



Wandsworth Local Involvement Network

Wandsworth LINK

'An effective voice for Wandsworth's patients, carers and service users'

Annual Report

For the period 1st April 2009 to 31st March 2010



Contents

- OUR MISSION 3
 - OUR AIMS 3
- INTRODUCTION FROM THE CHAIR 4
 - LINK Executive - elected January 2009 6
 - LINK Sub groups + non exec 7
 - Resources & Governance 7
 - Communication & Participation 7
 - Primary Health & Social Care 7
 - Secondary Health & Social Care 8
 - The LINK Host 8
 - Appointed Representatives 9
- LINK at a glance 10
- WHAT WE DID 13
- WHAT'S BEEN ACHIEVED (Demonstrating impact) 15
- FINANCIAL REPORT 20

OUR MISSION

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

OUR AIMS

- A stronger and influential ‘voice’ for patients, carers and service users.
- Establishing our organisation as a recognised and well known independent organisation that promotes the ‘voice’ of service users, carers and patients.
- Effective working with commissioners and provider of health and social care.
- Effective communication and joint work with patient, carer and service user groups and individuals.
- Promotion of services for independent living.
- Improved ‘outcomes’ for good health and well-being.

INTRODUCTION FROM THE CHAIR

The past year has been one of consolidation for Wandsworth LINK. At the start of the year we determined our priorities. These were:

- Establishing effective ways of working with all the patient, carer and service user groups in the borough;
- Examining hospital discharge and planning for care at home;
- Contributing a service user and carer perspective to “Transforming” adult care services (largely the Council’s plans to personalise care); and
- Contributing to local NHS consultations.

The task for the year was to take these priorities forward.

The first priority lies at the heart of why LINKs exist. During the year we have established links with a wide range of patient and service user groups in Wandsworth. Much of the work has been carried out through the Participation and Communication sub-group who have overseen improvements in publicity materials, simplified the LINK membership process and ensured that local groups are fully aware of the LINK and its activities through regular newsletters. The website has been re-focused to attract more users, using the news bulletin board to provide summary information and Facebook and Twitter leads have been established. During the year, 68 new members were attracted to the LINK and, hopefully, all members are better informed about the local issues of concern.

One big change has been in the structure of the LINK Executive meetings. These bi-monthly meetings, held in public, have been broken into two parts, with the first part being a short and concise business meeting for updating and decision-making by the Executive and the second part being a presentation or discussion of a health or social care issue relevant to local people. The presentations have included an introduction to the “Transforming” social care programme by Dawn Warwick, the Wandsworth Director of Adult Social Care Services, whilst discussions have covered the local polyclinic proposals, and hospital discharge. In March, we ended the year with a lively discussion of local mental health services; a discussion led by local mental health service users.

During the year, the LINK Executive has established a pattern of regular meetings with senior managers from the main local health and social care commissioners (those who provide the funding) and providers (those who provide the actual care). These meetings ensure that we are in touch with the key-decision makers and able to raise members’ concerns speedily and effectively.

Alongside these meetings with senior managers, the LINK has been granted speaking rights at a number of key decision-making meetings, including the NHS Wandsworth Trust Board and the Council's Health Overview and Scrutiny Committee. This has enabled us to contribute fully to public discussions of local health matters. The key issue debated during the past year has been the polyclinic programme, both in south Wandsworth and then for the borough as a whole. The LINK had already contributed to the consultation on the polyclinic proposals for south Wandsworth through a meeting, jointly organised with the Furzedown Project in Tooting, with views that the accessibility and range of services on offer were the key factors for success.

At the NHS Wandsworth Board, however, there was a proposal to reduce radically the already approved plans for polyclinic hubs in Battersea. Wandsworth LINK spoke strongly at the Board Meeting against this proposal and the fact that it was being approved without public consultation, even though it was a substantial reduction of services from those originally agreed. Local press coverage of the LINK view was gained and a referral made to the Council's Health Overview and Scrutiny Committee which backed the LINK. The original ambitious plans may never be put in place but, at least, local people will have a chance to express their views about the new service configuration.

