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LINK News

Community News



Stockport LINK event success

Members of the Stockport LINK were joined by distinguished guests at the organisation's third Annual General Meeting.

The LINK played host to a presentation from Councillor John Pantall, Executive Councillor for Adults & Health in Stockport Council, who spoke about the Government's Health & Social Care Bill and the pause in the legislative process.

Cllr Pantall was followed by Richard Popplewell, Chief Executive of NHS Stockport, who spoke about the decisions he has to make surrounding health care in Stockport.

Mike Greenwood, Chairman of NHS Stockport joined Cllr Pantall and Mr Popplewell in a Q&A session where questions asked ranged from hospital discharges to joint working between health and social care services.

A presentation on the future of LINKs and a summary of the work the LINK has done in the past year concluded the meeting.

Read more on page 3.

Letter from the editor



Joyce Drummond
Editor and lead on
Publicity & Promotion
Subgroup

Hello again! Isn't time flying by?! Summer is almost gone and Autumn is on its way. We have had a busy time since our last newsletter including having a great time at our AGM. Over 60 people attended along with guests, Cllr John Pantall, Richard Popplewell and Mike Greenwood. You can read about the day over the page.

We have been to many different areas of Stockport and attended a number of events. We were at Brinnington Fun Day in July and I'm looking forward to Adswood & Bridgehall Summer Fun Day in August. You can read about Brinnington on page 8 and as always, our upcoming events are on page 11.

On page 4 we have a report on our latest work with NHS Stockport - helping to shape their consultation policy.

On page 5 we have a summary of our response to Community Health Stockport's Quality Accounts, as well as the latest news on transforming community services.

We update you on our latest Briefing Sessions on page 6 where we were

joined by staff from both the Critical Care Network and the breast screening service. Also on page 6 we have a list of where you can come along and speak to us in August and September.

On page 7 we update you on the latest HealthWatch developments and in a new feature give you a glimpse of all the work LINK members do behind the scenes.

You can find out about the latest events we have taken part in on page 8 and on page 9 we encourage community groups to contact us. Also on page 9 the Stockport Take Up Partnership encourage you to claim a grant for heating.

Finally, on page 10 we have a new way to get involved with the Older People's Forum. We are also asking for your views on the Choose & Book system at your GP practice.

Don't forget you can follow the LINK on twitter or add us on facebook. Just search 'Stockport LINK'.

I hope you enjoy this issue of LINK News and I will see you next issue.

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 has 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.

The AGM was attended by many service professionals, who spoke with members of the public during the evening.

LINK member Dr. Anand Dutta said, "The AGM went very well. The speakers from the local authority and NHS Stockport were very interesting. It worked well with the different aspects to it in terms of providing people with lots of information. People also had the opportunity to ask and contribute to whatever extent they wanted."



The event also gave LINK members an opportunity to reflect on the successes they had achieved over the last year. LINK Development Manager, Maria Kildunne

presented the audience with a summary of this work. Consultation boards available at the back of the hall gave LINK members the opportunity to comment on the work the LINK is doing and look at where we can concentrate in the future.



LINK members discussed the biggest successes including carrying out Enter & View visits at Stepping Hill Hospital, helping with decision making through sitting on strategic boards and their work on discharge procedures.

Next on the agenda was the LINK Core Group. The group meets once a month to discuss the work of the LINK and is made up of individuals and representatives of local organisations. During the meeting three new representatives were voted onto the LINK Core Group.

David Moore, representing Home Instead Senior Care was voted onto the Core Group alongside



individuals Jannett Creese and Tony Stokes, who is also a Pennine Care NHS Foundation Trust Member Governor.

Tony spoke about why he wanted to join the Core Group, "Throughout my life - and I've worked in the health service, with the health service and outside the health service - I've often said to myself, 'I could do that better', 'Why don't they do this?', 'Why are they doing that?' As a Core Group member I think I am in a good position now to actually question things that are done, changes that are made and perhaps influence them in a better way. In a way I've always said I'd like to."

LINK Core Group members Clem Beaumont and Jim Clark stood down from the Core Group and all members of the LINK would like to thank both for the great work they have done for the LINK and wish them the best for the future. Both remain members of the LINK Wider Group.

LINK Chair, John Leach concluded, "The greatest success of the LINK this year - as we've seen today at the AGM - is getting everybody together. Good minds. Good People. Good thinking. And I think that's the greatest achievement, that we've kept so many together."

