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LINK News

Community News



Do you care about dignity?

On 25th February, members of Stockport LINK joined staff from Stockport Council, Stockport NHS and Age Concern Stockport to help promote Dignity Action Day in Stockport Market.

Local residents who attended the event were given the opportunity to find out more about how the Council and other local care agencies are working together to ensure dignity in care is a reality for everybody.

The awareness event was held to hear people's own experiences on how they were treated when using health and social care services.

During the day, LINK members Jean Weall, Joyce Drummond and David Atkinson spoke to Councillor John Pantall, Executive Member for Adults & Health (pictured) on how the campaign could be spread amongst Stockport residents.

Dignity Action Day is a national initiative lead by the Department of Health's Dignity in Care campaign which aims to bring care staff and members of the public together to make a difference to those receiving care.

Read more on page 3.

Letter from the editor



Joyce Drummond
Editor and lead on
Publicity & Promotion
Subgroup

Well hello again, how time is passing. We are coming up to Spring soon and the nights are staying lighter for longer.

We have a busy time ahead with all our activities and changeovers. We also have a Royal Wedding coming along, how exciting. I am sure lots of our readers will be glued to the screen that day.

We have been very busy visiting groups this month, speaking to people from Stockport Friendship Centre, groups at Walthew House and visiting Stockport College to speak to students. You can read more about our college visits on page 4. We have also been taking part in *You Say, We Pay*, where local people vote for where money should go in their community, hosted by Stockport Council.

We had a very busy day in Stockport Market to promote Dignity in Care which you can read about over the page. Also over the page, we have the latest news on our Enter & View visits.

On page 4, we have several updates on our LINK work including an update on

our Publicity & Promotion group and our work on breast screening.

On page 5, we have an interview with LINK member Janet Brown who tells of how she delivered training to staff at Stepping Hill Hospital. Janet recently received a Pride of Heaton's & Reddish carers award and I'd like to congratulate her on behalf of all the LINK.

On pages 6 and 7, we have summaries of all the presentations given to the LINK over the last few months as well as a report on our request to the Department of Health over open board meetings.

On page 8, we outline the new Public Health deal from the Government and we update you on Right To Control, the new way of receiving services for disabled people.

In our last Newsletter we reported on our AGM, after discussion the decision has been made to move this to later in the year. All LINK members will receive a personal invite to the event.

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 on twitter.

Joyce Drummond

What is the Stockport LINK?

The Stockport LINK is a grassroots health and 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 and 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.



Continued from front page.

During the day, the Stockport LINK along with the Council and NHS Stockport collected people's feedback on local services and experiences they had which involved dignity in care.

Councillor Pantall said: "This event was a great opportunity for us to listen to borough residents and hear about people's experiences of how they were treated when using different kinds of services.

The Council alongside the other organisations are keen to learn from people's experiences to make sure that there are always improvements in the services we provide."

Also helping out on the day were staff from Age Concern Stockport. As well as helping to promote Dignity Action Day, they were telling people about the Age UK campaign, 'Still Hungry to be Heard'. Catherine Morris and Lucie Newsam, who both took part in the event explain: "Across the UK

today, an unacceptable number of older people are becoming malnourished when in hospital, often because they don't get the right food they can eat or the help they need to eat it.

Age Concern Stockport is supporting Age UK's national campaign 'Still Hungry to be Heard' by working closely with Stepping Hill Hospital to tackle the issue. They are developing volunteering opportunities for special 'Mealtime Volunteers' with the aim of improving the experience of hospital mealtimes for older people."

All LINK Enter & View representatives are signed up as Dignity Champions, part of the campaign that asks those who work or volunteer in care to take a pledge that they will stand up for dignity.

If you care about making services better for people, treating people as individuals and getting the basics of care right then you can become a Stockport Dignity Champion, visit www.stockport.gov.uk/dignityincare to find out more.



LINK members visit hospital wards

LINK Enter & View Representatives have completed their fourth wave of visits. Authorised LINK members visited several departments throughout Stepping Hill Hospital during February to view the quality of care.

The first ward visited was Ward D2, part of the Trauma department. Representatives felt very welcomed by Sharon Brierley, who showed them around the ward. Representatives also spoke to patients who were happy with the care they have received so far.

The following day representatives visited Ward A1, which is an acute male medical unit for emergencies. Those who visited this ward were impressed by the commitment of the staff.

