

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

Doncaster
LINK

Doncaster Local Involvement Network (LINK)

Work Plan 2011/12

The Doncaster LINK
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Introduction

Doncaster LINK continues in its role as an independent organisation which provides a communication channel between the general public and the commissioners and providers of health and social care in Doncaster, and to ensure that the local voice is heard.

In the advent of prospective major changes within health and social care the LINK has a prominent role in enabling the public to be informed about such developments.

This document outlines the plan for the year ahead. The work will be managed by the Executive Board of the LINK, supported by the Host team.

Executive Summary

This plan outlines the planning process for Doncaster LINK during the current year and identifies key strategic priorities for 2011/12. Key targets are outlined against the name of the person/group responsible for the delivery of the Work Plan.

Key Work Plan priorities and work streams for the year ahead were identified as follow:

- Follow up meeting to take place in August 2011 for the GP Access Group. Discussions will take place around what recommendations made in the GP Access Survey Report have been implemented by GP surgeries.
- A Summary meeting and analysis will take place in April 2011 on what recommendations have been implemented based on the Discharge from Hospitals and After Care Survey Report published in 2010.
- The Information Communications and Engagement (ICE) group will continue to engage with local communities gathering issues/concerns and provide information to the public on any changes within Health and Social Care that are taking place locally. This includes delivering updates on the transition into HealthWatch.

- A follow up meeting is scheduled to take place in April 2011 for the Chiropody/Podiatry Group to contact local providers to discuss what recommendations have been used from the report published in January 2011.
- During April/May 2011 the Autism Awareness Group to produce a document giving clear guidelines of best working practises to local services.
- The Dentistry Provision Group to attend a launch in May 2011 at Highfields Primary School, with a follow up meeting to discuss how the service has improved since the implementation of toothbrushes and education surrounding oral hygiene.
- On 15th February 2011 the LINK Executive Board agreed to a Medication Sub Group being formed to identify issues relating to medication provision in Doncaster.
- The Executive Board agreed to the formation of a HealthWatch Development Sub Group at their meeting held on 19th July 2011 and in early August 2011 they were informed that a proposal submitted for Pathfinder status had been successful.

This Work Plan has been agreed by the Board and signed off by the Chair of Doncaster LINK:

Name	Designation	Signature
Sheila Barnes	Chair	

What is The Doncaster LINK?

Doncaster LINK is an independent organisation which exists to enable local people and organisations to have a voice to influence the planning, commissioning and provision of health and social care services to Doncaster.

Doncaster LINK will contribute to the ongoing development of these services provided within Doncaster by bringing together all interested parties to lobby for improvement on a local, regional and national basis.

The Doncaster LINK Executive Board observes the seven principles of public life which are known as the Nolan Principles, these are: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, Leadership and will encourage all participants to adopt the same.

Doncaster LINKs objectives are:

1. To influence improved access to GP services
2. To influence improved discharge services for patients requiring support in their own home
3. To influence improved access to NHS podiatry services
4. Look into issues relating to medication provision in Doncaster.
5. To improve the understanding of health professionals with people who have Autism
6. To reach out and engage with local communities enabling issues/concerns to be raised with the LINK and to be a porthole of information on changes within health and social care
7. Enable and empower people to have their say about local social care and health provision
8. Encourage local people to become involved in current work streams

Doncaster LINK will strive to deliver on its objectives by the following means:

1. Continue to raise the profile of the LINK locally
2. Be inclusive and embrace equality and diversity
3. Utilise and encourage existing networks and forums
4. Work within an externally recognised quality framework
5. Publicise its work and outcomes

Doncaster LINK membership have continued to develop working relationships with many local organisations including, Health and Social Care Commissioners, NHS Providers, Local Authorities, Carer Groups, User Groups, Disability Groups and Neighbouring LINKs to discuss opportunities for partnership working.

Mission Statement

Doncaster LINK is an organisation that is striving to ensure the delivery of quality services across the Borough. In particular we are developing partnerships with stakeholders to ensure we deliver on our mission statement below:

“Enabling people to have a voice to influence the planning, commissioning and provision of health and social care services to meet the needs of the people of Doncaster”

What is the LINK Work Plan?

The Work Plan provides the LINK Board, wider LINK membership and stakeholders with a clear guide as to the reasons why LINK will undertake a range of activities. It outlines a number of defined work areas and identifies how these will be delivered during the year. The Work Plan details how monitoring and evaluation will be undertaken to allow progress to be highlighted and areas for further development to be identified.

How the Work Plan has been developed?

The Doncaster LINK has continued to hold a number of events/exercises and the feedback from these events has steered the direction of this Work Plan. Working Groups have been formed to undertake this work.

What are the LINK's key powers?

Doncaster LINK has a range of powers available with the key ones being:

- The ability to question service providers, when necessary, and once a response has been given to then inform the public.
- Involve the public in how services are bought (commissioned) and run, by making recommendations to the service providers on behalf of the public.
- Elect and empower authorised representatives to “enter and view” the premises of specific services and question staff and service users and make recommendations.
- Refer matters to their Local Authority's Overview and Scrutiny Committee for consideration for further action if an unsatisfactory response is given.

How is Doncaster LINK Supported to deliver its activities?

