

Spring 2012

Oxfordshire



## Oxfordshire LINK Newsletter



Welcome to the Spring edition of the LINK newsletter. You are amongst almost a thousand LINK participants across Oxfordshire working together to improve the health and social care services that you, your friends, family, and colleagues receive. With a busy start to 2012, LINK has already held two Hearsay! events, and with new projects in the pipeline and HealthWatch on the horizon, it looks set to be an interesting year.

### Message from the Chair of Oxfordshire LINK

Change is the only constant factor at the moment and whilst it can be uncomfortable, it can also be energizing if you feel passionate about matters that affect you, your family and friends or if you are supporting a neighbour. You will already know that there are huge changes afoot in Health and Social Care as the Government's Health and Social Care Bill has now been passed through Parliament following amendments.

In Oxfordshire the County Council and the newly formed Oxfordshire Clinical Commissioning Group have been working hard to establish plans for change. Central to this is public engagement, this means 'you and me' being involved to give our views and opinions about essential services to enable their improvement across the generations. This will involve collaboration between NHS and Social Care departments and meaningful partnerships between voluntary organisations to share good practice to ensure efficiency and maximize effective services.

Many of you will have been involved with public consultation meetings set up by Oxfordshire County Council and the Local Clinical Commissioning Groups to look at what the Community needs in the future and will agree that it has been refreshing to hear the views of children and young people. There will be further development of Patient Participation Groups attached to GP surgeries directly at local level. It is important that where we can, individuals and people in villages, towns and the community join in with this opportunity.

Oxfordshire LINK has been continuing with its own public engagement as it moves towards HealthWatch scheduled to be established by April 2013. I commend the staff and officers of OCC who have encouraged the successful Hearsay! meetings to hear people's views. Thank you to those of you who attended any of the three Social Care consultations and the recent Hearsay! event for mental health. From the recommendations made at these meetings both the Local Authority and Oxford Health undertake to make amendments and changes to services where users and carers have raised concerns.

It does work, so it is over to you – and LINK looks forward to seeing you at future events.

*Sue Butterworth*

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### Oxfordshire LINK host team

**Adrian Chant**  
LINK Manager

**Nicky Robinson**  
Development Officer

**Sue Marshall**  
Development Officer

## Do you have an idea for a LINK project?

**Canvass young mothers on access to children's services...?**

**Survey signage in your local hospital for people with visual impairment..?**

LINK enables local people to have a voice and make a difference. We gather information on local health and social care services,

what's working and what isn't, what could be done better and how, and feed it back to those providing the services. We help local groups and individuals with projects to make changes to their services. There are many and varied ways you can contribute. With the support of our experienced Development Team, you will



be guided through the process. If you would like to put a Project proposal to LINK please contact the office to obtain a Project Pack, which is also available on-line.

### LINK Core Group

**The next Core Group meeting in public is being planned for June/July in South Oxfordshire.**

For further details about the Core Group and more information about the next meeting, please [contact](#) the office.

### Enter and View

Enter and View visits to Residential Care Homes across Oxfordshire are being carried out to review the quality of care and services. A second series of visits to 23 Care Homes selected by

provider, size and location began in March with a report to follow, once this round of visits has been completed.



### OMEGA

A new project proposal, supplied to the LINK Priorities Group, has been accepted from Oxfordshire ME Group for Action (OMEGA) to carry out a survey of GPs.

The aim of the survey is to help us to understand:

- The level of awareness of the guidelines and treatment for Chronic Fatigue Syndrome / Myalgic Encephalomyelitis in Oxfordshire
- Are GPs making use of the agreed referral criteria?
- Have there been changes in the GP recorded prevalence of CFS/ME?

- How best to communicate with GPs, compare the use of a paper questionnaire versus email and explore the role of the Practice Manager.

Once the survey data has been collated, a report will be written and shared both locally and nationally later this year.