A copy of the minutes of the AGM will be available on the LINK website www.stockportlink.co.uk under *LINK Documents* and a paper copy can be obtained from the LINK support office, contact details on the back page.

During the event, several pictures were taken and are available on the LINK website gallery and our facebook page. A video of the day is also available on our youtube channel at the following link: www.youtube.com/user/StockportLINK

LINK members have been involved in the reworking of the NHS Stockport Consultation Policy. The policy lays out the way the local health provider consults with the public.

LINK members met with Angela Beagrie, who is Head of Policy Compliance at NHS Stockport to discuss the current way NHS Stockport consults and how their policy can be improved.



Previous NHS consultation work was discussed and it was genuinely felt that there is valuable knowledge in the organisation. But despite this, LINK members felt there is a real need for improvement to make NHS Stockport's public involvement systematic.

While LINK members felt that the NHS staff undertaking engagement are helpful and talented, the end product is not always used within the organisation.

What was very clear is that local people are keen to take part in consultations and help NHS Stockport, but that more of an effort is required to feed back to local people on how their views were used and what impact that had made on the decisions. Even when ideas or suggestions aren't used, the NHS should still let people know why that decision was taken.

It was noted that good consultation and local involvement can help improve services and make them more user-friendly. Asking for views from an early stage would help highlight potential issues and allow NHS Stockport to make changes before the service is launched.

The group were conscious, however, of some of the problems the NHS faces when trying to consult such as lack of funding, lack of time in the work cycle and shortages of staff to undertake consultations.

A wide range of suggestions were given on how to engage. The general consensus was that NHS Stockport should use as wide a range of engagement methods as possible and tailor them to the specific groups they are consulting.

When asked what principles should underpin NHS consultations, LINK members suggested that public involvement should be:

- **Open:** making it clear what the aim of the consultation is and publicising events well.
- **Inclusive:** engaging a broad section of the community.
- **Flexible:** to handle the different needs of different groups.
- **Timely:** taking place early on in the process to have a real influence.
- **Regular:** ongoing throughout changes to keep people up to date.
- **Proportional:** the amount of time and effort spent on consultation should relate to the scale of change and impact on communities.
- **Informed:** with changes explained clearly, giving people the information required to help make decisions.
- **Consistent:** done at every level of the organisation.
- **Influential:** consultation should not just be lip service and views should be listened to.
- **Two-way:** NHS Stockport should consistently feedback how views were used and what difference they made.



The group was very clear that everyone should have the opportunity to take part in engagement and to have their voices heard in the decision making process, not just those who are influential or have easy access to the NHS.

What was clear is that strong planning should be used to make sure plenty of notice is given, as many people as possible are made aware of events, the correct venue is chosen so that people are not excluded and engagement methods are varied.

Angela said, "Feedback from the LINK was extremely constructive and gave us a wealth of information to use in shaping the future policy."



LINK responds to more Quality Accounts

As reported in the last issue of LINK News, the Stockport LINK has been involved in commenting on documents produced by local NHS Trusts.

Quality Accounts are annual reports written by providers and commissioners of local NHS services regarding the quality of services provided. One of the responsibilities of the LINK is, on a voluntary basis, to review this report and submit a statement for inclusion in the report.



The Stockport LINK provided a statement on Community Health Stockport for 2010/11 in June.

The LINK expressed its appreciation for the efforts and achievements of Community Health Stockport in such a demanding and unsettling year. Community Health Stockport has considerable success in maintaining standards and making improvements against all the uncertainties of the organisational changes involved in transforming community services.

The LINK was pleased to note that if a service is below standard, corrective actions have been put

in place promptly. The LINK also highlighted the importance of Speech and Language Therapy. LINK members feel the ability of young people to be able to express themselves easily and clearly must be paramount.

The overall achievements by the staff can be clearly seen in the Patient Satisfaction Survey and the LINK was particularly pleased to note the initiatives and the successes as demonstrated by the introduction of a system to improve the reliability of visits through a scheduling system. They also congratulated the Trust for achieving a grant for a blood test machine for the Wellspring Centre.

The LINK said that they are pleased to have been able to co-operate with Community Health Stockport when changes have been planned and to have had the opportunity to contribute.

The LINK have already responded to the Quality Accounts provided by Stockport NHS Foundation Trust, a summary of which is available in our previous Newsletter.



