



Stockport **L**ocal **I**nvolvement **N**etwork  
YOUR OPPORTUNITY, YOUR VOICE

# Annual Report

April 2008 - March 2009

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# 1: Introduction

## The Stockport LINK Mission Statement

The Stockport LINK will endeavour to obtain the diverse views of the population of Stockport (the eyes and ears for the local people) including all who live in or use services in the wider area on health and social care issues. The information gathered will be evaluated and all issues of general concern presented to the relevant service providers. The Stockport LINK will work with, and make every effort to influence, those providers to encourage and facilitate improvement for the benefit of the community.

**The Stockport LINK is a network of groups and individuals from across Stockport coming together to ensure that health and social care services are planned and delivered to meet the needs of the people that use them.**

Anybody can join the LINK - you do not need to have any expertise or experience, as long as you have an interest and want a say in how health and social care services are delivered.



## **The LINK will:**

**Find out what people like and dislike about health and social care in Stockport.** We are always here to listen at the LINK Support Office, if you know of a wider health and social care issue in Stockport, let us know. The LINK is proactive in producing questionnaires and feedback forms that are circulated around the Stockport area for a wider balanced view.

**Suggest ideas to help improve these services and consider specific issues of concern to the community.** Because the LINK is made up of Stockport residents, these issues and the ideas to help tackle them are being formulated by you and people representing you. The LINK wants to hear about your experience of health and/or social care services in Stockport.

**Visit premises in Stockport where care is provided or those providing care to Stockport residents.** This is called Enter & View, and is undertaken by trained LINK members. Authorised LINK members can visit care premises to view the quality of care, write a report and feed back to both the organisation providing the care and the wider public.

**Work with and influence those who make decisions about new services or existing services to help make them better.** The LINK has the power to make statutory bodies listen, they are under an obligation to respond to LINK requests and reports within a given amount of time, meaning that the LINK can really make a difference.

**Be flexible, providing many opportunities and different ways in which you can get involved.** One of the great things about the LINK is that you can be as involved as much or as little as you like. From being a Core Group member, attending meetings, participating in Enter & View, participating in subgroups or you can simply choose to receive the Newsletter or provide us with your feedback. The choice is up to you.



## 2: Chair Perspective



**My name is John Leach and I am the Chair of the Stockport Local Involvement Network (LINK) Core Group and Steering Group.**

The Stockport LINK replaced the Public and Patient Involvement in Health (PPIH) Forums from April 2008. Pebble Enterprises was awarded the LINK contract the following May and work began to develop the LINK one day per week from the Host organisation and in July two full time members of LINK Support Staff were recruited. The PPIH from both the Primary Care Trust and NHS Foundation Trust reformed to become the Health and Social Care Forum. The Forum supported the LINK Support Team in the transitional period. The LINK was officially launched in October 2008 and the Core Group and Steering Group were elected in February 2009.

The Stockport LINK Mission is that the LINK is intended to be the eyes and ears for the local people who live or use services in the Greater area of Stockport. It is the LINK's intentions to consider specific issues of concern to the local community and work with and influence those who make decisions about new or existing services to help make them better.

I believe our local LINK has made great strides in enabling effective citizen engagement in health and social care decision making at a local and strategic level.

This annual report will detail who is involved in the Stockport Core Group and Steering Group, the wider membership and the activity we have been engaged in and how much money we have spent.

As this is our first year a lot of our time has been spent in establishing ourselves and building up contacts and relationships with our key partners. So far our partners have been on the whole very supportive and have embraced the LINK in terms of their public engagement agendas.

The LINK want to truly represent the views and concerns of all residents, patients, carers and groups across Stockport and at the end of this report you find our contact details. Please get in touch if you have any issues or concerns that you wish to raise or if you have any thoughts or suggestions on how Stockport can represent you more effectively.

*John Leach*

(Chair of the LINK Core Group)



# 3: Stakeholder Experience

The Stockport LINK has developed positive relationships with its stakeholders especially with the health and social care organisations in Stockport from the statutory sector, voluntary sector and within the local community.

The following stakeholders have commented on their experience of working with the LINK:



## **Stockport Metropolitan Borough Council**

During its first year the Stockport LINK has been proactive in the community building and strengthening the local knowledge about the LINK. They have in particular have developed a good working relationship particularly with Adult Social Care. In their development phase they were keen to set the right foundations and governance arrangements and were therefore realistic in providing feedback on proposed consultations, suggesting alternative ways to engage that were appropriate for them at their developmental stages.

They have since been working closely on a joint mapping exercise, which will enable local groups to be supported to have more meaningful involvement in the issues that are important to them. They are monitoring the provision of older people's services through the All Our Tomorrows Shadow Board, where LINK members and Board Members have come together with shared rationale to improve services for older people.

We are confident as they go into their second year along with Stockport's new joint commissioning arrangements that the LINK will influence the improvement and developments of current and future health and social care services.

The LINK Host, Pebble Enterprises has continued to deliver key milestones and targets set within the contract and more. Reporting has been consistent and on time.

**Stuart Cowley, Modernisation Manager Adults and Communities,  
Stockport Council**



### **Stockport Scrutiny Committees:**

During the past year, Stockport Scrutiny Committees and the LINK have started to establish a strong working relationship. Three of Stockport's scrutiny committees have an interest in health and social care (Adults and Communities; Children and Young People; and Health). These committees were very keen to establish a strong partnership with the LINK from the outset; and in December 2008, the Chairs of the relevant committees and the LINK agreed a protocol for joint working.