In order for Doncaster LINK to deliver a robust and meaningful Work Plan it requires the help of a host organisation. The Doncaster LINK's host organisation is the Carers Federation.

The Carers Federation's role is to support the LINK through a number of administrative procedures whilst delivering strategic support.

Identification, Evaluation and Monitoring of Projects

The projects that have been identified for the Doncaster Work Plan are the result of consultation through various sources. This includes:

1. Feedback from community events
2. Postal and face to face surveys
3. Board and communications meetings
4. Existing partnerships and stakeholders issues groups
5. PPI legacy issues

These consultation routes will continue throughout the duration of the contract. This will enable future projects to be identified and included in the future Work Plan, ensuring future benefits to the community.

The projects (and all future projects) have been evaluated by the Doncaster LINK Executive Board to establish their priority within the community. This has been done by using the Doncaster LINK Decision Making Policy and Scoring Matrix.

The projects (and all future projects) will continue to be monitored through the ISO9000 Quality Management Framework within the Doncaster LINK and progress against each project (and all future projects) will be reported by the relevant working group on an ongoing basis using the bespoke performance management framework.

Monitoring and Evaluation of the Plan

The Work Plan will be monitored and evaluated through the ISO9000 Quality Management Framework within the Doncaster host and progress against each activity will be reported to the Doncaster LINK Executive Board and relevant Working Group on an ongoing basis using the bespoke performance management framework created for this Work Plan.

Operations Plan

	WHAT	WHEN	WHERE	HOW	WHO
01	Work Plan developed based on local priorities consultation	2011/12	Doncaster	Executive Board	LINK/Host
02	Identification, evaluation and monitoring meetings all established and distributed	2011/12	Doncaster	See performance management framework below for full detail	Working Groups and Executive Board
03	GP Access Group	2011/12	Doncaster	Public Event Salvation Army 21-10-08	GP Access Group
04	Discharge Procedure Group	2011/12	Doncaster	Public Event Salvation Army 21-10-08	Discharge Procedure Group
05	Engaging with the local community	2011/12	Doncaster	Public Event	ICE Group (Information Communication and Engagement)
06	Chiropody Provision in Thorne/Moorends	2011/12	Doncaster	Consultation Event 28-01-10	Chiropody Group
07	Dentistry Provision in Highfields	2011/12	Doncaster	TARA event 13-03-10	Dentist Group
08	Autism Awareness group	2011/12	Doncaster	Public Event 07-04-10	Autism Group
09	Medication group	2011/12	Doncaster	Identified through Hospital Discharge Procedures Group	Medication Sub Group
10	HealthWatch Development group	2011/12	Doncaster	Required due to Governments planned changes to the NHS.	HealthWatch Sub Group

PERFORMANCE MANAGEMENT FRAMEWORK

Performance Management Framework from the Operations Plan

Project Title: GP Access

Complete or on track 

Overdue 

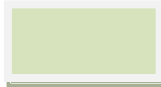
PURPOSE: To investigate the ease of access to GP appointments				
GP Access Working Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
Establish Working Group.	Apr 09	Doncaster Board Team Leader	N/A	Complete
Write to members of Working Group.	Apr 09	Doncaster Team Leader	N/A	Complete
Adopt scheme of delegation.	Apr 09	Working Group	N/A	Complete
Gather initial data relating to the project.	Apr/Oct 09	Doncaster Team Working Group members	N/A	Complete
Analyse initial data: draw out initial findings.	Oct 09	DJS Research Company	£3,500	Complete
Produce report presenting findings.	Oct 09 – Jan 10	Working Group Res Company	Inc in above	Complete
Publish findings and conclude work stream or determine next steps.	Jan 10	Working Group Executive Board	N/A	Complete
Submissions for the final report.	Jan 10	Working Group	N/A	Complete
Contact DJS Research and request a report.	Feb 10	Host		Complete
Draft report to be created.	Feb 10	Host		Complete
Obtain costings of 100 reports to be printed.	Feb 10	Host		Complete
Final report to be sent to Printing.Com.	Mar 10	Host		Complete
Copy of the final report to be sent to selected professionals with covering letter.	Mar 10	Working Group Host		Complete

GP Access Working Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
Amendments to final report made and sent out for final publication.	Apr 10	Working Group/Host		Complete
Follow up meeting for discussions on recommendations/changes that have been implemented since the publication of the report.	Sep 10	Working Group/Host		Complete
Meeting in September to be rescheduled for later date.	Sep/Oct 10	S Barnes to suggest new dates		Complete
New date arranged for 22 nd November.	Nov 10	Working Group/Host		Complete
Follow up meeting has taken place, a letter to all GP practises has been sent requesting information on any recommendations that have been implemented.	Nov/Dec10	Working Group/Host		Complete
A letter to Annette Laban has been sent requesting a copy of the NHS Doncaster GP Access Survey Report to compare findings.	Dec 10	Working Group/Host		Complete
Next meeting scheduled to take place February 3 rd to discuss responses.	Feb 11	Working Group/Host		Complete
The group discussed the responses they had received, it was agreed that the group would re visit the report in 6 months.	Aug 11	Working Group/Host		Complete
Produce a final 'GP Access Concluding Report' and issue to persons who received GP Access Report (GP's etc).	Aug 11	Working Group/Host		Ongoing
A further meeting called 4 th October 2011 to discuss/amend concluding report.	Oct 11	Working Group/Host		Cancelled (only 1 member attended) Ongoing
Arrange a further meeting when members have contacted Host with their availability in Nov.	Nov 11	Working Group/Host		Ongoing

