

LINKED UP



Wandsworth Local Involvement Network

Public response to survey about Clapham Junction

Inside this issue:

Polyclinic Research	1
Hospital Discharge	1
White Paper Briefing	2, 3
GP Commissioning	3
Personalisation	4
Enter and View	4
Save Church Lane Day Centre	5
GP Patient Groups	5
Hubs replace Atheldene	6
Mental Health	6
Events Page	7
Improving access	8

During the Summer a representative sample of Battersea residents was interviewed in the Clapham Junction vicinity and asked where they would seek treatment for a number of different health issues during the week and weekend.

In all scenarios, a significantly higher percentage of users said they would use a facility at Clapham Junction if it were a single-site rather than the current service where some services are at St. John's. Responses indicated that a new facility could lead to both reduction in use of A&E as well as drawing some patients away from their own GPs.

The most significant reduction in those preferring to use A&E was for treatment for a suspected fracture. Once told about the cur-

rent offer at the Junction Health centre, the proportion who would go to A&E

dropped to 50%. When asked about their preference should a full range of diagnostic equipment be available at Clapham Junction, the number still wishing to use A&E falls to 21%.

A similar, although less stark picture is shown for the scenario of seeking treatment for a small child falling ill during the evening. Here the availability of diagnostic equipment on a single site increases the percentage wishing to use a health facility at Clapham Junction from 46% to 60%, again with much of this additional use

transferring from A&E.

A clear preference therefore emerges for Battersea; it is for a single-site solution at Clapham Junction rather than either the current split-site solution or a single-site solution at St Johns.



The challenge

for NHS Wandsworth now is to find a cost-effective solution which offers diagnostic facilities within the Junction Health Centre. The data was collected via a joint project between LINK and NHS Wandsworth.

Roger Appleton
Chair LINK

Hospital Discharge Project

Our project on Hospital Discharge aims to achieve real improvements for patients and their families.

The final report will be submitted to the LINK Executive on Wednesday

24th of November. All the

recommendations will be communicated to the key Health and Social Care providers early

in the new year and we anticipate that it will help all the key agencies to work together more effectively.

The project began in early 2009 and we have taken



Improving the experience of discharge from hospital for patients and their families

evidence from providers, conducted in-depth interviews with service users and carers and are in the process of incorporating the findings of an Enter and View visit to mental health inpatient wards. Do watch the LINKs website and come to our next Executive Meeting to receive the full report.

Jeremy Ambache, Carol Tan

White Paper Briefing 1

LINKs members express regret at change of name which does not reflect role in social care

HealthWatch will have representation on the Health and Wellbeing Boards

What is HealthWatch?

LINKs will become Health-Watch

The White Paper entitled *Liberating the NHS* sets out the Government's commitment to give local people 'a greater say in decisions that affect their health and care' by developing 'a more powerful and stable local infrastructure in the form of local Health Watch'. Health-Watch will take on LINK's responsibilities for promoting patient and public involvement by seeking the views of local users, carers and communities and feeding these back to service providers.

'Citizen's Advice Bureau'

In addition it is proposed that they will become like a 'citizen's advice bureau' for health and social care – providing signposting, information and a Complaints Advocacy Service.

Funding and Relationships

It is envisaged that funding for local Health-Watch will continue to come through local authorities who will contract for their services. Local HealthWatch would be able to report concerns about the provision of local NHS or social care services to a national organisation to be called HealthWatch England which will become a statutory part of the Care Quality Commission for health and social care. Like LINK, HealthWatch will continue to have rights to Enter and View provider services and it will have a seat on the local Health and Well Being Board.

What do LINKs members think?

Change of name

Regret at change of name which does not reflect role in social care and responsibility to build links within

the community between different sectors and interests.

Representation in commissioning

Concern to ensure representation on GP Commissioning boards.

Complaints and advocacy

Concerns about the amount of time and resource required if the local Health-Watch is expected to undertake complaints investigation, advocacy and signposting. May undermine overall monitoring role.

There should be a direct relationship between local and national HealthWatch – for example to ensure development of good practice across the board.

What are Health and Wellbeing Boards?

Statutory bodies to promote joint working

The local authority will be responsible for bringing partners together to promote integration and partnership working between the NHS, social care, public health and other local providers and

improve democratic accountability.

Role of Boards

Boards will undertake joint assessment and strategic planning to meet local needs.