The LINK has already provided an essential source of intelligence for the scrutiny committees regarding local issues relating to health and social care; and LINK members have been actively involved in the development of the Health Scrutiny Committee's work programme for 2009/10. The LINK Development Manager and five LINK members, including a carer, attended a meeting of the Health Scrutiny Committee in March 2009 to provide Members with an invaluable firsthand insight into service users' experiences. This meeting informed the scoping of the Committee's current work around health services for older people.

In addition the Health Scrutiny Committee is currently working in close partnership with the LINK to undertake a consultation project with older people living in residential and care homes. By exercising their statutory right to access such establishments, LINK members have agreed to visit residential homes and care homes to consult with residents on behalf of the Scrutiny Committee. This joint work will enable the Scrutiny Committee and LINK to complement each other's roles; and ensure that the views of a wide range of service users are represented through the Scrutiny Committee's work.

There are limitations to the capacity of overview and scrutiny committees, not only in time but also to the degree to which they can be fully informed about the needs and experiences of users and the public. The Health Scrutiny Committee's work with the LINK is already helping the Committee to access a wide range of service user views and experiences which provide a clearer picture of what is happening for local people. This joint work will support the Scrutiny Committee in developing well evidenced recommendations which address the issues which matter most to the borough's residents.

**Tom McGee, Chair of Health Scrutiny Committee**

### **Stockport Primary Care Trust:**

**What a Difference a Year makes!** The first year of The LINK has been very busy, setting challenges for both the new LINK and Stockport Primary Care Trust. The work programme around engagement began very early on, whilst LINK was still setting up protocols and procedures around its working governances. During the year we worked with the LINK seeking advice and help with engaging and involving the public on a number of important changes that were taking place around patient care and local health services.

In September we began a consultation around a new health facility that would provide the public with access to a new GP-led service, open from 8am to 8pm. Patient's views on the location and the type of services it would provide were very important. The LINK had already built-up information about local people keen to participate and get involved in influencing decisions about health and social care services; they were able to facilitate and help with this consultation, at very short notice. Patient feedback confirmed that this type of service would be welcome especially for those patients who do not find it easy to register with a GP and for times when it is difficult for the patient to get an appointment at their own GP practice. The feedback also stressed the need for good transport links to get to the new GP Centre and for adequate parking facilities.

We plan to open this new service in October 2009 and it will be integrated with our Out of Hours service, located in the Stockport GP Co-operative. Like other NHS walk-in-centres it will be able to deal with a range of clinical and health issues and you will not need an appointment.

Other engagement activities by LINK around primary care services was the relocation of some eye treatment from the hospital into the community and the development of a 'Reading Group' who scrutinises leaflets and patient information produced by the primary care trust, to make sure they are easy to read and understand. The work goes on, LINK have been instrumental in helping us to develop our Single Equality Scheme – working in particular with those people who for a range of reasons do not have fair or equal access to healthy lifestyle choices or, opportunities – often through no fault of their own. Many people feel they do not have a voice when consultations are undertaken in the traditional manner, they are seldom heard from, because we don't always use the best methods to listen.

The LINKs has changed all that, given the opportunity to do so, patients and the public are keen to work with those who provide or commission health and social care services, seeking to share their experiences and help to find solutions to present day problems and change the future. I look forward to another busy year, with just as many challenges around how we improve the health inequalities in Stockport. In partnership with NHS Stockport and LINK patients and the public really do make a difference.

**Caroline Bennett, Head of Patient Advice & Liaison Service**

*For a full list of our stakeholders please see Appendix 1.*



# 4: Membership & Structure



## 4.1 Membership

It is not necessary to become a member of the Stockport LINK to get involved. The Network is run in a way in which everyone can have their say and get involved at a time that is right and interesting for them.

The Stockport LINK initially promoted the LINK with expression of interest forms which were submitted in return for a LINK Participation Pack. The pack contained basic information about the LINK and how it was set up and some suggestions of how people might like to get involved. It contained an application forms for both individuals and groups to complete, indicating the level of involvement and also the areas of interest in which they would like to receive information.

All members receive the regular LINK News, a newsletter outlining the progress of the LINK and areas in which they can currently get involved.

Membership has since been simplified and includes everyone from those wanting to receive only the newsletter to those who want to be a full LINK Core Group Member.

### Membership data at end of March 2009:

Individuals:	<b>154</b>
Group:	<b>48</b>
Total:	<b>202</b>

The Stockport LINK is also registered on two social networking sites 'Twitter' and 'Facebook' and have **17** followers for Twitter and **22** members on Facebook.

**To find out more please visit:**

<http://twitter.com/StockportLink>

<http://www.facebook.com/group.php?gid=83629259511>



## 4.2 Structure

Membership and interest gathered to form a 'Core' LINK group was reached in October 2008. The Stockport LINK was then launched along with a brand new website dedicated solely to the Stockport LINK. The interim Core Group was established and met monthly from October 2008 to February 2009. This group worked on developing the LINK and preparing the first democratic LINK election of members.

The Election took place on 28th February 2009 at Hazel Grove Civic Hall and the main decision making Core Group (30 places) was elected along with a Steering Group of five (whom also form part of the Core Group). The newly elected Core Group continues to meet monthly and the Steering Group meet fortnightly to consider and evaluate information to take to the Core Group meeting.

