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## Public have their say on social care services

**Members of the Stockport LINK worked together with Stockport Adult Social Care to find out how they could best measure the services they provide.**

LINK members Gerry Wright, John Leach, Clem Beaumont, David Atkinson and Joyce Drummond helped facilitate the event, which drew feedback from over 50 members of the public.

The aim of the event was to discover how service users, carers and members of the public thought Adult Social Care should measure what they do. There was also the opportunity to let the LINK know what they thought of current services and how they felt they could be improved.

LINK member David Atkinson said: "The day was very interesting. I have spoken to lots of people who are interested in services and how they are provided."

Participants were first asked to rate the services they receive now and moved on to consider what they would want to know about social care if they were to buy it from the high street.

**Read more on page 3.**

## Letter from the editor



**Joyce Drummond**  
Editor and lead on  
Publicity & Promotion  
Subgroup

**Hello and Happy New Year to you all from all of us at the Stockport LINK.**

I hope you all had a wonderful time over the festive break. Here at the LINK we are busy again, there is lots going on and lots of changes to be made. You can read about the changes to the LINK over the page.

Firstly an apology, there was a typo on page eleven of last issue sorry for this mistake.

On page four we have a Jargon Buster as well as information on our upcoming annual general meeting.

We have reports from our monthly briefing sessions on pages five & six, looking at issues ranging from finance to intermediate care.



On page seven, I turn roving reporter to look into the closure of the public toilets in Stockport. I spoke to members of the public and also worked alongside Age Concern Stockport on this matter. I would be interested in your views on this subject.

On page eight, we have an update on your local community services, including an opportunity to be involved in the creation of the new Right To Control service, information about stroke and an announcement from Age Concern Stockport.

On page nine, we have information on choosing your medical services well.

On page ten, we have news from NHS Stockport on intermediate care beds, information on the new GP consortia and news from Stockport Carer's Voice.

On page eleven, we bring you events that are happening in the next couple of months as well as useful contacts and the LINK office opening hours.

Don't forget you can add us on facebook or follow us on twitter, just search 'Stockport LINK' on facebook and visit [www.twitter.com/StockportLINK](http://www.twitter.com/StockportLINK) on twitter.

*Joyce Drummond*

## What is the Stockport LINK?

The Stockport LINK is a grassroots health & social care watchdog made up of many groups and individuals across Stockport coming together to feed back on health and social care services. We ask people what they think about local health & social care services and provide a chance to suggest and improve them.

Anybody can join the LINK, which is made up of Stockport residents and regularly gets feedback from the community. This means that the LINK focuses on what is important to the community.

The LINK have the power to ask providers and commissioners for information about services and expect a response, make recommendations to providers and commissioners and expect a response and refer matters to the Scrutiny Committee of the Local Authority.

If you want to join the LINK please call **0161 477 8479**. Signing up to the LINK in one way does not mean that somewhere along the way you can't decide to change or look at other opportunities. Members can be involved in more than one type of activity and as much or as little as they want.



# Consultation on social care services



**Continued from front page.**

The consultation then continued on to ask what participants would measure to ensure that the services that are provided meet their needs. Questions were asked around how participants felt that personalisation makes a positive difference and improved their quality of life.

Issues around independence and health were then looked into, followed by looking at positive experiences of care and support. Finally, participants were asked about how they would measure feeling protected and cared for in a safe environment.

Those who attended the consultation gave very positive feedback on how it was presented and every participant felt that they had had their say.



Cat Duncan-Rees from Adult Social Care said: "A huge thank you to members of the LINK who supported the consultation. Their input was invaluable and very much appreciated. It was great to be able to work so well in partnership, without their engagement I suspect we wouldn't have done as well as we did."

Stockport LINK members would like to thank Stockport Adult Social Care for involving them prior to the consultation in order to ensure that public involvement was at the very heart of the consultation.

