

HEALTH AND SOCIAL CARE MATTER
LET'S
MAKE IT HAPPEN!

Doncaster
LINK

Doncaster Local Involvement Network

(LINK)

Annual Report

1st April 2008 to 31st March 2009

Doncaster LINK
Doncaster Business Innovation Centre
Unit 20
Ten Pound Walk
Doncaster
DN4 5QA

Tel: 01302 554970
Email: doncaster.admin@carersfederation.co.uk
Website: www.doncasterlink.co.uk
Hosted by: Carers Federation

DONCASTER LINK

ANNUAL REPORT 2008/2009

CONTENTS

Introductions (Sheila Barnes – Chair)	Page 1
Membership	Page 2
Consultations	Page 2
Priorities	Page 3
Discharge Sub Group	Page 3
Communications and Engagement Sub Group	Page 4
GP Access Sub Group	Page 5
Working In Partnership	Page 5
Training	Page 6
Enter and View	Page 6
Elections	Page 6
Doncaster LINK Executive Board Members	Page 8
Promoting and Raising Awareness of LINK	Page 8
Cross Boundary Working	Page 8
Feedback and Evaluation	Page 9
Budget	Page 9
Future Plans	Page 10
Thank You	Page 10

DONCASTER LINK

ANNUAL REPORT 2008/2009

INTRODUCTION

SHEILA BARNES - CHAIR

In 2006 a Government report was published following a public consultation about health and social care. That report was entitled 'A Stronger Local Voice' and recommended that there was a need for wider public influence in the development and delivery of health and social care services. Subsequently, in order to facilitate a broader engagement with the general public, the Government directed that each local authority in the country, with responsibility for the provision of Social Services, should ensure that a Local Involvement Network be established from 1st April 2008, by initially procuring the support of a host organisation for that purpose.

In Doncaster we were fortunate in having been selected in 2007 as an Early Adopter Site to explore how the LINK might be established, so with that experience many community contacts were already primed for the development, and the host organisation, Carers Federation, were in place. During the early months, host employees were engaged, a local office base was established and arrangements were made for the inaugural meeting of interested parties comprising of individuals and various group representatives, totalling 30, which was to be held on 20th August 2008.

From that first meeting, two groups were set up with different functions. A Core group had the responsibility of setting out the Governance of the LINK, its Terms of Reference, policies and procedures and a Communications group had the task of developing the first stages of public engagement.

In March 2009, the first election was held to select 14 members of the Executive Board of the Doncaster LINK.

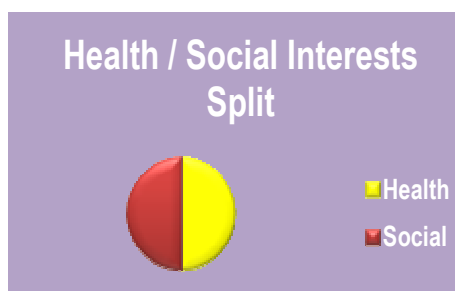
The information within the body of this report will give more detailed information about the work that has been undertaken to ensure that Doncaster LINK has firm foundations and is already involved with its main task of providing a channel of communication between the general public and the commissioners and providers of health and social care services.

Membership

Doncaster LINK aims to reach out to as many of the population of Doncaster as possible. Over 50 people had registered their interest in joining and participating in Doncaster LINK (31st March 2009). Doncaster LINK also has a wider database of over 100 contacts (31st March 2009). Members receive regular information and updates on Doncaster LINK activities, and, if anyone wishes to become more involved there is an opportunity to join a task group.

Our membership is made up of both individuals and organisational representation from both health and social care backgrounds. The LINK's membership aims to reflect the wide geographic area and diversity of the Doncaster population. The LINK currently has representation from organisations in the following areas:

Mental Health, Voluntary sector, Older people, Disability groups, Black and Minority Ethnic groups, Social Carers, Advisory groups, Statutory organisations, young people and community groups.



Consultations

The LINK has been involved in consultations with various organisations and stakeholders to consult and gather information to promote and seek opinion about the health and social care of the Doncaster people. These events covered a wide range of diverse groups and the LINK was able to map out the future plans for 2009. These consultation events took place with the following stakeholders:

- Older people (in partnership with age concern Doncaster)
- People with disabilities (in partnership with the Doncaster Disability cluster)
- Users of Mental Health Services (Involve Group from Doncaster Mind)
- Voluntary and community Sector Groups (in partnership with CVS)
- Former Patient and Public Involvement Forums
- Carers (in partnership with Doncaster Carers Strategy Group)
- Women From BME Communities (in partnership with Women's Centre)

At the YWCA Doncaster Women's Centre the Doncaster LINK held workshops to identify the gaps in health and social care provision within the BME Communities. Five separate consultation events were held. The women that attended were from the BME Group, Gypsy and Traveller Group, Polish Group, South Asian Women's Group and the BME women's Voice Group. In total 93 BME women participated in the events.