The core group members were elected for one year from the date of election, the second election will take place in March 2010.

LINK members who do not make up membership of the Core Group are our Wider LINK members.

A full Governance document has been developed outlining the roles and responsibilities of the Core Group, steering group, the subgroups and task groups involved with the LINK and statutory organisations.

*Please see Appendix 2 for the Structure chart*





### 4.3 Stockport LINK Core Group Membership List

	<b>Name</b>	<b>Membership</b>	<b>LINK Role</b>
1.	John Leach	Individual	Chair
2.	Loretta Alao	Group (African Caribbean Community Association)	Vice Chair
3.	Alan Watt	Group	Core Member
4.	Audrey Lee / Janet Jackson	Group (Mellor Society)	Core Member
5.	Bob Wiggins	Group (Alzheimer's Society)	Core Member
6.	Breda Johnson	Vol org Rep (Care Schemes)	Core Member
7.	Chris Wrigley	Individual	Core Member
8.	Clem Beaumont	Individual	Core Member
9.	David Atkinson	Individual	Core Member
10.	David Kirk	Individual	Core Member
11.	Gerry Wright	Individual	Steering Group
12.	Helen Ogilvy	Vol. org Rep (Signpost for Carers)	Core Member
13.	Jackie Dootson	Individual	Core Member
14.	Jane Bailey	Vol. org Rep (Age Concern Stockport)	Core Member
15.	Jo Wolfson	Vol. Org Rep (Action for Sick Children)	Core Member
16.	Joyce Drummond	Individual	Steering Group
17.	Leslie Pattison	Individual	Core Member
18.	Margaret McCausland / Pauline Roberts / Janet Brown / Norma Neild	Group (LINK Mental Health Carers)	Core Member
19.	Mandy Peet	Vol. Org Rep (CVS)	Core Member
20.	Mike Lappin	Group (Health & Care Forum)	Core Member
21.	Pat Hannah	Individual	Core Member
22.	Peggy Hall	Individual	Steering Group
23.	Sheelagh Peel	Group (Foundation Trust Patient Forum)	Core Member
24.	Stan Prescott	Group (Reddish Pensioners)	Core Member
25.	Tony Johnson	Group (Foundation Trust Governor)	Core Member

# 5: LINK Activities



## Networking and relationship building

Since July 2008, The LINK Support Team quickly set up a 'Get Going Team' which met monthly to help develop and foster relationships with local voluntary and statutory agencies along with the former Public and Patient Involvement in Health (PPIH) Forums. In Stockport the Former PPIH Forums came together to form a new group called the Stockport Health and Care Forum.

This enabled the LINK Support Team to liaise with various agencies to inform them that a Local Involvement Network was being set up, what this might mean for them, options of how the LINK might look like and the type of requests the LINK might ask. This gave local organisations an early start to think about how they would like to work with the LINK.

## Representation

The Stockport LINK is represented on **16** local strategic partnerships, development meetings, networks and interest groups.

*See Appendix 3 for detail*

## Awareness raising

Much of the work that the LINK does is around awareness raising in the community, LINK members and the LINK host have visited over **26** community groups and developed a range of publicity materials to promote the LINK.

*See Appendix 4 for detail*

## Presentations

A number of presentations were given to service area departments within both the NHS and the Council to raise awareness about the LINK and to request cooperation and partnership working with the LINK.

# 6: Work Programmes

Action planning for the LINK was developed during March 2009. There are two parts to the LINK Work Programme:

1) **Development Plan** - this is divided into 5 sections and each section is lead by a member of the Steering Group who co-opts other members of the wider LINK. The sections are:

## 6.1 Publicity & Promotion

A subgroup responsible for the regular promotion and publicity of the LINK. This includes the production of a regular newsletter, ensuring appropriate representation and cover at events

We have produced two newsletters and will regularly produce one every two months.

We have written over 30 articles for other newsletters and regularly contribute to the following:

- Age Concern Stockport News
- CVS Bridge
- Carelink
- Civic Review

The Stockport LINK website is are the first result when searching for '*Stockport LINK*' on google. The LINK decided to purchase 100 days of a sponsored link to have the Stockport LINK website appear in the sponsored link section when '*healthcare stockport*' or '*social care stockport*' is typed into the search bar.

A screenshot of a Google search for 'healthcare stockport'. The search bar contains the text 'healthcare stockport' and a 'Search' button. Below the search bar, there are options for 'the web' and 'pages from the UK'. The search results show 'Results 1 - 10 of about 173,000 for healthcare stockport (0.41 seconds)'. The first result is 'Stockport NHS' with a description: 'Stockport NHS Foundation Trust and Stepping Hill Hospital ... We are proud of our outstanding record of providing excellent healthcare to patients and we ...'. To the right, there is a 'Sponsored Links' section with the text: 'Stockport LINK Have Your Say And Help Change And Social Care In Stockport www.stockportlink.co.uk'.

A screenshot of a Google search for 'social care stockport'. The search bar contains the text 'social care stockport' and a 'Search' button. Below the search bar, there are options for 'the web' and 'pages from the UK'. The search results show 'Results 1 - 10 of about 109,000 for social care stockport (0.39 seconds)'. The first result is 'Stockport Metropolitan Borough Council | Adult Social Care' with a description: 'Stockport Council Information about the range of social care services for adults in Stockport www.stockport.gov.uk/content/healthandsocialcare/adultsocialcare?n=5441 - Cached - Similar - >'. To the right, there is a 'Sponsored Links' section with the text: 'Stockport LINK Have Your Say And Help Change And Social Care In Stockport www.stockportlink.co.uk'.