**A report will be written on the results of the consultation and a follow up session will be held on 1st February. If you would like to receive the report, contact the LINK, details on the back page and we will keep you updated.**



## Changes at the Stockport LINK

**As reported in previous issues of LINK News, you will know that the LINK is set to undergo a change following Government proposals.** Due to take place in 2012, the development from LINK into HealthWatch will be in accordance with Government guidance as outlined in the recent NHS White Paper 'Liberating the NHS' and is contrary to national press claims that LINKs around the country are to be 'scrapped'.



Chair of the Stockport LINK, John Leach said: "The recent reports in the national press have been misleading at best. Members of Stockport LINK will continue to be the voice of local people in health and social care services. We will work closely with Stockport Council to ensure a smooth transition into HealthWatch."

The local HealthWatch will have similar responsibilities with a wider remit to the existing LINK. They will ensure that the views and feedback from patients and carers are an integral part of local commissioning across health and social care. They will also have similar powers including the ability to carry out visits to local health and social care services and provide information and advice. Stockport Council will be able to commission the local HealthWatch to provide additional services such as advocacy and supporting people who wish to make a complaint about NHS services.

Councillor John Pantall, Stockport Council's Executive Member for Adults and Health said: "We are extremely supportive of Stockport LINK and the work that they are doing. They have a strong, active membership and a wide range of interests in local health and social care. Their involvement has led to a number of local improvements in the health and social care economy."

"We are keen to retain the valuable experience and expertise that we have in our local LINK. The Council and our health partners are committed to utilising this during the process to create HealthWatch." We will be moving offices from 31st March, a new office space is yet to be confirmed and we'll let you know as soon as we know the details.

# Stockport LINK Jargon Buster



The world of Health & Social Care is full of Jargon and for volunteers who have never entered this world before joining the LINK can be very daunting. Here is the LINK Service Provider Jargon Buster in a handy cut out and keep guide, so you can tell your Foundation Trust from your Ambulance Trust and your Primary Care Trust from your Community Services.

## **Stockport NHS Foundation Trust**

Stockport NHS Foundation Trust provides acute hospital care for people mostly across Stockport and the High Peak area. The Foundation Trust runs Stepping Hill Hospital. They also provide hospital services from Cherry Tree Hospital, The Meadows in Stockport and the Corbar Maternity Unit in Buxton. From April, they will also provide community health services for Tameside & Glossop.

## **NHS Stockport (Stockport Primary Care Trust)**

NHS Stockport commission the primary care services for Stockport including district nurses, GPs, dentists, pharmacists and optometrists, intermediate care services, palliative care services, sexual health services, physiotherapy, podiatry, orthodontics and the community Liaison Service.

## **Pennine Care NHS Foundation Trust (Pennine Care)**

Pennine Care provide mental health services in Stockport, Bury, Rochdale, Oldham and Tameside & Glossop. Services provided by Pennine Care in Stockport include the mental health unit, the Davenport ward and the acute inpatient mental health ward at Stepping Hill Hospital. They also offer services in the community such as the Stockport assertive outreach team and several community mental health teams.

## **North West Ambulance Service NHS Trust**

The North West Ambulance service provide emergency ambulances to Greater Manchester, Cheshire & Mersey and Cumbria & Lancashire.

## **Stockport Council Adult Social Care**

Stockport Adult Social care provide adult social care services for Stockport including home support, community meals (meals on wheels), day centres, resource centres, services for carers, including carers assessments and respite care, pieces of minor equipment, adaptations to the home including pieces of major equipment, telecare services, extra care housing and help to move into residential or nursing care homes. Social Care is sometimes referred to by the colloquial term social services.

**The NHS is divided into two sections: primary and secondary care.**

## **Primary Care**

Primary care is the first point of contact for most people and is delivered by a wide range of independent contractors, including GPs, dentists, pharmacists and optometrists. NHS Stockport commissions most of the primary care services for Stockport.

