



Warrington LINK

ISSUE 19

AUGUST 2010

INSIDE THIS ISSUE:

LINK News	2
LINK Work Website	
Staff News	
Core Group	4
Local News	6
Alzheimers	
Zipper Club	
Parkinson's	
Read to Relax	
WRVS	
Health Info	10
PALS	
Complaints	
5BPS	
Tobacco	
Consultation Corner	12
White Paper	
National News	13
CQC	
Carers	

Equity and excellence Liberating the NHS

The government launched its White Paper on Health services on Monday 12th July. Below is a piece from the Department of Health website on the paper: "The NHS White Paper, Equity and excellence: liberating the NHS, sets out the Government's long-term vision for the future of the NHS. The vision builds on the core values and principles of the NHS - a comprehensive service, available to all, free at the point of use, based on need, not ability to pay.

It sets out how we will:

- put patients at the heart of everything the NHS does;
- focus on continuously improving those things that really matter to patients - the outcome of their healthcare; and
- empower and liberate

clinicians to innovate, with the freedom to focus on improving healthcare services"

The White Paper also has proposals regarding LINKs. "We will strengthen the collective voice of patients, and we will bring forward provisions in the forthcoming Health Bill to create HealthWatch England, a new independent consumer champion within the Care Quality Commission. Local Involvement Networks (LINKs) will become the local HealthWatch, creating a strong local infrastructure." From the White Paper.

See page 14 for information on the how you can have your say on the proposals.



Warrington LINK
the GATEWAY, 89 Sankey Street, Warrington,
WA1 1SR
Telephone: 01925 246892/ 3
Email: warringtonlink@blackhealthagency.org.uk



‘Listening to Your Views’

The LINKs mental health sub group has focused on listening to your views on mental health issues to produce some interesting and informative work.

The group firstly listened to what you were telling us about not knowing where to turn if people with mental health problems wanted to access employment, training or volunteering. A brochure has now been produced to offer you all this information. More comments followed on the Mental Health Liaison Service at Warrington Hospital. Following a visit to the service a report is being produced with the Mental Health Forum. If you have any comments about the service you wish to share with us please let us know. Sarah Brittlebank, worker for the Mental Health Forum said working with the group “has proved to be a fantastic resource for information sharing and joint working. We look forward to continuing and strengthening this working relationship.”

The group still needs your views and issues on any aspects of mental health services. So if you have anything you wish to share with the LINK, good or bad, please let us know. All comments will be treated confidentially. Without your views and experiences we cannot try and improve services!!

Look out in future editions for other work the group are doing

If you would like a member of the LINK staff team to come along to one of your meetings or events to talk to you and your organisation about the LINK, let you know how you can be more involved or give you more information please let us know, our contact details are on the front of the newsletter. Or if you would like to pop into the LINK office just let us know.

LINK Website

Visit the Warrington LINK website for more LINK information! The website is easy to use and tailored made for the Warrington LINK. All LINK documents, reports, newsletters etc will be available through the website. There is also an opportunity for local groups and organisations to put their events, pieces of work etc on there for wider networking.

So visit www.warringtonlink.org.uk today!

Don't forgot the Warrington LINK has a Facebook Group, where you can start and join in discussions regarding health and social care. Join at www.facebook.co.uk and search for Warrington LINK.

Improving Your Hospital Experience

LINKs sub group, 'Environment and Visiting group', have focused on working with Warrington and Halton Hospitals to improve the services it provides.

The group have been involved in different aspects of care, including feeding vulnerable adults and discharge arrangements. Members of the group have also carried out visits to the wards. Anne Turner, Chair of the group said "my Health Champion role is a vital communication link to improve patient care and the monitoring of services. The meetings and groups I attend provide me with the two way working relationship and opportunity to report and give feedback to both LINKs and the Hospital Trust. "

The group is looking to expand its membership and it's work load. So if you have any issues or experiences regarding Warrington Hospital or any nursing or residential homes please let the LINK know so we can try and improve more services for you.

LINK Core Group Meeting July

The Core Group learned more about the work of the Guide Dogs and the Merseyside and Cheshire Cancer Network at their July Meeting.