## **6.2 Training & Education**

Responsible for identifying LINK member training needs and matching LINK member skills to LINK activities. A training programme is being put in place.

Already LINK members have undergone a team building day, briefing sessions on strategic priorities for the Council and the Primary Care Trust such as long Term Conditions, World Class Commissioning, Self Directed Support, PCT Strategy, as well as other awareness raising events. Enter and View Training and Safeguarding adults is being undertaken throughout May and June 2009.

## **6.3 Health & Social Care Liaison**

This team is responsible for ensuring clear communication between the LINK and developing positive relationships between the LINK with both the statutory sector and the community.

An action plan is in place to co-opt wider LINK members to become LINK champions within the community who keep in close contact with GP Practice managers and also local community Groups – these champions are then able to communicate between the Core Group and the community.

## **6.4 LINK Activity Budget**

Responsible for ensuring the LINK spends its activity budget within a positive and transparent system

## **6.5 Governance**

Developing and reviewing policy, systems and procedures for the LINK.

The Following Policy Documents have been developed:

- LINK Governance Arrangements
- LINK Expenses Policy
- LINK Budget Authorisation Policy
- LINK Code of Conduct
- LINK Complaints Policy
- LINK Confidentiality Policy
- LINK Conflict of Interest Policy
- LINK Equal Opportunities Policy
- LINK Access Support Policy
- Protocol for working with local Scrutiny Committees

*See Appendix 5 for Development Plan*

**2) Work Programme** - this is the actual work programme that will look at specific topics, issues and areas of work

*see Appendix 6 for full Work Programme*

# 7: Requests for information

**During December 2008 the LINK made two requests for information to Stockport NHS Foundation Trust.**

The first one was with regard to concern over the number of full wards at Stepping Hill at this time of year and whether there would be an increase in capacity to cope with expected increased winter demand and whether they would you provide the LINK with an update on the position of overflow wards and the provision of winter care.

The second request was regarding the concerns over the lack of support (capacity) for people needing 'continuing care' both in and out of hospital. The LINK asked the hospital to provide their standpoint on this issue.

The NHS Foundation Trust was sent relevant LINK information prior to the requests and invitations from the LINK to come and speak with them. The LINK did not receive a response to these requests and were written a reminder letter.

**The NHS Foundation Trust did respond in February 2009 and the LINK is now trying to improve the communication and developing a specific protocol.**



## 8: Referrals to the Scrutiny

A joint working protocol has been developed between the LINK and Scrutiny, a presentation was given to all the chairs of the various Scrutiny committees with Health, Adults and Communities and The Children and Young People's Scrutiny having a particular interest in health and social care.

The LINK was included in the Stockport Scrutiny work programme planning session for 2009. A joint piece of work which will include Enter and View is planned for 2009.

No referrals have been made to Scrutiny this year.

## 9: Reports and Recommendations

### **The New GP Led 8-8 and Out of Out of Hours Service**

The LINK took part in this consultation and wrote a report on the finding of several focus groups that were held with members of particular groups who would potentially access this new service with recommendations around communication, monitoring and keeping the LINK informed and updated on all new developments about the service.

### **Experience of Health and Social Care Services (from groups which fall into the 6 equality strands)**

The LINK in partnership with the local Primary Care Trust undertook several focus groups, questionnaires and interviews with community groups and individuals representing the six equality strands; age, race, sex, gender, religion/belief and disability about their experience in health and social care.

These findings have informed the Primary Care Trusts Equality Scheme and something that the LINK will include in their work programme planning.

### **Moving low level eye care services from hospital to the community**

The Primary Care Trust carried out a consultation on moving low level eye care services from the hospital out to the community to local approved opticians or to a central clinic. The LINK have been involved in 2 focus groups and have just completed a report with recommendations.

# 10: Enter & View Activity

Under legislation authorised LINK representatives will be able to carry out Enter and View Visits in certain places where care takes place. The Stockport LINK has worked hard in developing a comprehensive training plan for their representatives and these have already been identified and training for Enter & View will be carried out during May and June 2009.



# 11: LINK Accounts

*Stockport LINK is funded by Stockport Council via the Department of Health to act as the Host Support Organisation to the LINK until March 2011. LINK Accounts until March end 2009*

Staff Costs	36239.80
Management	8439.00
Recruitment	3732.50
Training and expenses	2539.09
Accommodation	7246.00
Stationery/postage/printing	5321.26
Capital costs	11950.00
LINK Activity	3299.05

**Total: 78766.70**



# 12: Stockport LINK Support

**Maria Kildunne**  
**Alan Darnell**  
**Kirsty Bagnall**  
**Helen Shields**

Senior LINK Development Manager  
LINK Development Officer (July 08 - January 09)  
LINK Development Officer (from April 09)  
LINK Support Officer (From Mar 09)

## 13: Contact Details

### **Stockport Local Involvement Network: LINK Host:**

*Chair:* John Leach  
*Vice Chair:* Loretta Alao

*Development Manager:* Maria Kildunne  
*Development Officer:* Kirsty Bagnall  
*Support Officer:* Helen Shields