## **Secondary Care**

Secondary care is known as acute healthcare and can be either elective care or emergency care. Elective care means planned specialist medical care or surgery, usually following referral from a primary or community health professional such as a GP. Stockport NHS Foundation Trust commissions most of the secondary care services in Stockport.

# Stockport LINK Annual General Meeting



The LINK will be holding its third AGM in March. During the day we will be celebrating our achievements over the last year as well as inviting prominent figures from Stockport to come along and talk to members. With several changes coming up in the future for health and social care service we will also be looking at the LINK and its future as HealthWatch.

A date is yet to be confirmed and details will be mailed out to members soon. To register your interest in attending, please contact the LINK office, details on the back page.

# Service Providers visit LINK members



Each month the LINK invite service providers to come along to their Briefing Sessions to update them on their services. Briefing Sessions are open to all LINK members, contact the LINK if you would like to attend.

## **Finance at NHS Stockport** presented by **Angela Phillips, Finance Director, NHS Stockport** on **16th December 2010**

Angela set the context of how money in the NHS works. The NHS is given an amount of money for the population of Stockport. This is calculated by the amount of people in Stockport (whether they are on GP lists or not) plus an amount per person based on deprivation and age. NHS Stockport gets around £1,600 per person.

NHS Stockport then buys the healthcare for everybody in Stockport. Some examples of spend are around £50 million on prescribing, £60 million on GPs and other primary care services such as dentists, and £200 million on secondary care of which £150 million is spent on Stepping Hill.

At the moment NHS Stockport are focusing a lot of work on prescribing. As patents expire drug prices drop due to increases in competition to produce them. There are lots of examples of this on supermarket shelves with drugs such as ibuprofen now being produced without any link to original brand at a much reduced price. This is also true of many of the more expensive drugs only available on prescription such as statins and GPs will work with patients to transfer wherever it is safe to do so.

There is also a drive towards getting A&E pressures more well known by the public in Stockport at the moment too. Using A&E instead of other forms of healthcare such as GP or pharmacist is very expensive for the NHS. GPs and community nursing staff can help with advice to ensure these patients stay well.

This works alongside the current Choose Well campaign. You can read more about this on page 8.

By 2013, PCTs and Strategic Health Authorities will be replaced by a combination of a National Commissioning Board and GP consortia. You can read more about this on page 10.

## **Intermediate Care**

presented by **Paul Hayes, Service Manager, Intermediate Care**  
on **18th January 2011**

Paul spoke to LINK members about Intermediate care and gave some focus to discharge procedures. Additional support has recently been provided for ten new beds for intermediate care patients. You can read more about this on page 10. There was discussion during the briefing on the problems the LINK are working on around discharge procedures and why these problems may occur.



## **Community Health Stockport**

*Your Partner in Health*

## **Transforming Community Services**

presented by **Alyson Darkins, Community Health Stockport**  
on **18th January 2011**

Alyson came to speak to LINK members about the transforming of community services. Currently, Stockport NHS provide community health services but from April this year, Ashton, Wigan & Leigh Foundation Trust will commission these services. There was also some discussion around the services they provide such as physiotherapy and speech therapy.



**Alyson Darkins**  
**Community Health Stockport**

## Service Providers visit LINK members



presented by Sarah Woods, Care Quality Commission (CQC)  
on 16th December 2010

Sarah and her colleagues from the CQC came along to speak to LINK members about how the CQC and the LINK can work together more closely.

The CQC has found information from LINKs useful in helping to make judgments about health and adult social care services. It has been especially useful when it has been linked to their essential standards, and has provided the views of people using services as evidence.

Comments and views from LINK members on local services are especially important as they have a different view of services than that of service providers. This was particularly evident when discussing the LINK Enter & View Team, trained LINK members who visit care organisations to view the quality of care provided. The feedback and reports written on these visits show a more personal view of services, which is invaluable to the CQC.

