

LINKED UP



Wandsworth Local Involvement Network

St George's Hospital—Budget reduction of £55 million

In this Issue:

St Georges Hospital	1
Courses for Personal Budget Holders	1
GP Commissioning patient involvement event	2
HealthWatch Application	2
Co-production	
Open Access Day Centres	3
'Take a Break' Grant for Carers	3
START	3
LINK Priorities	4
Calendar of Events	5
Out of Hours Services	6
Charges for Care Services	6

St. George's Hospital Tooting along with many other hospitals is facing a drastic reduction of 8% in its budget for 2011/12.

David Astley, the Chief Executive told LINK that patient safety would be maintained but that he could not guarantee that the patient experience would not be affected.

The impact is not yet absolutely clear but the following plans have been made:

- **Closure of three wards** which will be upgraded
- **Reduction in maternity services deliveries**

by 200 per year—which could reduce choice for women about where to have their baby

- **Freezing of all unfilled vacancies**, including clinical posts that are not 'urgent and essential'
- Consideration of a **'voice recognition' system** for patient appointments—unlikely to be popular with frail, older or ill patients who prefer to speak to a person.

- **A six hour target** from arrival to departure at A&E
- Likely **increase in waiting times** for non-urgent surgery.
- **Delay in application to become a Foundation Trust** to focus on patient care.

The Government argues that these reductions constitute 'efficiencies' that will sustain the NHS in the long term and that some funding will enable services to be transferred from in-patient services to improved care in the community.



Courses for Personal Budget holders

At the Strategic Partnership Board, the newly appointed Deputy Principal of South Thames College agreed with the suggestion of the LINK representative, that the college should examine their pro-

gramme of courses to see if they could offer more courses which might fit the needs of social care users, including adults with a learning disability, and which could be purchased using personal

budgets. LINK will follow this up. If you have the sort of courses social care users would find valuable get in touch with LINK.



Patient and Public Involvement in Wandsworth GP Commissioning Workshop

GPs committed to genuine PPI

The shadow GP Commissioners have invited LINK to work in partnership with them to ensure that robust structures for patient and public involvement are embedded in their systems from the outset.

Consultative workshop

At a workshop to be held on May 25th, patients, service users and carers will be invited to discuss the best ways to ensure meaningful involvement.

Inclusive approach

Leaders of the 3 GP commissioning localities are determined to ensure the inclusion of people whose voices are seldom heard because it is often these groups- Black and ethnic minority communities, people with learning disabilities and people with mental health issues who struggle to obtain the health care they need.

Conference

Progress on the developments will be reported and reviewed at a conference to be held in September.

To book your place at the workshop contact

Colin Smith
PPI and Equalities Development Manager
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Email: colin.smith@wpct.nhs.uk



Shadow HealthWatch Application

Wandsworth LINK gained the agreement of the Council to pursue an application to become a shadow HealthWatch.

The application, which has to be made by the Council, must be submitted by 8th May.

Independence

If we are successful, our activities will continue as planned but we will move towards a more independent organisation, holding our own bank account and employing our own staff.

Information and Advice

We will also pilot the provision of an information/advice service.

Co-Production- More than Consultation or involvement

Co-Production Examples

- *User-led organisations*
- *Time Banks*

Co-production advocates equal and reciprocal relationships between people who deliver services and those who receive them, their families and their communities. It can be applied in different ways and there are already

examples operating in Wandsworth. Co-production moves further than asking people their views. It harnesses the skills, wisdom, knowledge and commitment of individuals and communities to enable

creative and relevant development of services. Co-produced services are owned by and contributed to by the people who use them.

For more information www.coproductionnetwork.co.uk

Social Services News

Open Access Day Centres asked to collaborate to save money

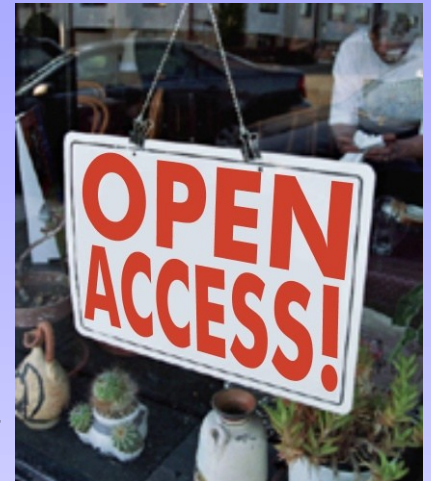
Open Access Day Services for older people, which consist of 8 independent charities, part funded by the Council, have been asked to collaborate in 3 consortia to cover geographical areas in Wandsworth.