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45 Middle Hillgate  
Stockport  
SK1 3AQ

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**Website:** [www.stockportlink.co.uk](http://www.stockportlink.co.uk)

**Tel:** 0161 477 8479

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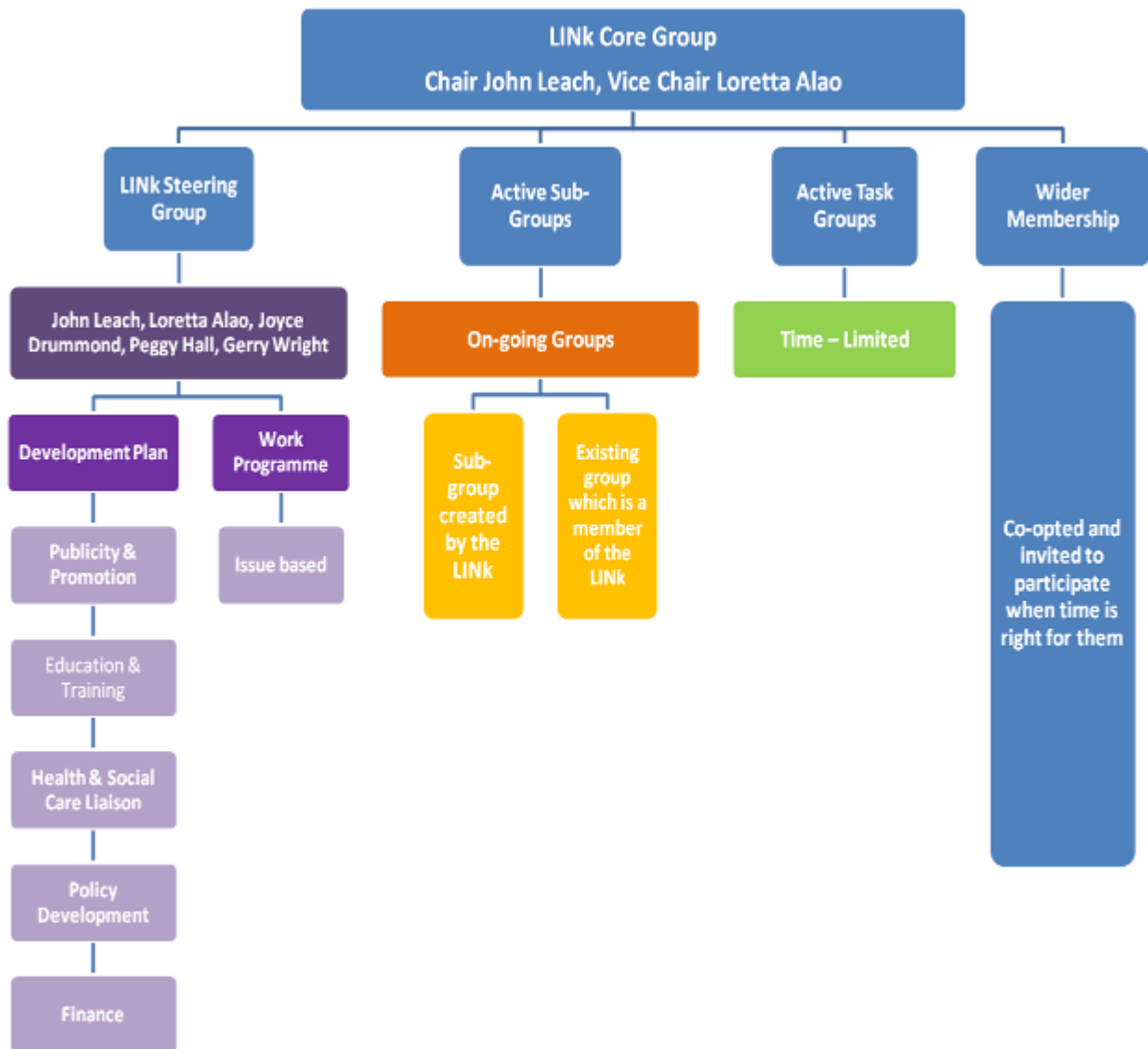
# Appendices

- i: Stockport LINK Stakeholders
- ii: Stockport LINK Organisation Chart
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## Appendix 1: Stakeholders

Stockport Council	Beechwood Cancer Centre
Stockport Primary Care Trust	Stockport Advocacy
Stockport NHS Foundation Trust	GM Neurological Alliances
Pennine Care NHS Foundation Trust	Its Ok Club
Stockport Scrutiny Committees	Stockport Action for the Blind
Age Concern Stockport	Cheadle Heath Community Association
Walthew House	Stockport Mental Health Carers
Disability Stockport	Stockport Diabetes
Signpost for Carers Stockport	Stockport Cancer Patient & Carers P'ship
Stockport Care Schemes	Transport for Sick Children
Stockport CVS	Stockport User Friendly Forum
Action for Sick Children	Breast Cancer Care
Stockport Health & Care Forum	Stockport Living Streets
African Caribbean Community Association	Stockport Day Centre
Mellor Society	Muslim Welfare Centre
Reddish Pensioners	Dialstone Methodist Church
Alzheimer's Society	St Johns Ambulance
Cerebral Palsy Society	Hayfields Pensioner Association
Parkinson's Disease Society	Easy-Go Transport
	Heaton Moor Men's Fellowship

## Appendix 2: Stockport LINK Organisation Chart



### Appendix 3: LINK Representation

**The LINK is represented on the following partnerships and strategy groups:**

Stockport Health & Wellbeing Partnership (3 places)

Stockport Self Directed Support

NHS Stockport Board

NHS Stockport Provider Services Forum

Stockport Health Scrutiny Committee as well as reporting to Children & Young People and Adult Social care.

