

Blackpool
LINK
Local Involvement Network

Local people and organisations have the opportunity to influence local health and adult social care services

Annual Report

1 April 2009 - 31 March 2010



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Introduction

I am delighted to introduce the 2009/2010 annual report for Blackpool Local Involvement Network (LINK).

Blackpool LINK has been concentrating on developing relationships with individuals, community & voluntary organisations, and other relevant bodies. We have also developed a good working relationship with organisations responsible for providing local health and social care services such as Blackpool Council; NHS Blackpool; Blackpool, Wyre & Fylde Hospitals NHS Foundation Trust; Lancashire Care NHS Foundation Trust; and North West Ambulance Service.

During the year we have raised awareness and gathered the views of local people on health and social care issues, by listening to what local people and groups are saying. We did this by working closely with other networks, by direct contact with people at events, through questionnaires and calls into the Blackpool LINK office. We have looked at various key issues that you told us were important to you including mental health day services.

Over the coming year, LINK aims to continue to raise awareness with 'hard to reach' groups and individuals, and help local people influence or change the way their local health and social care services are delivered. We will recruit more members and provide them with a stronger local voice. More participants will be encouraged to participate in activities, task groups and community engagement. All active participants will be offered support and training to help them get involved in ways that suit them.

If you would like to find out more about our work or get directly involved in a way that suits you, please contact Blackpool LINK on 01253 622222.

If you would like to be kept informed of our work, you can sign up for our bulletin. To do this simply contact Blackpool LINK on 01253 622222.

If your organisation would like to hear about us via a presentation or by attendance at one of your events we would be delighted to oblige. Please contact Blackpool LINK on 01253 622222.

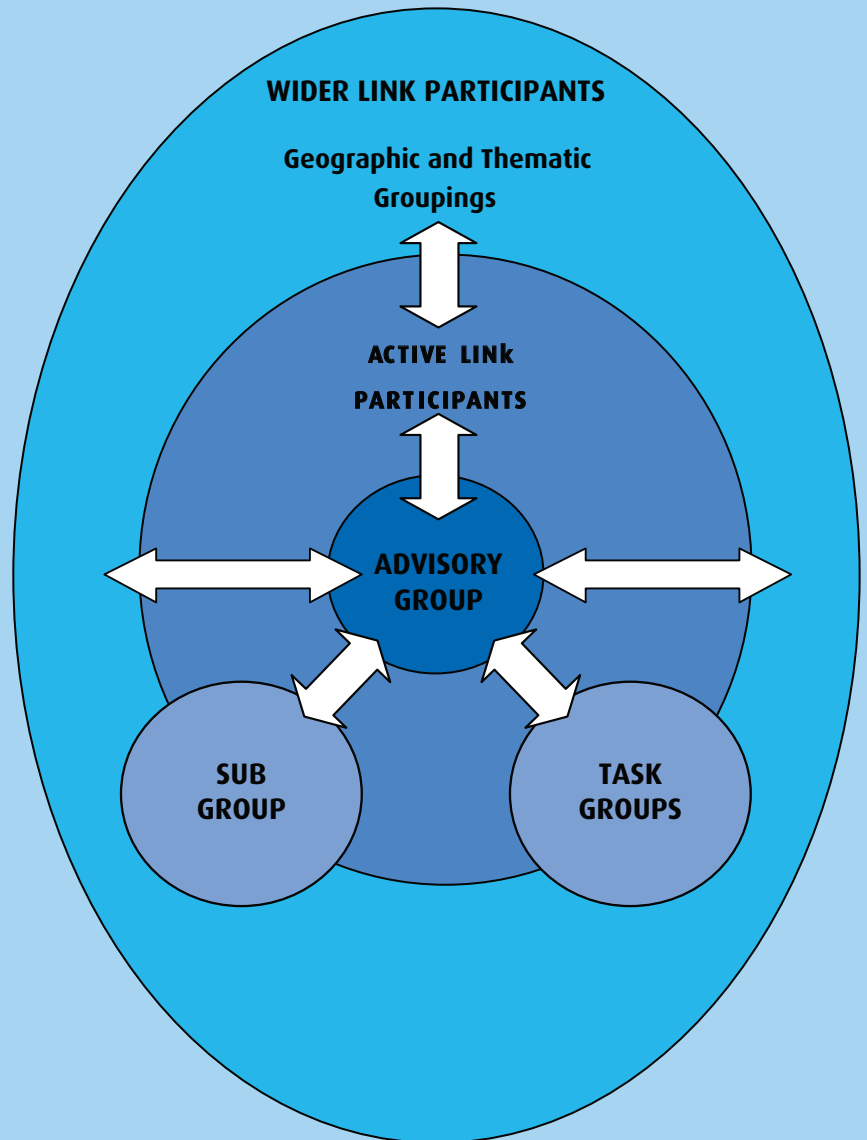
My sincere thanks goes to all those hard working LINK participants who have helped to make a difference to health and social care services and improve the quality of life of our Blackpool residents.

