

Connect

THE BRADFORD LINK NEWSLETTER

Bradford LINK

connect and make a difference

Winter Edition 2012

Use your voice and influence health and social care changes



Bradford LINK is working to make sure people in the district have their say and are listened to in official consultations on health and social care services they use. There are a lot of big changes happening at the moment, so it's important to take opportunities to tell decision-makers what you think of their plans. It can make a big difference to the choices they make. LINK is working hard with members of the public, Bradford Council and NHS organisations to make sure as many people as possible get involved in these consultations. 3 consultations the LINK is involved with at the moment include:

- ✓ The future of Whetley Hill Resource Centre for disabled people
- ✓ Adult mental health services in hospitals
- ✓ Urgent care services

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The future of Whetley Hill Resource Centre



Disabled people and their carers who use a day centre in Bradford are thinking of new ways to keep the service going. The future of Whetley Hill Resource Centre was being reviewed by Bradford Council. It has now been agreed that the centre will stay open for another 12-18 months. This decision means carers, council officers and anyone else interested, now have another year to work together to think of creative ways of keeping it open.

Bradford LINK has been working with people at Whetley Hill, to make sure they influence decisions being made by the Council. Some people who use the centre, carers and council officers have come together to form a steering group. It organised consultation sessions where people affected by the proposals could have their say. 55 people attended these events. They talked about ways the service can save money, how to find more money to invest in it and what might be a suitable alternative if the centre were to close. A lot of people said they didn't think there would be anywhere else for those with the highest needs.

Bradford LINK will continue to work with everyone involved to make sure they work together to make decisions about the future of Whetley Hill Resource Centre.

Whetley Hill Resource Centre is a day service for disabled adults. Bradford Council is reviewing the future of this service at the moment. Some people who use it got in touch with Bradford LINK because they were worried it might be closed and that they might not be listened to in the consultation process.

Find out more about what Bradford LINK is doing – call Sam Keighley on 01535 665258 or email sam@bradfordlink.org.uk

An Overview and Scrutiny Committee (OSC) is a group of councillors that look at services offered by the council to make sure they meet the needs of local people and organisations in the district. There is a Health Overview and Scrutiny Committee and a Social Care Overview and Scrutiny Committee.



Mental health: hospital services for adult and older people

Bradford LINK has been working with people using hospital mental health services and their carers to make sure they influence decisions being made in the district.

Bradford District Care Trust (the organisation that provides mental health services) and NHS Airedale, Bradford and Leeds (our Primary Care Trust) need to save money and look at ways to make mental health services for older people and adults who have to stay in hospital better.

Bradford LINK and some of the people who use these services have helped to design the questions that will be asked as part of the consultation. LINK is also writing an Easy-Read version. The consultation will run until March 2012.

Bradford LINK will continue to work with the people who run these services and the people who use them, to make sure patients and carers are involved decisions made about their future.

If you want to know more about Bradford LINK's work on this issue call Marcella Celli on 01535 665258 or email marcella@bradfordlink.org.uk

Urgent care in the district

NHS Airedale, Bradford and Leeds wants to improve the urgent health care services people use in the district. It has started an official consultation to find out what people think of these services.

Urgent care means getting fast help when you are feeling poorly, but not so ill that your life is at risk. They include GP out of hours services, emergency dentists, NHS direct and chemists.

A consultation paper has been published where people can answer questions about the urgent care services available. Bradford LINK has written an easy-read guide to this document to help some people take part in the consultation.

If you would like a copy of either document you can call Bradford LINK on **01535 665258** or email **info@bradfordlink.org.uk**

You can also download copies from the PCT's website **www.bradford.nhs.uk/get-involved**

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Bringing together patient voices



Clinical Commissioning Groups (CCGs) will have responsibility for how money is spent on health services in the areas they serve. Airedale, Craven and Wharfedale is an example of a new CCG. A shadow CCG has been set up in Airedale, Craven and Wharfedale to test how this new structure will work

Patients at GP surgeries across Airedale, Craven and Wharfedale are working together to influence new NHS structures.