Stockport All Our Tomorrows Older People's partnership

Stockport Shadow All Our Tomorrows Older People's partnership

Stockport Local Implementation Team for Mental Health

Stockport Health Impact meetings (9 spread across the borough)

Working together for better Health – Joint Strategic Needs

Launch of the Stockport Health Trainers

Health Care Commission Engagement Event - York

Ongoing Development of St. Thomas Community Hospital

Romiley Health Centre Development

Stockport People's Panel

Stockport Network evenings

## Appendix 4: Awareness Raising

**Much awareness raising took place in the interim period of the LINK (July - October 2008)**

Asian Health Network event (July 08)

Infection Control Event (September 08)

LINK Stakeholder Event (September 2008)

Heaton Mersey Open day (September 2008)

Stockport PCT Annual Open Day (September 2008)

Queens Gardens Summer Health Information Event (September 2008)

Stockport Diabetes Open Day (September 2008)

Coffee Mornings – Stockport Libraries x 8 (October – December 2008)

Health Days (attended 4 hosted by the PCT spread across the borough)

Age Concern Stockport Winter Warmth Day (November 2008)

Carers Wellbeing Day (December 2008)

Signpost for Carers Stockport Outreach Days (December 2008)

Stepping Hill Hospital (Promotional stand - 3 days in December 08/January 09)

*Examples of LINK publicity materials: on the following three pages:*

# Stockport LINK LEAFLET

## Why should individuals, voluntary and community groups and organisation get involved?

It is an opportunity to:

- Raise your issues higher on the agenda of the statutory sector.
- Talk to those who make decisions about new or existing services.
- Join forces with others concerned about the same issues.
- Hold service providers to account on behalf of local people

## How you can get involved in Stockport LINK

To get involved you can contact LINK using the details provided below.

For more information visit:

[www.stockportlink.co.uk](http://www.stockportlink.co.uk)

*Your Opportunity, Your Voice!*

We welcome the opportunity to come along and speak at your next event or meeting.



Stockport Local Involvement Network  
LINK Support Office  
Labyrinth House  
45 Middle Hillgate  
Stockport  
SK1 3XG  
T: 0161 477 8479  
E: [links@pebbleenterprises.co.uk](mailto:links@pebbleenterprises.co.uk)  
[www.stockportlink.co.uk](http://www.stockportlink.co.uk)

An introduction for individuals, voluntary and community groups



LINKs have been set up to help communities influence the way health and social care services are delivered.

**Make your voice count and get involved...**

Stockport Local Involvement Networks in association with



## What is the Stockport LINK?

The LINK is a network of groups and individuals that have been set up to make sure that health and social care services are planned and delivered to meet the needs of the people that use them.

The LINK can:

- Find out what people like and dislike about local health and care services
- Suggest ideas to help improve those services
- Consider specific issues of concern to the community
- Visit premises where care is provided
- Work with and influence those who make decisions about new services or existing services to help make them better

The LINK includes the following:



## What is special about Stockport LINK?

The Stockport LINK will provide an opportunity for the whole community to say what they think about local services, to raise issues of concern and to question those who run services.

The LINK is supported by a host organisation (Pebble Enterprises) to help them develop and work. This means that any individual, voluntary or community organisation can get involved and influence the work of the LINK.

The LINK has been given the powers to help them carry out their role.

These include being able to:

- Ask providers and commissioners for information about services and expect a response.
- Make recommendations to providers and commissioners and expect a response
- Refer matters to the Overview and Scrutiny Committee of the Local Authority.

These powers may help to strengthen the voice of the voluntary and community sector in ways that haven't happened before.

**This is a real opportunity to make your views about health and social care heard, now is the time to get involved.**



## Stockport LINK Business



Stockport Local Involvement Network  
Labyrinth House, 45 Middle Hillgate, Stockport, SK1 3DG  
T: 0161 477 8479 | E: [links@pebbleenterprises.co.uk](mailto:links@pebbleenterprises.co.uk)  
[www.stockportlink.co.uk](http://www.stockportlink.co.uk)

The Stockport LINK provides an opportunity for the whole community to say what they think about local health and care services, to raise issues of concern and to question those who run services



## Stockport LINK Letterhead



Stockport Local Involvement Network  
LINK Support Office  
Labyrinth House  
45 Middle Hillgate  
Stockport  
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## Appendix 5: Development Plan

### STOCKPORT LINK DEVELOPMENT PLAN

Stockport Local Involvement network is intended to be the eyes and ears for the local people who live or use services in the Greater area of Stockport. It is the LINK's intentions to consider specific issues of concern to the local community and work with and influence those who make decisions about new or existing services to help make them better.

