



MAKE IT HAPPEN!



Sandwell LINk Annual Report

1st April 2008 – 31st March 2009



Developing health and social care services around you

Contents:

Better together	pages 2-3	Why our work is needed	pages 3-4
What you told us	pages 4-5	What we did	pages 5-6
What we achieved	page 6	Income and expenditure	page 7

Better together

Statement from Pam Jones, Chair of Sandwell LINK:



"Sandwell LINK has established a solid base on which to build its community engagement in the future.

The members of the Interim Management were elected to ensure the governance arrangements were in place before the substantive Management Group was officially elected six months later in March 2009. This was successfully achieved and I would like to thank the members of the Interim Management Group for their time and contribution.

The current Management Group is mandated to develop a network to ensure that the local population of Sandwell is able to comment appropriately on existing and future health and social care services. A little time will be needed before any substantial changes to services are seen."

Sandwell LINK is open to all individuals and organisations that either live, work, or receive their health and social care services in Sandwell. Sandwell LINK is supported by Black Country Housing Group – the Host Organisation.

There are three levels of involvement within Sandwell LINK:

Participant: A person or organisation that wants to influence decisions or concerns through the LINK, although they may not be in a position to participate on a regular basis. Participants may wish to just receive information and updates for the LINK, and contribute by taking part in surveys or commenting on consultations.

Member: A person or organisation that commits to taking part on a regular basis in the development and implementation of the LINK and to provide or collect information from a local community. Some examples of the role of a member are:

Officer: Overseeing the work of the LINK as an elected member of the Management Group

Ensuring that key local stakeholders are represented and that their views are considered

Engaging with the wider community

Supporting groups, undertaking work and taking up issues as necessary

Attending external events on behalf of the LINK

Opportunity to become authorised Enter and View Representatives



*The Interim Management Group
L-R Top: Sharon Wilson, Ron Heath,
Mohammed Saleem, Alan Jones, Ron Heath
L-R Bottom: Pam Jones (Chair), Liz Hammer*

In July, an Interim Management Group was elected for a six month period to establish the LINK; put in place a governance structure and ensure that all policies and procedures were

in place ready for the LINK's official launch on 17th October 2008. The Interim Management Group were also tasked with producing a six month work programme to make sure that LINK activities were taking place. The Work Programme included: conducting surveys to get the public's opinion on health and social care services in Sandwell, hosting community events and engaging with the public; establishing relationships within health and social care and contributing to local and national consultations.

The Interim Management Group disbanded on Tuesday 3rd March when the Management Group for 2009-2010 was announced.

The following people were members of the Interim Management Group:

Pam Jones (Chairman)
Frank Betteridge John Cash
Ron Heath William Hodgetts
Amaro Pereira (representing Salvation Army,
Oldbury)

Allan Jones (representing Access Alliance)
Mohammed Saleem

William Hodgetts
Amaro Pereira

Dorothy Nemedi

Previous members of the Interim Management Group include:

Elizabeth Hammer: July 2008 – October 2008
Pam Jackson: August 2008 – November 2008
Alan Jones: July 2008 – September 2008
Sharon Wilson: July 2008 – November 2008

Members of the Management Group for 2009 – 2010 are:

Pam Jones (Chair)	John Cash (Vice-Chair)
Bob Cohen	Shelia Clarke
Debbie Elwell	Carol Gallimore

Contact Details for the LINK and Host Organisation:

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Why our work is needed

Over the past year, the Host and LINK have been mapping services and gathering views from the community to find out what health and social care issues are facing communities in Sandwell. The following have been identified by the community as current issues:

- Access and information – health and social care
- Practice Based Commissioning
- Towards 2010 (now called Right Care, Right Here as of 23rd March 2009)
- Personalisation
- New Acute Hospital
- Safeguarding adults
- Attitude of GPs

The following details show how the LINK mapped services and gathered views:

In June 2008, the Host Organisation hosted engagement workshops in the six towns of Sandwell: Smethwick, Tipton, Oldbury, West Bromwich, Rowley Regis and Wednesbury. The purpose of the workshops was to introduce and promote the LINK and get feedback from the community as to how they believe the LINK should be structured and operated. The main points raised were:

- Community groups should be targeted
- Health and social care professionals should be engaged and encouraged to spread the word
- The LINK needs to have a good working relationship with the community
- The LINK needs to be driven forward by core members
- An Interim LINK Management Group will need

to be formed to concentrate on establishing the LINK

Following the workshops, those interested expressed their interest to become a member of the Interim Management Group. Nominations were received and the Interim Management Group was elected on Saturday 19th July.