As a result of the BME women's involvement in the consultations, the women have been able to express their needs, opinions, barriers, cultural differences, safety issues, health and social care concerns, community engagement issues and have these concerns recorded in appropriate arenas. The development of a transparent service between the LINK and the YWCA Doncaster Women's Centre has enabled the BME women to have the opportunity to highlight real problems with health and social care.

Priorities

The attendees at Doncaster LINK's first Public Event held on 21st October 2008 and at all subsequent events were asked to identify what they considered were the main health and social care issues affecting their community. From the list of issues raised the Core Group identified three priorities for Doncaster LINK to address as part of their work plan and the following sub groups were formed to:

- 1 Engage with statutory partners around discharge procedures and care plans so that people are protected and the service they receive is improved.
- 2 Outreach and engage with local communities enabling issues to be easily raised with the LINK.
- 3 Work to improve patient access to GP services.

Discharge Sub Group

The Group first met in February 2009. It was agreed the initial focus would be on Doncaster Royal Infirmary Orthopaedic wards as they cover all age groups and on discharge these patients require a streamlined service involving hospital, community health and social services.

Six requests for information have been made to four service providers during the period of this Annual Report.

Doncaster and Bassetlaw Foundation Hospital Trust have been asked to provide a copy of their Patient Discharge Procedures and this document has been received. Also requested was information on any complaints appertaining to orthopaedic patients and a copy of any surveys on the discharge of orthopaedic patients. An initial response was not always provided within 20 days.

The sub group agreed, that as so many different departments of DMBC are involved in providing care on discharge to patients, the group would conduct personal interviews with departmental managers. Interviews have been granted to Doncaster LINK members by the Head of Adult Services and the Brokerage Service Manager. Response was given within 20 days.

Multidisciplinary communication and funding issues have already been highlighted as obstacles to providing a seamless service.

Rotherham Doncaster and South Humber Healthcare NHS Foundation Trust has been asked to provide a copy of their Discharge Procedures. This document has been received within 20 days.

Future Work Plans of Discharge Group

- 1 To make contact with Community Health providers.
- 2 To continue to interview relevant Social Services Managers e.g. Assessment Project Manager, Rapid Response Team Manager and Discharge Co-ordinator DRI, in order to gather further information.
- 3 Request a meeting with DRI Discharge Facilitator.
- 4 Request LINK representation on the Hospital Discharge Planning Group.
- 5 To devise a questionnaire to obtain information on the quality of service received by patients on discharge into the community.

Communications and Engagement Sub Group

The Communication and Engagement Group has been meeting every month and is open to anyone wishing to attend and become actively involved with the future work plans of the Doncaster LINK. We discuss various issues which include branding, merchandising and mapping exercises. To ensure the LINK continues to engage, involve and seek opinions from the general public roadshows and events are planned at the meetings, enabling issues regarding local services to be raised.

Future Plans of Communications and Engagement Group

The plan for the Communications and Engagement Group is to continue to raise the profile of Doncaster LINK and to raise public awareness and involvement in the identification of current Health and Social Care issues of the Doncaster people enabling effective communication between service users and service providers.

GP Access Sub Group

Some concerns in relation to procedures for making an appointment with the GP have been raised at the LINK public engagement events.

A working group of five members was established to address this issue. The group first met on March 4th 2009, at which the following strategy was agreed in order to explore the issue:

1. To request, from the Chief Executive Officer of the PCT, any information regarding policy advice or guidance that has been made available to GP Practices.
2. To access archived information of earlier information on similar work undertaken by PPI Forums.
3. To select a random number of GP Practices to be approached over the geographical area of the Borough, covering the East, West and Central areas.
4. To request information from the Practice Managers of those Practices regarding the procedures in place for patients access in order to arrange an appointment with a GP.
5. To consult with the public, by means of a questionnaire, to determine the nature of the patient experience in arranging a GP appointment.

Letters were sent to the PCT and to the 15 randomly selected practices, of which only five responded within the statutory 20 working days, and unsuccessful attempts were made to access the archived information. Work was begun on the devising of a questionnaire.

Working In Partnership

In order for the LINK to be able to fulfil its function as an effective communication vehicle between the public and the service providers and commissioners, it is important to develop positive relationships with all such stakeholders.