The LINK "Enter and View" team has also been established. After recruitment and training of the volunteer visitors, the first visit was to two wards in St George's Hospital to observe and talk to patients being discharged. The report has now been agreed and published and a follow-up visit planned. After that, visits to both Springfield and Queen Mary's Hospitals are now being considered. More "Enter and View" volunteers are needed and a further recruitment drive will be held.

The "Transforming" social care programme is of extreme importance to local social care service users and the LINK has made strenuous efforts to maintain its involvement in discussions about the changes it will produce. After the presentation from Dawn Warwick, there have been a number of questions raised with her about how the new system for assessing users' and carers' needs will operate and be funded. The full implementation of the new programme is still some way off but we are continuing to ask questions about how the new market for social care provision will be stimulated and supported, so that service users with disabilities can gain access to the services which are vital for their care and support.

All in all, the past year has been a very busy one and has required large amounts of effort from LINK members and host support staff. It would be wrong to single out individuals for particular mention but my predecessor as Chair, Jeremy Ambache, has been key to getting the LINK off to a good start in 2009 and we are grateful to him for his determination to ensure that Wandsworth LINK is, and can be seen to be, effective in bringing about improvements in local health and social care services in line with the views of local residents, patients and service users.

Roger Appleton
Chair, Wandsworth LINK

Information about LINK and the Host – quick facts

WANDSWORTH LINK

Contact details:	Address	Wandsworth LINK c/o WCA Host Trident Business Centre, 3 rd floor 89 Bickersteth Road London, SW17 9SH
	Telephone	020 8516 7767 (host office)
	E-mail	enquiries@wandsworthlink.org.uk
	Website	www.wandsworthlink.org.uk

LINK Executive - elected January 2009

Jeremy Ambache (Chair)
Roger Appleton (Vice Chair)
Fitzroy Beckford
Colleen Bowen
Mark Clarke
Mike Grahn
Suzanna Kawalek (Vice Chair)
Terry King
Vibert Luthers
Irene Storer
Jenny Weinstein
Barbara Willerton (Financial Monitor)

During January 2010 a re-election of new officers took place and the following executive committee members were elected into the following posts:

Roger Appleton (Chair)
Terry King (Vice Chair)
Jenny Weinstein (Vice Chair)
Barbara Willerton (Financial Monitor)

During this period, a place on the executive committee had become available due to the resignation of Mark Clarke. Following nominations and voting, Carol Tan was duly elected.

Following consultation with all LINK members, we have amended the way we elect our Executive committee. It is hoped that this will ensure continuity between one year and the next as well as offering opportunities for new people to participate each year.

LINK Sub groups + non exec

The sub groups are where much of the LINK's work gets done; they are made up of executive and non executive members of the LINK:

Chairs' Group

Roger Appleton
Mike Grahn
Suzanna Kawalek
Terry King
Jenny Weinstein
Barbara Willerton

Resources & Governance

-this group is responsible for advising the Executive Committee on financial, resources and governance matters.

Roger Appleton
Betty Price (non exec)
Kurt Schwarz (non exec)
Barbara Willerton

Communication & Participation

-this group has responsibility for projects that relate to recruitment of members and increasing active participation in LINK. It is responsible for general publicity and promotion about LINK work.

Jeremy Ambache
Fitzroy Beckford
Daniel Blagdon (non exec)
Colleen Bowen
Maria Charles (non exec)
Stephanie Dearden (non exec)
Jenny Weinstein

Primary Health & Social Care

-this group looks at health & social care services that are offered to people by adult social services and their GP surgeries, health centres, home visitors etc.

Roger Appleton
Sarah Dawson (non exec) resigned during 2009
Mike Grahn
Irene Storer
Jenny Weinstein
Barbara Willerton

Secondary Health & Social Care

-this group looks at health and social care issues as they affect people who are in hospital or care homes and considers how their social care is co-ordinated with their health care.