Community Health Stockport
Your Partner in Health

Transforming Community Services

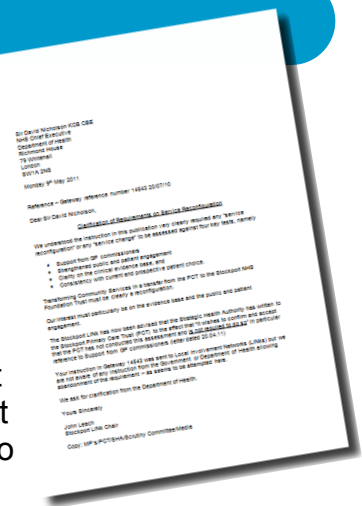
Last issue of LINK News, we reported that we had written to Sir David Nicholson KCB CBE, the Chief Executive of the NHS raising concerns about the plans to transfer community services from NHS Stockport to Stockport NHS Foundation Trust.

LINK members requested information concerning four key tests that NHS Trusts must meet when proposing the reconfiguration of services. In June, the LINK Support Office received a response from Sir David which confirmed that the changes are a "transfer of administrative responsibility" and will not involve any changes in the actual delivery of services to patients. Due to this, it is not regarded as a service reconfiguration and therefore there is no requirement to apply the four tests.

The LINK also received a response from Dr. Chris Burke, Chief Executive of Stockport NHS Foundation Trust, recognising the importance of the involvement of the LINK as community integration gathers momentum and as HealthWatch comes into being next year.

Richard Popplewell, Chief Executive of NHS Stockport said in a statement to LINK members, "This is a period of great change within the NHS however we would like to assure you that this will not affect delivery of the high quality services be that in a hospital or community environment. Both organisations are looking forward to the exciting opportunities that this transfer will bring."

The LINK will continue to work closely with Stockport NHS Foundation Trust and NHS Stockport to ensure that the transfer of services is smooth and the outcome is best for the people of Stockport.



Service providers visit LINK members

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

Critical Care Network

presented by Alan Stevens, Network Director at Greater Manchester Critical Care Network on 27th June 2011

LINK members invited Alan along to the LINK Briefing Session to clarify the difference between intensive care beds, high dependency beds and critical care.

Alan explained that critical care is a relatively new term which encompasses both high dependency units and intensive care units. However, critical care is not only provided within units. Critical Care nurses and doctors not only offer services to intensive care and high dependency but on some other wards and this is called Critical Care Outreach.

In the Greater Manchester Critical Care Network approximately, 60% of beds are High Dependency and 40% of beds are Intensive Care.

Last year, an article in the local press said that Stepping Hill Hospital had gained 10 new high dependency beds. However, LINK members discovered that only 4 of these new beds are actually in use, bringing the total beds available to 6. Alan explained that there are 14 beds, but they have to be commissioned to be used. Two of these beds have been commissioned, so are now in use. The other beds are now available to be commissioned if needed.

Breast Screening Mobile Units
presented by Ellen Cooper, Public Health Specialist NHS Stockport. Alex Hartley, Breast Screening at Macclesfield on 27th June 2011

LINK members invited Ellen and Alex along to a LINK Briefing Session to speak about breast screening in Stockport following concerns raised about the accessibility of the mobile units.

Previously any women who were unable to access the mobile unit had to travel to Macclesfield for their screening. This meant that women with a disability or breast implants had to travel the distance to Macclesfield, sometimes with a carer.



However, following pressure from Disability Stockport and Stockport LINK, a decision has been made to offer the screening at Stepping Hill Hospital for those who are unable to access the mobile unit.

The breast screening service gives women aged 50-70 mammograms once every 3 years to detect cancer early. 30% of women in Stockport who are eligible for breast screening do not take up the offer. If you missed your appointment due to not being able to access the units, you can call the Victoria Breast Centre at Macclesfield on **01625 661 157** and arrange an appointment at Stepping Hill for your screening.

Although the Stockport LINK welcomes this change, they hope NHS Stockport will consult around access issues before making decisions in the future.

LINK out and about in the community

Throughout the summer, the LINK have organised a series of events to extend our reach into the community.

If you would like to find out more about the LINK, have an issue with a health or social care service or would like to sign up, then come along on any of the following days:



Stockport Central Library
12noon-2pm on 2nd August

Stepping Hill Hospital
10.30am-3pm on 10th August

Sainsburys, Stockport
10am-3pm on 23rd August

Sainsburys, Stockport
10am-3pm on 24th August

Stockport Central Library
10am-3pm on 6th September

Following the Government's Listening Exercise on the new Health Bill, they have announced that both HealthWatch England and Local HealthWatch will now be established from October 2012.