Gloria Payne from the Cancer Network spoke about patient, carer and public involvement in the network. The aim being to ensure

that those affected by Cancer have the choice and opportunity to influence the development of cancer services. The Network are involved in many different areas to ensure they make a difference. One example of this is the iVan. The iVan is a mobile information and support vehicle. The iVan has been used in various places around Warrington to provide information. A Cancer Nurse is also on board to offer advice to people.



The Network has different forums and groups that meet regularly, representatives from Warrington sit on the North Cheshire, Liverpool and Wirral Locality Group which feeds into the Cancer Network Partnership Group. Members of the Network are also involved in research groups, projects on Survivorship and End of Life Initiatives. The Network is always looking for more people to be involved.

So if you would like to be involved or for more information please contact Gloria Payne on 0151 201 4150 or email gloria.payne@mccn.nhs.uk



LINKs Core Group with Gloria from the Cancer Network and Nathan, Penny and Ellie from Guide Dogs

LINK Core Group Meeting July continued

Guide Dogs

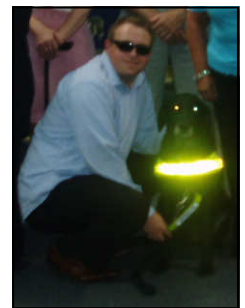


Staff from Guide Dogs also attended the meeting to share with the group what they do. Guide Dogs provide mobility and freedom to blind and partially sighted people. They also campaign for the rights of people with visual impairment, educate the public about eye care and fund eye disease research. Penny and Nathan both Information Officers and Ellie a Support Worker attended the meeting. Penny spoke about the work the Guide Dogs do, how Guide Dogs are trained and how they are matched with their new owners. The group found it really interesting and useful. Nathan's Guide Dog also came along and enjoyed lots of attention!!

If you would like more information contact Guide Dogs on
0845 372 7499

Email: guidedogs@guidedogs.org.uk

Or visit www.guidedogs.org.uk/enquiries



Information Sharing

LINK Core Group members also shared information relevant to the LINK. LINK members are involved in Transforming Adult Social Care Services Groups. So if you have any issues with any aspects of your Social Care please let us know so we can feed it back to the Council.

A new Information Guide for Warrington Hospital has been produced, with a map of the Hospital and other useful information. This is available at the information desk at Warrington Hospital.

LINK Annual Report

The LINK Annual Report has now been published! The Report tells you what we have achieved over the past year. If you would like a copy you can download it at the Warrington LINK website <http://warringtonlink.org.uk> For a hard copy please contact the office and we will post one out to you.

For more information on the work of the LINK visit the LINK website, also if you wish to join the Facebook group to start discussions about local health and social care issue search for Warrington LINK on Facebook www.facebook.com

Alzheimer's Society Launches New Service in Warrington

A new dementia service which will support people living with dementia is being launched in Warrington. The service, run by Alzheimer's Society Warrington is funded by Warrington Borough Council and Five Boroughs Partnership and will provide a much needed information and support service for the people of Warrington. A Dementia Adviser and a Dementia Support Worker will work from Hollins Park Hospital and will provide a direct service to people who have been diagnosed with any type of dementia or who are just worried about their memory.

The Dementia Adviser will provide relevant quality information either directly or will work with carers or family and friend networks. A dementia Guidebook will be provided with specific information to the persons needs at anytime throughout their dementia journey, including if and when they enter long-term care. The Adviser will refer and signpost to appropriate local services that will enable the person to live a more independent and fulfilled life with dementia.

The Dementia Support Worker will work alongside the Dementia Adviser. They will provide ongoing emotional support to carers and people with dementia. Helping them to understand the many difficult decisions they will have to make along their dementia journey. The Dementia Support Worker will also be involved in the two new planned support groups in Warrington.

The first of the groups to open will be a daytime Dementia Café which will be held on the second Monday of each month at the Holy Trinity Church (Market Gate), Sankey Street, Warrington. The first café will be on Monday 13th September from 2pm – 4pm for carers and the person with dementia to enjoy a relaxed chat over a cuppa with other people in the same situation as them. The group will be supported by trained Alzheimer's Society volunteers and the Dementia Support Worker.