Fitzroy Beckford
Colleen Bowen
Hazel Ingram (non exec)
Suzanna Kawalek
Terry King
Vibert Luthers
Esther Persaud (non exec)
Mike Squires (non exec)

The LINK Host organisation is Wandsworth Care Alliance

“Hosts will be a key contact point for local people and groups, together with health and social care commissioners and providers, but they do not carry out LINK activities themselves. Their role is to provide support to volunteers involved with the LINK under the contract they have with the Local Authority.” (*National Centre for Involvement Guidance*).

Host Contact Details:	Address	Wandsworth Care Alliance Trident Business Centre, 3 rd floor 89 Bickersteth Road London, SW17 9SH
	Telephone	020 8516 7767 (host office)
	E-mail	simonne@wandcareall.org.uk

Host team

In Wandsworth the LINK host contract is complex and covers activities and projects beyond hosting the LINK. Below are names of staff involved in the host function:

Jason Edgington (Director)
Jackie Bedford (Administrator)
Sarah Ellison (Project and Outreach Worker)
Simonne Reid (Executive Assistant)
Susan Wheeler-Kiley (Project Manager)

Appointed Representatives

The LINK also has an ever growing number of people authorised by the Executive Committee to officially represent the LINK at various local strategic Committees/Boards and steering groups.

- **NHS Wandsworth Board**
 - Roger Appleton/Jeremy Ambache (deputy)
- **NHS Wandsworth Clinical Effectiveness Committee**
 - Mike Grahn/Barbara Willerton (deputy)
- **Health Overview & Scrutiny Committee**
 - Roger Appleton & Suzanna Kawalek/ Barbara Willerton & Fitzroy Beckford (deputies)
- **Working group on Psychological Services in Primary Care**
 - Jeremy Weinstein
- **Long Term Conditions Steering Group**
 - Barbara Willerton/Esther Persaud (deputy)
- **Patient & Public Advisory Group for South West London**
 - Roger Appleton/Barbara Willerton (deputy)
- **Lay member of Clinical Effectiveness & Medicine Management Group**
 - Terry King/Barbara Willerton (deputy)
- **Service Transformation Reference Group**
 - Jenny Weinstein, Jenny Purkis, Irene Storer and Colleen Bowen
- **Lay User Group**
 - Jenny Weinstein, Colleen Bowen and Vibert Luthers

- **Enter and View**

Past Team:

- Mike Squires
- Hazel Ingram
- Jean Gilmore
- Peter Whitby

Present Team:

- Jenny Purkis (who was part of the original team)
- Christopher Maher
- Lynsey Russell
- Josie Forshaw
- Gerry Horner