On the same day, representatives visited the Magnolia Ward a pre-operative assessment unit and X Ray Department A. Patients spoken to during the visit to the Magnolia suite spoke very favourably about the service.

Representatives who visited the X Ray Department were made to feel welcome by all staff involved.



Late last year, Enter & View representatives visited Newlands Nursing & Residential Home in Heaton Moor, Bryn Haven in Brinnington, Bamford Close in Cale Green, Abbeyfield House in Bramhall, Appleton Lodge in Bredbury and Belmont Court in Heaton Norris. They have also visited The Meadows in Offerton where Pennine Care NHS Trust provides dementia care and re-visited Kingsgate House where services are provided by NHS Stockport.

All LINK reports will be available on the LINK website www.stockportlink.co.uk. If you would like a paper copy of the reports, are interested in taking part in Enter & View training or are a care provider who would like the LINK to visit you, then get in touch, details on the back page.

Services for young people

The Stockport LINK are looking for young people with an interest in health and social care to take part in helping to improve and develop services.

The LINK feels strongly that young people should be involved in decisions made about services which affect them and are currently working on setting up a Youth Forum.

LINK Chair, John Leach said: "The issues the LINK work on come to us based on feedback we receive from our members and the public of Stockport.

If we are missing views from any section of the community, then we need to bring in a change. It is essential that we engage with younger people as they are the future of Stockport."

The first steps the LINK made were to approach Stockport College to see if they could speak to students about the best way to develop a Forum. In early March, staff from the LINK support team, along with Georgina Eyde from Stockport Council Youth Services went to Stockport College to speak to health and social care students about how they would like to get involved in improving services for young people.



LINK Development Manager Maria said: "We wanted to make sure that the development of a young person's health forum was a very organic process. We wanted to ask young people who should be involved, what they wanted to talk about and how they wanted to meet."

Following suggestions from students at the college, the LINK Support Office are planning to write to all the young people signed up to the LINK inviting them

to an event to discuss how they would best like to be involved.

Suggestions made included flexibility in the time of the meetings, focusing on issues of concern for younger people and communicating via more accessible means such as social networking sites, text and email.

If you are interested in taking part in the Youth Forum or have any suggestions on its development then contact the LINK details on the back page or search for us on facebook or twitter.



LINK reports on its work



The LINK Publicity & Promotion group, who work on the promotion of the LINK are looking into innovative ways to work.

The group, who previously met once a month, found that they were missing out on publicity opportunities due to the short time scales normally associated with them. A decision was made by the group to set up 'virtual meetings', connecting online and over the phone to ensure that they were always able to respond quickly to any requests or media reports.

The new way of communicating means that the LINK Support Office are always able to get in touch with the group with publicity opportunities.

If you are interested in joining the Publicity & Promotion team contact the LINK Support Office, details on the back page.

Last year Disability Stockport referred an access issue for people who have a disability, mental health problem or other difficulty in using the breast cancer screening vans available in Stockport to the LINK's attention.

For those unable to or uncomfortable accessing the breast screening vans (which usually takes about 20 minutes for most women) they have to travel to Macclesfield, often taking up to half a day for an appointment and in most cases needing to bring along a relative, friend or carer.

After taking it to the LINK Core Group the members agreed to take up the issue with NHS Stockport. So far the LINK has received a positive response and is working with them to help improve service for people with a disability or difficulty in accessing the vans. If you have had an experience you would like to share with the LINK please contact us, details on the back page.



Janet Brown

LINK member Janet Brown has been working hard to deliver a training course to staff at Stepping Hill Hospital following a poor experience of the service she received. Janet tells us her story:

Although I am a LINK Core Group member (mental health carer) any opinions expressed here are entirely my own. Perhaps surprisingly, given my experience, I am writing to encourage anyone who feels they ought to complain about or compliment services to do so.

The case I complained about to Stockport NHS Foundation Trust (Stepping Hill) was a complex one. My husband Neville was admitted with serious injuries after a road traffic accident and developed pneumonia whilst waiting to be transferred to another hospital for a major operation. I had to make the complaint as the first four weeks are a blank in my husband's memory.