The second group will be an evening group, the venue is yet to be confirmed, however the group is due to commence later in the year and will be available for both carers and the cared for to attend.

Alzheimer's Society runs its services with the help of a dedicated volunteer network. If you are interested in being involved in this new service the society will provide training and all out of pocket expenses. For more information please contact Mandy Gough, Support Services Manager, Alzheimer's Society on 01925 572239

British Cardiac Patients Association Warrington Branch 'Zipper Club'

Our aim is to give support to people who are suffering with heart disease of any type, not just bypass patients but anybody, and just as importantly the family or carers of such people, who it must be said are in just as much of a quandary as the patient.

We are available to be contacted any time to give **non medical** support, if we can, to people who are worried or distressed by their condition, or if we cannot, we can point the way to someone or place they may not know exists.

We also attempt to give similar support to any family members who are having the same concerns coming to terms with their loved one's condition.

We meet as a group on the **third Thursday every month at the Post Graduate Centre (the building in front of Warrington Hospital) at 7pm.** We have a 2 hour meeting, which includes quizzes, talks by various people on various subjects and a drink and a biscuit, laughing is definitely encouraged!

Once a month we alternate either going for a meal or ten pin bowling, a cracking evening and good fun! We also hold car boot sales to raise funds for items we are asked for by the Warrington Cardiac Unit, our way of giving something in return.

We are happy to give a warm welcome to all who are interested, whether you wish to join us or would like to try a meeting or two before deciding, no obligation at all, no pressure. You've nothing to lose but so much to gain from people who are living proof that all is not lost in life, rather a positive outlook that there are definitely things to look forward to even with a heart condition.

For more information please contact Dave Rowe on 01925 656291 or email dave.rowe35@ntlworld.com.

Parkinson Disease—New Local Information

Educational Programme for Newly Diagnosed Parkinson's Disease Patients, includes talks from different specialist and exercise sessions

Parkinson's Disease Nurse Specialist Service offers

- monthly clinics in Garven Place, Birchwood, Orford and Woolston
- home visits for house bound patients
- telephone clinics on Monday mornings

For more information contact Linda Moss, Parkinson's Disease Nurse on 01925 867710

For more information on your local Parkinson's Support Group contact 0844 225 3654 or visit

PARKINSON'S^{UK} CHANGE ATTITUDES. FIND A CURE. JOIN US.

Read to Relax?

Read to Relax is a new kind of weekly reading group that brings people together - in a relaxed and social atmosphere - to read, have a cup of tea and chat.

What makes Read to Relax so different from other reading groups?

The main difference is that in the Read to Relax groups you are **read to**, so it is your choice whether you want to read along or just sit back and listen. There is no requirement for everyone to read aloud to the group, that is purely up to how you feel on the day.

The groups meet weekly, rather than monthly, which quickly builds a feeling of friendship between group members. Also, as the group quite often reads short stories (and sometimes poetry), it doesn't matter if illness or family commitments mean you cannot attend every week.

Why have a group like this?

Reading aloud - and being read to - involves people more with the stories they are reading, it takes it off the page and encourages discussion.

Read to Relax members have reported finding a new interest in literature, feeling more confident and generally having a better sense of well-being. The groups have also inspired some members to write themselves.

"I love being read to, it's so relaxing" - Read to Relax member, Orford.

"This group is really helping me to read again" - Read to Relax member, Lymm.

"I thought it might be patronising to be read to, but it isn't at all, and I love it!" - Read to Relax member, Orford.

Where can I find out more, or visit a group?

For more information, contact:

- Donna Love (Lymm group) on 01925 754367
- Dawn Ashcroft (Orford group) on 01925 262861

Or just drop in at one of the groups:

- Lymm Library - Fridays, from 10.30-11.30am.
- Orford Library - Tuesdays, from 10.30-11.30am.

WRVS Benevolent Trust

The WRVS Benevolent Trust is for the benefit of people who are, or who have been WVS or WRVS volunteers. One off grants can be given to help with everyday life.