Performance Management Framework from the Operations Plan

Project Title: Hospital Discharge Procedure Group

Complete or on track



Overdue



PURPOSE: Research of post care support over all patients over the last 12 months

Hospital Discharge Working Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
Establish Working Group.	Apr 09	Executive Board Team Leader	N/A	Complete
Write to members of Working Group.	Apr 09	Don Team Leader	N/A	Complete
Adopt Scheme of Delegation.	Apr 09	Working Group	N/A	Complete
Gather initial data relating to the project.	Apr to Nov 09	Doncaster Team Working Group	N/A	Complete
Analyse initial data draw out initial findings.	Jan 09	Doncaster Team Working Group	TBC	Complete
Produce report presenting findings.	Feb 10	Working Group	TBC	Complete
Publish findings and conclude work stream or determine next steps.	Feb 10	Working Group Executive Board	N/A	Complete
Draft introductions for final report to be submitted.	Feb 10	Working Group		Complete
Supply DJS with exact format of the report.	Feb 10	The Host Working Group		Complete
Amendments to Survey Report draft 2. Print draft 3 and issue to all.	Apr 10	Working Group The Host		Complete
Prepare draft introduction for next meeting.	Apr 10	Working Group		Complete
Prepare draft conclusions for next meeting.	Apr 10	Working Group The Host		Complete
Final report to be signed off.	Apr 10	Working Group The Host		Complete
Issue of Final Report for comments.	May 10	Working Group The Host		Complete
Final report complete and sent out for publication	Jun 10	The Host		Complete

Hospital Discharge Working Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
Meeting to discuss recommendations that have been implemented since the publication of the report.	Oct 10	Working Group The Host		Complete
Invitations sent to Hillary Bond and Joan Beck inviting them to attend the next meeting to discuss the recommendations made in the report.	Nov 10	Working Group/Host		Complete
Follow up meeting held attended by Sarah Stovin from DRI and Noreen Wilkinson from Social Services.	Nov 10	Working Group/Host		Complete
Group meeting scheduled to take place 24 th November to discuss next course of action	Nov 10	Working Group/Host		Complete
Contact Sarah Stovin for clarification regarding the recommendations suggested in the report and feed back to the group at the next meeting.	Jan 11	Rita Holdsworth		Complete
Contact Noreen Wilkinson to clarify current reviews taking place and feed back to the Group	Jan 11	Host		Complete
Sarah Stovin and Alaina Challans have been invited to the next meeting to give clarification on a number of questions meeting dates 17 th or 24 th February.	Feb 11	Host/Working Group		Complete
The group to submit questions for Sarah and Alaina to the Host by 14 th January 2011.	Jan 11	Working Group		Complete
Draft a questionnaire and send to Rita Holdsworth to amend/authorise.	Jan 11	Host Rita Holdsworth		Complete
Send copies of the questionnaire to the sub-group, S Stovin and A Challans before the next meeting.	Jan/Feb 11	Host		Complete
Create a report of procedures currently in place (as told by N Wilkinson over the phone) and ask N Wilkinson to agree/amend accordingly.	Jan/Feb 11	Host		Complete
Obtain authorisation for a Medication sub-group to be formed at the next Executive Board meeting.	Jan 11	Kay Kirk		Complete

Hospital Discharge Working Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
Discussions with S Stovin and A Challans took place. Working group to produce a final report detailing the responses to the LINK survey report recommendations.	Apr 11	Working Group The Host		Complete
Final report produced showing recommendations and responses.	Jun 11	Working Group The Host		Complete
Report circulated.	Jun 11	Host		Complete
Closing comments:				

Performance Management Framework from the Operations Plan

Information Communications and Engagement (ICE) Group

Complete or on track 

Overdue 

PURPOSE: To engage with the wider community and to promote the work of the LINK

ICE Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
Establish Working Group.	Sep 09	Doncaster Board Team Leader	N/A	Complete
Write to members of Working Group.	Sep 09	Don Team Leader	N/A	Complete
Adopt Scheme of Delegation.	Sep 09	Working Group	N/A	Complete
Gather initial data relating to the project.	Ongoing	Doncaster Team Working Group	N/A	Complete
Analyse initial data draw out initial findings.	Ongoing	Doncaster Team Working Group	TBC	Complete
Produce report presenting findings.	Ongoing	Working Group	TBC	Complete
Publish findings and conclude work stream or determine next steps.	Ongoing	Working Group Executive Board	TBC	Complete
Continue to plan events and coffee mornings to increase membership and raise awareness of issues.	OnGoing	Working Group The Host	TBC	Complete
Plan Forecast for expected expenditure for 2010/2011.	Mar 10	K Kirk Host (RB)	£23,138	Complete
Continue advertising raising LINK awareness (Doncaster and Mexborough Railway Station £3,724 and Most Wanted £1,188).	Ongoing	K Kirk Host (RB)	£3,724 £1,188	Complete
Future Coffee Morning Planning for 2010 (£250 agreed per coffee morning).	May/ Jun 10	Working Group	£250.00 allocated.	Complete
Ideas for large event in October to be discussed.	Jun/Jul10	Working Group	£5,000	Complete