## Patient Participation Groups

As part of work to support Patient Participation Groups, the LINK has been assisting Luther Street Medical Centre in the development of its PPG. The Medical Centre is open to anyone in Oxford who is homeless or vulnerably housed, and who is not currently registered

with an Oxford City GP. The first meeting of the group took place in March with those attending reporting positive experiences of services provided by Luther Street. LINK is currently looking at the best means to support this group in the future.

We have also been putting together a 'Tool Kit' to provide information to assist with establishing and working with PPGs. This is still in its draft stage, but we are intending to have this finalised to offer to GP practices over the next few months.



## Healthwatch

### What is a Local HealthWatch (LHW)?

It is an organisation which supports the right of all citizens to Social Care and to Health Care. LHW will monitor the quality of the Social Care and Health Care being commissioned and provided and also how all the people in an area experience the Social and Health Care which they receive.

### What will it offer the people of Oxfordshire, those who live elsewhere and to others who use services within Oxfordshire?

In the many cases of long-term conditions in children, young people and adults, and other issues concerned with the elderly, children and young people, the providers of Health Care and of Social Care must work seamlessly together. LHW will monitor wherever patients and their carers experience a breakdown or disconnection in

the essential work between Social Care and Health Care professionals. LHW will also monitor the quality of patients' experience of: GPs, Dentists, Podiatrists, Optometrists, Pharmacists, Out of Hours Service Providers, Community Hospitals, District Nurses, Health Visitors, Speech and Language Therapists, Physiotherapists, Occupational Therapists, all aspects of clinical and social Mental Health care, the Ambulance service, the quality of Acute Hospital services, Residential Care homes, Social Workers, Domiciliary Care Workers, etc.

The Oxfordshire LHW will also offer two further services:

- An Advocacy service, to help those who seek to understand what choices are available to them and to give guidance in managing how to proceed in all aspects of Health Care and of Social Care; and

- An Advice and Complaints service, about any aspect of either Social Care or of Health Care provision.

Furthermore, LHW will have a duty to ensure that patients and service users contribute to the commissioning decisions of both the NHS and the County Council, with regard to Social Care and Health Care. To this end LHW will seek to inform and to educate different groups within local communities, so as to enable them to participate and to contribute appropriately to shared decision making within the NHS and County Council's Social and Community Care Directorates for Adults, Children and Young people.

**An extended version of this article can be found [online](#). To receive a hard copy, please [contact](#) the LINK office.**

## Health and Wellbeing Board

The second meeting of the shadow Health and Wellbeing Board was held in public on 22nd March. This was to agree the decisions made at the inaugural meeting on 24th November 2011 and to approve the Terms of Reference for the Partnership boards listed below. It included an overview of the new emerging powers and duties of the Health and Wellbeing Board.

Members of the Board present were as follows:

Chair - Keith Mitchell CBE - leader of OCC (this will change when he retires shortly)

Vice-Chair - Dr Steven Richards - OCCG lead GP

Joanna Simmons - Chief Executive, OCC

Dr Jonathan McWilliam - Director of Public Health, OCC

John Jackson - Director of Social Care, OCC

Peter Clarke – Head of Law and Governance, OCC

Representatives of the three Boards:

- 1) Cllr Mark Booty, Chair of **Health Improvement Board** (District Council lead)
- 2) Cllr Louise Chapman, Chair **Children's and Young People's Board**
- 3) Dr Joe McManners, vice-chair **Adult Health and Social Care Board**
- 4) Sue Butterworth, interim Chair **Public Involvement Board**

Dr McWilliam gave an overview of the new and emerging powers and duties where they relate to member organisations and of the Board itself.