Pauline Blyth from Warrington is one of nine Trustees who administer the Trust and is keen to encourage past and present members of the WRVS to apply for assistance. The Trust helps past or present volunteers who find themselves in need of financial assistance due to an urgent need or crisis. The only requirements are that you have volunteered for WVS or WRVS and that you are on a fairly limited income.

People can apply directly or they can ask a friend or family member to make the application for them. So if you know of a family member or neighbour who would benefit from a grant and you know that they have volunteered for WVS or WRVS at any time, then please send in an application. The Trust generally makes one off payments; however applicants may apply again in future years if they have additional needs.

Examples of grants that we have given our recently include:

Washing machines

Cookers

Contribution towards roof repairs

Dental treatment

Spectacles

Help towards the cost of an electric wheelchair

Assistance towards the cost of a stair lift

The grant will also cover the costs of installation for electrical or white goods and the removal of the old equipment.

If you would like to apply for a grant for yourself or on behalf of someone else, please contact: The Honorary Secretary, WRVS Benevolent Trust, 14 Wykeham Road, Guildford, Surrey, GU1 2SE or visit <http://wrvs-benevolent-trust.com>

You will be sent a form, which is very simple to complete and all the information you provide is held in the strictest confidence. We only ask for the most essential information to enable us to assess each application together with two quotations for the items you are asking us to fund.

The Trustees meet three times a year; however we do consider applications throughout the year as they are received, so we are able to respond quickly.

Need Health Advice or Information or Want to Make a Complaint?**Health Complaints**

PALS (Patient Advice and Liaison Service) provide confidential, on-the-spot advice, information and support, helping people to sort out any concerns and questions they may have about the care they are receiving. PALS is available in each primary care trust, hospital trust and specialist trust in the country

NHS Warrington Val Harper Millennium House 930-932 Birchwood Boulevard Millennium Park Birchwood Warrington WA3 7QN Freephone number 0800 389 6973 Valerie.Harper@warrington-pct.nhs.uk	Warrington and Halton Hospital Foundation Trust Sue Milling Warrington Hospital Lovely Lane Warrington WA5 1QG 01925 275512 Sue.Milling@nch.nhs.uk
5 Boroughs Partnership Dennis Dewar Hollins Park House Winwick Warrington WA2 8WA Freephone number 0800 0834323 dennis.dewar@5bp.nhs.uk	North West Ambulance Trust Laura Austin Elm House Belmont Grove Anfield Liverpool L6 4EG 0151 261 2598 laura.austin@nwas.nhs.uk

Health Complaints

If PALS cannot resolve your issue regarding any health trust, then you are entitled to make a formal complaint. Below are the contact details for the local health trusts if you wish to complain.

NHS Warrington Customer Care Manager or Clinical Risk Manager Tel: 01925 843600	Warrington and Halton Hospital NHS Foundation Trust Graham Thornley Patient Relations Manager 01925 635911
5 Boroughs Partnership NHS Foundation Trust Complaints Manager, Tel: 01925 664004 Fax: 01925 664052 Email: complaints@5bp.nhs.uk	North West Ambulance Service NHS Trust Investigations Officer Tel: 0151 261 2618 Fax: 0151 260 7441

If you want help and support through the complaints process contact **ICAS, Independent Complaints Advocacy Service** on 0161 247 8649 or email manchestericas@carersfederation.co.uk

Anyone who feels that their complaint has not been handled satisfactorily by their local NHS body or practice can complain to the **Health Service Ombudsman**

Ring the complaints Helpline 0345 015 4033
Or email phso.enquiries@ombudsman.org.uk

Or write to them at:
The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Want to raise an issue or complain about Social Care?

You should start by explaining your concerns to the member of staff with whom you are in direct contact. If this is not possible, or if you are still not happy, you should ask to speak to that person's manager or the Complaints Manager. If you are still not satisfied you may ask for the matter to be investigated as a formal complaint. Contact the Manager of the service or the Complaints Manager at:

Warrington Borough Council
Neighbourhood and Community Services
Bewsey Old School
Lockton Lane
Warrington
WA5 0BF
01925 444240

You can also visit the Contact Warrington Centre on Horse market Street.

