



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

Annual Report

April 2009 - March 2010

A Report to the Department for Health

Contents

- 1: **Message from the Chair - page 3**
- 2: **Section one: About Stockport LINK - page 4**
- 3: **Section two: Membership - page 7**
- 4: **Section three: About our Community - page 12**
- 5: **Section four: Annual Highlights - page 13**
- 6: **Section five: Engagement - page 14**
- 7: **Section six: LINK Activity - page 20**
- 8: **Section seven: LINK Outcomes - page 23**
- 9: **Section eight: Training - page 25**
- 10: **Section nine: Next Steps - page 26**
- 11: **Section ten: Financial Report - page 27**



Message from the Chair

My name is John Leach and I am the Chair of the Stockport Local Involvement Network (LINK) Core Group and am pleased to introduce the Stockport LINK's 2nd Annual Report for 2009/2010.



When people ask me "What is the LINK?" I always describe it as a charm bracelet; the LINK being the band that holds all the charms (groups and individuals) together. The charms can be added at anytime and if any feel like a rest they can be temporarily taken off to reflect the flexibility of the LINK.

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 intention to consider specific issues of concern to the local community and work with and influence those who make decisions about developing new or existing services to ensure improvement in all areas of health and social care.

This year has been an extremely busy year for the Stockport LINK, its members and the support team. We have seen a growth in our membership, the LINK Core Group are gelling together as a team and more and more wider LINK members are getting involved as they begin to understand how their local LINK operates.

I am particularly pleased with the cooperation and the relationships that have developed between us, NHS Stockport and Stockport Council; they have been supportive as well as informative. We now have regular monthly briefing sessions with them to update the LINK on various topics and issues that range from new service developments to reporting progress on an area the LINK has expressed concern. Wider LINK members are encouraged and are more than welcome to attend these sessions.

The LINK want to truly represent the views and concerns of all residents, patients, carers and groups across Stockport and within this report you will 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.

This annual report will detail who is involved in the Stockport Core Group and Steering Group, and the activity we have been engaged in, the influence we have had and how much impact we have had as an organisation. It is not necessary to become a member of the Stockport LINK to get involved. The network is run in a flexible way in which everyone can have their say and get involved at a time that is right and interesting for them.

I would like to take this opportunity to personally thank all the members of the Steering and Core Groups for their hard work as well as members from the wider membership who have contributed to task and sub-groups to make the views of local people known. I would also like to thank the LINK Support Team for all their hard work and in facilitating the LINK work activity.

Section one: About Stockport LINK

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 in services for the benefit of the community.

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, 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.



Stockport Local Involvement Network - Support

Stockport LINK is supported by a small development team at Pebble Enterprises; a social enterprise company set up to:

- Strengthen communities through supporting individuals and groups to maintain overall health wellbeing and independence.
- To support community cohesion and reduce social exclusion through facilitating and encouraging engagement involvement and participation.
- To provide information, advice, support and advocacy to support individuals and groups to have their voices heard and to maintain their independence.



The Department of Health provides funding to Stockport Council who has contracted Pebble Enterprises to deliver and facilitate support to the Stockport Local Involvement Network. Pebble report quarterly to the Council against a set performance plan. LINK is supported with 1 full time development manager, 1 part time development officer and 11 hours administration support.

The LINK membership is free and open to anyone living in or using health and social care services in Stockport. We encourage as wide range of people to join from individuals to community, voluntary groups and we encourage health and social care champions from local businesses.

The members elect a representative 30 seat core group who are the main decision makers for the LINK, they decide and agree work programmes based on feedback from the wider community. The Steering Group are a small number of appointed Core Group Members who can meet frequently to make quick decisions and assess requests for involvement. Details of this membership can be found further on in this report.

Stockport LINK Code of Conduct

The Stockport LINK has an agreed Code of Conduct which all its core group members and Authorised Visiting Representatives are signed up to. The Code is based on the 7 Nolan Principles of public life:

- **Selflessness**
- **Integrity**
- **Objectivity**
- **Accountability**
- **Openness/Transparency**
- **Honesty**
- **Responsibility**

A full copy of the Stockport LINK Code of Conduct can be obtained from the LINK Support Office.