In their report on *Patient Involvement and Public Accountability*, the NHS Future Forum (the group that oversaw the NHS listening exercise) outlined three main recommendations for HealthWatch:

- HealthWatch locally should provide a patient advocate role, championing issues for patients, and a scrutiny & challenge function in relation to local commissioners & providers.
- Local authorities should commission local Healthwatch. Health & wellbeing boards should be the place where local authorities explain and are challenged on how they carry out their responsibilities. Local Healthwatch should refer any disputes to Healthwatch England if resolution locally is not possible.
- Commissioners & providers of services should be under a duty to have 'due regard' to local Healthwatch's findings.

Stockport LINK has applied to be a HealthWatch Pathfinder and will know by the next publication of LINK News whether we have been successful in our bid. Regardless the outcome of our bid, we will continue to work towards the transition into HealthWatch.

A copy of the NHS Future Forum report is available on our website www.stockportlink.co.uk under *Key Documents*. If you would like a paper copy contact us, details on the back page.

LINK members work hard behind the scenes

In addition to all the work reported in LINK News, a lot of things happen behind the scenes. Here is a snippet of some of the work that has been done by LINK members and the support team in the past 2 months.

- The LINK Enter & View Team are finalising the reports from their third and fourth waves and are currently organising their fifth wave of visits to be carried out in autumn.
- A suggestion by LINK around changes to therapy for people who have had a stroke has been agreed. This means that patients whose health may deteriorate if they were to stop receiving neurological physiotherapy will be able to continue to receive the service.
- LINK members have been working on setting up a monitoring group to look at dementia and the Stockport dementia strategy.
- LINK members are taking part in work around the 'Choose & Book' system used in GP practices following a LINK request.
- The LINK have been looking how aware local services are of the impact on physical health that mental health problems can have.
- LINK members have been asking questions about the Pathology Lab at Stepping Hill Hospital.
- The LINK discharge group are satisfied to see that their suggestion for a review of services have been listened to by Stockport Foundation Trust and a review is currently taking place at Stepping Hill Hospital.
- LINK members attended Stockport Signpost's *Carer Information Day* and *Walthew House Open Day* and spoke to people about the services available to them.
- LINK members are looking into special educational needs of children in schools.
- Meetings of the LINK Complaints Task Group and Publicity & Promotion team have taken place this month.
- LINK representatives sit on several decision making boards such as the NHS Stockport Board and boards on Maternity, End of Life Care, Prescribing and Elective care.
- LINK members are looking into improving their knowledge of social care services.

If you would like any more information about any of these issues or want to get involved, copies of minutes from LINK Core Groups are available on our website www.stockportlink.co.uk or you can call the LINK office, details on the back page.

Fun in the sun in Brinnington park

LINK member Joyce Drummond was joined by LINK support team member Michelle Sheridan at Brinnington Park for Brinnington Fun Day. Joyce reports on the day:

“ Myself and Michelle set out for the Fun Day not knowing what to expect weather-wise. I arrived at the park and found out where we were positioned - quite good actually - not too near a tree.

Two members of the Brinnington team came along and with help from my husband, our gazebo was up in about 20 minutes. Thank you very much to the Brinnington team, who also took it down for us.

The day went well, we had a number of visits to our stall and we got a lot of feedback regarding hospital & GP visits. There were a lot of comments about receptionists and a full report on the day will be available by the time this Newsletter goes to press.

There were a lot of stalls around and plenty of activities for the children. We also saw members of other groups including NHS Stockport, Stockport Health Trainers and the Council's Neighbourhood Management. I saw two of my own school friends so it was almost a social day! It was well organised with lots of fun activities for children including a bouncy castle, slide and a fire engine.

The rain stayed away all day and it stayed sunny (if a little windy) so no complaints there. Overall it was a good day. We gave out a few application forms, but most people had either heard about LINK or were members. It was nice to see that we are becoming well known within Brinnington. We'll be back again next year to take part.”



Stockport Rises to the Challenge!

On 23rd June, Stockport LINK joined Stockport Council and NHS Stockport as they showed their commitment to promoting better health and wellbeing across the borough through the hosting of the 'Rise to the Challenge' event.

The event focused on how a few simple lifestyle changes can lead to a happier and more fulfilled life, reduce the risk of ill-health, and can be fun!

