sup>nd</sup> Feb	EC meet with NHS Wandsworth	6pm	Wimbledon Bridge House
10 <sup>th</sup> Feb	EC meet with Dawn Warwick	5.30pm	Balham Park Surgery
10 <sup>th</sup> Feb	Informal team meeting (EC & Host)	6.30pm	Balham Park Surgery
11 <sup>th</sup> Feb	Resources & Governance sub group	3pm	Trident Business Centre
12 <sup>th</sup> Feb	LINK Hosts meeting (Department of Health)	10.30am	Skipton House
16 <sup>th</sup> Feb	Secondary Health & Social Care sub group	6.30pm	Trident Business Centre
17 <sup>th</sup> Feb	Chairs sub group	6.30pm	Trident Business Centre
22 <sup>nd</sup> Feb	Primary Health & Social Care sub group	6.00pm	Trident Business Centre
23 <sup>rd</sup> Feb	Communications & Participation sub group	2.00pm	Trident Business Centre



**Come and share your views about Mental health Services**

**On 16th March**

**Executive Meeting open to the Public on March 16th**

6.00– 8.30 at Mushkil Asaan,  
220—222 Upper Tooting Rd,  
1st Floor (Side entrance)  
SW17 7EW



Business Meeting followed by discussion about Mental Health Services with contributions from Wandsworth's Black and Minority Ethnic Forum and Voicing Views (Service User Project).

## Sexual Health Consultation

NHS Wandsworth is planning to improve their sexual health services in the borough. The Trust has undertaken significant pre-consultation to gather service user views on current services as well as suggestions about the proposals for change.

Full public consultation will begin in Spring 2010 when copies of a full colour A4 20 page document will be widely available to stakeholders - including Wandsworth LINK, community and voluntary

groups, GPs and to all those people whose details are held on the patient and public involvement database. In addition 20,000 copies of an A5 leaflet and questionnaire will be distributed to patients at clinics and walk-in centres across the borough, GP surgeries and via street distribution to the local population.

One of the four LINK priorities for 2010 was to contribute to local consultations and we will therefore be monitoring the effectiveness of this consultation

process and will submit our own response. It is not part of the LINK remit to take up individual cases, but receipt of anonymised comments or findings received from individuals, groups or organisations about their concerns will help to ensure that the LINK response is true to our strapline *An effective voice for Wandsworth's patients, carers and service users*.

*Barbara Willerton*

(LINK Exec)

## Polyclinic Proposals Published

### Decision made

NHS Wandsworth has now decided to go ahead with four polyclinic hubs in Wandsworth. (For more background information go to our website.) These hubs will not replace local GP services but will provide additional services, many of which currently require attendance at an acute hospital.

The four hubs will be located at St George's Hospital (for Balham and Tooting), Queen Mary's Hospital (for Putney and Roehampton), the Brocklebank Clinic for central Wandsworth and a dual hub at Clapham Junction and St John's Therapy Centre (for Battersea and north Wandsworth).

### What will be offered?

Healthcare service provided at each hub will include:

**Urgent Care Services** – walk-in access to GP services without appointment or being registered with a GP - for at least 12 hours per day, seven days per week.

**Diagnostic and outpatient services** – appointments for specialist clinics for X ray, further tests or treatment following an initial GP consultation.

**Minor surgical procedures** – offered by GPs

**Regular specialist clinics to manage long-term conditions** – Patients with long-term conditions such as diabetes will receive local care without needing to attend hospital.

**Other healthcare services** – e.g. sexual health-care services, health promotion, drug treatment, chiropody, mental health & social care may be available.

### LINK's Response

For most of the Borough these hubs will offer a single-site access to a wide range of services.

However, there is still a problem for Battersea residents where the split-site solution is clearly less than ideal.

Wandsworth LINK will continue to fight for improved services in Battersea to ensure that residents of this area, acknowledged to have the worst health outcomes in the Borough, get a service which matches their needs.

*Roger Appleton (Chair)*

**Four hubs to be located at St George's, Queen Mary's Hospital, Brockle Bank & St. John's Therapy Centre**



**Local specialist services at the Polyclinic**



## Electronic Patient Records

### Background

The core aims of establishing the Electronic Patient Record were to:

- improve the sharing of patients' details across the NHS with their consent
- set up an Electronic Booking Service to make it easier and faster to book hospital appointments (now known as 'Choose and Book').
- enable an Electronic Prescription Service
- create a New National Network (N3) to provide a broadband IT infrastructure

A hoped for benefit of having such a database was that the medical history for an individual patient would be available, to clinicians, where ever in England urgent or non urgent medical treatment was required.

### Current Progress

The Chief Executive's report to the January board of NHS Wandsworth has advised that 31 March 2011 is the target date for completion of the Summary Care Record project - that is the uploading of patient records.

Understandably, some people are concerned about their records going on to a national computer data base because of previous breaches of security in other contexts, but as yet no dates have been published for the mailing of information about this to patients or the public involvement programme.