Contact Details for the Stockport LINK

LINK Chair	John Leach	Stockport LINK Support Office Labyrinth House 45 Middle Hillgate Stockport SK1 3DG
LINK Vice Chair	Loretta Alao	
LINK Development Manager	Maria Kildunne	
LINK Development Officer	Kirsty Bagnall	
LINK Support Officer	Michelle Sheridan	

Telephone 0161 477 8479

Email links@pebbleenterprises.co.uk

Website www.stockportlink.co.uk

Steering Group Members

John Leach

Gerry Wright

Loretta Alao

Joyce Drummond

Peggy Hall



Section two: LINK Membership



The LINK now has **320** individual members (almost double on last year), who do not belong to any formalised group, but have a varied interest in health and social care. There are **50** community groups signed as group members of the LINK and **12** Voluntary organisations up **14** on last year. Having a regular article in our member's publications ensures that we regularly reach over **3500** people in Stockport, letting them know about the work of the LINK and inviting them to participate in LINK activities.

The Stockport LINK has **69** additional members on *Facebook* and **121** friends that we regularly communicate with. The LINK has **125** followers on *Twitter* and since launching our *YouTube* Channel earlier this year, which has videos about LINK activities and its members we have had **45** Channel Views and **104** upload views.

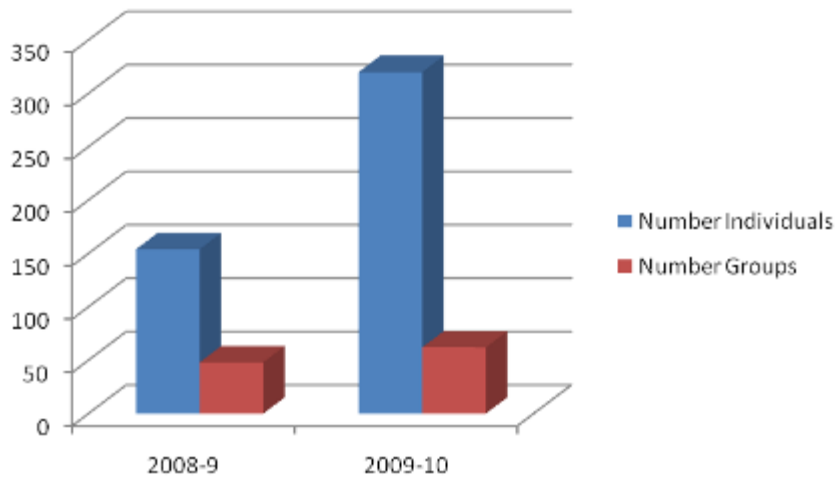
We have over **100** people interested in social care or interested in health and social care which was indicated by the number attending the Big Care Debate in Stockport which the LINK co-hosted with Stockport Council.

Members are asked to highlight any skills, expertise or experience on their application forms that will help the work of the LINK and this has been phenomenal ranging from health and social care students to retired teachers, nurses and social workers. We circulate **750** LINK Newsletters every 2 months to people signed up to our distribution list.

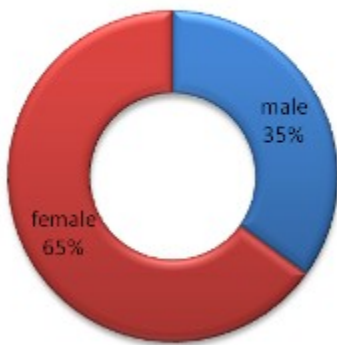
Whilst some monitoring information is provided directly on the application forms, when members join the LINK they are asked to fill out a diversity monitoring form. 150 completed monitoring forms have been returned to the LINK office. Below is a summary of the diversity monitoring information the LINK has based on returned applications and diversity monitoring forms.



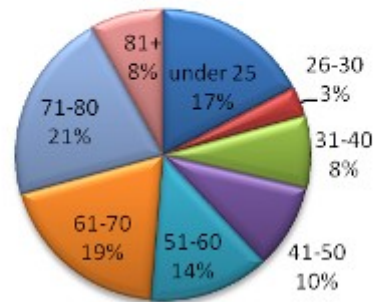
Membership make up of the Stockport LINK