Ian Ellis
Chair
Blackpool LINK Advisory Group

Blackpool LINKs Governance Model

In this model, some individuals and representatives of local groups who have indicated that they want to take a regular, active part in LINK activities are chosen to advise and direct the LINK. This group is the Advisory Group. This group also communicates with the wider community to make sure that the LINK is carrying out its activities in ways which relate to local people. This model includes 'task groups' and 'sub-groups' that might focus on particular geographical areas or particular areas of interest (Thematic).

Traditional model



General Standards

The 'Nolan Principles' are seven principles that apply to all people in public service, and Blackpool LINK has adopted these principles.

- Selflessness
- Integrity
- Objectivity
- Accountability
- Openness
- Honesty
- Leadership

Advisory Group

Organisation Representation

Adults Social Care

Blackpool Advocacy – Mike Crowther

Blackpool, Wyre & Fylde Mental Health Forum – Ian Ellis

Action for Blind People

Health

Blackpool Wyre & Fylde Motor Neurone Disease Association – Gwynneth Mugonyi

Blackpool Senior Voice Forum – Tom McCallum

Blackpool, Wyre & Fylde Lesbian Gay Bisexual & Trans Forum – Brian Morrison

Individual Representation

Adults Social Care

Michael Hodkinson

Robert Hooton

Geoff Newman

Health

Michael Martin

Wendy Dowling

Wendy Stevenson

Authorised Representatives

Wendy Dowling and Wendy Stevenson undertook and completed 'Enter & View' Training in January 2010.

Blackpool LINK Support Team

Organisation Representation

Groundwork Lancashire West & Wigan is the host organisation and they employ the Blackpool LINK Team - Helen Kay, Blackpool LINK Co-ordinator and Sue Russell, Blackpool LINK Support Officer. Their role is to provide support and ensure that Blackpool LINK remains independent.

Introducing the Advisory Group



Ian Ellis



Wendy Stevenson



Brian Morrison



Wendy Dowling



Mike Crowther



Gwynneth Mugonyi



Robert Hooton



Geoff Newman



Tom McCallum



Michael Hodkinson

Membership

Total number of individual members as of 31/03/2010	172
Total number of organisation members as of 31/03/2010	155
Total number of individual members as of 31/03/2009	85
Total number of organisation members as of 31/03/2009	117
Number of active individuals on the Advisory Group	6
Number of active organisations on the Advisory Group	6

With the number of organisations registered, this potentially gives Blackpool LINK access to over 57,500 people

How many people engaged with Blackpool LINK activities during 2009-10?	142
How many organisations engaged with Blackpool LINK activities during 2009-10?	26
How many views received related to adult social care?	15
How many views received related to health?	27
How many events has Blackpool LINK attended?	17
How many talks/presentations on Blackpool LINK have been given?	24
How many different methods of engagement have been used?	8

Involvement with Stakeholders

Blackpool LINK has a nominated contact with every statutory organisation that commissions or provides health and adult social care services. The Advisory Group were invited to send a representative and the Co-ordinator to attend the following meetings:-

- NHS Blackpool Patient Informational Panel – Helen Kay
- Blackpool, Fylde & Wyre Hospitals NHS Foundation Trust Patient Experience Committee – Mick Martin and Helen Kay
- NHS Blackpool Patient & Public Involvement Committee – Wendy Dowling, Wendy Stevenson and Helen Kay
- Blackpool, Fylde & Wyre Hospitals NHS Foundation Trust Equality, Diversity & Human Rights – Brian Morrison and Helen Kay
- Blackpool, Fylde & Wyre Hospitals NHS Foundation Trust - quarterly meetings with the Chief Executive, Chair and Assistant Director of Nursing – Ian Ellis and Helen Kay attend these meetings
- IT Based Patient Experience System – Tom McCallum, Mick Martin, Wendy Stevenson, Helen Kay & Sue Russell

At all of these meetings, Blackpool LINK is on the agenda as a regular item, which enables us to give a regular update on LINK activities.