ICE Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
New avenues to explore for continued membership growth and active membership.	Jun/Jul 10	Working Group Host		Complete
Strategic plan to be formulated – 2 day strategic event to be looked at and discussed (£300 forecast).	Jul 10	Working Group Host	£300	Complete
Proposal from ICON events was agreed by the group and the event will take place in September (£800 agreed for full contents of meeting).	Sep 10 Ongoing	Working Group Host	£800	Complete
LBVTV Community road show has been agreed by Exec Board and will go ahead in October.	Oct 10	Working Group Group		Complete
The Host will be targeting members of the Doncaster Chamber and reporting back on a monthly basis – this is due to commence in September/October.	Sep 10 Ongoing	Host		Complete
Send questionnaire and invitation LINK members requesting participation and ideas.	Sep 10	Host		Complete
LBVTV gave a presentation to the group. 6 volunteers required to participate in the event.	Oct 10	Host		Complete
The group agreed that the SINE FM project would continue for a further 28 weeks.	Ongoing	Working Group Host		Complete
Strategic Event has taken place. The 6 month Strategic Plan has now been formed and will be carried out over the next 6 months.	? (see RB)			Complete
The events for Oct and Nov have been confirmed. Partner Event based around the Elderly to take place on 22 nd Oct. Coffee morning at the deaf centre to take place on the 9 th Nov. Coffee Morning based around disability to take place 30 th Nov 2010.	Oct/Nov 10	Working Group Host		Complete
Kay Kirk stood down as Chair of the ICE Group, Deirdre Coward was selected to replace her.	Oct 10			Complete

ICE Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
Final 6 month Strategic Plan report to be produced.	Oct 10	S Barnes Host		Complete
Commercial for LBV TV has been produced and will be shown at the Community Road show W/C 18 th Oct 10.	Oct 10	Working Group/Host		Complete
LBV TV was a great success, 342 new members recruited. Positive feedback from all involved. Copies of the commercial are now in the Host office.	Oct 10	Working Group Host		Complete
Members of the ICE Group along with the Host and Executive Board attended an information sharing event at the Doncaster Knights Rugby Game.	Oct 10	Working Group/Host		Complete
The final engagement plan until March 2011 was presented at the ICE group meeting. The contents of the report have been agreed. The Christmas Social will take place on 2 nd December 2010 – invitations to the membership have been sent out by the Host.	Nov 10	Working Group Host		Complete
The Information Sharing event scheduled for 21 st January has been agreed and final arrangements are being made. Time still to be confirmed.	Jan 11	Working Group Host		Complete
The Public Debate will go ahead in February. Final details still to be arranged.	Feb 11	Working Group Host		Complete
Coffee morning scheduled for the end of November rearranged due to adverse weather conditions.	Mar 11	Host		Complete
Christmas Social rearranged for January due to adverse weather conditions.	Jan 11	Host		Complete
The ICE Group Engagement Plan has now been finalised and will be signed off by Sheila Barnes to distribute to the Executive Board in December.	Dec 11	S Barnes Host		Complete

ICE Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
An invitation to be sent to selected panel for the Question Time event in February.	Feb 11	Working Group Host		Complete
New Terms of Reference will be discussed at the next meeting.	Jan 11	Working Group Host		Complete
Format of the Social Event taking place on 12 th January has been agreed.	Jan 11	Working Group Host		Complete
Annette Laban has confirmed her attendance on 21 st January. Host to send reminder to all members and confirm the venue.	Jan 11	Host		Complete
Host to get confirmation from each of the panellists who have agreed to participate in the Question Time event in February. Sheila Barnes to re-contact GP Consortia representative.	Jan 11	Sheila Barnes Host		Complete
Confirm the venue at the Rugby Club.	Jan 11	Host		Complete
The Host presented new Terms of Reference that were agreed by the members, Host to send all ICE Group/Exec Board members.	Jan 11	Host		Complete
Several members will be promoting the LINK by attending the Doncaster Knights rugby matches on Saturday 29 th January and 12 th February.	Jan/Feb 11	D Head S Barnes G Maitland Host		Complete
Kay Kirk informed the group the budget will be reduced from April 2011 – The Host to produce budget expenditure for ICE group for March meeting.	Mar 11	Host		Complete
The Social event held in January along with the presentation by Annette Laban was a complete success.	Jan/Feb 11			Complete