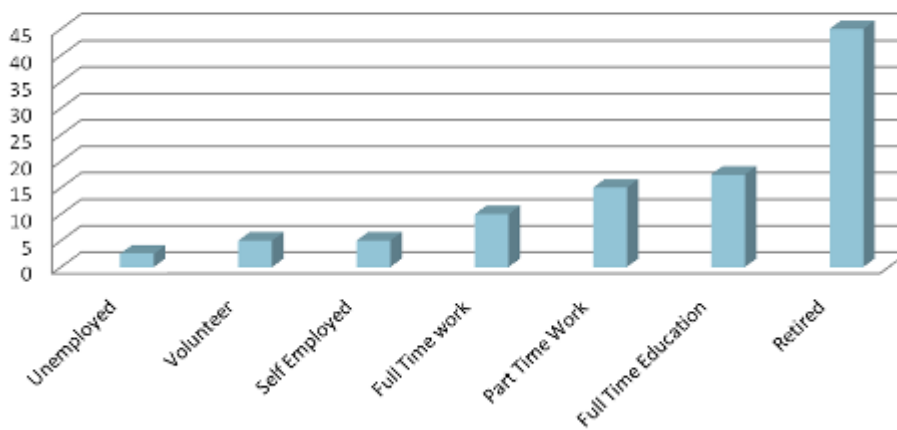
Gender of Stockport LINK Members



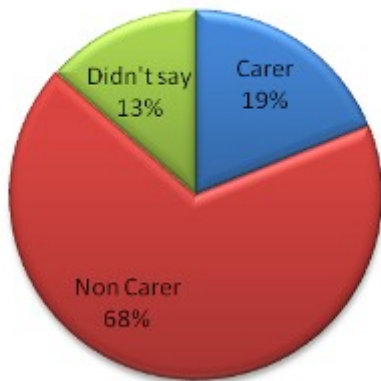
Age Range of Stockport LINK Members %



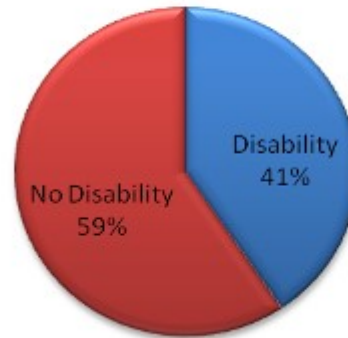
Activity that best describes LINK Members current situations %



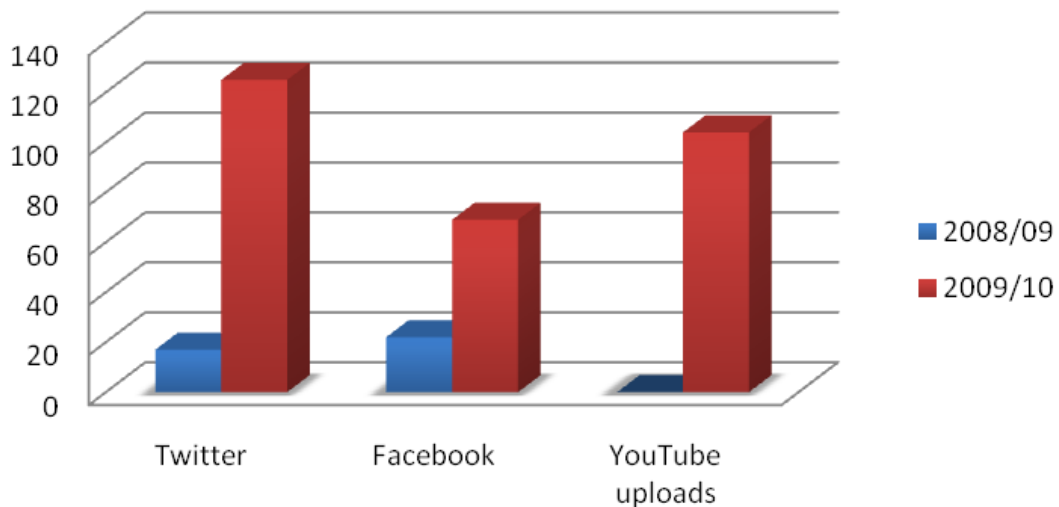
LINK Members who are Carers



LINK Members who considers themselves to have a disability



Social Networking Membership



The biggest growth in membership has been on social networking sites and therefore evidence of a growing trend to use these methods and something on which to build for the coming year.

On the application forms members also provide us with information on the topics, issues and areas of interest so that information can be targeted more effectively. For example if you indicate you are interested in issues relating to Children and Young people and are happy to participate in focus groups, and a piece of work around children and young people comes up, you will be notified, similarly if we run a focus group you will also be invited to attend.



LINK Structure

The LINK held its 2nd AGM and Election in March 2010 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 Core Group continues to meet monthly and the Steering Group continues to meet to consider and evaluate information to take to the Core Group meeting.

The Core Group Meetings are open to wider LINK group members to attend; they just need to let the Support Team know so that arrangements for extra people can be arranged.

The LINK has also started to have Monthly LINK Briefing Sessions for members where our stakeholders from the statutory sectors can come and update the LINK on key issues in Health and Social Care – these are proving to be beneficial and we are hoping to make them wider so that more members of the public can hear and be involved with what is developing in this field.

A full Governance document is available outlining the roles and responsibilities of the Core Group, Steering Group, the subgroups, task groups and statutory organisations involved with the LINK. Full copies can be obtained from the LINK Office, contact details on page 7.