Feedback can be given to the CQC via their website [www.cqc.org.uk/localvoices](http://www.cqc.org.uk/localvoices), alternatively, you can feed back to the Stockport LINK, details on the back page and we will share any anonymised areas of interests with the CQC.



LINK Briefing Sessions are your opportunity to ask service providers questions about the services in Stockport.

On **Wednesday 16<sup>th</sup> February**, representatives from the Stockport District Nursing Service will be in attendance to talk about service changes. They will be followed by Angela Beagrie from NHS Stockport and a representative from the Lesbian & Gay Foundation.

Details for **Thursday 16<sup>th</sup> March**, have yet to be confirmed, more information will be available on the LINK website closer to the time.

The briefing sessions are open to all LINK members, any LINK member who wants to attend any of the open briefing sessions should call the LINK office or email us, details on the back page.

Full minutes of all Briefing Sessions are available on the LINK website [www.stockportlink.co.uk](http://www.stockportlink.co.uk) under *LINK Documents*. If you would like a paper copy of any of these Briefing Sessions, then contact the LINK, details on the back page.

Alternatively if you have an issue or concern with a health or social care service, or would like to speak to a LINK representative, then why not come along for an informal chat and a cup of tea? Once a month a LINK member will be available in the community to discuss any issues you have with health or social care services. Details on the page 11.

## Age Concern Stockport & Age UK

**Age Concern Stockport's Trustees have made the decision that Age Concern Stockport should accept the offer to become a Brand Partner with Age UK.** This has been a long two year process as it has taken time for the information needed by the Board to become available and also follows comprehensive consultations with workers and of course members.

Importantly, this is only a 'brand partnership' and replaces the relationship previously had with the national Age Concern Federation. Age Concern Stockport, or Age UK Stockport as it will become known remains in all respects independent, locally focused, autonomous, self-governed and an active local partner recognising the value of existing local networks and partnerships.

The organisation will continue to work from its current offices and services will continue unaffected from the change of brand. There may be changes ahead with the economic cuts but not because of the brand decision. Shops have already been rebranded Age UK.



**Derek Caldwell**  
Chair of the Trustees

# LINK report on Community Toilet Scheme



Late last year, Stockport Council announced they were closing several public toilets and launching a community toilet scheme. The Community Toilet Scheme enables local businesses like pubs, restaurants and shops, to work together with the council to make more clean, safe and accessible toilets available to the public.

The council launched the Community Toilet Scheme with several local businesses and is working with other businesses to increase membership of the scheme. This scheme is being run in addition to other council owned public toilets.

Community Toilet Scheme Members display window stickers showing male, female, wheelchair accessible and baby changing. Members of the public can use the toilet facilities during the premises normal opening hours and without the need to make a purchase. Businesses have the right to refuse entry in exceptional circumstances.

LINK member Joyce Drummond has concerns about this new scheme and has been talking to local people at Evergreen's Over 50's Social Club. Joyce says: "I am worried about the access older people will have to public toilets now this scheme is in place. I know of several people with diabetes or who are taking water tablets that need regular toilet stops."

"By closing some of the known public toilets, this will make it more difficult for older people to get out and about. Also, many of the organisations involved in the scheme are pubs and a lot of older people are not comfortable entering pubs as they can be rowdy and intimidating. On top of that, pubs are often poorly lit with tripping hazards."

Joyce spoke to Catherine Morris at Age Concern Stockport, who led on a piece of research around older people's access to toilets in the run up to the introduction of the scheme. Catherine says: "I am currently working with a group of older people to raise awareness of human rights issues and to encourage them to use human rights to influence decisions being made that affect their everyday lives. The issue of the widespread closure of public toilets was a shared concern by all members of the group, noting that the core principles of fairness, human dignity, respect for one another, equality and individual autonomy, which underpin human rights, are to some extent challenged and compromised by the closure of such a valued public amenity. Aside from the issue of the actual closure of the toilets, there has been the lack in consultation in the run up to the closures.