Sandwell LINK was represented at numerous community events in the summer. These included:

- Health awareness week
- Blackheath community forum
- Community Fun Day at Friar Park
- Community Fun Day at Tipton
- Sandwell Community Show – two days
- Yew Tree Community Fun Day

A basic survey was conducted over two days at the Sandwell Show. The results showed that although 50% of participants were familiar with upcoming changes in healthcare, only 14% were aware about social care developments. This finding prompted the LINK to establish working relationships within social care in order to be kept up to date about social care developments.

In September 2008 a survey was sent out to all of Sandwell LINK's participants. The purpose of the survey was to find out about health and social care interests of Sandwell LINK's participants in order to form the LINK's work programme.

All 114 participants expressed their interests with 23 participants providing more in-depth responses. Participants could either complete the survey and return it to the LINK by post or attend one of the participation events that were held in December.

The areas of interest explored in the survey were:

- Mental Health
- Community Based Services
- Public Health Information
- Long Term Conditions
- Hospital and Specialist
- Social Care
- Ambulance and Transport

The 23 participants who provided more detailed information represent 20% of the LINK. Key trends were identified from these responses. These included:

Full engagement of the community: Involvement of

all minority groups, all ages etc, in decisions about services provided.

Accessible and available information: This is with respect to service provision, and refers to the variety of formats in which information is presented in terms of different languages and different media.

Accessible and available services: This is with regard to the range of services and how they meet needs, and how they cater for different cultures, religions, languages and restrictions in mobility etc.

All of the key themes identified from workshops and survey results were fed into the LINK's six month Work Programme.

What you told us

At the LINK's launch on Friday 17th October 2008, individuals and community organisations were invited to share their views on health and social care services in Sandwell and to discuss how the LINK moves forward.

Workshops were held throughout the day to gain views and attendees identified the following main issues surrounding health and social care:

- Attitude of GPs
- Access to GPs
- Lack of information available about social care services
- Lack of awareness of social care services



A workshop group discussing local issues

Attendees suggested that the LINK could take forward these issues in the following ways:

- Pooling information from other organisations

- Working directly with the PCT and social care
- Campaign for a central register of services
- Continue to raise awareness and membership through developing links with organisations in the sector
- Become a conduit for information, pooling information that voluntary organisations in Sandwell already have and building on existing partnerships
- Develop working arrangements that tackle the issue of cross boundaries

After the launch event, a report was written and distributed to those who attended the launch event, LINK members and participants, Scrutiny, Sandwell MBC, Sandwell PCT, Sandwell and West Birmingham Hospitals NHS Trust, West Midlands Ambulance Service and the Healthcare Commission.

In the LINK participant survey, respondents commented that the LINK should also focus on: Practice Based Commissioning; Personalisation; the new acute hospital and modernisation of social care.

Outreach

There are 103 individuals and 36 organisations registered with the LINK. The Host contacted representatives of organisations that have joined up to the LINK to find out how many people they are representing within their organisation. This ensures that the LINK can record exactly how many people are having an influence within the LINK. With this in mind, the LINK has an outreach of 312 people.

The LINK also has a stakeholder group, made up of representatives from statutory and voluntary organisations in Sandwell. The purpose of the group is to provide best practice for the LINK, ensuring that the LINK is aware of developments within health and social care.