Blackpool Tobacco Free Alliance Initiation Workshop (NHS Blackpool) – Tom McCallum and Helen Kay attended this meeting, the purpose being to confirm the need for and explore the potential role of a Blackpool Tobacco Free Alliance in reducing health inequalities.

NHS Blackpool invited the Co-ordinator to have a place on a committee whose remit was to pull together a Patient Experience Framework Toolkit. The toolkit provides a step by step process on ways to improve patient experience, and will be launched in summer 2010.

Wyndyke Farm - Members of Blackpool LINK took the opportunity to attend the public presentation by Lancashire Care Trust to view and understand the advanced plans for a proposed new mental health unit to be built in the Clifton area of Blackpool. This 143 inpatient unit will replace outdated mental health facilities (Parkwood) which are based within Blackpool Victoria Hospital site.

Training

Enter & View Training - Two members of our Host Organisation attended 'Enter & View' training. This has enabled them to train members of the Advisory Group who would be conducting Enter & Views. Wendy Dowling and Wendy Stevenson said "this was a very useful training session which helped us understand our role when undertaking enter & views."

Training in Lancaster - eight members of the Advisory Group along with two members of our Host Organisation went to Lancaster University at the end of March 2010 with representatives from our neighbouring LINKs. The aim of the training was to look at how we engage with our local communities and how we can improve on this. At the end of the session, Blackpool LINK came away with 4 actions:-

- Write to groups who are registered and ask how they pass information on to their members
- Improve attendance at Open Meetings
- Hold an informal get-together for the Advisory Group
- Continually engage with the Blackpool Community



Work we have done

Blackpool Pharmacy Consultation

Medicines Management at NHS Blackpool asked Blackpool LINK to undertake an independent consultation to understand the views of people who use Pharmacy Services in Blackpool. Questionnaires were sent out to the wider membership, visits made to local pharmacies and the general public were consulted. 120 responses were returned. The report was sent to NHS Blackpool and was well received. Melanie Preston, Head of Medicines Management and Lisa Drinkwater, Medicines Management Advisor wrote to Blackpool LINK to formally acknowledge the work that was undertaken and said

"The views of patients as captured in the Pharmacy Consultation will be used to ensure that service users' views are reflected in the Pharmacy Needs Assessment and help inform future services. What is particularly useful in this piece of work is the patient involvement in the design of the survey as a result of the significant input from Blackpool LINK".

Mental Health Day Services

Blackpool LINK received issues from LINK members, service users and carers around the impending changes to Mental Health Day Services. The Advisory Group believed that the lack of consultation, communication and clarity around the changes of service providers, and the effect on individuals, increased the fear and vulnerability of the service users. Following communication with Blackpool Council highlighting these concerns and seeking further clarity, the Advisory Group received responses from Blackpool Council covering the three main points of concern:

1. Service user involvement in the decision making process
2. Communication to service users about operational arrangements
3. Transitional arrangements between service providers and how this was communicated to service users

The Advisory Group discussed the responses and the following actions were agreed:

- **Points 1 & 2** – have been answered satisfactorily
- **Point 3** – that a formal referral be sent to the Adult Social Care and Housing Overview & Scrutiny Committee as the Advisory Group believe poor management and monitoring of the transitional arrangements have contributed to the fear, confusion and subsequently, increased vulnerability of service users.

This piece of work is ongoing.

‘Access to a GP’ workshop

Blackpool LINK was asked by NHS Blackpool to approach GP practices and invite patients to join a focus group to collect views on GP Access. These visits were done concurrently but separately to the NHS Blackpool Panel Visits to provide an independent comparison to an internal review. The visits were conducted in January 2010 and the focus groups were held in February 2010.