LINK Core Group Membership

	Member Name	Membership type	Relevant positions
1	John Leach	Individual	LINK Chair and LINK Steering Group
2	Loretta Alao	Group	Vice Chair/Steering Group/ African Caribbean Community Association
3	Gerry Wright	Individual	LINK Steering Group/Foundation Trust Governor
4	Joyce Drummond	Individual	LINK Steering Group/LINK Publicity & Promotion Lead
5	Peggy Hall	Individual	LINK Steering Group/Hospital Discharge Lead
6	Mike Lappin	Individual	LINK Health & Care Forum Lead
7	Alan Watt	Individual	General Interest
8	Sheelagh Peel	Individual	Hospital Patient Representative/ Older People Shadow Board Rep
9	Carol Helm	Individual	General Interest
10	Pat Hannah	Individual	General Interest
11	Clem Beaumont	Individual	General Interest
12	David Atkinson	Individual	LINK Support Volunteer
13	Tony Johnson	Individual	General Interest
14	Breda Johnson	Voluntary Org	Stockport Care Schemes Rep
15	Jo Wolfson	Group	Action for Sick Children Rep
16	Sarah Thomas	Group	Cerebral Palsy Society Rep
17	Jim Clark	Individual	General Interest
18	David Kirk Chris Wrigley	Individuals	Foundation Trust Governors
19	Jean Weall Gaynor Johnson	Group	Diabetic Society Reps
20	Janet Brown Margaret McCausland Norma Neild Pauline Roberts	Group	LINK Mental Health Carer subgroup
21	Stan Prescott	Group	Reddish Pensioners
22	Jane Bailey Lesley Abraham	Voluntary Org	Older People Reps
23	Kieran McMahon	Voluntary Org	Disability Stockport Rep
24	Glenys Patterson	Voluntary Org	Signpost for Carers
25	Les Pattison	Individual	Interest in carers
26	Dr Anand Dutta	Group	Indian Association
27	Audrey Lee Janet Jackson	Group	Mellor Society
28	Jackie Dootson	Individual	Interest in Alzheimer's Disease
29	Brenda Cottrell	Individual	Interest in Learning Disabilities
30	Vacancy		

Section three: About our community

Stockport has a total population of 284,528 with a higher than national average population of older people. There are 12,063 people over the age of 80 residing in Stockport, 1824 of these are over the age of 90 the highest across the 10 Borough Councils of Manchester. Around 34,000 people live in the most deprived areas of Stockport and deprived areas have a greater concentration of children than the rest of Stockport with the most affluent areas having a greater concentration of older people.

Life expectancy at birth for Stockport females is 82.5 years and a male can expect to live until 78, both 2 years more than the North West average. Life expectancy has increased over the last few years but the gap is still widening and the gap for men between the most deprived and most affluent is 6 years.

The ethnic makeup of the population of Stockport is 95.7% white, above the national average at 91.1%. Pakistani is the largest minority ethnic group at 1%

Stockport has slightly lower than national average people with limiting long term illness (50,298) and average people who state that their health is 'not good' (25844)

There are 10.6% people providing unpaid care and 2% (30,185) providing more than 50 hours per week of unpaid care (5,635), Although in Stockport we believe this to be much higher.

(Information: Stockport JSNA Report)



Section four: Annual Highlights

Over the last 12 months the LINK has:



Undertaken **14** Enter and View Visits carried out by LINK Enter & View Authorised Representatives

Attended/hosted **42** public engagement events

Provided **30+** Presentations/Talks to local groups to promote the LINK

Written **23+** articles for partner publications

Celebrated its inaugural year at Stockport Art Gallery with **60** people attending

Made **26** requests for information to Health and Social Care organisations

Took part in **10** consultations

Commented on **9** policies, strategies or relevant documents relating to health and social care

Took part in **4** pieces of research

Took part in **5** areas of joint working with other agencies

Received **12** requests to join strategic groups

Took part in/hosted **11** focus groups

Received over **100** feedback forms about health and social care services

Section five: Engagement

The Stockport LINK has a Publicity and Promotion Sub-group led by a member of the Core Group and other members are made up of both core members and wider LINK members who are co-opted.

The LINK publicity and promotion team attended 42 public engagement events which included community events for older people, carers, people with disabilities, people with mental health problems and sheltered housing events, supermarket stands, sure start events, neighbourhood renewal and college events. The team promotes LINK Activity and encourages people to join the LINK but they also bring along LINK suggestion boxes and encourage attendees to fill out feedback forms about their experience of local health and social care services.