An email to Day Centre managers from Council Officer Wendy Moreton on 7th April, stated that 'by 6th of June we do need a plan of

intent, giving options where these are being considered, to provide a service from April 2012 for each of the hub/locality areas and the agencies which expect to be involved in this. For 4th July (date to be confirmed) we will require a report identifying the option being favoured and outline implementation plan that has been agreed by Trustees/

tees/managers.'

The Council's aim is to reallocate costs through collaboration but to maintain this vital preventive service throughout the borough. Centres are keen to work together but view the required budget reduction in the South of the borough, timescale and the need to gain agreement from users and trustees as challenges.



Change to 'Take a Break' Grant for Carers

On April 4th the Council agreed to reduce the current value of the respite grant from £500 to £250, while maintaining the same level of budget.

The purpose of this is to make the grant available to a wider number of carers.

Previously any carer could apply for the grant to purchase respite care.

In the future, the grant will only be available to Carers who have had a Carer's assess-

ment. However, its use will be much more flexible, for example, enabling the carer to undertake an evening class or other regular activity.

Carers have petitioned the Council about the impact on them of cuts to services.

If you have an opinion or query about 'Take a Break' Grants or 'START' please get in contact.

**0208 516 7767
sarah@wandcareall.org.uk**

START/Reablement

LINK members have said that they are confused about exactly who is entitled to 6 weeks free care at home following hospital discharge under the Start/reablement scheme.

LINK has asked the Council for copies of information leaflets for users that explain this.

LINK Priorities 2011- 2012

GP Patient Groups & patient and public involvement in GP Commissioning

The aim of this project will be to ensure patient involvement exists in all Wandsworth GP surgeries and in GP commissioning from the outset. The project team will help establish links and communication between GP patient groups and the 3 GP locality commissioning teams.

How you can get involved:

- Become part of the project team and take the lead for one of the localities.
- Assist patients to set up and develop patient groups.
- As an existing patient group member, make contact with LINK and become part of a patient group network.

Personalisation Research

A Research Study in partnership with Wandsworth Council, the Mental Health Trust and SWAN (South West London Academic Network) to find out what Mental Health and Older service users' and carers experience has been of going onto a personal budget. These findings will be widely published and used to inform improvements in the Council's systems.

How you can get involved:

- Share your experiences of personalisation and advise us on what issues we should be looking at and questions we should be asking.
- Talk to a researcher in confidence about your experience of personal budgets- either individually or in a group

Mental Health Care in Wandsworth

A Study of mental health services in Wandsworth, focussing on users' experience and using Enter and View visits to follow up important issues. The work will cover how the mental health services support people in the community, including post discharge from hospital. The aim is to identify what works well and what can be improved. This is a big subject and it will not be possible to cover every aspect in depth. The project will therefore be guided so far as possible by service users' and carers' experience and views.

How you can get involved

- Become part of the project team
- Become an Enter and View Member
- Share your opinions and experiences and advise on the areas which you think need looking at.

Information and Advice Services

An Investigation into how effectively local health and social care agencies provide advice and information. The aim is to use our findings to improve these services. The project will involve mystery shoppers asking an array of questions designed by service users.

How you can get involved:

- Help devise questions for the mystery shoppers to ask
- Become a mystery shopper and carry out phone calls
- Help analyse the results and contribute to the final report and help carry out inspections.

Older People's experience of inpatient/residential Care

An Investigation into what it is like locally for older people in hospital and in care homes. The project group will gather evidence from older people and their carers, and investigate using LINK's powers to "Enter and View".

How to get involved:

- We need your help in getting an accurate picture. Do you have experiences, good or bad, of being in hospital or in a care home – or from visiting a person who is, as a friend or carer?
- Become an Enter and View visitor

Application to be a Health-Watch pathfinder

Depending on a successful application LINK will work with Wandsworth's shadow GP consortium and the Council in testing out best models for future development. This piece of work will help to ensure a smooth transition from LINK to HealthWatch and enable Wandsworth to influence developments.