If the above procedures fail to resolve a complaint in respect of social care services, a complainant may appeal to the relevant **Local Government Ombudsman**. If the complaint also concerns health care then the Health Service Ombudsman will jointly review the case. Contact the Local Government Ombudsman at:

Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH
Fax: 024 7682 0001
0300 061 0614 or 0845 602 1983

5 Boroughs Partnership

NHS Foundation Trust

We are pleased to announce that 5 Boroughs Partnership NHS Foundation Trust has launched a brand-new anti-stigma campaign, supported by legendary actor and comedian Stephen Fry.

“Sticks and Stones may break my bones but words will also hurt me” is our hard-hitting campaign message which is designed to discourage people from using words that are offensive to people with mental ill health and learning disabilities.

The need for the campaign was highlighted when various service users told us that the use of derogatory words and phrases such as ‘nutter’, ‘loony’ and ‘weirdo’ is commonplace in society – something that leaves them feeling unhappy and misunderstood. This was reinforced by shocking footage from our portable purpose-built ‘Big Brother Booth’ which featured local people talking about their views on mental ill health and learning disabilities on camera.

As a specialist provider of mental health and learning disability services, we want to educate the public about the realities of mental health problems and learning disabilities and to ask them to sign our petition and make a pledge not to use words that stigmatise people suffering from these complex and often distressing conditions. We will be campaigning intensively over the coming 12 months with the aim of securing 100,000 signatures. By signing our petition, people can actively show that there is no place for stigma and discrimination in our modern, inclusive society.

We would like to ask you, as an organisation, to lend us your support. You can do so by:

- Signing our petition at www.stampoutstigma.co.uk or joining our groups on Facebook or Twitter, both of which are called istampoutstigma
- Encouraging your work colleagues, family members and friends to do the same
- Adding a hyperlink to your website which directs visitors to our campaign website

By assisting us in this way, you can help us to create the kind of supportive, understanding community that people with mental ill health or a learning disability deserve to live in.

If you require any further information, please contact Communications on 01925 664818.

Help Stop Illegal Tobacco

Warrington and Halton Trading Standards service are in receipt of regular information about the sale of 'illegal tobacco'. 'Illegal tobacco' is an umbrella term that covers smuggled, bootlegged and fake cigarettes. The fake products are often very convincing, one tactic being to label the counterfeit product with foreign labelling and duty stamps in order to fool the purchaser into thinking that they are buying "duty frees". Another current problem is the sale of so-called "cheap whites", unusual brands that are manufactured abroad for the sole purpose of smuggling into the country.

There are key facts about illegal tobacco. Illegal tobacco targets, amongst other groups, the young. The most recent survey of young people carried out by Trading Standards North West revealed that 60% have bought cigarettes with health warnings in different languages and 32% have bought fake cigarettes. Illegal tobacco seriously undermines other efforts to stop people smoking and costs the taxpayer in the region of £2.5bn per year.

Tobacco and cigarettes sold in the following ways will be illegal:

- Car Boot Sales
- Ice Cream Vans
- "Fag Houses"
- Door to Door sales
- "White Van Man"
- Approaches in Pubs and Clubs

If you are concerned about anything that you have recently bought, or wish to speak to somebody about the sale of tobacco products, then please contact Crimestoppers anonymously on **0800 555 111**, or visit **www.get-some-answers.co.uk**.

The Equitable Access Centre Sankey Street

The Equitable Access Centre is a GP Health Centre, on Sankey Street in the Town Centre. Although the centre is not a Walk In Centre, it does offer appointments to registered and unregistered patients... so you don't need to be registered with them to use their services. The centre offers treatment of minor illnesses that do not need a visit to A&E. Appointments can be made by calling 0845 0722 526, and in most cases you will be offered an appointment on the same day.

If you would like to register with a GP in Warrington contact the PALS Office to find out which one in your area you can register with.

PALS Coordinator Val Harper—0800 389 6973



Department
of Health

The Department of Health is now consulting on the White Paper proposals.