The Trust's original response angered and disappointed us, but I decided to carry on and challenge it. I do believe that the procedure in cases like this should be less traumatic and more productive for complainants in future. There has now been a commitment for complex cases to be overviewed by a senior person not involved in the matter and for the medical notes to be routinely scrutinised along with reports from medical staff. Complainants should be informed of their right to inspect their medical notes even if they don't ask to see them. This did not happen in our case which caused much confusion and frustration.

“If we hadn't persisted I would still be worrying about seriously injured people being nursed on general wards.”

In our own case we are satisfied that better provision now exists for seriously injured people and that more provision will be available soon. We are also aware that some safety procedures have been tightened up and some new safeguards introduced.

Recently I was surprised but pleased to be asked to speak to ward sisters about Neville's experiences on the ward and the difficulties we encountered in the complaints system, both formal and informal.

This was the first time that a family's story has been directly used in this way. The Deputy Head of Patient and Customer Services did the introduction and we showed the narrative and the questions. I used information and quotations from the Health Ombudsman first report on complaints handling which my involvement with the LINK provided me.

The response to the presentation was positive and I hope anyone who is asked will consider sharing their experiences. Even so, I would still support the Patients Association campaign for a completely independent complaints system, as it makes no sense for a hospital to investigate itself. It isn't just Stockport Foundation Trust who had a record number of complaints last year, this is a national issue and for some people the complaints system is almost as distressing as the matter complained about.

What I have failed to do is feed back when I had a wholly satisfactory complaints experience, which we should also do. In this case I'd gone in to see NHS Stockport PALS with a grumble or suggestion about how the choice of a wheelchair for Neville could have been better managed. Imagine my surprise when I got a phone call and within a week, a letter, apologising and explaining that future decisions would take into account individual circumstance. I sat open mouthed with astonishment for a full five minutes. As the Health Ombudsman outlined in their recent report, an apology can be a powerful remedy, simple to deliver and costing nothing. ”

Based on Janet's experiences and other similar issues coming into the LINK, the LINK has set up two task groups to look at hospital discharge and complaints procedure across the health and social care service. If you are interested in joining the complaints procedures group, please contact the LINK, details on the back page.



Neville Brown

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.

The Equality Act 2010 presented by Angela Beagrie NHS Stockport on 16th February 2011

Angela came to the LINK Briefing Session to talk to LINK members about the new Equality Act.

The new Equality Act came into force in October 2010; its main purpose being to protect groups in our society who face unfair discrimination. The new act extends existing equality provisions to all equality groups and introduces new 'protected characteristics'. The act makes it illegal to discriminate against someone based on their background. The act introduces 9 'protected characteristics' based on the old 'equality groups'. These are: age, disability, marriage/marriage/civil partnership, pregnancy/maternity, race, gender reassignment, religion or belief, sex and sexual orientation.

The Public Sector Duty gives community groups such as the LINK real power to hold the public sector to account and ensure that they are tackling inequalities. Every year Stockport NHS will have to publish information about how they have engaged with protected groups, which will force public sector bodies to do more engagement.

The public will be able to see quality impact assessments determining the future decisions of policies and services and in many cases, relevant organisations can also expect to be consulted about the equality impact of proposed policies or decisions.

The act strengthens the rights of community groups and other organisations, including the LINK on holding public services to account.

For a copy of Angela's presentation, contact the LINK office, details on the back page.



Angela Beagrie

The Lesbian & Gay Foundation presented by Peter Boyle and Annie Emery The Lesbian & Gay Foundation (LGF) on 16th February 2011

To celebrate Lesbian, Gay, Bisexual & Transgender (LGBT) History Month, the Stockport LINK invited Peter and Annie from the LGF to come along to talk about the services they offer.

The LGF is a charity aiming to meet the needs of lesbian, gay & bisexual (LGB) people. They provide support, information and advice on many health and social issues faced by LGB people, as well as tackling continued problems of discrimination and violence.

Annie and Peter explained that LGB people are less likely to access mainstream services. This could be due to facing discrimination, or perceived discrimination, or based on discrimination faced in the past. According to research but Out House, 1 in 10 LGBT individuals have avoided using public services for fear of homophobia.

The services offered by the LGF include sexual health services (such as full sexual health screening, rapid HIV clinic, a free condom & lube distribution scheme and outreach work), face to face counselling, lifestyle and confidence training, social groups and therapy groups.

For a copy of the LGF presentation, contact the LINK office, details on the back page.