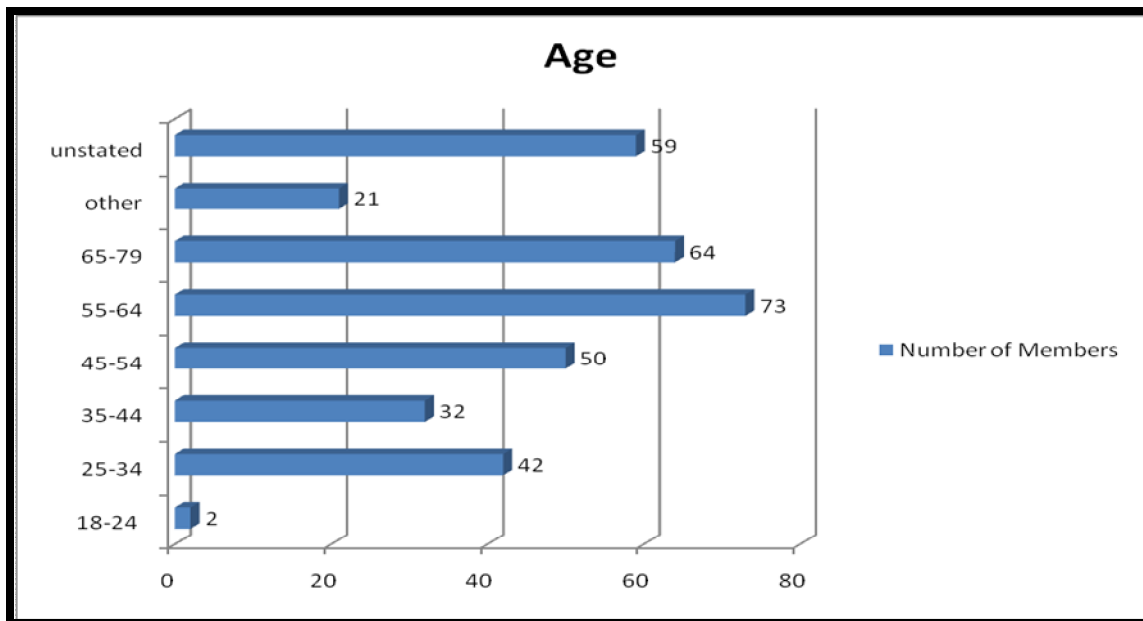
LINK at a glance

Membership

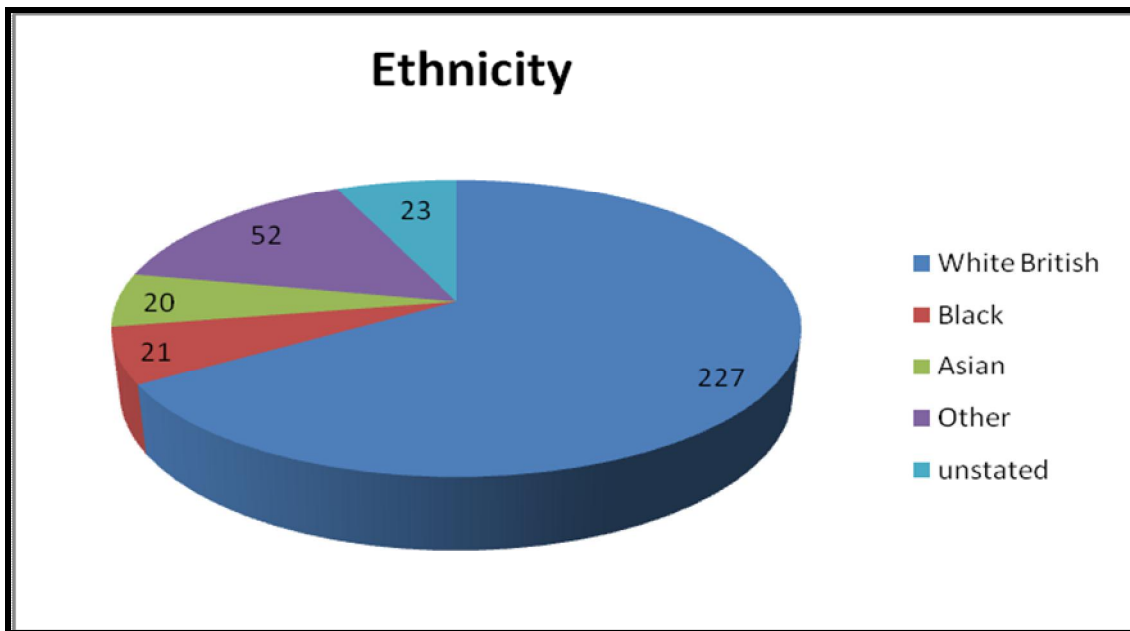
Organisations & Groups	= 73
Individuals	= 270
Total membership	= 343

Expansions of membership:

- Gender
 - Female (199)
 - Male (129)
 - Unstated (15)



- The highest percentage of our members, 21%, are aged between 55-64, with the lowest aged between 18-24. 59 members chose not to state their age.



- Of the 320 members who stated their ethnicity, 29% defined themselves as non-white. This is 7% higher than the overall percentage of non-white people living in Wandsworth, according to the 2001 census.
- 27% (94) of our members consider themselves to have a disability.
- 294 of our members, 86%, specifically ticked the box asking whether they have a direct interest in social care.
- In addition to those who have formally become members of the LINK, there are also a wide number of organisations and individuals who have participated in and contributed to its work; through open meetings, consultations, outreach visits and informal discussions. The LINK has also striven to contribute to and support local groups in the work they are doing.
- Of the 95 individuals and organisations who follow us on Twitter, only a very small proportion are registered members and the same can be said for the LINK's 64 Facebook friends. Furthermore, of the 17,670 page views our website has had this year, 48% of these visits came through the links posted on our Twitter and Facebook sites.