ICE Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
The group have discussed in detail the full planning and arrangement of the upcoming Question Time event due to take place on 11 th February.	Jan/Feb 11	Working Group Host		Complete
Sheila Barnes and the Host team will finalise the timing allocated for each of the questions and send final agenda, questions, list of panellists, menu and directions to each of the panellists attending.	Feb 11	S Barnes Host (JH)		Complete
The Question Time Re: Future of the NHS was a tremendous success with over 60 people attending, the Host to produce a report.	Feb 11	Working Group Host		Complete (JH Host)
LINK members and the Host will attend the Rugby Club event on 12 th February.	Feb 11	Working Group Host		Complete
Next years Engagement Plan has been added to the next ICE group agenda.	Mar 11	Working Group Host		Complete
Financial forecast until December 2011 has been agreed.	Apr 11	Working Group/Host		Complete
Engagement activities from April 2011 – December 2011 have been agreed. The Host to produce the new engagement plan at Aprils meeting	Apr 11	Host		Complete
April/May engagement activities to be finalised.	Apr 11	Host		Complete
Group agreed the engagement calendar for 2011/12. Host to make final grammatical/format amendments.	May 11	Host (JH)		Complete
The Host to issue the final Engagement Plan to the Executive Board by the end of May 2011.	May 11	Host		Complete
NHS Event presented by Jackie Pederson took place. Well attended and information passed to members	Jun 11	Working Group Host		Complete

ICE Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
Mental health awareness event took place July 12 th at Doncaster Trades with reps from Mental Health organisations: RDash, Talking Shop, Rebound, presentation from ReThink. Low attendance review advertising and branding.	Jul 11	Working Group Host		Complete
Plan General Medical Council and HealthWatch event to take place 23 rd September at Salvation Army – well attended and received.	Sep 11	ICE Group and Host		Complete
Plan coffee morning event for 13 th October around cancer awareness at Ivanhoe Centre Conisbrough.	Oct 11	ICE Group and Host		Complete (low attendance levels - last event of this type)
Plan Christmas Social event for 6 th December.	Oct 11	ICE Group and Host		Complete
Plan Social Care event for 7 th February 2012 at Salvation Army. Ask Joan Beck (DMBC) to attend.	Dec 11	ICE Group and Host Host		Ongoing Complete
11-11-11 Question Time event report to be issued to ICE Group member. Ask Exec Board to agree to a 3 month extension for SINE FM at a cost of £246. 7 th Feb 2012 event clashes with another group agreed to reschedule. Contact Joan Beck to inform her of relevant changes. Group to devise a 2012 Engagement Plan producing a presentation around HealthWatch to go into the community to deliver. Presentation to be delivered to Learning Disability Partnership Board.	Jan 12 Dec 11 Jan 12 Jan 12 Feb 12	Host K Kirk Host Group K Kirk and Host		Ongoing Ongoing Ongoing Ongoing Ongoing

Performance Management Framework from the Operations Plan

Podiatry/Chiropody in Thorne/Moorends

Complete or on track



Overdue



PURPOSE : This sub group is tasked to identify the level of knowledge of the residents of Thorne/Moorends in how to access Doncaster NHS Podiatry Services

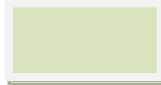
Podiatry/Chiropody Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
Establish Working Group	May 10	Doncaster Board Team Leader	N/A	Complete
Write to members of Working Group	May 10	Team Leader	N/A	Complete
Adopt Scheme of Delegation	Jun 10	Sub Group	N/A	Complete
Gather initial data relating to the project.	Jul 10	Host Team and Sub Group	N/A	Complete
Compile questionnaire	Aug10	Sub Group and Host	N/A	Complete
Contact DJS Research and obtain quote	July 10	Host		Complete
Group agreed to use DJS Research	Aug 10	Sub Group and Host	£2000,00 + vat	Complete
Final questionnaire agreed and sent to DJS Research – results and data to be returned mid September 2010	Sep 10	Sub Group and Host		Complete
The group have read through the report and are in the final stages on compiling the report	Nov 10	Sub Group and Host		Complete
The final report has now been agreed. Before the report goes for publication a meeting with Andrew Brankin will take place to discuss any further recommendations that may need to be added	Nov 10	Sub Group and Host		Complete

Podiatry/Chiropody Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
Andrew Brankin has agreed the recommendations suggested in the LINK were realistic and could be achieved. Andrew to send any other recommendations to be included in the report.	Nov 10	Sub Group and Host		Complete
Final sign off meeting has taken place. Report to be published by Friday 14 th January 2011.	Jan 11	Sub Group and Host		Complete
Follow up on recommendations to take place in April 2011.	Jul 11	Sub Group and Host		Ongoing
Contact Andrew Brankin to ask if any of the recommendations in the report have been implemented with a deadline of 27 th April 2011. Discuss findings at next meeting.	Jul 11	Host		Complete
Second letter sent chasing Andrew Brankin for update on recommendations implemented from LINKs report.	Aug 11	Group/Host		Ongoing
	Sep 11	Host		Ongoing

Performance Management Framework from the Operations Plan

Autism Awareness

Complete or on track



Overdue



PURPOSE: Improve the understanding of Health Professionals with people who suffer from Autism

Autism Awareness Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
Establish Working Group.	May 10	Exec Board and Team Leader	N/A	Complete
Write to members of Working Group.	May 10	Doncaster Team Leader	N/A	Complete
Adopt Scheme of Delegation.	Jun 10	Sub Group	N/A	Complete
Gather initial data relating to the project.	Jul 10	Sub Group and Host	N/A	Complete
Letter sent to all Dental Practices, GP Surgeries and DRI Admissions Unit requesting copies of policies and procedures relating to Autistic clients.	Aug 10	Sub Group and Host		Complete
A discussion took place regarding the small response that had been received, it was agreed by all that a follow up letter should be sent.	Sep 10	Sub Group and Host		Complete
A discussion took place regarding the small response that had been received, it was agreed by all that a follow up letter should be sent.	Sep 10	Sub Group and Host		Complete
All responses were discussed, it was agreed that a set of policies and procedures should be put together by the working work	Jan 11	Sub Group and Host		Complete