The most effective ways the Stockport LINK has engaged with people who might not usually find a way to make their views known are by tailoring engagement to the target audience as one type of engagement is not suitable for all.

Example 1: people who are not affiliated or belong to a group or known to service providers - people of working age:

Supermarket Stands - engaging people whilst out shopping both during the day and early evening has been beneficial because they are not necessarily representing any one group in the community, there is a high level of footfall and you can engage on a one-to-one for as long as the recipient feels comfortable.

Example 2: people who may find it hard to leave the home due to illness, vulnerability, caring roles and those who do not like to attend meetings :

LINK Plain English Reading Group - the Reading Group scrutinise leaflets, posters, letters and documents aimed at the general public or those using particular services (developed by professionals) to ensure they are easily understood, do not contain jargon and are relevant. The group can do this from the comfort of their own home and at a time which is convenient to them. Both Health and Social Care organisations are regularly using the LINK Reading Group to ensure their materials are user friendly.

Example 3: people who may have trouble communicating by writing/phone:

Deaf Health Community Forum - The LINK offer support to this group in engaging with health and social care services. Our LINK Development Officer (who is currently learning sign language) attends each meeting and offers them support to address particular issues such as access and health inequalities and the group also reciprocates support to the LINK in ensuring our material is appropriate for a variety of audiences and informing us of any issues that arise.

Social Networking

Social Networking sites are becoming a more popular way to engage with members of the public, we have found that not everyone wants to sign up as a member of the LINK or even to receive the newsletter, instead preferring to keep up to date by dipping into the social network sites and the websites at their leisure to download a copy of the Newsletter or read up on LINK topics/events.

To find out more please visit:



<http://www.stockportlink.co.uk/>



<http://twitter.com/StockportLINK>



<http://www.facebook.com/stockportLINK>



<http://www.youtube.com/user/StockportLINK>



Newsletters

Newsletters are printed every two months and there is now a distribution of 750 copies. We also place regular articles in stakeholder newsletters ensuring our key messages reach as many people as possible. We have also had 7 press releases included in the Stockport Express and Stockport Times and 4 radio interviews.

The LINK recognise the need to engage with different sections of the community and pro-actively produce not just newsletters but all our materials in large print and on audio CD. We have a dedicated LINK member who records each edition of the newsletter and these are being sent out with Stockport Talking Newspaper as well as to those who request it.



Partner Newsletters we regularly place articles

ACS News (Age Concern Stockport)	Carelink (Signpost for Carers)
Viewpoint (Disability Stockport)	Stockport MIND Newsletter
The Review (Council)	Stockport Partnership News
Walthew House News (for people with sight and Hearing difficulties)	Macular Degeneration Update
Hospital Round-up (Stockport NHS Foundation Trust)	Supporting People News
AC News (Adults & Communities Social Care)	The Bridge (CVS)

The cost equivalent of placing articles in the local press if we had to pay in the year 2009/2010 equates to and Average Value Equivalent of **£3496.92** (*Average Value Equivalent is based on 2007 circulation figures & costs*).

Feedback

The LINK has been routinely collecting feedback from the public and its members about their experience of health and social care services. The following table summarises the areas where people have provided written feedback (using feedback forms) and whether their experience has been a positive one.

Location	Total	Positive	Negative	Positive and Negative aspects
Stockport NHS Foundation Trust	38	26%	69%	5%
Other Hospitals in the area	16	50%	38%	12%
GP surgeries (including support and reception staff)	9	22%	78%	0
Mental Health	5	40%	60%	0
Dentists	3	67%	33%	0
Hearing Aids	3	0	100%	0
Stockport College	2	100%	0	0
Optician	1	100%	0	0
Nursing/care homes	1	100%	0	0

- It is interesting to note that in some cases especially relating to hospital experience some people reported that they had both a positive and negative experience indicating that some aspects of their care was not received satisfactorily .
- A high proportion of the negative experiences with regard to hospital experience relate to discharge processes, lack of respect and communication between patient/family/carers and the staff.
- The LINK has responded to this feedback and has set up a Discharge Task and Finish Group to look more in depth at the nature of people's experiences, pinpoint where in the process the patients are having difficulty and trying to work with local agencies to address the issue. The Foundation Trust has responded well to the Task Group and is working with the LINK to improve the process.
- With regard to GPs, one of the LINK's sub-groups the Stockport Health and Care Forum, are designing a questionnaire to find out the views of more groups of people and are liaising with GP Patient Groups to gather more information.
- Earlier in the year the LINK set up a Hearing Aid Task and Finish Group, as this was becoming an issue both with written feedback and calls coming into the office. At one of the LINK Core Group Meetings, a member of the public was invited to attend to describe his experience with LINK members and it was unanimously decided a group would be set up to address this. The group have met with PCT Commissioners and are having positive discussions regarding the service provided by David Ormerod and are aiming to help further reduce waiting times.