Wandsworth LINK will keep members informed of any further information received on this important proposal.

*Barbara Willerton*



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

## Enter and View

The LINK's Enter and View team of volunteers has now been strengthened with additional members who will receive the same training as those already recruited.

In order to further our work on hospital discharge, the first visit of the E and V team has been arranged for 17 February to St George's Hospital. The area to be visited will give the team an opportunity to talk to patients being discharged, on that day, as well as speaking with staff to help LINK to learn

more about the health and social care pathways for both elective and emergency admissions.

In the meantime, LINK is preparing a questionnaire for more widespread distribution to gather further information about the experiences and issues involved in hospital discharge and where any problems may arise.

*Barbara Willerton*

## What is Enter and View?

LINK has a team of lay volunteers with rights to visit health and care services where they can speak to users and carers about their experience of the care offered.

They then write a feedback report to the service provider.

## First Enter and View Visit to St. George's



# Free Talking Therapy in Wandsworth

## Background

In response to research indicating the value of certain kinds of 'talking therapies' for people suffering from depression and anxiety, the government has rolled out a multi million pound project to increase access to psychological therapies known as 'IAPT'.

In Wandsworth this translates into a three year £49 million primary care initiative with 28 Cognitive Behavioural Therapy (CBT) trained practitioners offering either 'low' or 'high' intensity interventions depending assessed severity.

Therapies include, at the 'low' end, guided self help, computerised programmes and group support. For more serious problems, such as panic attacks, post traumatic stress, obsessive compulsive disorders, social phobias and relationship issues, between 3 and 20 sessions are offered, with a CBT therapist.

Considerable effort has been put into developing the service for older people and those from the black and ethnic minority communities who are normally low users of therapeutic services. The project also provides relationship counselling and three employment officers to help people find or keep jobs.

Right now referrals to the service come via GPs but a self referral system will be launched in April and it is planned that the therapies will be delivered in a whole range of settings, such as community centres and religious halls as well as GP clinics.

## LINK Involvement

LINK is very committed to IAPT and a LINK member sits on the Programme Board where progress is monitored and new developments discussed. We recognise the significant potential of the service and welcome the right to free

NHS psychological therapy without the long waiting lists of the past.

Many patients are benefiting from the service but we have also pointed out a number of issues currently being tackled by the service providers. For example, many people are being referred to the service by their GP but, following a telephone assessment, are not considered suitable. Efforts are made to advise these individuals about alternative options but they often feel let down having had their expectations raised of a free therapy service and finding they have to go to the voluntary or independent sector and, not only start all over again with another assessment but also have to pay a fee.

Third sector counselling services and GPs bare the brunt of clients' distress about the process of having gone through a lengthy assessment and then being advised to go somewhere else. LINK is concerned that once the service receives wider publicity, with people encouraged to self refer, there will be even more people whose expectations will be raised and then dashed.

Apart from trying to help improve the process and ensure greater clarity for both prospective service users and GPs about the exact criteria for service entitlement, LINK is also looking to see how IAPT can work more closely with the voluntary sector to allow access not just to CBT but to some alternative psychodynamic approaches that some service users say they prefer.

You can keep updated on developments via the website [www.swlstg-tr.nhs.uk](http://www.swlstg-tr.nhs.uk).

**Jeremy Weinstein**

**(LINK member )**

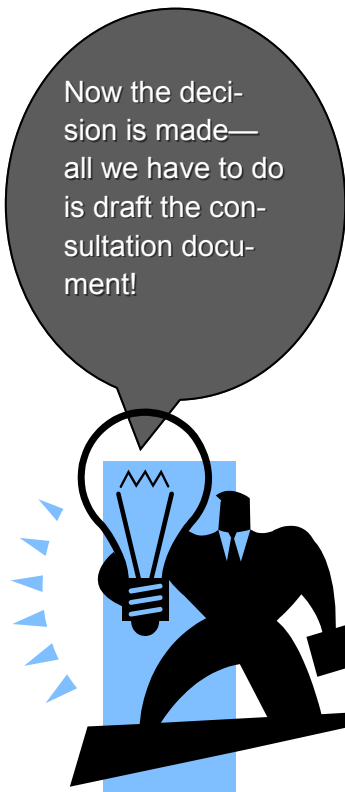


**Depressed?  
Anxious?  
Panic Attack?**

**a three year £49 million  
primary care initiative  
with 28 CBT  
practitioners**



Jeremy Weinstein



## Consulting people about Personal Budgets

### *Reference group meeting*

**On February 2<sup>nd</sup> Wandsworth adult services held the first meeting of a new consultative group consisting of service users, carers and local organizations to discuss the way forward for implementing personalized budgets. (The background to this was described in a previous newsletter – see web-site.)**