Bradford LINK has helped bring together members of Patient Participation Groups (PPGs) across this area to form a network. The network is working with the Shadow Clinical Commissioning Group (CCG) in the area so that patients and the public can influence decisions made about the health services you use.

These people are able to talk directly to GPs and managers running a surgery about issues that are important to patients.



As part of this project we would like to help create similar networks in other areas of the district. If you are a member of a PPG or are interested in the work we are doing, please get in touch. We're particularly interested to hear about your experiences working with PPGs. You can call Becky Mears on 01535 665258 or email becky@bradfordlink.org.uk. If you would like to become a member of your PPG, you must contact your GP surgery.



In November, 30 people from 12 PPGs across the Airedale, Craven and Wharfedale area came to a meeting at Central Hall in Keighley. They listened to speakers from a shadow CCG and from NHS Airedale, Bradford and Leeds talk about the future of health services and how decisions will be made. The PPG representatives at this meeting were keen to have a network of PPGs in the area so they could support each other and have a voice on the CCG.

At the second meeting in January 25 people from PPGs across the area attended a meeting in Skipton. They heard from Dr Colin Renwick who is part of the shadow Clinical Commissioning Group in the area and talked with him and each other about how the network can work with the CCG to influence decisions made about services in the area. They also talked about how they want the network to work. A report about the things people said will be ready soon.

David Howe is Secretary of the Burley in Wharfedale PPG. He said "PPG's can't work in isolation anymore. It's so important that we actually join together to get the best out of the changes within the NHS."

PPG members in the Airedale, Craven and Wharfedale area can get involved in future network meetings. Each PPG can send up to three representatives. The work Bradford LINK is doing with PPGs is part of Bradford's HealthWatch Pathfinder project. It is a joint partnership between the Council, NHS Airedale, Bradford and Leeds, Bradford LINK and

Patient Participation Groups (PPGs) are made up of people who use particular GP surgeries. These people are able to talk directly to GPs and managers running a surgery about issues that are important to patients.

North Yorkshire LINK. The project is looking at how public voice can influence new commissioning structures (Clinical Commissioning Groups) if the health bill is passed by government.



Enter and View visits to start in 2012

Bradford LINK is planning how it will conduct Enter and View visits in the future. Nine people have completed the training to become authorised representatives. They can carry out visits to publically funded health and social care services in the district on behalf of Bradford LINK.

What happens next?

The authorised representatives are now members of a task group which will decide when and how visits take place.

When people tell Bradford LINK about any concerns they have over a particular health and social care service, the task group will meet to decide if an enter and view visit should be carried out. Our authorised representatives also want to know about services that are doing really well. They can ask to visit these services so we can share examples of good practice.

What happens after a visit takes place?

The authorised representatives will write and report about the visit stating what they think is good about

the service, what can be improved and suggestions for making changes. This report will be sent to the service visited and shared with the commissioners and regulatory bodies such as the Care Quality Commission.

The Care Quality Commission's job is to check whether hospitals, care homes and care services are meeting government standards. This report will also be made available to the public. The authorised representatives will keep in touch with the services they visit to see how they progress. Bradford LINK will offer any support services need where appropriate.

Isobel Scarborough is a trained authorised representative and chair of Bradford LINK's host organisation KIVCA. She said, "The purpose of an Enter and View visit is to offer constructive recommendations rather than criticise and lay blame. The authorised representatives want to work with services to help make things better where they can and celebrate those already doing fantastic work."

GET INVOLVED!