A number of separate consultation documents have been published in support of the White Paper. These contain further details relating to HealthWatch, both locally and nationally and GP Consortia and contain specific consultation questions for you to consider. We strongly encourage you to read these documents alongside the White Paper proposals. The White Paper and consultation documents are available at www.dh.gov.uk/liberatingthenhs

Some of the questions to consider relate to expanding the role of LINKs as Local HealthWatch, governance of HealthWatch England and the independence and accountability of HealthWatch. There are also questions relating to the transition of LINKs into HealthWatch.

We strongly encourage you, and the people you represent and work with, to submit your views on the proposals set out in the White Paper.

To ensure that the Department considers your views, all responses to the White Paper proposals should be sent, no later than 5th October 2010, to White Paper Team

Room 601

Department of Health

79 Whitehall

London

SW1A 2NS

For a hard copy of the Consultation questions please contact the LINK office.

**CareQuality
Commission****Progress made in tackling youth misuse but still more to do, say inspectors**

Youth offending teams (YOTs) have made good progress in identifying and addressing alcohol misuse in children and young people but further improvements must be made, said independent inspectors as they published a joint report on youth alcohol misuse and offending.

HM Inspectorate of Probation, the Care Quality Commission and Healthcare Inspectorate Wales and Estyn carried out this inspection to determine whether youth offending and health services are sufficiently engaged and involved in efforts to reduce the impact of alcohol misuse by children and young people who offend.

The report re-emphasises the known link between alcohol misuse and health problems, underachievement in school and offending behaviour. It reports that YOTs are sufficiently aware of this link and are offering significant and effective health resources where alcohol misuse is seen to relate directly to offending. But there were too many inconsistencies found in the quality of assessments across England and Wales, suggesting children and young people who misuse alcohol are going without the appropriate help at times.

The report calls for all children and young people who come into contact with YOTs to receive a nationally validated health assessment by a health professional or case worker with health training to ensure that the appropriate interventions are offered.

Among other recommendations, inspectors called for greater engagement with parents and for substance misuse issues, including alcohol, to be reported and adequately considered at YOT board management level. For more information visit www.cqc.org.uk

Refreshing the National Carers Strategy

The Government intends to 'refresh' the Carers Strategy with a view to producing a clear plan of action for 2011—2015. The Government have said this does not mean re-writing the Strategy, but rather the Government will develop a plan setting out the key activities upon which the Government, working in Partnership with carers, Local Authorities, the NHS and the voluntary sector can focus from April 2011 onwards. The government is keen to hear views on what will have the greatest impact on improving carers' lives in the next four years. For information on how to share your views contact the LINK office or visit

www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Dearcolleagueletters/DH_117249

BLACK HEALTH AGENCY



Black Health Agency

The GATEWAY

89 Sankey Street

Warrington

WA1 1SR

Phone: 01925 246892/3

E-mail:

warringtonlink@blackhealthagency.org.uk

Your Local Involvement Network is your independent monitor of local health and social care services - Providing a voice for service users and enabling you to shape the future of the services you receive.

Your Warrington LINK Team is:

Elaine Packer - LINK Manager

Katie Lightfoot - LINK Community Engagement Officer

If you would like us to include your health and social care news stories, information or events in the next edition please email or post your article to the above address. Information, articles and views expressed are the individuals or organisations personal views, not necessarily that of the LINK if you wish to reply please contact us

We hoped you found the newsletter useful and interesting, the next edition will be out September 2010.

If you would like to be included in the mailing list for this newsletter please let us know at the above address

And if you are not already involved in the LINK contact us for more information

Useful Contacts

Halton and Warrington Hospitals

NHS Foundation Trust 01925 635911

www.warringtonandhaltonhospitals.nhs.uk

NHS Warrington 01925 843600

5 Boroughs Partnership 01925 664000

North West Ambulance Trust 0151 2605220

Warrington Borough Council 01925 444400

Department of Health 020 72104850

<http://>

<http://www.warrington-pct.nhs.uk>

<http://www.5boroughspartnership.nhs.uk>

<http://www.nwas.nhs.uk>

<http://www.warrington.gov.uk>

<http://www.dh.gov.uk>

Please pass this newsletter onto your colleagues and friends and then recycle!