In view of this, the group conducted a questionnaire asking 100 older people their thoughts on the issue. The responses showed that 91% of those asked felt that there weren't enough public toilets currently in the borough. 78% stated that closing public toilets would have an effect on their lifestyle with 80% stating that they do worry about accessing public toilets when they are out and about, only 45% were aware of the Community Toilet Scheme.

The responses supported the group's feeling that older people are specifically affected by such closures, which potentially, will have a very negative impact in their day to day living. It compromises the dignity of the person and it has a degrading impact. It compromises their autonomy and independence, as it restricts their movement and ability to leave their homes, which can lead to a number of knock on affects such as isolation, loneliness and depression, compromising people's health.

Stuart Bodsworth, the councillor in charge of environmental services, said in a press release in December: "The aim remains to provide a service that's as good – if not better – and I honestly think it is better for less money. We are hoping to work with businesses all over the borough to provide a service with better locations and better maintenance and actually costs the taxpayer less to provide."

Public toilets remaining open are as follows: Woodley Precinct, Romiley Forum, Rose Hill, Derby Street in Marple, Lyme Street in Hazel Grove, Old Know Road in Marple, Sidebotham Street in Bredbury, the Memorial Park in Marple, Church Road in Mellor and Stockport Bus Station. A full list of organisations participating in the community toilets scheme can be found by searching "*community toilets scheme stockport*" on an online search engine.

## Giving people the right to independence

**The Greater Manchester Coalition of Disabled People (GMCDP) are looking for people to get involved in ensuring disabled people have a say in a new way of receiving funding.**

They are looking for people who access any of the following services & funding: Access to Work, Continuing Health Care through National Health, Direct Payments, Disabled Facilities Grant, In Control, Individualised Budgets, Self Directed Support, Independent Living Fund, Supporting People, Work Choice or waiting for a decision on any of these. Interested people must also live in Bury, Manchester, Oldham, Stockport or Trafford and see themselves as a disabled Person.

If you fit these criteria, they would like you to join their Advisory Group.

The GMCDP needs your input to develop more simplified processes to bring the funding streams together as a part of the 'Right to Control' project.

If you are interested and would like to join them please contact Judy Aspinall or Ghazanfer Nadeem. You can call **0161 273 5154** or email: [jaspinall@gmcdp.com](mailto:jaspinall@gmcdp.com)

Please let them know your access requirements. Refreshments and light Lunch will be provided at meetings.

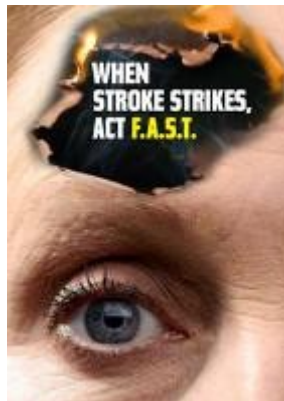
LINK member Les Pattison has been attending the Right To Control Design Group as a LINK representative. If you are interested in joining to represent the LINK, please contact the LINK, details on back page.

## Act FAST when a stroke strikes

**A stroke is a 'brain attack' caused by a disturbance of the blood supply to the brain. It is important that you can recognise the symptoms of stroke because the quicker a stroke is treated, the better the outcome.**

You can recognise a stroke using the FAST test:

- **FACIAL** weakness: Can the person smile? Has their mouth or eye drooped?
- **ARM** weakness: Can the person raise both arms?
- **SPEECH** problems: Can the person speak clearly and understand what you say?
- **TIME** to call 999.



If a person fails any one of these tests, get help immediately by dialling 999. A speedy response can help reduce the damage to a person's brain and improve their chances of a full recovery. A delay in getting help can result in death or long-term disabilities.

The FAST message is so important to tackling stroke that it is a crucial part of The Stroke Association's work.

As well as successfully running their own campaigns, we work in partnership with other organisations and individuals to ensure that as many people as possible know how to recognise stroke symptoms.