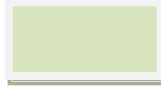
Autism Awareness Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
A basic set of policies and procedures to be brought to the next meeting by Lynn Davies and Vickie Hammond	Feb 11	Sub Group		Complete
The group has made direct links with DMBC via the Host team and will be working with Jackie Bickerstaffe (Service Coordinator) and Peter Collier (Chief Commissioner) on the set of policies and procedures that can be issued to GP surgeries and dentists. Jackie Bickerstaffe and Peter Collier to be invited to the next meeting	Feb 11	Sub Group and Host		Complete
The Host to search through the DOH website for any relevant information relating to the document published regarding Autistic fulfilling and rewarding lives and bring to the next meeting	Feb 11	Host		Complete
Jackie Lewis has resigned from the Sub Group, Ron Hughes has now been co opted on to the working group.	Feb 11			Complete
A meeting was held with Jackie Bickerstaffe and Peter Collier who informed the group of a new Panel that will be formed over the coming months to look at the specific needs of Doncaster Residents who have Autism. Ron Hughes will be feeding this information back to Executive Board in February.	Feb 11	R Hughes Host		Complete
The Group have started putting together the set of Policies and Procedures, Lynn Davies will be sending on additional information that the Host will put in to a professional format ready for the next meeting.	Feb 11	Host		Complete
Final contents of the Policies and Procedures have been agreed. Host to produce final draft document for Aprils meeting. Report scheduled to go in public domain May.	Apr 11	Sub Group and Host		Ongoing
Final contents of the Policies and Procedures have been agreed. Host to produce final draft document for Aprils meeting. Report scheduled to go in public domain May.	Apr 11	Sub Group and Host		Ongoing

Autism Awareness Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
Group to re-evaluate the process re-assess the report and the direction of the group.	Sep 11	Sub Group and Host		Ongoing
Evaluate and re-direct work of Group Discussion with DMBC lead service managers and commissioners has led to the proposal of an effective and appropriate strategy to move forward work initiated by the Autism Awareness Sub-group, through the Doncaster Autism Strategy Implementation Group (ASIG). The proposal is to set up a sub group of the ASIG to develop a 'Good Practice Guide' (See 'Activity' below)	Sep 11	Sub Group and Host		Complete Sep 11
Agree Proposal to develop a 'Good Practice Guide' A proposal to set up a sub group of the ASIG to develop a 'Good Practice Guide', to promote effective operational practice and enable appropriate support for people with Autism accessing services, has been agreed in principle by the ASIG. The proposal is also subject to agreement by the LINK 'Autism awareness Group'	Oct 11	Sub Group and Host		Complete 07/11/11
Conclude work of LINK 'Autism Awareness Sub-group' Once the 'Good Practice Guide' proposal is adopted by the ASIG, this will bring the work of the group to a successful conclusion. In the interests of maintaining continuity and the involvement of Doncaster LINK, a member of the 'Autism Awareness Sub-group' will be invited to join the ASIG to help develop the Good Practice Guide.	Nov 2011	Sub Group and Host		Complete 17/11/11
Closing comments: At the Autism Group meeting on 17th November 2011, Vicky Hammond agreed to represent the LINK on the ASIG Sub Group and will feed back all relevant information to the Host to disseminate. Members of the group agreed that the work of the group has reached a successful conclusion.				

Performance Management Framework from the Operations Plan

Dentistry Provision in Highfields

Complete or on track



Overdue



PURPOSE: Improve Dentistry provision for the residents of Highfields

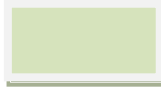
Dentistry in Highfields Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
Establish Working Group	May 10	Exec Board Team Leader	N/A	Complete
Write to members of Working Group	May 10	Team Leader	N/A	Complete
Initial meeting between Sub Group and Dentist Professionals	Jun 10	Sub Group and Host	N/A	Complete
Information on PALS shared with residents of Highfields	Jun 10	Sub Group and Host	N/A	Complete
Updates and feedback on findings related to improve Dentistry within Highfields	Ongoing	Sub Group	N/A	Complete
A meeting with Lynn and Andy Bailey took place and a discussion on how best to move forward was had. It was decided a door-to-door information drop should take place. A request for funding needs to be made at the Executive Board meeting. A letter was dictated and will be presented at the Executive Board meeting in September 2010	Sep 10	Sub Group and Host		Complete
The Executive Board have agreed £200.00 to be spent on the production of an information leaflet	Sep 10			Complete
The group will be coming to the offices on 9 th November 2010 to design the leaflet	Nov 10	Sub Group and Host		Complete