Engagement with Stakeholders

The LINK currently has LINK member representation on the following:

Board/Partnership	
NHS Stockport Board	Mike Lappin
Health & Wellbeing Partnership	Loretta Alao/Mike Lappin
Transforming Community Services Programme Board	Alan Watt
All Our Tomorrows Partnership	Sheelagh Peel
Stockport Health Scrutiny	John Leach
Cancer Programme Board	Jim Clark/Anand Dutta
Urgent Care Programme Board	David Kirk
Elective Care Programme Board	Mike Lappin/Alan Watt
Maternity Programme Board	Loretta Alao/ Pat Hannah
Long Term Conditions Programme Board	Gaynor Johnson/Jean Weall
End of Life Care Programme Board	John Leach
Stockport Care Homes Forum	Gerry Wright
Personalisation Board	Gerry Wright
Engaging Communities Advisory Group	Maria Kildunne
NHS Stockport Community Health Forum	Alan Watt
Prescribing Programme Board Communications	Pat Hannah
Public Health Partnership - Wellbeing	Joyce Drummond
Adults & Communities Modernisation	Les Pattison
Local Implementation Team for Mental Health	Pauline Roberts
JSNA	John Leach
Health Impact Meetings (9 geographically spread)	Various

The LINK members who sit on the above strategic partnerships have reported that they feel a full member of the group and are able to fully participate; they feel they have been listened to and suggestions put into place. The LINK attends and also receives the minutes of each meeting of the NHS Stockport Board and 2 members routinely go through and highlight areas for further clarification and monitoring. NHS Stockport is usually happy to answer any queries and support LINK an external independent monitoring body.

Example 1: Elective Care Programme Board:

A sub-group looking into Chose and Book is being set up on LINK member suggestion.

Example 2: Public Health Partnership :

An action planning group has been set up to ensure the results of the Stockport Borough wide Mental Wellbeing Survey are being utilised and put into action

Example 3: Local Implementation Team (LIT) for Mental Health:

The Stockport LINK Mental Health Subgroup highlighted two areas that were an issue for people with mental health problems and their carers; changing of claim forms and monitoring financial cuts in service. The LINK brought this to the LIT and is now being further investigated and monitored.



The Stockport LINK Chair also has regular quarterly informal meetings with The Chair and Chief Executive of NHS Stockport, Head of Nursing and Midwifery at NHS Foundation Trust, Service Director for Adult Social Care at Stockport Council and Council Health and Social Care Portfolio Lead. The Chair is also meeting with Chief Executive of Pennine Care Foundation Trust.

Many of the Commissioning Managers within NHS Stockport and Joint commissioners with Stockport Council have all made a commitment to meet regularly and informally with the LINK as and when necessary.

All have been invited to have a slot and attend Monthly LINK Briefing Sessions which will enable the commissioners and managers in health and social care to communicate with the LINK about new changes and developments and provide a platform in which the LINK can be involved from planning stages.

Section six: Stockport LINK Activity

Requests for information

Number of Requests for information made by the LINK	26	Comment
Number that were answered within 20 days	18	The remaining requests were followed through after the 20 days. 4 requests remain outstanding
Number relating to social Care	1	The LINK has recognised the need for further exploration in social care issues, they hosted a Understanding Social Care Event last year where they invited Service Managers to give presentations on each of the key social care areas We are requesting follow up updates form the Service Manager in their work programme for the following 12 months

Enter & View information

Number of Enter & View Visits Made	14		
Number related to Health Care	10	Number related to Social Care	4
Number of announced visits	14	Number of unannounced visits	0

Referrals to Scrutiny Committee

<p>Number of referrals made to Scrutiny Committee</p>	<p>No referrals to the Stockport Scrutiny Committees has been made in the last 12 months. However, LINK work closely with the Health Scrutiny Committee and has LINK representation. LINK are included in Scrutiny setting their work programme development each year</p>
--	---

Consultation information

<p>Number of Consultations contributed to</p>	<p>10</p>
<p>Number of National Consultations contributed to</p>	<p>3</p>
<p>Age Equality Consultation</p>	
<p>NHS Constitution</p>	
<p>Care Quality Commission – Consultation on Assessments of Quality</p>	
<p>Number of Local Consultations contributed to</p>	<p>7</p>
<p>Name change of NHS Stockport Provider Services</p>	
<p>Proposed changes to Eye Care Services from hospital to the community</p>	
<p>Stockport Long Term Conditions Care planning</p>	
<p>Stockport Care Home Quality Charter</p>	
<p>Communication messages to the new 8-8 out/out of hours service</p>	
<p>Stockport Dementia Strategy</p>	
<p>NHS Stockport Quality Assurance Strategy</p>	