There were positive examples of where patients have been able to get an appointment with a GP within 48 hours, but also some not so positive examples. One thing that all the attendees agreed on was that they did like to see the same GP when they were attending for a follow-up appointment. From the examples that were given, it appears that it depends on which practice you are attending, as to how soon you got to see a GP. The report has been presented to the Patient and Public Involvement Committee. Richard Emmess, Director of Corporate Affairs at NHS Blackpool said

“The work that LINKS carried out with regard to GP access gave us valuable insight into the perceptions of the public on this issue. We will continue to use the information provided to further improve our services.”

Patient Environment Action Team annual assessments

During Spring Blackpool LINK was invited to help with the required annual assessments on inpatient healthcare sites of Blackpool Fylde & Wyre NHS Foundation Trust. The Rehabilitation Unit at Bispham was visited. Four areas of non-clinical care were assessed by a joint Trust and LINK team. Scores were given between 1 & 5 for food, cleanliness, infection control and patient environment.

Enter & View

In March 2010 two visits were made to Blackpool Victoria Hospital as issues had been raised around patient care and assistance at meal times. Blackpool LINK met with Cheryl Swan, Assistant Director of Nursing – Patient Experience, to seek clarity on the issues raised. The Advisory Group agreed to “Enter & View” Wards 11 & 18 to verify the information provided and to obtain patients views on their stay. The visit was fully supported by Cheryl Swan and both patients and partners viewed this as a positive experience. A copy of the report has been sent to the hospital in April 2010 and we await a response.



Safeguarding Adults Event

In March 2010 Blackpool LINK hosted an all day event in partnership with Blackpool Council and Blackpool Safeguarding Adults Board to raise awareness to the general public on support available to protect vulnerable adults from abuse, exploitation and/or mistreatment. The morning consisted of a drop in session where members of the public could come in, access information and talk to local voluntary and community organisations that provide support and help to vulnerable adults. In the afternoon, a drama group "AFTA Thought" (below) played out three interactive scenarios:-

- a new employee care worker at a care home who witnesses another member of staff bullying the residents

- a lady who cares for her husband and is finding it very hard
- a lady with mental health problems, who is moving into new accommodation

Positive feedback was received from attendees and partners at the event.

- "The multi agency working WORKS! There are people out there to turn too"
- "Meeting other agencies and sharing information about our service with them"
- "The reality of the situations shown plus the hidden agendas of the underlying problems.....very thought provoking"



Summary of Activity

Issues Received/Requests for Information

How many health issues did Blackpool LINK receive during 2009-2010?	33
How many adult social care issues did Blackpool LINK receive during 2009-2010?	14
How many requests for information were made by Blackpool LINK during 2009-2010?	21
Of these, how many of the requests for information were answered within 20 working days?	21
How many related to adult social care?	3
How many related to health?	18

Blackpool LINK works on issues that affect the community and not on individual complaints. All issues received are taken to the Issues Group and they discuss and recommend how each issue is dealt with. It could be that they are signposted to another organisation as it is not in our remit; that the issue is a one-off and therefore will be recorded to see if any similar issues are received in the future; or that further information is required and a request for information is made. All recommendations are ratified by the Advisory Group. The Issues Group meet every six weeks and everyone is welcome to attend. Below are some examples of requests for information that have been made and the responses that were given:-

What care is available for people with dementia and how many beds are available in Blackpool? – There are 17 dementia registered residential care homes with 421 beds and 5 dementia registered nursing homes with 161 beds within Blackpool. A copy of Blackpool Council and NHS Blackpool's joint Older Adult Mental Health Commissioning Strategy, giving further information regarding dementia care provisions within Blackpool is available if required.

How many Nurse Specialists work for the Alcohol Liaison Service at the hospital, what is their role and how do they link in with local alcohol support services? – There are three Nurse Specialists, who have strong links with the community alcohol services with a direct referral system in place to community services.

If, on admission, a patient says they are drinking more than the recommended safe limits of alcohol units, they are offered a referral to the in-patients support services. The nurses then visit the patient on the ward to discuss their needs and offer support and agree an action plan. This is very much a patient led service.

'This service has been running for two years and continues to develop to meet the needs of the patient. Currently a community outreach worker attends the clinic to provide additional support.