Are you interested in becoming an authorised representative for Bradford LINK. You must complete an application form and two-day training course. The next training course is happening in March. Find out more and download an application form from our website – www.bradfordlink.org.uk/enterandview

You can also call Marcella Celli on 01535 665258 or email marcella@bradfordlink.org.uk

If there is a service you have concerns about or would like to acknowledge for it's excellent work, please call Bradford LINK on 01535 665258 or email info@bradfordlink.org.uk



Bradford LINK has the power to visit publically funded health and social care services to make suggestions for improvements. These are called Enter and View Visits. They take place when people tell us there may be a problem with a service they have used. Services that are doing well can also be visited so our representatives can share examples of good practice with others in the district. The places that can be visited include care homes, hospitals and GP surgeries.

Members of the public can carry out visits on behalf of Bradford LINK. Provided they have completed a thorough assessment process, two-day training course and have undergone CRB checks. They are called Authorised Representatives.

Positive Minds becomes independent



An action group that Bradford LINK helped to start up is taking great strides forward.

Positive Minds started in 2009 to raise awareness of depression among people over the age of 50. It has now become a constituted group and secured funding to carry out important work in bringing organisations together to tackle the issue.



A constituted group is one that has set rules that members must follow. It also means they have written down what they want to achieve in an official document.

Among its successes over the past 3 years, Positive Minds has:

- ✓ Produced a film called *Out of the Shadows* telling people about how depression can affect people in later life and what to do about it. The DVD has also been produced in British Sign Language and Urdu.
- ✓ Worked with Seniors Show the Way to train 11 community mental health champions. These champions have already delivered 22 training sessions across the district telling people how to spot the signs of depression in later life and what to do about it. More training sessions are planned in 2012.
- ✓ Supported events in the district to mark Mental Health Week

Positive Minds has been given £1500 to start a network of organisations that can work together to help tackle depression among the over-50s in the district. It has also developed an action plan for 2012. At the first annual general meeting in December, the group launched this action plan and elected the management committee members. Now the group is working to get funding to employ a part-time development worker.

Marilyn Foster, who started Positive Minds and is now chairperson said: "It's important we have a long-term strategy that helps prevent depression in people over the age of 50. This would save millions of pounds spent on treating the condition and more importantly improve people's lives."



If you want to know more about Positive Minds or want to get involved call Marcella Celli on 01535 665258 or email marcella@bradfordlink.org.uk

Other things Bradford LINK is doing

There are lots of other things Bradford LINK is working on that you might want to get involved with.



- ✓ Our rural officer Alison Eagle is working with people living in the Wharfe Valley on ambulance response times and the availability of eye tests on the NHS.
- ✓ Marcella Celli is working with Airedale Hospital Patient and Carer Panel to get more young people involved in influencing decisions about services there.
- ✓ Sam Keighley has helped a group of people with a condition called hip impingement to get information about corrective surgery.
- ✓ Bradford LINK is now part of a Shadow Health and Wellbeing Board
- ✓ Mike Quiggin will be supporting The Care Quality Working Group to meet with representatives from healthcare service providers in the district to talk about their Quality Accounts.
- ✓ Becky Mears is continuing to work with the Autism and Asperger's Syndrome work group to improve three things: housing support, training for health and social care staff and getting a diagnosis.

Find out more about all these things on our website – www.bradfordlink.org.uk

Information you can trust

Bradford LINK has been awarded The Information Standard. This is a kitemark that proves the health and social care information we provide in this magazine and future editions of Connect is accurate and trustworthy. The logo opposite is proof of this. We are currently the only Local Involvement Network with this award.

Bradford LINK understands that this magazine will become out of date and information in it will no longer give a true picture of what is happening in health and social care in the present day. The original meaning behind the writing of this magazine and the people who it was written for may also have changed. More than a year after this magazine was written, you may



find it is better to look for newer information on the subjects covered. You can contact us more recent publications.

If you need this newsletter in a different format such as on audio CD or in larger print, please get in touch with Bethan Davies on 01535 665258 or email bethan@bradfordlink.org.uk

Get in Touch!

We are always looking for people who want to work with us to improve health and social care services in the district. If you want to get involved with Bradford LINK, get in touch today.

Call us today on 01535 665258

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