LINK Work Programme Topics

LINK Topics	Outcome
Quality Indicators for Community Health Services	LINK members were interviewed by an external consultant on their views about the quality indicators used by NHS Stockport Community Health.
Evaluation and Priorities for Local NHS Services	The LINK voiced their concerns over management costs, end of life care and NHS Stockport image these concerns have been addressed and incorporated in the 5 year strategy.
Testing of Communication Messages for new 8-8 service	Different messages for promoting the new service were tested on LINK members and the most popular was used.
Proposed changes to Eye Care Services	LINK was involved in a focus group about the proposed changes – LINK waiting for an update on final proposal.
Bowel Cancer Screening – Why older men might not come forward for screening	LINK members were involved in one-to-one interviews – LINK waiting for final feedback report.
Analysing Stockport Wide Mental Wellbeing Questionnaire Survey Results	LINK was involved in a focus group and now an action planning group is being set up with LINK representation.
Meeting the needs of people with learning difficulties in accessing A&E	A policy has now been put in place at A&E to support people with learning difficulties to access A&E appropriately.
Planning and developing Swine Flu Materials for public use	A LINK member represented the LINK in ensuring all materials for public use was appropriate and user friendly.
The Big Care Debate	100 people attended this local debate and fed into the national debate on social care. Report produced.
Age Related Macular Disease – choice of appropriate drugs	Research was undertaken with local Macular society support group
Common Assessment Framework – Continuing Care Pilot	LINK members involved in 12 month pilot trial – ongoing
LINK Commentary to Health Care Commission On NHS Stockport	Commentary submitted
LINK Commentary to Health Care Commission on Stockport NHS Foundation Trust	Commentary Submitted
User involvement research	Student from local university carried out interviews with LINK members and staff and will be included in dissertation.

Section seven: Stockport LINK Outcomes

The LINK has made a difference/impact in the following areas:

- During Enter & View Visits the LINK representatives are developing positive relationships with local nursing and residential homes. On visits the team has encouraged the homes to take up the Dignity in Care Challenge and encouraged at least one member of staff in each home they have visited to become a Dignity in Care Champion. We have worked with some homes to develop their communication processes with residents, families and staff and gained additional information about discharges from hospital to inform the Discharge Task & Finish Group.
- At the end of March 2010, the LINK was invited by Stockport Managed Care Commissioning to become members of the Priority Programme Boards in Cancer, End of Life, Elective Care, Maternity and Planned Care. Initial meetings have proved fruitful and LINK member feedback is that although high level they are inclusive and they have felt they have been listened to. Members feel they will be able to have an influence at this level.
- The LINK made a positive start in looking at why people do not attend community clinical appointments and a report was presented to Community Health Stockport, which outlined their findings and requested further information from them. Community Health Stockport agreed to work with the LINK to address some of the barriers people face in attending appointments. Unfortunately due to the transforming community services agenda this has been put back and work will start on this again on July 5th 2010.



- LINK Members took part in a PCT Values and Prioritisation Event in December 2009. Members provided significant input into how they perceived the values of the PCT and what they saw as priorities for the organisation. The PCT came back to the LINK with feedback about the LINK input and how they have used it to inform the organisations 5 year Strategy. As a result of LINK involvement the PCT has made commitments around end of life care, wellbeing and communication processes to the public.
- Stockport PCT undertook a borough wide Wellbeing Survey and once the results were in and analysed the PCT asked the LINK to comment on the results to check if they thought they were a true reflection of Stockport residents. The LINK attended a focus group to share their thoughts and ideas to put the findings of the survey into action. Their message was very clear that, the messages were right and action needed implementing straight away. A LINK member is now supporting the action planning Mental Wellbeing Group.
- As a result of the Enter and View carried out at Kingsgate House, signage has been erected on the A6 to help members of the public locate Kingsgate House more easily.
- 10 leaflets or other materials produced for public use have been amended/ changed based on LINK Member Feedback (via the LINK Reading Sub-Group)



Section eight: Training

Since April 2009 there are now 25 trained Authorised Enter & View Team Members. Each member is invited to one full day training on the role of the Enter & View visitor, Legislation, code of conduct, preparation for visits and reporting techniques. Each member must also undergo a half day training session on safeguarding vulnerable adults and must undertake a CRB. Each Enter and View representative will also become a Dignity in Care Champion and the LINK Support Team are in the process of developing appropriate training in partnership with the council and NHS Stockport. Depending on the level of expertise and experience members are also offered the following training to enhance their skills and experience.