Peter Boyle & Annie Emery

Stockport NHS Foundation Trust Quality Accounts

presented by Judith Morris
and Laurel Simmons
on 16th March 2011

Judith and Laurel came to speak to LINK members about Stockport NHS Foundation Trust's Quality Accounts. A Quality Account is a report submitted to the Department of Health with the Trust's Annual Report. It includes information on priorities for improvement,





Service Providers visit LINK members

performance measures, research, audits and data quality. This year, there is an increased focus on reporting the views of patients, family members, Governors, LINKs, Overview & Scrutiny Committees and other stakeholders. There is the opportunity for some to help establish the priorities for reporting. However the main focus is on publishing statements from stakeholders on whether the report helps them understand how well the Trust is performing.

In April, a draft version of the Quality Account will be sent to the LINK for their statement, which will be due by mid-May.

For a copy of Judith's presentation, contact the LINK office, details on the back page.

Stepping Hill Hospital presented by Jane Ball on 16th March 2011

Jane came to speak to LINK members about the strategic priorities for the Trust in the previous and next year. The Trust's priorities come under five headings; safe, high quality services; new models of care, estate regeneration, collaboration with other providers and a resilient financial future.

For a copy of Jane's presentation, contact the LINK office, details on the back page.



LINK Briefing Sessions are your opportunity to ask service providers questions about the services in Stockport. The next LINK Briefing Sessions will be held on **Tuesday 19th April**.

Healthwatch Update

As you are aware LINKs nationwide are developing into a new structure called HealthWatch from April 2012.

A National Advisory Board has been established for HealthWatch England and we have a North West regional representative from Sefton LINK who sits on that board and is currently feeding back locally. This Board has met twice and have developed a draft vision for HealthWatch England and local HealthWatch. We will have a special piece about this and how we are developing relationships with our partner stakeholders such as PALS, FLAG, local NHS organisations and Stockport Council in our next issue.

In the meantime the LINK Support Team is moving offices to Graylaw House on Chestergate. We have no confirmed date but it will be within the next 4-6 weeks and our telephone number will remain the same. Keep an eye on our website www.stockportlink.co.uk for the latest updates.

LINK say that NHS must stay transparent

The Stockport LINK have recently written to service providers stressing the importance for NHS Foundation Trust board meetings to remain open to the public.

The Health & Care Forum, a subgroup of the LINK sent a letter to Andrew Lansley, Secretary of State for Health and all local MPs, raising concerns about the new Health and Social Care Bill 2011 which could allow Foundation Trusts to hold meetings away from the public. Last year the LINK supported Stockport NHS Foundation Trust Governors and the Foundation Trust itself to ensure that their board meetings were open and available to the public.

The group said: *"The holding of the Trust Board meetings in public, in a completely open and transparent way is a powerful demonstration of leadership to the organisation and undoubtedly lead to better outcomes for patients. It also forms the bedrock of local accountability."*

A copy of the letter is available on our website www.stockportlink.co.uk under **LINK Documents** and by clicking on '**Other**'.

New Public Health deal announced

The Government have announced a new 'responsibility deal' around food, alcohol, behavioural change, physical activity and health at work in England.

Since September, five groups working on food, alcohol, behavioural change, physical activity and health at work have developed a series of pledges for action. These include:

- calories on menus from September this year.
- reducing salt in food so people eat 1g less per day by the end of 2012.
- removal of artificial trans-fats by the end 2011.
- achieving clear unit labelling on more than 80 per cent of alcohol by 2013.
- increasing physical activity at work.
- improving workplace health.



Many well known supermarkets are among more than 170 organisations which have signed up to a broad range of measures designed to help the public to be more healthy.

High street food outlets including McDonald's, Pizza Hut and KFC have pledged to remove trans-fats and to put in place calorie labelling.

Drink producers and retailers, including Diageo, Carlsberg and Majestic Wine have pledged to provide clear unit labelling, support awareness campaigns and develop a new sponsorship code on responsible drinking.

Secretary of State for Health, Andrew Lansley said: "Public health is everyone's responsibility and there is a role for all of us, working in partnership, to tackle these challenges. We know that regulation is costly and can take years. That's why we have to introduce new ways of achieving better results.



The latest figures show that almost a quarter of adults are obese. Obese and overweight people place a significant burden on the NHS, direct costs are estimated to be around £4.2 billion.