They will promote joined up working such as joint



commissioning and pooled budget arrangements across NHS, social care and public health and have a key role in scrutinising and monitoring service redesign and developments.

Jenny Weinstein

White Paper Briefing 2

New arrangements for Commissioning

PCTs abolished

The new Government plans to change dramatically the way in which local health services are planned and commissioned. Primary Care Trusts will go and the responsibility would fall to GPs working in groups.

Wandsworth Plans

In Wandsworth it is likely that local GPs will form a single consortium covering the whole borough, although some planning would be done at a more local level.

Less money to spend

The new GP consortium will have much less money to spend on commissioning as, although expenditure on health is protected from the current savings package, the Government is seeking to halve the costs of management.

National Commissioning Board

Commissioning of some specialist services, pos-

sibly including maternity services, will be controlled by a national NHS Commissioning Board while Public Health will become the responsibility of local authorities.

The plans are outlined in a White Paper entitled *Liberating the NHS* on which the period of consultation has now ended. The finalised plans will be announced soon.

Roger Appleton



Wandsworth Developments

In Wandsworth, GPs are already working closely together with the PCT to develop Local Commissioning Groups and are keen to use existing staff expertise to help develop the transitional or shadow

arrangements by April 2011. Discussions are underway around a Wandsworth wide GP consortium with each locality looking after different areas of commissioning.

GPs and NHS Wandsworth are concerned that the drive to make management cost savings could mean that PCT staff are lost or move away from the borough before GP consortia are established.

“GPs may have less time to spend with patients”

What Patients Think

Patients welcome the idea of being closer to the centre of service delivery

but are not convinced that this will happen in practice. Some groups think the proposals are more focused on taking money



out of the system than delivering health improvements.

There is considerable agreement that there must be patient involvement and engagement at every level.

Concern has been expressed that it is as yet unclear as to which areas of specialist service will be commissioned centrally.

Patients and GPs themselves are expressing concern that GPs are ill-equipped or unwilling to take on the role of commissioners and that they may not have enough time to spend with patients. People are also worried about whether local authorities will use the public health funding on their own priorities.



Carol Barton

Service users & carers seek reassurance about what will happen if they move from packages of care to personal budgets

If someone does not feel able to manage their budget can they get someone to help?

Wandsworth Council's Personalisation lead Carol Barton answers questions at LINK public meeting Monday 19th July

Q. What happens if the Council's representative (social worker) does not agree with the service user's self assessment?

A. *There is a risk, when completing a questionnaire that people can over or underestimate the care that they need. Given this, there is a need for an independent person to be part of the assessment process to act as a balance and a sanity check. The user has a right of appeal.*

Q. What is the appeals process?

A. *Stage 1 is a talk with the social worker, stage 2 is a discussion with a more senior person and stage 3 goes to the Director.*

However, it can be more informal. One lady asked for a visit to a hairdresser to be included in her package and this was initially turned down. We argued that this was important for the lady's health, hygiene and self esteem so it was allowed.

Q. What happens when, following an assessment someone's needs change?

A. *Everyone has an annual review and anyone can ask for a review at any time.*

Q. Will providers of services paid for from personal budgets need to be registered?

A. *No, because this would interfere with informal arrangements, for example with friends and neighbours. However, the Council may develop a kitemarking system to identify providers who meet certain criteria.*

Q. Is it reasonable to expect very frail and vulnerable people to shop for services?

A. *If people do not feel able to do this they will be still be able to ask the Council to make decisions for them.*

Q. If someone doesn't want to manage their own money, who can they get to help them to manage

their money? I have tried to talk to Penderels but they apparently need a referral from a Social Worker.

A. *They can ask the council, organisations such as payroll masters, family or friends to help manage their budgets. The council wants to encourage organisations to help manage personal budgets e.g. SHARE. Although the Council will help, they can't be a personal banker for people. At present Penderels' role in managing direct payments is built into the support plan.*

Q. How will you make sure that carers have a voice?

A. *The carer's voice will form part of the assessment process and prompts are in place throughout the pathway to ensure social workers consider their needs and provide lots of information and advice.*

[For full report visit our website](#)

Enter and View

It has been a busy time for the Enter & View (E&V) team members since the July newsletter was published. The report in respect of the second visit to St. George's hospital is now on the website or a hard copy can be obtained by ringing WCA.

On 13 October the team undertook a visit to a

ward at Springfield Hospital to find out more about the discharge and follow up protocols for mental health patients. The report is expected in November.