#### THEME 1: PUBLICITY, PROMOTION & COMMUNICATION – Lead Joyce Drummond

- Continue to recruit new members to the LINK
- Produce literature that is inclusive & accessible to the community
- Provide regular updates incorporating feedback on what the LINK has been engaged with
- Keep website and social network sites up to date
- Continue to raise the profile of the LINK
- Implement the LINK Communication Strategy

#### THEME 2: HEALTH & SOCIAL CARE LIAISON – Lead Loretta Alao and John Leach

- Develop plan to LINK with various groups in the community
- Ensure LINK representation to all major decision making committees e.g. Health & Wellbeing Partnership
- Build up good relationships with Health & Social Care Professionals

#### THEME 3: EDUCATION & TRAINING – Lead Gerry Wright

- Undertake skills audit of the LINK membership
- Provide/Commission effective training for members of the LINK
- Ensure LINK members understand the geographic and demographic profile of Stockport
- Develop LINK member's awareness of the health & social care challenges for Stockport

#### THEME 4: FINANCE – Lead Peggy Hall

- Ensure LINK Member understanding of LINK Activity Budget
- Ensure Value for Money in all aspects of the LINK
- Ensure all decisions made are clear, transparent and publicised

#### THEME 5: GOVERNANCE – Lead Steering Group

- Update, review and amend LINK Governance arrangements and policies as appropriate and at least annually.

## Appendix 6: LINK Work Programme

#	Issue/ Topic	User Group Concerned	Objectives	Desired Outcome	Actions	Timescale	Lead
1	<b>Enter &amp; View</b>	Residents of nursing and residential care Hospital patients Day centres	<ul style="list-style-type: none"> <li>To identify areas where there is a need to visit</li> <li>Highlight areas of good practice</li> <li>Highlight areas where practice can be improved</li> </ul>	<ul style="list-style-type: none"> <li>Recommendations for improvements are made by the LINK and are implemented</li> </ul>	<ol style="list-style-type: none"> <li>Set up dates for CRB checks</li> <li>Establish training dates</li> <li>Set up Enter &amp; View Sub-Group (authorised reps)</li> <li>Develop action plan</li> </ol>	Start May 09 – ongoing <b>Report: July Core Group</b>	<b>Sub-Group</b> Health & Social Care Liaison John L., Loretta, Pat
2	<b>Do Not Attend DNAs - attendance for Clinic Appointments</b>	General population	<ul style="list-style-type: none"> <li>Research reasons why &amp; who is not attending</li> <li>Find other areas of good practice</li> </ul>	<ul style="list-style-type: none"> <li>Reduce the percentage of non attendance at clinic appointments</li> </ul>	<ol style="list-style-type: none"> <li>Gather information from Provider services</li> <li>Propose questions to further inform research</li> <li>Produce report</li> </ol>	April –June 09 <b>Report: May Core Group</b>	<b>Task-Group</b> Helen Ogilvy, Pat Hannah, Loretta Alao, Alan Watt
3	<b>Low level Eye Care Services</b>	People who use Eye Care Services	<ul style="list-style-type: none"> <li>Move simple care treatment from the hospital to community - local opticians</li> <li>Unburden hospital with low level eye complaints and monitoring</li> </ul>	<ul style="list-style-type: none"> <li>Hospital is freed up to diagnose more serious eye complaints e.g. glaucoma</li> <li>People have more choice in who they see in community and care is closer to home</li> <li>Being seen more quickly</li> </ul>	<ol style="list-style-type: none"> <li>Undertake LINK focus Group to gather views to the PCT and the LINK</li> <li>Pat Hannah lead person to take any more comments</li> <li>PCT to present final proposals to the LINK when Engagement finishes</li> </ol>	March-Sept 09 <b>Report: June Core Group</b>	<b>Focus Group</b> Maria Pat Hannah

#	Issue	User Group Concerned	Objectives	Desired Outcome	Actions	Timescale	Lead
4	Visit to the Christie	General Population	<ul style="list-style-type: none"> <li>Understanding the role and function of the Christie</li> </ul>	<ul style="list-style-type: none"> <li>LINK Members are informed about the services offered</li> </ul>	<ol style="list-style-type: none"> <li>Undertake visit</li> <li>Feedback to LINK members</li> <li>Write article in next newsletter &amp; Website</li> </ol>	24 <sup>th</sup> March 09 <b>Report: May Core Group</b>	<b>One off group</b> David Kirk, Tony Johnson, Maria
5	Visit to Master Call	General Population	<ul style="list-style-type: none"> <li>Understanding the role and function of Master Call</li> </ul>	<ul style="list-style-type: none"> <li>LINK Members are informed about the services offered</li> </ul>	<ol style="list-style-type: none"> <li>Undertake visit</li> <li>Feedback to LINK members</li> <li>Write article in next News &amp; website</li> <li>Organise a visit for other interested members</li> </ol>	March 09 <b>Report: June Core Group</b>	<b>One off group</b> John Leach, Pat Hannah, Maria
6	Mental health Improved services for Carers	People with Mental Health Problems and their carers	<ul style="list-style-type: none"> <li>Identify areas where services can be improved:</li> <li>See separate action plan</li> </ul>	<ul style="list-style-type: none"> <li>Improve services for people with mental health and their carers</li> </ul>	<ol style="list-style-type: none"> <li>This sub-group to put together plan for action – submit to the LINK Core</li> <li>LINK Support Team to support action plan</li> </ol>	May 09 – Dec 09 then review <b>Report: July Core Group</b>	<b>Sub-Group</b> LINK Mental Health Carers subgroup Margaret McCausland
7	Ensuring Literature is understandable and accessible to wider community	General Population	<ul style="list-style-type: none"> <li>To ensure leaflets/posters/general materials for public use are easily accessible</li> </ul>	<ul style="list-style-type: none"> <li>Improved communication and information sharing between the community and the statutory organisations</li> </ul>	<ol style="list-style-type: none"> <li>To comment on any documents that are asked to be scrutinised</li> <li>Continue to recruit more members to the Reading Group</li> <li>Promote the Reading Group to the statutory agencies</li> </ol>	October 08 – Ongoing <b>Report: May Core Group on documents up to now.</b>	<b>Sub-Group</b> Reading Group coordinated by Maria

