

Oxfordshire Local Involvement Network Update for Joint Health Overview and Scrutiny Committee meeting 19th January 2012

Public, patient and carer concerns, issues and compliments collected through LINK engagement and outreach activities have resulted in the following projects being taken forwards. Further Health and Social care issues will be prioritised during this year.

N.B. The following concise update refers to LINK projects which have a Health remit only, unless there is crossover, or joint commissioning, with Social Care services

LINK Core Group – meeting in public

The December quarterly meeting of the Core Group, which took place in Didcot, had 21 attendees, mostly from South Oxfordshire. Main topics under discussion were: the transition to HealthWatch and new Commissioning structures in relation to public engagement; OCC consultation on the procurement of HealthWatch; Personal Budgets; Enter and View visits to Care Homes; new partnership and project work with the LINK (see below) and the two forthcoming 'Hearsay' service user and carer events.

All members are welcome to attend the next Core Group meeting in public, which will take place in North Oxfordshire (venue tba) on **15th March from 6.30pm – 9.00pm.**

Ongoing Health projects and engagement:

A Mental Health 'Hearsay' event is taking place on 12th January 2012. This is a replacement for the regular Mental Health 'Sounding Board', which has been a feature of SCS engagement over the last 2 years. In order for recommendations and comments from service users and carers, obtained through recent Sounding Boards, to have a more consistent and robust means of follow up with service providers and commissioners, it was proposed that the Hearsay model be incorporated into the existing engagement structure. Concerns and issues which have arisen from comments collected by the LINK before and during the event will be considered in partnership with Directors and Service Leads from Oxford Health, Oxfordshire PCT, Clinical Commissioning Group and Social Care. Topics have been developed in the planning round with a final report being taken forward in the form of an action plan agreed with Oxford Health and Commissioners, with a timeline of updates against progress to be agreed. *A verbal report from the event will be provided for members.*

GP Patient Practice Groups and public engagement

LINK is planning an approach, to selected GP Practices, in order to gather information about their own strategies for patient & public engagement and to offer a means of developing this in partnership, supported by the LINK and its network. A pilot proposal is currently being discussed with a Practice.

Other projects

'Enter and View' visits to Care Homes

A new information and training session took place on 9th December for 'Enter and View' participants in order to provide statutory authorisation for newly recruited visitors and an opportunity to review the process for those who carried out visits last year. A second series of visits to Care Homes, selected by provider, size and geography, will take place from the end of January 2012 onwards, followed by a second report. The emphasis will be on quality standards of reporting and sharing recommendations with the Care Home providers together with Social and Community Services.

New project proposals, supplied to the LINK Priorities and Finance Groups, have been accepted from Oxfordshire Wheel, to partner a large service user and carer-led event about Self-Directed Support being planned for 1st March 2012. The main aims and objectives of the event are: to share service user and carer experiences of SDS; to provide a showcase for related organisations to promote what they do; provide a promotion opportunity for HealthWatch; gather feedback with regards to the effectiveness of SDS so far and what would improve it in the future.

A proposal from Oxfordshire Family Support Network has been approved to continue the LINK-funded work begun last year in developing further understanding of the needs of older carers who care for family members who have learning disabilities and to investigate the best way to deliver an older carer support service.

Further applications for project work have been received from Omega (ME Support Group) and OxSun (Mental Health Service User Network) and will be considered for support shortly.

HealthWatch

Members will be aware that the Dept of Health has postponed the introduction of Local HealthWatch until April 2013. Lisa Gregory, Taking Part Team Manger, will attend to provide an update from the OCC consultation, which concluded in December and proposals for the next steps in the light of the delayed implementation.

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