The Town Hall ballroom buzzed as over 400 people who came along to the event took part in the many activities on offer, such as exercise sessions, dance, singing, Tai Chi and art activities, and you could even pedal a bike to make a tasty smoothie.



General good health can also be affected by many other factors such as housing issues, money matters and getting out and about, so there were plenty of information stands with staff keen to offer advice about a wide range of services and support available in Stockport.

Cllr John Pantall, Executive Member for Adults & Health said: "I was heartened by seeing so many people actively taking part in the many fun activities on offer. We have come to realise that it is easier to stick to a healthy lifestyle which is fun and enjoyable. Simple adjustments such as healthier eating and increased walking are available to all. During the day I had a chance to talk to people, and everyone I spoke to said they found the event interesting, stimulating and very enjoyable.

Some even asked whether the Council would be organising more Rise to the Challenge events in the future – the answer is yes!"





LINK members are reaching out to community groups to find out if they can help on any health or social care issues.

The LINK can help to support community groups who are struggling to get their voice heard by health & social care service providers. 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.

If any community groups are struggling to get their voice heard on any health or social care then they can get in contact with the LINK. The LINK support office will offer one of three ways for the LINK to get involved:

1. The LINK can support you in tackling the issue, including writing supporting letters and organising meetings with service providers.
2. LINK members can take up the issue themselves and create a task group.
3. You can feedback the issue to feed into an existing LINK task group.

If you are a community group and would like help tackling a health or social care issue then you can join the LINK online on our website www.stockportlink.co.uk or you can call us, contact details on the back page.

There's a Warmfront.....But not for long!

As prices for fuel are on the rise, the grant funding for heating is on the decline. The Government grant for heating and insulation is potentially going to end during 2012/2013 and has already seen a significant drop in funding.



The Stockport Take Up Partnership; a group of organisations committed to improving the take up of income maximisation advice and assistance, are now urging home-owners and those living in private rented accommodation who either have no central heating at all or have a broken down or condemned boiler and who are in receipt of a qualifying benefit to apply for their grant as soon as possible. For qualifying benefits or to apply for a Warmfront Grant call freephone number **0800 316 2805** or visit www.warmfront.co.uk.

For free energy saving advice contact the Energy Saving Trust on **0800 512 012**.

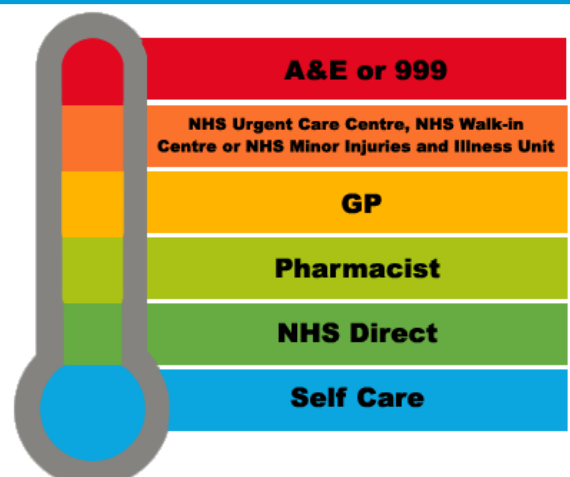
If you are having difficulty with your fuel bills and would like debt advice contact Stockport Advice on **0161 474 3093** or call in to one of the Direct Centres for help and assistance in applying for a grant. To find the location and opening times of your nearest Centre call **0161 217 2009**.

Protect yourself from rising energy prices and call today before it's too late!

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



Choose Well



Make sure you are prepared for flu

The flu season will start towards the end of November or December this year.

It is likely to be just as severe as last year and therefore we would expect high disease rates amongst all sectors of the community. It is important that everyone who is "at risk" gets their free flu vaccine which is available freely from their GP. You can see who is "at risk" below. Go along now and confirm that a vaccine has been ordered for you and find out when the Practice is going to start vaccinating. Flu commonly occurs during the winter period when most of us spend more time indoors where it is easier for the influenza virus to spread. **The following tips help to prevent the spread of flu:**

- Have the flu vaccine - if you are 65 years and over **or** have chronic heart, lung, liver, neurological or kidney disease **or** are a diabetic **or** a pregnant women.
- Avoid crowds where possible, the more people you have contact with then the more chance you have of getting flu
- Get enough sleep - lack of sleep can reduce immune functioning making you more susceptible to sickness
- Eat healthily - aim for five portions of fruit and vegetables every day
- Drink plenty of fluids especially water
- Supplements such as Vitamin C can help your body to fight off infection
- No smoking - even breathing in other peoples' smoke makes your health worse
- If you get flu stay away from others for the first few days as this is the time you are most likely to pass the virus on to others
- If you get flu wash your hands frequently as flu virus spreads on fingers
- If you get flu avoid putting your hands near your eyes, nose and mouth as flu virus can be spread from your hands.