## Mothers-to-be urged to have flu vaccine

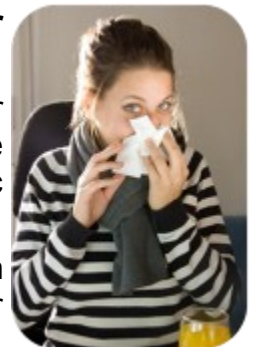
**Mothers-to-be in Stockport are being urged to get the flu vaccine this winter to protect themselves and their babies against serious complications.**

The free NHS jab is being offered to pregnant women as well as over 65s, under 65s with serious long-term health problems and frontline health and social care staff. This includes all pregnant women not just those with underlying chronic conditions, like asthma or diabetes.

National guidance is that the flu jab is safe for mothers-to-be and their unborn babies at every stage of pregnancy. In addition it may offer the baby protection for the first four to six months of its life.

Pregnant women can get the swine flu vaccine from their GP practice. Medical professionals and the Department of Health are advocating this immunisation in pregnancy for protection against swine flu.

Pregnant women with queries should speak to NHS Direct on **0845 4647**, their GP or their midwife. Or they can contact the NHS Stockport, Control of Infection unit on **0161 426 5486**.



# Choose Your Medical Services Well



 North West Ambulance Service **NHS** NHS Trust

**Please keep this ambulance free for emergencies**

Choose well for expert help and advice



During winter, more people get ill or are injured than at other times of the year. This means the services provided by the North West Ambulance Service (NWS) and the wider NHS are needed more than ever.

Many people call the ambulance service for help with minor symptoms that could be treated more quickly by their GP, their local pharmacist or even by themselves with basic self-care, first aid and advice.

Thanks to an established NHS Northwest and Department of Health campaign called Choose Well, which aims to boost public awareness about the NHS services available to them, there is lots of information available out there designed to help educate people on the most appropriate choice of care when it is needed.

In support of the Choose Well campaign, local high-street chemists across the North West are helping to tackle the high numbers of people who use Accident and Emergency (A&E) and 999 services by promoting a free “chemist finder” text service to members of the public.

To make use of this service, members of the public can simply text “pharmacy” to 64746 to receive three free texts which will contain the name, address and telephone number of three nearest chemists. And as the service makes use of global positioning satellite or GPS, it doesn’t matter if you are in Stockport one day and Southport the next. Members of the public are also advised that chemists will have a qualified pharmacist who can give medical advice, in many cases, in a private setting should you need to consult on a personal condition.

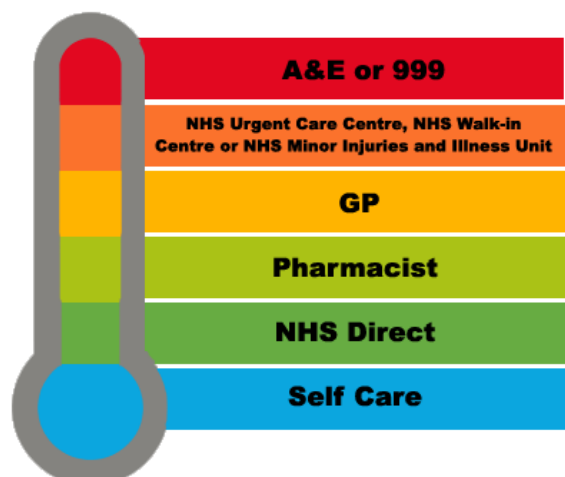
To give an idea of the statistics involved, NWS receives over 3,000 ‘999’ calls per day and it is estimated that 10-15% are for ailments which would be treated more effectively elsewhere. National figures show that 77% of emergency calls to ambulance services result in a journey to A&E, but only 10% have a life-threatening emergency; at least half of the original calls could have been treated in the community.