The following organisations have a seat on the stakeholder group:

- Sandwell PCT
- Adults and Communities (Sandwell MBC)
- Sandwell and West Birmingham Hospitals NHS Trust
- Sandwell Mental Health NHS and Social Care Foundation Trust
- West Midlands Ambulance Service

- Chair of Sandwell LINK
- CARES
- Sandwell Visually Impaired
- Race Equality Sandwell
- A member of the community
- Sandwell Council of Voluntary Organisations

The LINK has been making

particular efforts to engage with 16-24 year olds. The LINK has marketed itself utilising social networking sites. The LINK has its own Facebook page and it also has its own interactive website.

The LINK has also made connections with V-Flex, an

organisation that promotes volunteering for 16-24 year olds. The LINK have advertised with V-Flex to try and get some young people to set up a “youth advisory panel” for the LINK to make sure that the voice of young people gets heard.

What we did

All of the information collated from workshops, surveys and the LINK’s launch helped form the Interim Management Groups six month Work Programme.

Establishing Relationships

The LINK has established relationships within health and social care. The Host made initial contact and introduced the LINK. The LINK then built on these relationships by inviting health and social care representatives to attend LINK meetings. The aim of the meetings was to establish working relationship protocols. The LINK has established relationships with the following:

- Andrea Pope-Smith: Director, Adult Services and Health
- John Garrett: Executive Director, Adult and Community Services
- Richard Nugent: Chair, Sandwell PCT
- John Edwards: Chair of the Scrutiny Management Board
- Andy Green: Director of Corporate Governance, Sandwell Mental Health NHS and Social Care Foundation Trust
- Gail Parry: Membership Manager, Sandwell Mental Health NHS and Social Care Foundation Trust
- Jessamy Kinghorn: Head of Communications and Engagement, Sandwell and West Birmingham Hospitals NHS Trust
- Barry Cobb, West Midlands Ambulance Service
- Mark Davis, Chief Executive, Sandwell Council of Voluntary Organisations
- Les Williams, Programme Director Right Care Right Here, Sandwell PCT
- Health and Wellbeing Board

The Interim Management Group attended a training session with Scrutiny on Thursday 6th November 2008 to gain knowledge of how Scrutiny in Sandwell functions and to discuss how the LINK and

Scrutiny will work together in the future. Following the training session, a protocol for communications was established between the LINK and Scrutiny. The Chair of the LINK meets regularly with the Chair of the Scrutiny Management Board, to discuss progress and to identify any issues that the LINK could take on board.

Public health information event

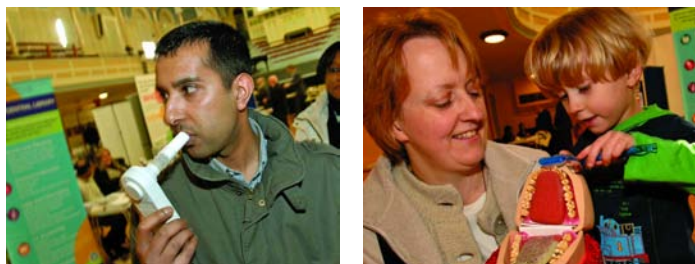
Attendees at the launch event stated that they felt there was a lack of information available about health and social care services in Sandwell. To respond to the communities concerns the LINK co-ordinated a public information and involvement drop-in event with providers, to ensure the accessibility and availability of information that the community wanted.

The event took place on Friday 23rd January 2009 and was titled “Your Services, Your Say, You Can Make it Happen!”. The event featured stalls and information from:

- Adults and Community Services
- Sandwell Mental Health NHS and Social Care Foundation Trust
- Sandwell Mental Health NHS and Social Care Foundation Trust PALS
- Sandwell PCT PALS
- West Midlands Ambulance Service
- Healthcare Commission/Care Quality Commission
- Scrutiny
- Library Services
- Towards 2010
- Practice Based Commissioning
- Community Development Team
- Family Information Services
- Transport Planning
- Healthy Lifestyles

Talks were also held on: Personalisation and Modernisation, Practice Based Commissioning and Introduction to LINKs.

The event was promoted to the community through: colour adverts in the local press, radio interview on BBC West Midlands and poster and leaflets were distributed to LINK members, participants and the community.