PUBLIC ENGAGEMENT

The LINK Executive recognised that, in order to engage the local community, 'we must go to them' and elected to hold its public meeting (held every other month) in a variety of community venues across the borough. It is hoped that this decision will continue to encourage a greater diversity of participation.

March's meeting was held at the Mushkil Aasaan Centre in Tooting and over 40 people were in attendance. Mental health was the key topic of the meeting where there were presentations from local service user groups, followed by a lively open discussion. Prior to this meeting, LINK members had undertaken outreach visits to relevant organisations to invite them to the event, as well as publicising the event through various media.

Wandsworth LINK appreciates that, for many Wandsworth residents, attending meetings is not always convenient so we have tried to establish other ways in which to engage with our membership and the wider Wandsworth Community.

Wandsworth LINK's website www.wandsworthlink.org.uk is regularly updated with news, events, training and volunteering opportunities. The website also has facilities for people to tell us about their experiences and give their comments, as well as an interactive feed from the Patient Opinion site and links to Twitter and Facebook.

The LINK produces a newsletter which is printed and published quarterly and has also been produced in an easy read format. The LINK additionally gathers views and communicates via the local press, other community and voluntary organisations and by talking informally to groups and individuals.

Over half of Wandsworth residents are aged between *24 and 40* and this group is notoriously hard to reach. Wandsworth also has one of the highest penetrations of broadband in the country so, in a bid to engage with the aforementioned group, the LINK has established both a Twitter and Facebook account. Wandsworth LINK has over 90 followers on Twitter and 64 friends on Facebook. These modes of communication offer Wandsworth residents an alternative way of participating, allowing them to make quick, one off comments.

In addition to these forms of engagement, Wandsworth LINK has held information stands at a number of public events, including but not limited to the Older People's Wellbeing event and the Carer's event at the Civic Suite, Wandsworth Town Hall. A presence at these events has raised the profile of LINK amongst the local community and professionals, helping to increase our membership and collect local experiences and opinion. The events also provided a useful networking opportunity, allowing us to build relationships with other user led and voluntary organisations.

The Secondary Health and Social Care group carried out two successful fact-finding days, the first of which included presentations from Social Services, NHS Wandsworth, Springfield, Chelsea & Westminster hospital and the second saw presentations from St George's Hospital, Kingston Hospital and Patient and Liaison Services (PALS).

INVOLVEMENT WITH STAKEHOLDERS

- Since April 2009, 12 LINK members have been supported to attend various training courses. Host employees have also attended a selection of training.
- The LINK has also advertised over 15 training opportunities to our members via its' newsletter, website and email.
- In addition to the aforementioned training, over the past year we have trained nine people to be part of the Enter and View Team. The training took the form of a workshop and was carried out over one day.
- Regular quarterly agency meetings held with:
 - NHS Wandsworth
 - St George's
 - Adult Social Services
 - Mental Health Trust

WHAT WE DID

Summary of Activities

Number of formal requests for information 198

This figure relates to all those requests which there is written evidence of, in the shape of minutes, letters or emails. It is impossible to account for all the verbal requests made by all LINK members.

Number of timely responses	58
Total number of responses	196
Number of referrals made to Overview & Scrutiny Committees	01
Number of reports or recommendations made	111
Percentage relating to Social Care	42%
Percentage relating to Health Care	58%
Number of Enter and View visits were made this year	01
Number of Enter and View Reports	01

CONSULTATIONS

Health Care

The Wandsworth LINK is fully committed to campaigning to have sufficient information available on local healthcare facilities to enable local residents to make informed choices about where they receive treatment. LINK therefore commented on the gaps in the information NHS Wandsworth provides in the Council's report on "Information for Choice" in the NHS put to its Health Overview and Scrutiny Committee. NHS Wandsworth acknowledged the shortcomings in its information offered and said that it was hoping to overcome the problems with a new website.