To try to ease these pressures on our 999 services and in A&Es, NHS teams across the North West are also promoting the message that many common complaints, such as minor sports injuries, stomach upsets, coughs and colds, flu and sore-throats can be treated by having a well-stocked medicine cabinet.

If you would like any more information on the campaign or any of the Choose Well initiatives, please call Karen Fitzhenry on **0151 261 2601** or email **Karen.fitzhenry@nwas.nhs.uk**.

## NHS Stockport urges you to Choose Well

**If you become unwell or are injured make sure you choose the right NHS service.**



## 10 Steps Taken to Ease Pressure on Hospital

**Stockport Council is working closely with NHS Stockport to provide additional support to meet increased pressures on health and social care services caused by the recent winter weather conditions.**



**Stockport**

After NHS Stockport successfully obtained funding from the Government, agreement has been reached that the money will be transferred to Stockport Council to commission an additional ten intermediate care beds for a period of 13 weeks from 4 January 2011.

These beds are to help take the pressure off the NHS during the winter period and will be used to support early discharge from hospital. To ensure these ten beds are immediately available, Berrycroft Manor in Romiley, which already provide a number of intermediate care beds, will provide the additional accommodation.

## Stockport GPs Chosen to Lead the Way

**Stockport has been selected to develop a new way of providing health services. As part of government plans, all primary care trusts will be replaced with GP consortiums.**

Stockport Managed Care (SMC) set up in 2007 by the 53 GP practices in Stockport has been announced as one of the first national pathfinders to spearhead major NHS reforms. Pathfinders are the first phase in the development of GP commissioning consortiums nationally, placing local GPs at the top of commissioning and leading in the development of local health services.

By 2013, PCTs and Strategic Health Authorities will be replaced by a combination of a National Commissioning Board and GP consortia. The National Commissioning Board will be responsible for commissioning GPs and certain highly specialist services, GPs will commission everything else. Alongside this the prevention aspect of healthcare, Public Health will be transferred to the local authority. The exact details of how much money will transfer to which body is not yet available, however the transfer of Public Health and the national commissioning board will happen from 1st April 2012. Stockport has what is called pathfinder status and will be one of the areas helping to create exactly how the GP Consortium will work in advance of the National timescales.

A recent announcement has also been made regarding 'clustering' of PCTs which is due to be in place by 1<sup>st</sup> July 2011, details of how clusters will be formed and what impact it will have on the PCT are currently being worked through.

## Stockport Carers' Voice Reborn.



A Forum for Carers in Stockport

**Stockport Carers' Forum was reborn in January 2010 as Carers' Voice to enable all Carers to get together on a regular basis to discuss issues of common concern.** This also gives carers a real voice when the Government, Council or other public body (for example the Primary Care NHS Trust and the Stepping Hill Hospital NHS Foundation Trust) discuss care issues and make decisions on their behalf.

They now meet once every two months with a sandwich lunch provided. The first part of the meeting gives our 'experts' the opportunity to speak to the audience, and most importantly allows the audience to ask questions. The second part of the meeting is for carers only and this time is used to talk about common issues and to pass on advice, information and suggestions.

Finally, because Carers' Voice is steered by carers, on behalf of carers, our opinions and input are highly valued and are particularly important with the anticipated cuts to local budgets. All Carers are welcome to attend. For further information and meeting details for 2011 please contact Glenys Paterson on **0161 456 2808** or email **StockportCarersForum@gmail.com**.

# Upcoming Events



## LINK Surgeries

**About:** A LINK member will be available to talk to about any issues you are concerned about health & social care

**Time:** 11am-1pm, on 23rd February 2011

**Place:** Age Concern Stockport Pop-In Café, Lower Hillgate, Stockport

**Contact:** Call the LINK on **0161 477 8479** for more information.

## LINK Core Group dates

**About:** The LINK Core Group meet monthly to progress the work of the LINK.

**Time:** 10am - 12.30pm on 9th February & 4th March.

**Contact:** Call the LINK on **0161 477 8479** if you would like to attend. And don't forget that the LINK also holds Briefing Sessions (page 6)

## Get my Point Across

**About:** Greater Manchester Police Authority is coming to your area to find out your views about policing. Please come along and make your voice heard.