Dentistry in Highfields Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
The Executive Board have agreed to sponsor the provision of toothbrushes for the local Primary School in Highfields	Nov to Dec 10	Host		Complete
The Host is currently designing the flyer for distribution as members of the Dentistry sub group have been unable to attend meetings. Once the flyer is designed the Host will ask for final sign off from the sub group	Dec 10	Host		Complete
Toothbrushes have now been ordered and expected delivery is January 2011	Jan 11	Host		Complete
A Launch to distribute the toothbrushes will be arranged for February 2011	Feb 11	Host		Complete
Due to delays relating to terms times the launch has now been scheduled for May 2011.	May 11	Host		Complete
Toothbrushes have been received and are currently awaiting distribution	May 11	Host		Complete
Attend 'Toothbrush Campaign' event. Produce report	May 11 Jun 11	Host/K Kirk Host (JH)		Complete Complete
Attend follow-up event 12 th July 2011.	Jul 11	Host (RB)		Complete
Closing comments:				

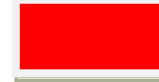
Performance Management Framework from the Operations Plan

Medication Sub-Group

Complete or on track



Overdue



PURPOSE: Improve medication provision in hospitals.				
Medication Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
Obtain authorisation from Exec Board and establish working group.	Feb 11	Host		Complete
First meeting to take place 31 st August 2011.	Aug 11	Host		Complete
Agree key focus for group. The group agreed to focus on Rec.3 of the 'Discharge from Hospitals & After Care Survey Report – Report of Implementation by Service Providers of Recommendations'. Rec.3 states: All medication for patients awaiting discharge from hospital to be available within Govt. Guidelines of 4 hours.'	Aug 11	Sub Group		Complete 31/08/11
Agree achievable objectives & timescales. The group agreed objectives relating to their key focus (above) which they will work towards achieving by 31/3/2012. These are: 1 - Establish the level of compliance with Govt Guidance. 2 - Make proposals for improvements to policies, procedures or operational practice where & if appropriate.	Aug 11	Sub Group and Host		Complete 31/08/11

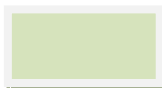
Medication Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
The group agreed to send a letter to Sarah Stovin to remind her to send stats regarding taxis being used for patient's medicine with a deadline of 25 th November 2011 for a response.	Nov 11	R Holdsworth		Complete
The group also agreed to send a letter to remind Alaina Challans to send stats regarding improvement to medication issued to patients upon discharge from hospital with a deadline of 25 th November 2011 for a response.	Nov 11	R Holdsworth		Complete
<p>The group agreed to the following timescale being followed:</p> <p>25/11/11 deadline for receipt of stats</p> <p>Beginning Dec 11 Med meeting with Roger Hancock (Head of Pharmacy) attending.</p> <p>13/01/12 obtain up-to-date stats re medication issued upon hospital discharge from A Challans or other contact/replacement.</p> <p>Beginning Feb 12 agree content of final report.</p> <p>End Feb 12 finalise report.</p>	<p>25 Nov 11</p> <p>Dec 11</p> <p>13 Jan 12</p> <p>Feb 12</p> <p>Feb 12</p>	<p>R Holdsworth/Host</p> <p>R Holdsworth/Host</p> <p>Sub Group/Host</p> <p>Sub Group/Host</p> <p>Sub Group/Host</p>		<p>Ongoing</p> <p>Host completed</p> <p>Meeting date 05/12/11</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
<p>05-12-11 Roger Hancock attended the meeting giving an insight into procedural issues at work and plans underway to address them.</p> <p>Joyce Parrott issued a report about her meeting with the Local Pharmaceutical Committee.</p>				

Medication Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
Chase up statistics from Alaina Challans.	Dec 11	Host		Ongoing
Chase up information from Sarah Stovin.	Dec 11	Host		Complete
Alaina Challans to be asked to attend January's meeting.	Dec 11	Host		Ongoing
Group members to forward comments/items for inclusion in a final report.	Jan 12	Sub Group		Ongoing
Agreed next meeting date will be 30 th January 2012.				

Performance Management Framework from the Operations Plan

Doncaster Local HealthWatch (DLHW) Community Involvement (CIE) Sub Group (Formerly HealthWatch Development Sub Group)
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Complete or on track



Overdue



PURPOSE: Keep up-to-date with NHS changes and development into HealthWatch.

HealthWatch Development Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
Obtain authorisation from Exec Board and establish working group.	Aug 11	Host		Complete 19/07/11
Hold an initial informal meeting to include LINK members and the Host only. The meeting will provide an opportunity for familiarisation and discussion around HealthWatch, and the Doncaster Pathfinder proposal.	Aug 11	Host		Complete First meeting 30/08/11
Arrange the next and first formal meeting of the group, which will include designated representatives from Doncaster MBC.	Sep 11	Host		Complete Second meeting 22/09/11
Agree proposals for the way forward for the Don LINK HealthWatch Development Group. (It was proposed at the 23/09/11 meeting, and subsequently agreed at the following 11/10/2011 meeting, that the LINK HealthWatch Development Group should be disbanded, with future LINK involvement to be taken forward through the new Don Local HealthWatch strategic structure).	Oct 11	Sub Group and Host		Complete Oct 11 DonLocal HealthWatch Steering Group's first meeting 03/10/11