This is very much a patient led service, relatively new and developing to meet the needs to the patient as time goes on.

What work is NHS Blackpool and Blackpool Council doing to try and lower the number of teenage pregnancies? How are Blackpool Council's Children and Young Peoples Department tackling teenage pregnancies in local school? – Mick Martin and Helen Kay met with Bernard Booth (Assistant Head of Young People's Services) and Andrea Jones (Integrated Commissioning Manager) in November 2009.

Blackpool Council and NHS Blackpool work together with other agencies and organisations by improving access to sexual health services by making information and services available from Connect and Blackpool Young People Services via Connexions, high schools, youth centres and detached youth workers. WISH (well-being in Sexual Health) delivers the majority of work which is done around teenage pregnancies. Services provided include Vulnerable Young Women's Worker Peer Education Development Worker, Teenage Pregnancy Midwives, Young Men's Sexual Health Outreach Worker, The Buzz Bus, Young Women's Outreach Worker and Sexual Health Training Peer Educator workers.

Summary of Activity Continued...

What services are available at the Whitegate Health Centre?

Whitegate Health Centre is Blackpool's first prestigious primary care centre, and will provide people with easily accessible, local services for early diagnosis and prevention of disease. Some of the services available are Dental Services, Sexual Health Services, Children Services and Podiatry. This new facility was toured by a substantial number of LINK staff and members to obtain relevant understanding of its function and services provided.

Enter & View

How many enter and view visits did Blackpool LINK make?	2
How many enter and view visits were announced?	2

Reports and Key Findings

How many reports were made by Blackpool LINK to commissioners of health and social care services?	3
How many key findings were made by Blackpool LINK to commissioners of health and social care services?	8
How many of these reports have been acknowledged in the required timescales?	3
How many of these key findings have been acknowledged in the required timescales?	8

Referrals to OSC's (Overview & Scrutiny Committees)

How many referrals were made by Blackpool LINK to an OSC?	1
How many of these referrals did the OSC acknowledge?	1

Finances

Amount allocated to the local authority by the Department of Health	£126,000
Amount of funding received by the host from the local authority	£90,000
Total Budget for 2009/2010	£90,000
Total spent by host organisation	£90,000



What we have achieved

The Blackpool LINK workplan has continued to grow and develop. We have also enhanced our good working relationships with a variety of organisations across Blackpool. By providing an independent point of contact, organisations and individuals can have a say about the services they access.

The relationship between the Advisory Group and Groundwork Lancashire West & Wigan, our Host Organisation, is very positive. We also continue to develop a good working relationship with public sector commissioners and providers.

Our membership continues to grow and we are confident that the Governance Arrangements of Blackpool LINK encourage and support a strong and diverse Advisory Group.

Next steps

Looking ahead to the next 12 months

Blackpool LINK will continue to grow and build on the work that has been done. Over the next 12 months, we will continue to raise awareness and encourage participation from 'hard to reach' groups and individuals, especially young people and vulnerable people.

Blackpool LINK will be undertaking the following work:

- Analysis of people who have mental health problems in relation to Social Welfare Information and Advice
- Adult Social Care Customer Experience and Feedback
- Evaluate 'Self-Assessment Tools' for Putting People First agenda

The Advisory Group would like to thank Blackpool LINK members and

**Jacquie Mutch – Programme Director
Groundwork Lancashire West & Wigan**

Helen Kay – Blackpool LINK Co-ordinator

Susan Russell – Blackpool LINK Support Officer

Jean Hedley – Blackpool Council

Brenda Smith – Blackpool Council

Seonaid Elliott – Blackpool Council

Steve Sienkiewicz – Blackpool Council

Wendy Swift – NHS Blackpool

Richard Emmess – NHS Blackpool

Ian Treasure – NHS Blackpool

Aidan Kehoe - Blackpool Fylde & Wyre Hospitals NHS Foundation Trust

Cheryl Swan – Blackpool Fylde & Wyre Hospitals NHS Foundation Trust

Sarah L Jones - Lancashire Care NHS Foundation Trust

Julie Treharne - North West Ambulance Service

*This report is available in different formats and languages.
If you require this report in a different format or would like
further copies, please contact, Blackpool LINK Support Team
who will be happy to help you.*

Blackpool LINK

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