Other LINK Activities

LINK will also continue to monitor the following issues through meetings with providers and feedback from users and carers:

- Advocacy Services
- Maternity Services
- Mental Health
- Employment Projects
- Sexual Health
- Teenage pregnancy quality of services for people with Learning Disabilities

Sarah Ellison

Project development worker

Event	Provider	Date & Time	Location
Executive Committee meeting with NHS Wandsworth (closed to public)	Wandsworth LINK/NHS Wandsworth	17 th May 7.00pm-8.30pm	Wimbledon Bridge House, Wimbledon
Executive Committee meeting (open to public)	Wandsworth LINK	18 th May 6.00pm-8.30pm	Mushkil Aasaan Centre, Tooting
Wandsworth Arts Festival 2011	Wandsworth Arts Festival	6 th – 22 nd May	Across the borough
SW London Patient & Public Involvement workshop	NHS Wandsworth	25 th May 1.00pm-4.00pm	To be confirmed
<i>Mayday Bank Holiday 30th May</i>			
SW London Joint Boards Public Board meeting	South West PCT Cluster	2 nd June 2.00pm-5.00pm	The Broadway, Wimbledon
Executive Committee & Host team meeting (closed to public)	Wandsworth LINK/Wandsworth Care Alliance	6 th June 6.00pm-8.00pm	Putney Library, Putney
Adult Care & Health Overview Scrutiny Committee	Wandsworth Council	7 th June 7.30pm-9.30pm	Wandsworth Town Hall, Wandsworth
Resources & Governance subgroup meeting (closed to public)	Wandsworth LINK	9 th June 3.00pm-4.30pm	Trident Business Centre, Tooting
Wandsworth Safeguarding Adults Safety in Numbers launch	Wandsworth Council	16 th June 1.00pm-4.30pm	Wandsworth Town Hall, Wandsworth
Community Open Day	St George's Healthcare & St Georges' University of London	18 th June	To be confirmed
Charityfair 2011 (training/workshops/exhibitions)	Directory of Social Change (supported by NAVCA)	27 th & 28 th June	Hotel Russell, Central London
Wandsworth Local Strategic Partnership meeting	Wandsworth Council	30 th June 7.00pm-8.30pm	Wandsworth Town Hall, Wandsworth
Executive Committee meeting with Dawn Warwick (closed to public)	Wandsworth LINK/Wandsworth Council	5 th July 4.30pm-6.00pm	Wandsworth Town Hall, Wandsworth
Executive Committee meeting (open to public)	Wandsworth LINK	18 th July 6.00pm-8.30pm	Earlsfield Library, Earlsfield



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.

Patients unhappy with local Out of Hours Service

On 4th April, the Council's Adult Social Care Overview and Scrutiny heard that NHS Wandsworth recently extended Harmoni's contract for providing out of hours GP services, arguing that Harmoni was achieving good results on all of its performance indicators. Results from the recent GP Survey tell a different story, with local patient satisfaction scores being lower than both the London and national average in every case. More than one half of all respondents were unhappy about how quickly Harmoni provided care and a similar percentage were unhappy about the quality of the care they received. The Councillors questioned why NHS Wandsworth was extending the contract given these levels of dissatisfaction. Full details are available at <http://www.wandsworth.gov.uk/moderngov/mgConvert2PDF.aspx?ID=13588>

Increased Charges for Care Services—LINK protests

Wandsworth LINK is not giving up on its mission to challenge the Councils proposals to hike up Care charges for some of the boroughs frailest residents without providing a transitional process

70 Frail Users

Wandsworth LINK has publicly condemned the move by borough councillors to increase the cost of its day care sessions for elderly and disabled people without giving them adequate time to prepare and the story is making local news. 70 frail elderly residents of Wandsworth who pay for their own Council Day care, are now facing a charge per session rising from £12 to £32 as of the 1st April. For someone who is attending a day centre 3

times a week, over one year this could amount to an increase of nearly £2000.

No transitional arrangements

The LINK has argued strongly that these 70 existing users should be offered a transitional agreement so that the sudden massive rise in charges does not cause them to stop attending a service which has been assessed as being vital to their well-being but the Council has refused.

Monitoring requested

LINK has asked the Council to monitor the attendance of these service users and to inform LINK of any concerns they may raise.

Wandsworth LINK
c/o Wandsworth Care Alliance
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89 Bickersteth Road
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