#	Issue	User Group Concerned	Objectives	Desired Outcome	Actions	Timescale	Lead
8	Ensure Older People's issues are addressed	Older People	<ul style="list-style-type: none"> <li>Understand the plans for developing older people's services</li> </ul>	<ul style="list-style-type: none"> <li>Address the most important aspects of older people's services</li> </ul>	<ol style="list-style-type: none"> <li>Scrutiny work programme for this year includes Older People – joint working with the LINK</li> <li>Monitor the developments regarding Cherry Tree and older peoples provision of services</li> </ol>	From May 09 <b>Report: June/July Core Group</b>	Scrutiny – but identify areas where LINK can Support Set up Group to Look at this – Shadow Board?
9	<b>8-8 Walk-in Centre and Out of Hours</b> Combining the services	General Population	<ul style="list-style-type: none"> <li>Consult the local community and those who may be considered to use it most on PCT proposals</li> </ul>	<ul style="list-style-type: none"> <li>Effective walk in service and out of Hours Service that will best meet the needs of the local community.</li> </ul>	<ol style="list-style-type: none"> <li>Consultation undertaken to gather views – questionnaires, focus groups undertaken</li> <li>Report written summarising local views and feedback</li> </ol>	October – December 08 <b>Report: Available from LINK Office on request</b>	Pebble Enterprises
10	<b>Annual Health Checks</b> Feedback about local Health Trusts	General Population	<ul style="list-style-type: none"> <li>Find out the views of local people to inform the Health Care Commission about local Health Trusts</li> </ul>	<ul style="list-style-type: none"> <li>Improved local services and the LINK is fully involved in making their views heard</li> </ul>	<ol style="list-style-type: none"> <li>Establish a subgroup to look at this</li> </ol>	May onwards <b>Report:</b>	<b>Sub-Group Health &amp; Social Care Liaison</b>
11	Development Officer <b>Recruitment</b> LINK Support Team	General representation	<ul style="list-style-type: none"> <li>Include member of the LINK in interview panel</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the LINK is involved in decision making processes</li> </ul>	<ol style="list-style-type: none"> <li>Invite LINK representative to sit in on interview Panel</li> </ol>	March 09 <b>Report: April Core Group Signed off</b>	<b>One off Task</b> Peggy Hall/ Maria

#	Issue	User Group Concerned	Objectives	Desired Outcome	Actions	Timescale	Lead
12	Development of <b>St. Thomas's Community Hospital</b>	General population and specifically local residents	<ul style="list-style-type: none"> <li>To ensure the local community and residents surrounding St Thomas's are fully engaged with its development</li> </ul>	<ul style="list-style-type: none"> <li>The public have been involved with the development from start to finish and their views and suggestions have been listened to</li> </ul>	<ol style="list-style-type: none"> <li>Engagement Event taking place on Monday 18<sup>th</sup> May 2009</li> <li>Set up St. Thomas's LINK Sub-group to continue local involvement</li> </ol>	May 09 <b>Report June Core Group</b> From May 09 – ongoing	PCT/LINK Support Team LINK reps who attended event
13	<b>Home care</b> for vulnerable people	Older people, people with learning difficulties, disability, mental health illness	<ul style="list-style-type: none"> <li>To find out how people who receive homecare find local services</li> </ul>	<ul style="list-style-type: none"> <li>Local people have confidence in the way home care services are delivered</li> </ul>	<ol style="list-style-type: none"> <li>Research this service to find out more information</li> <li>Set up a time limited task group to look into findings</li> </ol>	August 09	
14	<b>Romiley Health Centre</b>	Specifically local residents and patients	<ul style="list-style-type: none"> <li>To ensure the local community and residents surrounding the health centre are fully engaged with its development</li> </ul>	<ul style="list-style-type: none"> <li>The public have been involved with the development from start and is ongoing and their views and suggestions have been listened to</li> </ul>	<ol style="list-style-type: none"> <li>Set up Romiley LINK Sub-group to continue local involvement</li> </ol>	Waiting for PCT involvement	LINK Support Team
15	<b>Hazel Grove Health Centre</b>	Specifically local residents and patients	<ul style="list-style-type: none"> <li>To ensure the local community and residents surrounding the health centre are fully engaged with its development</li> </ul>	<ul style="list-style-type: none"> <li>The public have been involved with the development from start and is ongoing and their views and suggestions have been listened to</li> </ul>	<ol style="list-style-type: none"> <li>Set up Hazel Grove LINK Sub-group to continue local involvement</li> </ol>	Waiting for PCT involvement	LINK Support Team

Planned Activity    
 Current Activity    
 Completed Activity    
 Finding blockages in order to progress

LINK = Local Involvement Network    PCT = Primary Care Trust    CRB = Criminal Records Bureau    E&V = Enter and View (places of care)



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