Intervention from the Wandsworth LINK representative ensured that the following statement was included in Wandsworth Council's Health Overview and Scrutiny Committee's formal response to the Department of Health's consultation on proposals for the framework for Quality Accounts:

"Providers should be required to demonstrate patient and public involvement in the selection of priorities" and the words "Boards should be required to present the outcome, rather than the process of the review" being added after the word "No".

Wandsworth LINK made nine recommendations in response to the NHS Wandsworth consultation on Improving Health in South Wandsworth.

LINK members took an active part in the consultation on the distancing of Wandsworth Community Services from the Primary Care Trust and the subsequent decision for it to merge with St George's Hospital Trust.

In December 2009, a selection of LINK members provided feedback and suggestions for improvement about NHS Wandsworth 'Your Guide to local health Services.' Below is an extract from the letter LINK received thanking us for our input.

*"I would like to take this opportunity to say a **big thank you** to everyone who gave us such helpful feedback on last year's "Your guide to local health services." It is so useful to hear the views of patients and members of the public who received the guide and your comments have helped us understand how we can improve it this year.*

We have received some very positive feedback about last year's guide and some excellent suggestions on how we could make it better. We will be using several of the suggested changes in this year's guide, including adding more cross referencing in, changing the listings so that some services are easier to find, adding in details of other nearby hospitals, and including symbols for all phone numbers and addresses etc."

Social Care

Wandsworth LINK published an in depth response to Wandsworth Adult Social Services Carer's Strategy. There are over 19,000 carers living in Wandsworth and the Carer's Strategy states how the statutory and voluntary agencies will help carers over the next five years. LINK's response was based on the content of the Strategy and Action Plan document, the views expressed by 25 people who attended two consultation meetings and anecdotal evidence from carers who have approached the LINK.

WHAT'S BEEN ACHIEVED (Demonstrating impact)

'Improving Access to Psychological Therapies' IAPT

The previous government rolled out a multi-million pound project to increase access to Psychological Therapies known as 'IAPT'.

As part of this scheme, Wandsworth is carrying out a three year £49 million primary care initiative with 28 Cognitive Behavioural Therapy (CBT) trained practitioners offering either 'low' or 'high' intensity interventions depending on assessed severity. The focus of the service is on providing free CBT to individuals suffering from depression and anxiety, with special attention paid to returning people to employment, older people and Black and Minority Ethnic (BME) communities.

Wandsworth LINK has representation on the Programme Board of the Improving Access to Psychological Therapies where progress is monitored and new developments discussed and LINK has consistently raised issues of concern. The LINK is supportive of the general thrust of IAPT and the principle of free therapy for vulnerable individuals, but having consulted service users, local groups and service providers has identified and raised a number of issues.

The first of the concerns raised by LINK was over the apparently significant numbers of people who were being referred to IAPT but not then offered a service and the worries about the effect of this on them.

IAPT was intending to launch a self referral programme for potential clients (an extension to the existing referral only via a GP) but has put this on hold, which LINK believes is a response, to the concerns it raised on behalf of the local community.

Following discussions with the counselling agencies which provide the service in the borough, the LINK became concerned by the limits to IAPT' collaboration with these providers. Further liaison with these groups and the professional counselling bodies (BACP and UKCP) to gauge the national picture, prompted the development of a protocol for partnership between IAPT and the voluntary sector. Wandsworth LINK then took this proposed protocol to the IAPT Board. The Board responded positively to the protocol and some immediate changes have taken place relating to the information given

to clients about the third sector. 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 psycho-dynamic approaches that some service users say they prefer. There is now an openness to the possibility of IAPT commissioning services from the voluntary sector.

Polyclinics

Wandsworth LINK hosted two public consultations to discuss NHS Wandsworth's polyclinic proposals for the south of the borough, one at the Executive in June and the other at a joint meeting with the Furzedown project in July 2009. In addition to this, we held an on-going online consultation for those who were unable to attend the meeting.