**Time:** 2pm- 4pm on 22nd February 2011

**Place:** Age Concern Stockport Pop-In Café, Lower Hillgate, Stockport

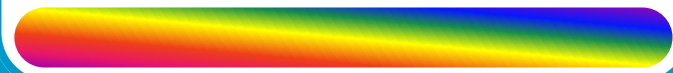
**Contact:** For more information call Lesley Abraham on **0161 480 1211**.

## Eating Disorders Awareness Week

**About:** Eating disorders are a serious mental illness affecting 1.6 million people in the UK. This week will help to raise awareness of eating disorders and offer help to sufferers.

**Time:** 21st - 26th February 2011

**Contact:** Visit [www.b-eat.co.uk](http://www.b-eat.co.uk) for more info



## LGBT History Month



February is Lesbian, Gay, Bisexual and Transgender History month and services all over Stockport are holding events to celebrate.

## Valentine's Heritage Walk

**About:** Join People Like Us (PLUS) for a tour of Stockport's history spots.

**Time:** 11am on 13th February 2011

**Place:** Meet outside Staircase House

**Contact:** For more information call **0161 480 1211**.

## LGBT Carers workshop

**About:** A workshop on LGBT issues with a focus on carers, booking essential.

**Time:** 12 noon-3pm on 16th February 2011.

**Place:** Disability Stockport, Stockport

**Contact:** For more information call Ann Brooking on **07800 618 830** or email [staff.dev@stockport.gov.uk](mailto:staff.dev@stockport.gov.uk).

## Patient Falls Event

**About:** Stockport NHS Foundation Trust is holding an event for members and the public, focusing on patient falls .

**Time:** 4.30pm on 24th February 2011

**Contact:** For more information please email [membership@stockport.nhs.uk](mailto:membership@stockport.nhs.uk) or call **0161 419 5166** to book.

## LINK Office opening times

There will be always somebody in the LINK Office to answer your calls  
**Tuesday, Wednesday & Thursday**  
**10am-2pm**

## Useful contacts



**Stockport Local Involvement Network (LINK) Support office:** Call **0161 477 8479**, email [links@pebbleenterprises.co.uk](mailto:links@pebbleenterprises.co.uk) or visit [www.stockportlink.co.uk](http://www.stockportlink.co.uk)



**For Local Advice And Guidance (FLAG):** Call **0161 474 1042** or visit [www.stockportflag.org.uk](http://www.stockportflag.org.uk) for more information.



**My Care, My Choice:** Call **0161 217 6029** or visit the website on [www.mycaremychoice.org.uk](http://www.mycaremychoice.org.uk)



**NHS Direct:** Call NHS Direct on **0845 46 47** or visit [www.nhs.uk](http://www.nhs.uk)

# Contact the LINK

## Stockport LINK Support Team

Labyrinth House, 45 Middle Hillgate,  
Stockport SK1 3DG

**Phone:** 0161 477 8479

**Email:** [links@pebbleenterprises.co.uk](mailto:links@pebbleenterprises.co.uk)

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



Maria Kildunne: LINK Development Manager

Kirsty Bagnall: LINK Development Officer

Michelle Sheridan: LINK Support Administrator

**If you would like to find out more information about joining the LINK,** please get in contact and we will send you information or a membership pack.

**If you are a LINK member** and would like more information about writing an article for the next LINK News then let us know.

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

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。

If you need this newsletter 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](mailto:eds.admin@stockport.gov.uk)

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/الطاف کے بارے میں مدد کی ضرورت ہے تو مفت ترجمانی کی سروس دستیاب ہے۔ براہ مہربانی انٹرپرائزنگ یونٹ کو 0161 477 9000 پر فون کریں۔

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

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