DLHW CIE Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments
Establish and agree Doncaster LINK representation on: (i) the Doncaster Local HealthWatch (DLHW) Steering Group; and (ii) the DLHW Community Involvement and Engagement Sub-group.	Oct 2011	Sub Group Host and DLHW		Complete Oct 11
	Nov 2011	Sub Group Host and DLHW		To be confirmed
Working in collaboration with other organisational / group representatives on the DLHW Community Involvement and Engagement Sub-group, the LINK will begin to map-out existing Health & Social Care contact and resource networks. The aim is to provide accessible information on local Health & Social Care organisations and groups, to help facilitate effective community engagement. A draft Community Involvement & Engagement Matrix is to be presented for agreement at the next DLHW Steering Group meeting on 03/11/11.	Nov 11	DLHW Sub Group		Ongoing
		S Barnes/Host		Complete
Hold and initial meeting of the DLHW CIE Sub Group; with the objective of producing a draft Community Engagement Project and Action Plan.	Nov 2011	DLHW Sub Group and Host		Complete. Meeting held 24/11/11.
Present draft Community Engagement Project and Action Plan at the next DLHW Steering Group meeting on 08/12/11.	Dec 2011	DLHW Sub Group and Host		

DLHW CIE Group Activity	Target Completion Date	By Whom	Financial Implications	Status and Comments

Communication of the Work Plan

It is the intention of the Executive Board that this plan, once ratified, will be circulated widely as evidence of the openness and transparency of the Doncaster LINK. It will also be used to encourage people to engage with future LINK activities, should they wish to do so. Copies of the Work Plan will be available through the Website and LINK office.

Appendices

Appendix 1 - Consultation and Community Engagement Events

Below is a table of events where Doncaster LINK has gathered issues, concerns and information by members of the public.

Date Of Event	Event Type	Venue
12 th January 2011	New Year Social	Doncaster Trades, Doncaster
21 st January 2011	NHS Question Time Event	Doncaster Trades, Doncaster
11 th February 2011	Question Time Re: The Future of the NHS	Castle Park Rugby Ground, Doncaster
15 th March 2011	Coffee Morning based around Disability	South Yorkshire for Inclusive Living, Doncaster
10 th May 2011	Coffee Morning based around Health	The Salvation Army, Doncaster
10 th June 2011	Doncaster LINK Annual General Meeting	Doncaster Trades, Doncaster
21 st June 2011	NHS Update Event	Doncaster Trades, Doncaster
12 th July 2011	Coffee Morning based around Mental Health	Doncaster Trades, Doncaster
23 rd September 2011	HealthWatch and Public Health Event	TBC
13 th October 2011	Coffee Morning based around Cancer Awareness	Ivanhoe, Conisbrough
1 st November 2011	Question Time Event	Castle Park, Doncaster
6 th December 2011	Christmas Social Event	Doncaster Trades, Doncaster
7 th February 2012	Moving Forward Event	The Salvation Army, Doncaster

Appendix 2 - Sub Strategies

Doncaster LINK has the following strategies in place. These are available from the Host or to download from the website www.doncasterlink.co.uk.

- **Communications Strategy**
- **Engagement Strategy**

Appendix 3 - Supporting Decision Making Policy

The table below outlines the criteria that the Doncaster LINK Board use to support the existing decision making process:

Criteria	Comments	YES/NO
1 Source of issue <i>Definition</i> Percentage of population affected		
2 Equality and Diversity <i>Definition</i> Has a greater impact on people who are from an identifiable race/ethnicity, gender, age, religion, disability or sexual orientation, than on the population as a whole and where an issue has a detrimental impact on a specified group.		

<p>3 Impact on Wider Community <i>Definition</i> The issue has an identifiable impact beyond the individual service user and their immediate social group.</p>		
<p>4 National Agenda <i>Definition</i> The issue is part of a wider national, regional or local issue that is currently being explored.</p>		
<p>5 Cost effectiveness <i>Definition</i> The work has a clearly defined outcome/impact and the amount of time and resources need to reach the outcome are clearly measured in relation to LINK budget.</p>		

1.	<p>Please log considerations so that the LINK is accountable to those that have raised an issue and to the wider public. Consider using SMART (Specific, Measurable, Appropriate, Realistic and Time-bound) when answering these questions.</p> <p>Does the issue involve health, social care or a combination of services?</p>
2.	Can the LINK make a difference?
3.	Has the issue already been looked into? (either externally or by LINK)
4.	Has the issue been dealt with? (either externally or by LINK)
5.	Have any similar issues been referred to the LINK?
6.	What proportion of the population is this issue likely to affect?
7.	Does the issue affect a particular section of the population (e.g. carers, older people, children) and does the issue have an impact on hard to reach groups?
8.	Do we know if the information supplied regarding this issue is accurate?
9.	What is the severity of the issue? What are the potential consequences if it is not dealt with?
10.	What are the impacts of the issue on quality of life for members of the community?
11.	What are the impacts on the wider community?
12.	Does this issue appear nationally?
13.	What is the timescale for the issue?

14. Is there a consultation with a timescale? How long will it take to undertake relevant research/progress the issue?
15. What type of work is anticipated in order to tackle this issue? e.g. Letter, further meeting
16. What are the financial implications of the LINK looking into the issue? Is it cost effective?
17. How easily can the LINK tackle the issue?
18. Should the issue be incorporated into the LINK Work Plan?
19. How will it be prioritised within the Work Plan?
Any further notes