A high salt diet is a major risk factor for developing high blood pressure, which is a major contributing factor for heart disease and stroke. Reducing salt intakes by nearly 1g will prevent more than 4,147 premature deaths a year and, will save the NHS £46 million per year.

The Government's advice for lower-risk drinking is that women should not regularly drink more than 2-3 units a day and men 3-4 units. Alcohol misuse costs the health service around £2.7 billion each year.

If you would like a copy of the responsibility deal, then visit www.dh.gov.uk/en/Publichealth or call the LINK Office for a paper copy.

Disabled people given right to control



Stockport Council is working in partnership with local authorities in Greater Manchester to help people with disabilities have more control over their own lives.

'Right to Control' is a new policy from the Department for Work and Pensions, which aims to provide greater choice about the type of support people with disabilities receive. 'Right to Control' aims to give people with disabilities just one 'front door' to services, bringing together different types of financial support. They will then be able to combine the monies to create a package of support based around their needs rather than around what others think they might need.

LINK representative Les Pattison has been sitting on the Design group of the Right To Control project. This group has helped to co-produce the service including how it looks, how it is delivered and any publicity around it. If you have any comments about the new Right To Control service, get in contact with the LINK and Les will bring your comments to the Design group.



Choose Well when you need health care

If you are feeling unwell, you do not have to go straight to A&E. There are a whole host of services available to help you get better. Stockport NHS is working with Stepping Hill Hospital and pushing forward its campaign to persuade people to choose the right way to get the medical help they need.



Self-care means treating yourself at home for minor illnesses and injuries but more importantly it also means looking after yourself in a healthy way. This could be as simple as brushing your teeth, taking medicine when you have a cold, or doing some exercise. If you become ill or have a minor accident or injury you can often treat yourself at home.



For internet information on all aspects of health and healthcare, go to www.nhs.uk. It allows you to check your symptoms, check hundreds of conditions and treatments and find telephone numbers and addresses for most NHS organisations. For confidential health advice and information around the clock call: **0845 46 47**.



We all know that **pharmacists** dispense medicines. But they do a lot more than that and your local pharmacy can offer several health services that many of us aren't aware of. These services could save you a trip to your GP, or help you to make healthy lifestyle changes. Many are also open late and at weekends, which is useful if you become ill at night.



If you have an illness or an injury that will not go away, make an appointment with your local **GP (doctor)**. They provide a range of services, and are experts in: family medicine, preventative care, health education, treating people with multiple and long-term conditions.

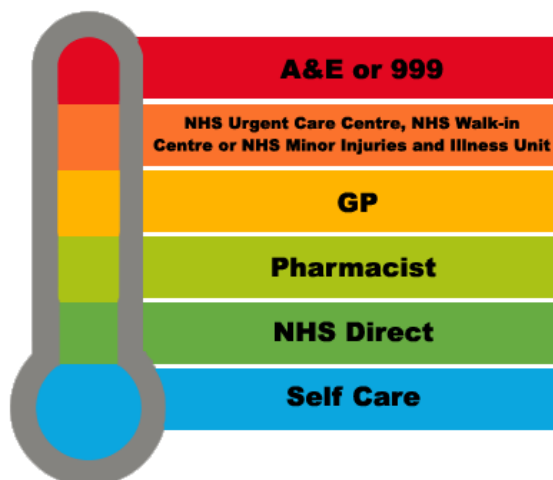


There are six **NHS Walk-in Centres** in Manchester. These centres deal with: minor illnesses, minor injuries and emergency contraception. You don't need an appointment, just drop in. Ancoats Walk-in Clinic, City Health Centre, Hawthorn Medical Centre, Manchester Piccadilly NHS Walk-in Centre and Primary Care Emergency Centre in Manchester and Wythenshawe Forum Walk-in Centre.



Accident and Emergency departments should only be used in a critical or life - threatening situation. A&E departments provide immediate emergency care for people who show the symptoms of serious illness or are badly injured. Dialling 999 and starting a medical emergency will result in a response vehicle being sent to your location.

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



New name for Age Concern Stockport



Age Concern Stockport's Trustees have made the decision that Age Concern Stockport should link with and become a 'Brand Partner' with the new national organisation Age UK.