Attendees at the public information event

Although the LINK hoped for a better attendance, feedback about the event was very good and indicated that the aims Sandwell LINK had set out to achieve were met. 89% of respondents felt the event was welcoming and that there was enough information. 78% stated that they learnt something new at the event, specific statements including 'how to get in touch with different organisations' and 'the rich and diverse support available within the area'. 44% of respondents identified that the friendliness and approachability of stall holders was one of the things they liked about the event, the same number indicated it was the breadth of information they liked. Only 33% of respondents felt that they would have liked to have seen other providers there: these

What we achieved

The LINK has ensured that it listens to the community through compiling community surveys, workshops and events. The information collated was fed into the Interim Management Group's six month Work Programme.

The Interim Management Group decided to concentrate on information and access to health and social care services for the first year, as it was the most highlighted issue. Once the launch report was circulated to commissioners and providers, the LINK contacted service providers to arrange the public information and involvement event, to show the community the services that are available to them and how they can get involved in shaping services.

The LINK contributed to the Healthcare Commission's Annual Health check for 2008-2009 and provided third party commentaries for the following trusts: Sandwell PCT, Sandwell and West Birmingham Hospitals NHS Trust and Sandwell

were the acute trust and more from mental health.

Consultations

The LINK has been making Sandwell's voice heard in the following consultations:

- NHS Constitution
- Comprehensive Area Assessment
- Sandwell PCT's Consultation on the new doctors surgeries and health centre for Sandwell

How results were communicated back to the community

The LINK wants to make sure that results are communicated back to the community. This has taken numerous forms, including:

- Professional reports
- Updates on Sandwell LINK's Website and Facebook page
- Feedback in Sandwell LINK's newsletter

For example, after the LINK's launch event, a report was put together and was circulated amongst health care and social care professionals, community organisations, LINK participants and attendees. The report was also made available on the LINK's website for the community to access, and a mini report was included in Sandwell LINK's newsletter.

Mental Health NHS and Social Care Foundation Trust.

The LINK designed a survey to gain feedback from the community, focusing on capturing information to answer core standards about patient focus and safety (C4, C13, C14, C16 and C20).

As well as the surveys, the LINK hosted workshops on Monday 23rd February 2009 for members of the community, and community groups to discuss: how well healthcare organisations work together to meet patient needs, how well they gather the views of patients and how the healthcare organisations ensure equality of access.

Once all of the surveys were submitted and the responses were collated from the workshops, the LINK produced their commentaries for each Trust in Sandwell. Commentaries were then submitted to each of the Trusts for inclusion in their third party commentaries.

Income and expenditure

Contract Total: £175,000 for the year, £160,416.67 for 11 months. Actual total expenditure for year = £140,802.84 (this total includes staff costs and office overheads)

	Year	Budget 11 months	11 months expenditure
LINKs participant's expenses			
Travel, special needs & care	13,000.00	11,916.67	679.74
Total	13,000.00	11,916.67	679.74
Communications costs- translation, accessibility of written materials and events, newsletters			
Interpreters, signers and newsletters			
Stationery			1,360.67
dup/printing			4,102.38
Phone			231.94
Postage			2,237.40
meeting support			7,755.30
Newsletters			2,186.00
Information & Publicity			1,934.17
Total	20,000.00	18,333.33	19,807.86
Reserves held for development and outreach work etc			
Total	5,000.00	4,583.33	4,958.75
Website development/maintenance and/or procurement and advertising			
Total	10,000.00	9,166.67	9,450.92
Development of surveys/research and data management			
Total	5,258.00	4,819.83	3,521.22
Contract Total	175,000.00	160,416.67	140,802.84



Sandwell Local Involvement Network Gives You The Opportunity To Influence Your Local Health And Social Care Services.

Anyone can get involved, and it has been set up to make sure that people in your area get the health and social care services they need.

We want to hear about your experiences of health and social services and your ideas for improvements or changes. Your LINK has the power to implement small changes and influence big changes.

To join Sandwell LINK, contact the Host Organisation at Black Country Housing Group on:

tel: 0121 561 1969

email: SandwellLINK@bcha.co.uk

www.SandwellLINK.org