### *How to spend the budget*

**Assistant Director, Alistair Rush introduced his new team who helped him to facilitate the meeting. Participants worked in groups to think about how a personal budget might be spent and what sort of advice service users would need to assist them through the process of applying for personalized support.**

### *Questions raised*

**A full write up of the meeting will be provided by the Transformation team but the following are some of the points raised:**

#### *Cultural shift*

**A significant cultural shift will be needed if service users are genuinely to be empowered to move into the driving seat of their own care.**

#### *Council transparency*

**In order to develop trust and to work genuinely in partnership, clarity and transparency in relation to resource constraints and limitations on use of personal budgets will be essential.**

#### *Assessment process*

**The nine page pre-set tick box pro-forma that applicants will have to complete will inevitably be used to evaluate whether needs are severe, moderate or low and, in Wandsworth, resources only allocated**

**to those considered severe.**

#### *Points = money*

**This pro-forma which people may complete independently, with friends and families or with other advisers from outside the Council is scored on a points system which determines the indicative amount of money for a personal budget. However, once the self assessment is complete, the form is then also added to by a council ‘assessor’. Who will the assessor be and what relative weight will be given in calculating the points when the self assessment by the user differs from the views of the assessor?**

**The next meeting will be held on March 30<sup>th</sup> at 1.30pm. Contact [ehasel-den@wandsworth.gov.uk](mailto:ehasel-den@wandsworth.gov.uk) for further information.**

***Jenny Weinstein***

**Service Users move into the driving seat**

**Get Involved with LINK!**



## Soapbox—Get Involved with me

### **Being an involved user**

**My name is Colleen Bowen and I am on the LINK executive. I have been a patient and service user for many years due to long term health problems and a disability that impairs my mobility and means that I need to use a wheelchair.**

**I have now been involved in service development as a user for many years. I was chair of the Access group that campaigned for better access to local facilities for people with physical disabilities. I was also part of a user advocacy group for people with disabilities facilitated by Wandsworth Care Alliance before the funding**

**was withdrawn by Wandsworth Council.**

### **Community Partners**

**I joined Wandsworth Council’s Community Partners when it was first started – I think it was 2006. This was a group of people with disabilities – about 7 or 8 of us – who received training from**

## Get Involved with me (cont)...

the Council in order that we could help to develop services.

### Making a difference

We were involved with the START scheme that provides people with 6 weeks free care following discharge from hospital and we helped the Finance and other Council departments to write their leaflets and standard letters to service users in a more user friendly way. I also went round to all the Day Care centres to help the Council explain to people about the new individual budgets because, having one myself, I understand the kinds of issues that users might raise.

### New Opportunities for Involvement

Following the publication of Wandsworth's *Service User*

*Involvement Strategy*, reported in a previous *Newsletter* (details on the website) I have been invited to participate in one of two new reference groups one for users and one for carers.

I am pleased to do this but one of the main problems that I found so far is that it is really hard to get new people to be involved. I would really recommend involvement because you **can** make a difference. Service users and carers have a different perspective from professionals and it is vital that this is taken into account.

### Represent LINK

LINK is keen to have user and carer representatives on the new reference groups and I would be very happy to talk informally to anyone who might be inter-

ested.

### Training provided

The only qualification you need is that you use Wandsworth adult services or you care for someone who does so. For certain tasks, like sitting on panels that commission new services or recruiting or training staff, the Council provides training and pays a fee in recognition of your services. For any involvement on LINK's behalf transport and refreshments are always provided.

*Colleen Bowen*

(LINK Exec)



**Colleen Bowen**

**Service users and carers have a different perspective from professionals and it is vital that this is taken into account.**

## Join the Communication and Participation Group

**The Communications and Participation Group** is currently looking for a new member to encourage service user and carer involvement through a range of activities such as

**Attending sub group meetings** – 6 per year, afternoon meetings for 2 hours.

**Explaining the role of LINK at Wandsworth events** by helping to run stalls, visiting relevant groups, writing in local Newsletters/Bulletins and generally contributing to the development of appropriate publicity materials.

**Helping to gain the views of service users, patients, carers and the community** by helping with surveys or feeding in views that are expressed by those you meet through involvement work.

**Helping LINK to feedback the views of service users, carers and the community** to service providers.

### Informal Discussion

For more information and an informal discussion email or telephone the LINK office.



**Wandsworth LINK has recently set up a Twitter profile. We already have 40 followers and the number is growing every day. We have also just set up a Facebook account so please do log in and look us up.**

**Wandsworth has one of the highest penetrations of broadband in the country, and hopefully that means, for many residents the internet is a good way to communicate.**

**Love them or hate them Facebook and Twitter are social networking phenomenon with over 55million visits each every month and they're a great way for you to have your say, ask questions online.**

**(For more information about how to join Twitter, contact the LINK office)**

## Newsletter No 5

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SW17 9SH

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[www.wandsworthlink.org.uk](http://www.wandsworthlink.org.uk)

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.**

Join the



## 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](mailto: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