- Diversity Training
- Age Discrimination Training
- A range of training offered by Stockport Council including courses that front line staff attend e.g. care of the dying, stroke awareness, falls prevention etc

Authorised LINK Enter and View Representatives

John Leach	Gerry Wright
David Atkinson	Joyce Drummond
Sheelagh Peel	Janet Brown
Mike Lappin	Les Pattison
Alan Watt	Pat Hannah
Hazel Parker	Jean Mycock
Janet Jackson	Penelope Abraham
Audrey Lee	Loretta Alao
Patricia Fraser	Dorothy Roman
Brenda Cotrell	Peggy Hall
Tony Johnson	John Buckley
Margaret McCausland	Gaynor Johnson
Beverley Lane	

LINK members have also attended through the year:

- Personalisation Event Liverpool
- For Local Advice and Guidance (FLAG) advisor training
- Understanding Social Care and transforming Social Care
- Engaging Communities in reducing Health Equalities Conference
- Stockport Dignity in Care Conference
- Stockport Dementia Conference

Section nine: Next Steps

The LINK recognise the huge task in engaging with a cross section of the community and are committed to reaching more people in Stockport so that they have the opportunity to have their voices heard. There is also a recognition that this also has to be balanced with ensuring local commissioners listen to these voices and services, strategic plans and ways of working change to reflect the needs of local people in Stockport.

Priorities for 2010/11 include:

- Expand and develop social networking sites as a way of engaging a broad spectrum of the community.
- Updating the LINK Communications Strategy
- Develop a communications text messaging service
- Respond to feedback about Complaints Procedures by setting up a Task and Finish Group
- Explore more issues relating to social care
- Expand LINK briefing sessions to people's panels style of keeping up to date with new commissioning and service development
- Involve young people through youth councils and panels
- Continue the DNA work through the LINK DNA Task & Finish Group
- Encouraging local people to take more responsibility for their own health
- Continue the Discharge form Hospital Task and Finish Group set up in April 2010 based on local feedback
- Carry out Stockport wide questionnaire on people's experience of using GP services based on local feedback.

Section ten: Financial Report

The Stockport LINK is funded by the Department for Health through a contract with Stockport Council. Pebble Enterprises is the Host Support Organisation to Stockport LINK and reports a performance framework quarterly. The Contract will run until March 2011.

LINK Expenditure for 2009/10	
Staff Costs	53,668
Management Costs	8,650
Accommodation	7,427
Training & Expenses	10,763
Admin, stationery, postage	11,275
Capital & Website	1,500
LINK Activity	14,320
Total	107,603





如果你需要他人為你解釋這小冊子/單張的內容，我們可以提供免費的傳譯服務，請致電 0161 477 9000 史托波特傳譯部。

W przypadku gdybyś potrzebował pomocy odnośnie tej broszurki/ulotki, dostępne są usługi tłumaczeniowe. Prosimy dzwonić do Interpreting Unit pod numer 0161 477 9000.

যদি এই পুস্তিকা/প্রচার পত্রটি সম্পর্কে আপনার কোন সাহায্য দরকার হয় তবে বিনা খরচে আপনার জন্য দোভাষীর ব্যবস্থা করা হতে পারে। মেহেরবানী করে স্টকপোর্ট ইন্টারপ্রিটিং ইউনিটে ফোন করুন টেলিফোন নম্বর, 0161 477 9000.

اگر آپ کو اس کتابچے/الٹوٹی کے بارے میں مدد کی ضرورت ہے تو مفت ترجمانی کی سروس دستیاب ہے۔ براہ مہربانی انٹریپرائٹنگ یونٹ کو 0161 477 9000 پر فون کریں۔

خدمات ترجمہ رایگان این نشریہ/کتابچہ در صورت نیاز موجود میباشد. لطفاً با شماره تلفن 0161 477 9000 با واحد ترجمہ (اینترپرائٹنگ یونیت) ما تماس بگیرید.

تنوفر خدمة ترجمة شفوية انا تطلب مساعدة في فهم هذا الكتيب/النشرة. نرجو الاتصال اربن رينبول على رقم الهاتف: 0161 477 9000

If you need this report in another language, a free interpreting service is available from Stockport Council. Please telephone Stockport Interpreting Unit on 0161 477 9000 or email eds.admin@stockport.gov.uk

If you need this report in large print, audio tape/CD, braille or .pdf format please contact the LINK Support Team on 0161 477 8479