There has been a good response from both members and non-members interested in joining the E&V team.



Dependant on the outcome of interviews and initial training planned for November it is envisaged that two more visits could be made before 31 March 2011.

The findings will inform the Hospital Discharge report that should be out at the end of November.

Barbara Willerton

Concern that people would be left at home staring at four walls

Keep Church Lane Day Centre open!

On 21st September, more than 50 users, carers and members of the public attended LINK's special meeting about Wandsworth Council's Review of Day Centres.

Council representatives

Rob Persey, Assistant Director of Adult Services, Wendy Moreton Officer for day Services and Councillor Jim Madan were in attendance to answer questions from the public.

Closure of Church Lane

Grave concern was expressed about the impact of the proposed closure of Church Lane Special Day Centre.

'Only two Centres now needed'

Rob Persey explained that attendance at Special Day Centres had fallen and where

three had previously been needed there was now only need for two. LINK argued that the market had not really been tested in terms of offering people choice because only people who were directly referred by the Council were permitted to use the centres.

Carers' protest

Carers stressed that their relatives who used Church Lane would be unlikely to cope with a bus ride to Battersea and

would be left at home staring at 4 walls — causing additional stress to carers.

Positive aspects

Rob Persey pointed out the positive aspects of the review including Council support for open access centres and a proposed move to 4 year funding contracts to enable planning.

LINK's response

Members of the audience were thanked for expressing their views so clearly and LINK was thanked for their response to the review (see website) and assured that it would be considered along with numerous responses and petitions that had been received.

Jenny Weinstein



Church Lane Day Centre

GP Patient groups

The proposed changes in the NHS will give your GP much more power to decide what healthcare options will be available to you in the future.

The government says that one of the main reasons for these changes is to move healthcare decisions closer to the patient.

For this to happen, GP's will need to have a very good idea of what their patients actually need and want. Wandsworth LINK thinks

that it is very important that every GP practice has a strong and active patients consultative group. Many of the GP's surgeries in Wandsworth already have a patients group, but there are some who do not.

If you are already a member of a Patient Group or Forum at your GP surgery: consider becoming a LINK representative. We'd like to have representatives in every surgery who can keep

us informed of what issues are being discussed. We can help find solutions to problems and facilitate communication between surgeries in Wandsworth.

If you are not a member of a Patient Forum ask the receptionist at your surgery if they have a Patients Forum and, if so, ask if you can join as a LINK representative.. If your surgery does not yet have a Forum, then let us know and we can help you set one up.

Mike Grahn

Have
YOUR
say

Atheldene replaced by Hubs

Better Days?

The Council's "Better Days" programme aims to revolutionise the way adult services for people with learning difficulties are run. The hope, is that this new way of running 'person-centred-services', will enable people to live full and purposeful lives in their own communities.

As part of this programme, the Council plans to close the Atheldene Centre on Garrett Lane and to provide services at 6 centres or 'hubs' across the Borough. Some hubs have already opened, in Putney a hub has been set up in the Old Sea Scout Hut and in Battersea the Wilditch Community Centre is in use. The locations of some of the other hubs are still under negotiation, but sites on Derrington Road in Tooting and on East Hill have reportedly been earmarked.

Word Up challenge

Wandsworth WORD UP! An innovative new newspaper written and produced by people with learning difficulties has challenged the Council's decision to close the Atheldene. On 15th October WORD UP! team members, held a drop in session to discuss this issue openly with service users, carers and staff. Members of LINK were there and reported that it was extremely well attended and raised some pertinent questions about the future.

Your view counts

So are the new hubs all they're cracked up to be? Some people have raised concerns over the location, accessibility and quality of the hubs. Do you or someone you know or care for, use one of the new hubs? Will there be somewhere for you to go when Atheldene closes? LINK is keen to hear what you think and make sure these hubs are meeting people's needs and expectations. Contact Sarah Ellison at the LINK office with your views.

Nothing about us without us



Personalisation and Mental Health

Re-tendering of resource centres

The Council plans to re-tender for mental health resource centres on the basis of what service users say they want.

In the next few weeks mental health service users will review their care plans with social workers and as part of this will be asked about their preferences for day time activities. Users and providers are concerned that current services will be reduced and that the market of suitable services for budget holders will be inadequate to meet needs.

Please let LINK know if you have any concerns. Contact Jenny Weinstein via LINK office.