Following these consultations, the LINK submitted a detailed report recording the views of local residents. Amongst other things, the report encouraged the development of primary care that tackles health inequalities in the Borough; arguing that there should be more improvements in health services for the areas of poorest health and highest mortality.

NHS Wandsworth subsequently decided to proceed with plans for four polyclinic hubs across Wandsworth as a whole. Three of these hubs offer a single-site solution for a wide range of healthcare services which are currently delivered from acute hospitals, which the LINK fully supported.

However, for Battersea, the solution was a dual-hub on two sites near Clapham Junction station set three quarters of a mile apart. This would mean that, for any urgent healthcare which requires the use of equipment such as X-rays, patients would be expected first to attend the GP clinic at Clapham Junction Station, then to travel three quarters of a mile to St. John's Therapy Centre for the X-ray and then back to the Clapham Junction clinic to discuss the results. To add to the problems, neither site has any parking space attached to it. LINK was of the opinion that, in the light of this, patients requiring urgent care would continue to prefer to attend an Accident and Emergency (A&E) unit where all the necessary diagnostic equipment and staff were on a single site.

Wandsworth LINK considered that this split site proposal was a sub-standard solution whose inaccessibility would have huge implications both for the patient and for the efficient use of NHS resources. Furthermore, this proposal was very different from what was agreed as a result of public consultation.

Wandsworth LINK decided that this was unacceptable and referred the issue to Wandsworth Council's Health and Overview and Scrutiny Committee, arguing that there should be a proper consultation before the new reduced plan was approved. The Council backed the LINK and, at the meeting, NHS Wandsworth agreed that they and the LINK would together commission some market research to identify whether the new split-site service would affect the willingness of local people to use the centre.

This market research has now been organised and will take place during July with the results ready for publication by September 2010.

This is important because the new service will only be successful if it shifts urgent healthcare activity out of acute hospitals. It is thought that younger professional people, many of whom live in the Clapham Junction area, are less likely to use GP services for their healthcare needs but prefer to turn up at an A&E unit and get the solution at one visit without an appointment. The question is whether they will see their local split-site service as worth attending or whether they will continue to go to a single-site A&E.

Service User and Carer Engagement Strategy

LINK welcomed the opportunity to comment on Wandsworth Council's initiative to develop a *Strategy for User Involvement*. In order to consult local service users and carers, LINK set up two meetings, one at the Furzedown project for Older People and one at the Atheldene Centre for people with disabilities at which Council officers were invited to engage with users about the strategy. A total of 30 service users/carers were involved. Both meetings stimulated a lively debate and the key issues were put in writing by LINK as part of a formal response to the strategy.

The LINK response contained eight detailed recommendations for how the strategy could be improved. One such recommendation was that a **Newsletter** looking at patient and public involvement should be published more frequently than annually, which has subsequently been achieved. The report also proposed that social workers should receive service user training which was included in the final strategy. Representative groups for both carers and service users have also been set up. Wandsworth LINK is continuing to contribute to Wandsworth Council's Service User and Carer Strategy to help take the strategy forward.

Enter and View

The Wandsworth LINK Enter and View team, comprising of five LINK members, undertook its first Enter and View visit in February 2010.

The visit was made to three wards at St George's Hospital in order to observe the hospital discharge process on the day of discharge, to talk to those patients who were leaving that day about the experience, and to talk with the ward discharge co-ordinators.

Enter and View visits to hospital wards are being made in order to support the LINK Hospital Discharge priority which is focusing on the concerns that members have raised relating to timeliness, communication, carers' involvement, follow up, and implementation of care packages.

The Enter and View team submitted their report following the visit in February to St George's Management Team. It was well received, and the lead writer has been subsequently invited to present the report to the Patient Liaison Group, and the Pharmacy Team.

It is too early to ascertain how services will change as a result of Enter and View, and more visits are underway. However, the positive reception of the first report will, Wandsworth LINK believes, substantially affect the way that St George's implements its discharge policy and procedures to achieve long-term improvements in patient and carer experience.

Wandsworth LINK will be working closely with St George's to enable this long term objective to be fulfilled.