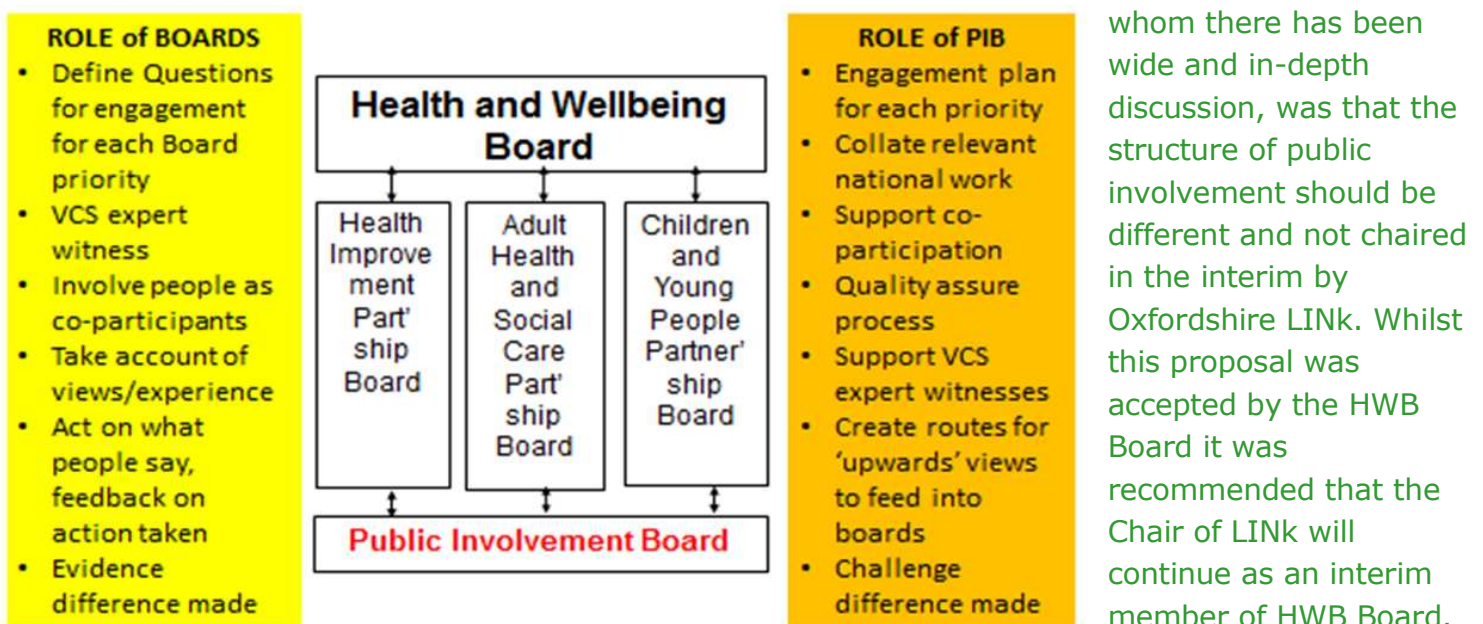
**Key topics covered were** a proposal for tackling the highest priorities identified for each of the Boards and to agree the process and timing for the production of the

draft Joint Health and Wellbeing Strategy. Also included were the implications of the Health and Wellbeing priorities for the work of partner organisations. Presentations were made by the Chair or Deputy Chair of each of the Boards: Health Improvement, Adult Health and Social Care, the Children's and Young People Partnership and the Public Involvement Board.

The diagram below shows the structure of the Health and Wellbeing Board and how the emphasis is on engagement with the public and community across Oxfordshire to show how critical it is to inform the H&WB Boards about the future design and delivery of services.

\*Note that the H&WB Board is now underpinned by a *network* and not a Board - 'PIB' as illustrated. The recent proposal via the consultation of people

across Oxfordshire, with whom there has been wide and in-depth discussion, was that the structure of public involvement should be different and not chaired in the interim by Oxfordshire LINK. Whilst this proposal was accepted by the HWB Board it was recommended that the Chair of LINK will continue as an interim member of HWB Board.