Initially, steps have been taken to commence this process by the arrangement of meetings and presentations to introduce the LINK to representatives of many of those stakeholders, which include:

CEO's and Chairs of Local NHS Trusts – Doncaster PCT, Doncaster and Bassetlaw Trust, Rotherham, Doncaster and South Humber Trust, Head of Adult Services DMBC, Joint Commissioning Board, Overview and Scrutiny and Healthcare Commission (CQC).

Training

By March 2009 a survey of members had been completed which helped to identify some of the training needs that were required to support members to effectively and confidently represent Doncaster LINK. Relevant training has been sourced to address these needs.

The future plans for training are that the elected board will undergo training which will enable members to carry out their duties effectively, this training will commence early June 2009, after this the training will be evaluated and hopefully rolled out to the wider members.

Train the trainer for Enter and View is planned in May and June 2009 for the Executive Boards' Training Officer - John Burke, Vice Chair - Debbie Osborne, Host Community Engagement Worker - Richard Brocklehurst and Host Team Leader - Jayne Bell. The training will then be rolled out to the selected Enter and View representatives.

Enter and View

Expressions of Interest for Enter and View representatives will be sent out to all members early June and John Burke and Debbie Osborne will be selecting approximately 8 members of the LINK to undertake the training and become authorised representatives(At May 2009 Debbie Osborne - Vice Chair and John Burke - Training Officer are Doncaster LINK's authorised representatives).

Elections

The formal process to elect the Doncaster LINK Executive Board from April 2009 resulted in 12 Executive Board Members being elected. On 18th December 2008 the Board (pro tem) agreed on a member role description, the number of members to be elected onto the Executive Board along with the ratio of individual/organisational split. This was sent out to the wider Doncaster LINK members for consultation. In January 2009 the Board (pro tem) confirmed the process and applications were sent out to all members.

On 13th February 2009, upon receipt of completed applications, ballot papers were sent out all members. During March 2009 the completed ballot papers were counted by the election scrutineer. At the end of March 2009 all members were notified of the results of the 2009 election. The Terms of Tenure were agreed as follows:

The maximum term is **THREE** years, but to avoid major problems in continuity, it was agreed that initial terms will vary to allow a staggered change, as follows:

The TWO Organisational and THREE Individual representative board members having the most votes be elected for an initial term of THREE years.

The TWO Organisational and THREE Individual representative board members elected having the next most votes shall be elected for an initial term of TWO years.

The TWO Organisational and TWO Individual representative board members elected having the least votes but elected, shall be deemed as serving a term of ONE year.

All members of the Doncaster LINK Board duly elected shall be permitted to **stand for re-election** at the end of their current term(s) of office, subject always to a **MAXIMUM** continuous term of office of SIX years.

The Doncaster LINK elected Executive Board Members are:

Organisations	Name	No of Votes	Term
Doncaster Carers	Debbie Osborne	29	3 years
Doncaster CVS	Joanne Kelsall	27	3 years
SYCIL	Glyn Jones	22	2 years
MIND	Jackie Lewis	20	2 years

Individuals	Name	No of Votes	Term
	Sheila Barnes	29	3 years
	John Burke	23	3 years
	Rita Holdsworth	22	3 years
	Joyce Parrott	21	2 Years
	Paul Morton	20	2 years
	Ninda Randhawa	19	2 years
	Kay Kirk	17	1 years
	Dennis Shaw	13	1 years

A total of 273 votes were cast out of a possible maximum of 754 votes.

Doncaster LINK Executive Board Members 2009



Back row left to right:

Rita Holdsworth
Debbie Osborne (Vice Chair)
John Burke
Sheila Barnes (Chair)
Glyn Jones
Paul Morton

Bottom row left to right:

Kay Kirk
Jackie Lewis
Joyce Parrott
Joanne Kelsall
Dennis Shaw

Members Not Present:

Ninda Randhawa

Promoting and Raising Awareness of LINK

The LINK has been actively raising awareness through consultations, roadshows and events around the Doncaster Borough to inform people of the role of the LINK and to become involved in important issues which affect them with regards to health and social care in Doncaster. The LINK has been involved with different groups, communities and stakeholders to raise its profile and has also undertaken suitable media advertising across the borough.

Cross Boundary Working

It is important that, as the various LINKs have been developing in their own areas at differing rates and approaches, some of the work issues will overlap, and examples of good practice and a sharing of ideas can be beneficial and, in some cases, essential. In relation to Doncaster LINK this need is evident where health care provision crosses geographical boundaries e.g. Doncaster and Bassetlaw NHS Trust, Rotherham, Doncaster and South Humber NHS Foundation Trust and the Yorkshire Ambulance Trust.

Doncaster LINK members have already developed relationships with neighbouring LINKs by attending networking events such as Rotherham and North Lincolnshire – ‘Who Cares LINK’. Members of the host staff have been engaged in liaisons with their counterparts in the neighbouring areas.