LINK Exec Elections

LINK will very soon be seeking nominations for five vacant places on the LINK executive. You do not need any special qualifications - you just need to live in Wandsworth and have an interest in improving health and social care and a willingness to be actively involved in talking with users and carers and representing their interests. We will provide support and induction and enable you to decide which aspect of health and care you want to work on.

If you are interested please contact Roger Appleton via the LINK office.

LINK Related Health and Social Care Events

Event	Provider	Date & Time	Location
Executive Committee meeting with the Mental Health Trust (closed to public)	Wandsworth LINK/Mental Health Trust	1st November, 6pm-8pm	Springfield Hospital, Tooting
Adult Care & Health Overview and Scrutiny Committee (open to public)	Wandsworth Council	3rd November, 7.30pm-9.30pm	Wandsworth Town Hall, Wandsworth
Chairs sub-group meeting (closed to public)	Wandsworth LINK	4th November, 6pm-8pm	Tooting Library, Tooting
From LINKs to HealthWatch in London conference	Department of Health	8th November, 10am-4pm	Hatton Gardens, London
NHS Wandsworth Extraordinary Board meeting (open to public)	NHS Wandsworth	15th November, 8.30am-10.30am	Wimbledon Bridge House, Wimbledon
Executive Committee meeting with NHS Wandsworth (closed to public)	Wandsworth LINK/NHS Wandsworth	16th November, 6pm-7.30pm	Wimbledon Bridge House, Wimbledon
Executive Committee meeting with St Georges (closed to public)	Wandsworth LINK/St Georges	23rd November, 5.30pm-6.30pm	St Georges Hospital, Tooting
Executive Committee meeting (open to public)	Wandsworth LINK	24th November, 6pm-8.30pm	Gwynneth Morgan Day Centre, 52 East Hill
Creative Christmas Workshop (open to public)	Creative Arts Project	29th November, 10.30am-4pm	St Mary's Church, Putney
Executive Committee meeting with Dawn Warwick (closed to public)	Wandsworth LINK/Wandsworth Council	6th December, 4.30pm-6pm	Wandsworth Town Hall, Wandsworth
Primary Health & Social Care sub-group meeting (open to public)	Wandsworth LINK	8th December, 6pm-7.30pm	Balham Park Surgery, Balham
Resources & Governance sub-group meeting (closed to public)	Wandsworth LINK	9th December, 3pm-4.30pm	Trident Business Centre, Tooting
Executive Committee & Host team meeting (closed to public)	Wandsworth LINK/Wandsworth Care Alliance	13th December, 6.30pm-8.30pm	TBC
Adult Care & Health Overview and Scrutiny Committee (open to public)	Wandsworth Council	10th January, 7.30pm-9.30pm	Wandsworth Town Hall, Wandsworth
Executive Committee meeting (open to public)	Wandsworth LINK	17th January, 6pm-8.30pm	TBC

Wandsworth Care Alliance (Host office) will be closed for the Christmas period on Monday 27th December 2010 and will re-open on Tuesday 4th January 2011.



Wandsworth LINK members are working to make things more **accessible**

There are estimated to be over 1.5 million adults with a learning disability living in the U.K, but it is so often the case that people with Learning Disabilities do not have access to the same chances as other people to gain independence, contribute to discussions and make choices about their own lives.

Some of our members, who themselves have a learning disability, thought it was about time that they took matters into their own hands and started making the LINK more accessible. Ian Beaton, Michelle Albury and Janet Longeran have worked with the host team to put together a guide for people speaking at meetings, on how, with some simple changes they can make things more accessible and friendly.

MAKE MEETINGS MORE ACCESSIBLE:

SPEAK UP

SPEAK ONE PERSON AT A TIME

SPEAK SLOWLY

TRY NOT TO USE TOO MUCH JARGON



The group have also given the Host team some tips on how to make their publicity material a bit more disability friendly.

Use Big, Bold Font, bright contrasting colours and lots of clear pictures. Numbering things and giving them clear titles is also useful. An interesting photograph with labels and arrows and speech bubbles is better than lots of words.

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sarah@wandcareall.org.uk
www.wandsworthlink.org.uk

Michelle wanted people to know that the following organisations can offer further support to people with Learning Disabilities: Advocacy Partners, Generate, Access Association, Disabled Go, Mencap, Paradigm, Travel mate, Joan Bicknell Centre.

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.