And remember, catch it, bin it, kill it!

All our Tomorrow's Older People's Forum

Age UK Stockport are inviting people to join their Older People's Forum.

The All our Tomorrow's Stockport Older People's forum provides an opportunity for Stockport people to have their say on issues that directly affect people as they grow older. Membership of the forum is open to any Stockport resident over 50 years of age.

Membership will include older individuals, a delegate or representative from an organisation, local area or groups that involve older people, The Shadow Board (All our Tomorrows) and any organisation invited by the Chair to send a representative. To find out more and ensure that age is on everyone's agenda, call **0161 480 1211**. Joyce Drummond represents the LINK on the forum.

Give your views on Choose & Book

The Stockport LINK are looking for your views on the Choose & Book system available in GP practices across Stockport.

Choose & Book is a National Electronic booking system that has been introduced across England since 2004. It allows patients to book their first outpatient appointment at a date & time convenient to them.

If you have used the Choose & Book system in the last two years the LINK wants to hear from you. Did you find it easy or difficult to use? Do you feel the system gives you more freedom or would you rather not have so many choices?

Whatever your views on the system, get in contact with the LINK. You can complete a feedback form available on our website www.stockportlink.co.uk, give us a call on **0161 477 8479**, email us on links@pebbleenterprises.co.uk or fax us on **0161 430 3735** marking for the attention of Stockport LINK. All feedback received will be put towards our current work with NHS Stockport to help improve the service. Deadline for this piece of work is **15th August**, but if you have something to say about any health or social care service, you can get in contact with us any time.

Upcoming Events

Carers' Voice Forum

About: The focus of this meeting will be the new Carers Centre for Stockport, come along to hear all about it and have your say.

Time: 1pm – 3pm on 10th August 2011

Place: St. Peter's Parish Centre, Green Lane, Hazel Grove SK7 4AE

Contact: Call **0161 456 2808** or email StockportCarersForum@gmail.com

LINK Core Group dates

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

Time: 10am - 12.30pm on 8th September and 10th October 2011. LINK Briefing Sessions will be held on 24th August and 22nd September.

Contact: Call the LINK on **0161 477 8479** if you would like to attend.

Celebrating Diversity

About: Disability Stockport is hosting its annual Celebrating Diversity Event in Stockport. Come along and find out about local services.

Time: 10.30am - 3.30pm on 2nd August

Place: Mersey Square, Stockport

Contact: Call the Barbara on **0161 480 7248**.

Adswood & Bridgehall Fun Day

About: Local residents of Adswood and Bridgehall, are working together to host a summer extravaganza. LINK members will be in attendance.

Time: 11am - 2pm on 20th August

Place: Bridgehall Green and in Bridgehall Community Centre

Contact: Helen Johnson **0161 484 2034** or email helen.johnson@stockport.gov.uk

Stockport NHS Foundation Trust Board Meetings

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

Time: 10.15am - 12.15am on 29th September and 24th November.

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

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

Manchester Pride Parade 2011

About: Come along and watch the parade.

Time: 1pm on 27th August 2011

Place: The parade runs from the top of Deansgate down through St Anne's Square and ends at the Gay Village.

Contact: Visit www.manchesterpride.com

Alzheimer's Research UK

About: Do you want to know more about dementia? You are invited to an afternoon of short talks on Alzheimer's and other forms of dementia, with updates on latest research.

Time: 2pm-4.30pm on 22nd October

Place: Chancellors Hotel, Chancellors Way, Moseley Road, Fallowfield

Contact: For more information please call Steve Chew-Graham **07787 002307** stephen.chewgraham@manchester.ac.uk

LINK Office opening times

The LINK Office operates between 9am and 4.30pm, Monday-Friday, but there will always be 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/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 تطلبت مساعدة في فهم هذا الكتيب/النشرة. نرجو الاتصال اربن رينيول على رقم الهاتف: 0161 477 9000