Feedback and Evaluation

The host team in partnership with Doncaster Metropolitan Borough Council's Contract Manager have implemented a 360° evaluation questionnaire to gain feedback on the host's performance. This process has been completed and findings have been collated by Doncaster Metropolitan Borough Council. The report will help the host team to continually improve upon the way they support the Doncaster LINK.

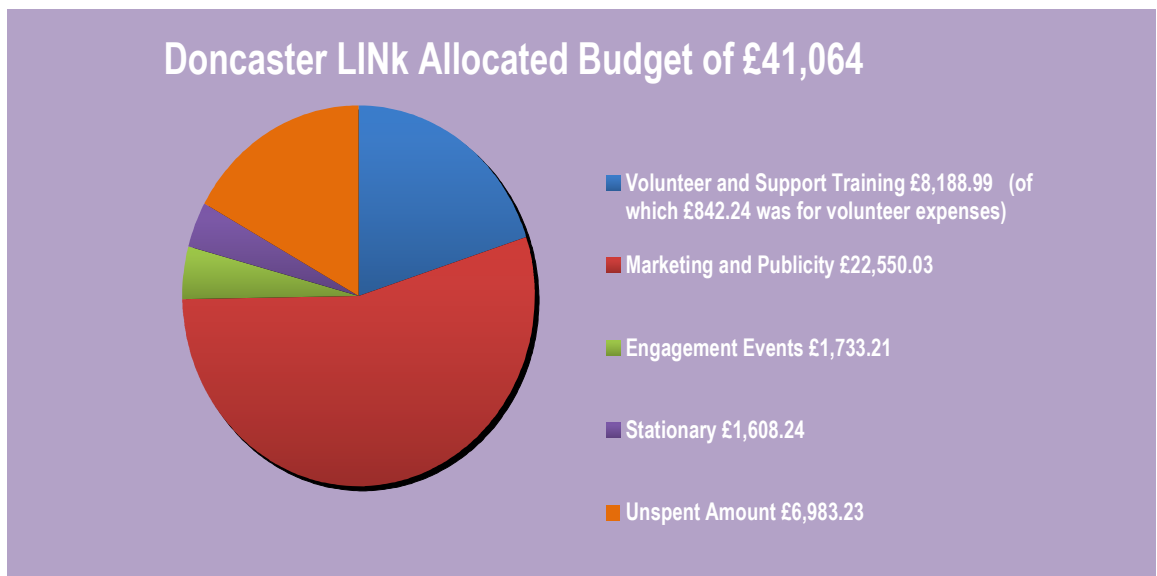
In addition, feedback forms are issued to all new members and re-issued after a 6 month period by the host. This is to monitor the efficiency of service and ensure that the service provided by the host is meeting the needs and expectations of new and existing members.

Budget

Doncaster LINK was allocated a budget of £41,064 for period 2008/09.

This money was to be used in the following areas:

- Volunteer Support and Training
- Marketing and Publicity
- Engagement Events
- Stationery



Future Plans

Doncaster LINK is now fully operational with the aim of making positive changes to the health and social care services in Doncaster.

Work will continue within the existing sub groups and new issues will be prioritised by the Executive Board.

The LINK will continue to engage with the community to increase membership and aims to visit as many community groups as possible. We plan to hold roadshow events around the Borough to promote the LINK and to obtain more issues and concerns. In addition to this, the LINK will use the website to inform and update as many people as possible on the activities of the LINK.

Community Engagement Events and Presentations

Doncaster LINK Roadshow Event Askern 8th April 2009.

Information stand at NHS Doncaster Roadshow Bentley Pavilion - 9th May 2009.

Presentation to Doncaster Healthier Communities Partnership Board - 20th May 2009.

Presentation to St John's Hospice staff - 22nd May 2009.

Doncaster LINK Annual General Meeting - 25th June 2009.

Doncaster LINK Roadshow event Highfields Community Centre - 2nd July 2009.

Information stand at Tickhill Gala - 4th July 2009.

Public consultation – GP access survey.

Public consultation – Discharge procedure survey.

Representation to the Care Quality Commission on the LINK's development working with the regulator.

Thank You

I would like to express special thanks on behalf of the Executive Board to our Host organization the Carers Federation - Jayne Bell, Jan Higgins and Richard Brocklehurst, our colleagues in the Doncaster Metropolitan Borough Council, especially John Leask, Contract Manager and also the NHS trusts for their support, advice and guidance whilst Doncaster LINK was in the process of being established. And finally, thanks to all members who have been actively involved in the Core group and Communications group from August 2008 to March 2009.