LOOKING FORWARD

Wandsworth LINK has made an application for funding from INVOLVE, a national advisory group, to undertake a research project whereby older people will be involved in all aspects of investigating the impact of personalization on older people. It is hoped that this work will also identify and develop preferred working models for how older people can best be involved in researching issues that concern them. The LINK has made this application in partnership with South West Academic Network, Wandsworth Council, NHS Wandsworth, Older People's Forum and the Furzedown Project.

In April 2010, LINK representatives took part in a work shop event aimed at collecting the opinions of disabled people about the possibility of establishing a Centre for Independent Living (CIL) in Wandsworth and considering how it could work. The group were unanimous in their support for a CIL in Wandsworth and LINK are supporting proposals which will be put to the council for additional funding for empowerment training and premises.

Wandsworth LINK has commissioned a 45 second commercial encouraging people to get involved, which is being shown every 15 minutes at 44 surgeries across the borough that treat over 120,000 patients between them.

Following the heated discussions which took place at the public meeting held in March about mental health, the LINK is working to finalise performance issues for the Mental Health Trust to monitor and report to LINK as benchmarks of improving practice.

Our next open meeting in July will be about Personal Budgets where there will be an open and frank question and answer session with Carol Barton, Wandsworth Council's Transformation Programme Manager. Wandsworth LINK will shortly be working with the Head of Policy and Performance for Transformation at Wandsworth Council, to develop key indicators by which we can monitor the success of the programme and make sure the council is answerable to local residents.

This summer, Wandsworth Council is carrying out a public consultation on a new model for day services. Wandsworth LINK is committed to supporting the local community to ensure they have their say in this consultation and will be promoting the consultation to its members via its website and twitter as well as carrying out information-gathering visits to local Day Centres and, in turn, producing a formal response to the consultation.

The LINK is beginning a piece of work to ascertain which GP's in Wandsworth have a patient liaison group and which do not. In the event that a practice does not have one the LINK will look to support and encourage patients to question its absence and set one up if they wish to do so. The hope is that, once this has been achieved, the LINK will facilitate a joint action group of GP Patient group representatives from all over the borough who will share experiences, good practice and drive change.

The Secondary Health and Social Care group has developed a short Hospital Discharge questionnaire which will be used to interview local people who have recently been discharged from hospital.

A representative from Wandsworth LINK has been invited by NHS Wandsworth to attend the Borough Wide Commissioning Group, where key issues are discussed prior to the submission to the PCT Board.

Wandsworth LINK has now also been given representation on the Wandsworth Local Strategic Partnership and, should the move to Foundation Trust go ahead, will be offered a seat on the Council of Governors for St Georges Healthcare Trust.

FINANCIAL REPORT

Under the three-year LINK Host Contract Wandsworth Care Alliance (WCA), the Host organisation, receives an annual sum of approximately £280,000 in four equal quarterly parts. This sum is effectively split into two component parts:

1. Money under the control of WCA as Contractor, approximately £228,500
2. Money under the control of the LINK via its Executive, £51,500. This is known as the Disbursement Budget. - The Disbursement Budget is managed and administered by the Host under the supervision of the LINK Executive through their appointed Financial Monitor and through the Resources and Governance Sub group.

The sum under the control of the Host, WCA, is for management and operational costs for the delivery of all parts of the complex Host contract, of which, there are five main areas of delivery.

- a. Establish and support the LINK
- b. Management and support of Community Partners Project
- c. Management and support of Voicing Views Project (Mental Health)
- d. Management and support of the Learning Difficulties Partnership Project
- e. Some additional support to Community Care services.

Incoming Resources	Disbursement Budget	Under Control of HOST	Total
Contractual income	£51,500	*£232,155	£283,655
Funds brought forward	£13,430		
Total funds	£64,930		
Expenditure	£61,840		
Committed funds carried Forward	£3,090		

*Note - the income under the control of the Host relate to deliverables described above and as such are not confined to the Host function. However, it is estimated the Hosting activities cost WCA in the region of £123,000 in the period.