Age UK was formed by the merger of Age Concern England and Help the Aged. This is a 'brand partnership' that replaces the relationship Age Concern Stockport currently has with the Age Concern Federation, which comes to an end in April 2011. Age Concern Stockport - or Age UK Stockport as it will become known as a working name - remains in all respects independent and locally focused.

Margaret Brade, Chief Executive said: "We are pleased to share a brand with an organisation which sees life in the round - not a straight line that starts with young and ends with old, but a loop of vitality, a circle of life. Age UK Stockport will continue to work locally 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." The phone number will remain the same as **0161 480 1211**, the email address will change to **info@ageukstockport.org.uk** and the website will change to **www.ageukstockport.org.uk**.

Advertise in LINK News

Would you like to advertise in LINK News?

Do you have something to sell that you feel our members may be interested in? We are looking for people or businesses who would like to advertise in LINK News.

LINK News is available across Stockport in GP Surgeries, Health Centres, Dentists, Nursing & Residential Homes, Adult Education Centres, Pharmacists and Community Centres as well as being delivered directly to all LINK members and groups and available on our website.

If you are interested in advertising in LINK News, then contact Kirsty on **0161 477 8479**.



All Saints Hospital

A unique service has been developed by senior clinicians in the field of Mental Health and Deafness.



All Saints is a purpose built hospital for Deaf People who require a low, secure or open rehabilitation service within a comprehensive Care Pathway which includes individual hospital flats with support to achieve independence.

The provision of culturally sensitive services and meeting the requirements of modernising services for Deaf people is at the heart of this development. All Saints Hospital provides a holistic rehabilitation programme of treatment and therapies currently unavailable to Deaf people with mental health needs.

Those who use the service come from all over the UK and are funded by their local Primary Care Trust.

Gatley and Cheadle Diabetes support Group



A support group for people with diabetes are letting people know they are there to talk.

Jean Weall, a Core group member represents Diabetes UK Gatley and Cheadle branch on the LINK Core Group. She says: "*We are a small group of people who meet once a month in Cheadle Hulme. We invite along a variety of speakers, on a variety of subjects, sometimes about health.*"

If you would like to know more information about the group, you can call Jean on **0161 485 1528**.



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 13th April and 11am-1pm, on 18th May.

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

Contact: Call the LINK on **0161 477 8479**.

LINK Core Group dates

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

Time: 10am - 12.30pm on 5th April 2011

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.

Hearing Aid Repair Drop-in Sessions

About: Come along for retubing, batteries, earmoulds, hearing advice and wax checks for your hearing aid. No appointment needed.

Time: 10am to 12 noon every 1st Tuesday of the month.

Place: Walthew House, Stockport

Contact: For more information email: admin.walthewhouse@ntlbusiness.com or call **0161 480 2612**.

Ramblers Walking Club

About: Are you reasonably healthy, doing some regular exercise and ready to walk a reasonable distance?

Time: 9.30am for outings and 10am regularly every Wednesday .

Place: Salvation Army, Heaton Norris

Contact: For more information call Keith Knowles on **0161 443 1858**.

Stockport NHS Foundation Trust Board Meetings

About: Stockport NHS Foundation Trust board meet. Open to the public.

Time: 10.15am - 12.15am on 26th May, 30th June, 28th July, 29th September and 24th November.

Place: Committee Rooms, Oak House, Stepping Hill Hospital.

Contact: For more information call the LINK on **0161 477 8479**.

Can We Cope - Yes We Can!

About: This event will bring people together to help make Lancashire Hill and Heaton Norris a stronger community.

Time: 4pm-6pm on 11th May.

Place: All Saints Primary, Heaton Norris

Contact: For more information call Liz Davies on **0161 426 5092** or email: elizabeth.davies@nhsstockport.nhs.uk

Carer Information Day

About: Signpost Stockport for Carers are holding their yearly carers day. Come along and find out more about the services available to carers. Free admission and refreshments.

Time: 10am-3pm on 14th June

Place: Stockport Town Hall

Contact: For more information please call **0161 456 4276**.

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 or visit www.stockportlink.co.uk



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



My Care, My Choice: Call **0161 217 6029** or visit the website on www.mycaremychoice.org.uk



NHS Direct: Call NHS Direct on **0845 46 47** or visit 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

Web: 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

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/الغٹ 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. لطفاً با شماره تلفن 0161 477 9000 با واحد ترجمہ (اینترپرائزنگ 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