## **Oxfordshire Neurological Alliance**

### **AGM**

5.45pm–8.50pm, 26<sup>th</sup> April 2012

at Headway Oxfordshire, 4 Bagley Wood Road,  
Kennington, Oxford, OX1 5PL

To register contact:

The Secretary, Oxfordshire Neurological Alliance  
Email: [secretary@oxna.org.uk](mailto:secretary@oxna.org.uk) • Tel: 0208 438 0841

## **Acquired Brain Injury Forum**

In partnership with Headway Oxfordshire and the Child  
Brain Injury Trust.

Supporting Those Affected By Acquired Brain Injury

### **LAUNCH MEETING**

Date: 3<sup>rd</sup> May 2012

Time: 9.30am

Venue: The Kassam Stadium, The Quadrangle  
Grenoble Road, Oxford OX4 4XP

If you would like further information please contact  
Victoria May at

[vmay@bowerandbailey.co.uk](mailto:vmay@bowerandbailey.co.uk)

01865 311133

## **Autism Awareness Event**

incorporating

### **Autism Alert Card Scheme Launch**

11am – 12 noon, Thursday 26<sup>th</sup> April 2012 at  
Langdale Hall, Market

Square, Witney, Oxfordshire, OX28 6AB

Come along to hear about the scheme from people on  
the autism spectrum, family carers, representatives of  
Thames Valley Police and members of the steering  
group.

Contact: [info@autismoxford.org.uk](mailto:info@autismoxford.org.uk) 01844 353292

## HEARSAY! Events

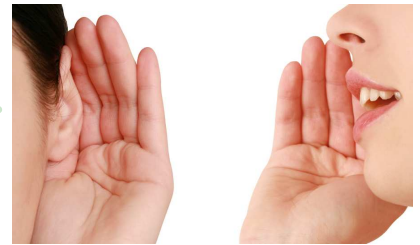
As a member of LINK you may have heard of Hearsay! - but what exactly is it?

Hearsay! engagement events provide people who use health or social care services in Oxfordshire with the opportunity to speak directly to the people who coordinate the services you receive. You can tell them how they are working or not working to meet your needs.

The service provider commits to listening to all the comments made and works with the LINK to produce an action plan to help make improvements to services. This is closely monitored by the LINK and is reviewed with service users to see if changes have been made and improvements directly felt. We have always

received positive feedback from you about the events and there have been important changes made to the services, which have been noticed by those who use them.

**For more information about Hearsay! please [contact Sue](#) at the office**



## Mental Health Hearsay!

Taking place on the 12<sup>th</sup> January, this event provided an opportunity for service users to express their views on the services they use.

A draft report has now been submitted to Oxford Health and the PCT Commissioners, from which an action plan for the year will be agreed

and taken forward within the Hearsay! model. A formal report will be published shortly and made available on the website and for all those who contributed.

The five key priorities for change which service users and carers would like to see are:

- ◇ Improved pathway of care and access to services
- ◇ Stronger relationship between physical and mental health services
- ◇ Support for Carers
- ◇ Issues about confidentiality
- ◇ Better communication and information

## Social Care Hearsay!

The third annual Social Care Hearsay! took place on the 9<sup>th</sup> March at the Four Pillars Hotel in Witney, with the event being fully booked. Discussions covered recommendations and actions completed, still in progress, or not complete from 2011-12, together with the views of service users

and carers as to what has improved, remained the same, or become more problematic over the last year. Those who were unable to attend have been encouraged to submit their views in writing or by phone. A new action plan, detailing what issues the County Council will work on

this year is to be agreed and will be followed by new quarterly update events, which will take place in different parts of Oxfordshire during the year. Examples of the concerns expressed were centred on transport, housing and the assessment process. Look out for the full report coming soon.

## NHS 111 Clinical Engagement event



The NHS 111 Clinical Engagement Event for clinicians and key stakeholders was held on 25th January. The event was a great success and enabled multi-agency planning and delivery. As a result, a significant number

of GPs are now informed and up to date with the new NHS 111 service, and what it will mean to them, their practice and patients. We also know that this information is filtering through the GP localities across Oxfordshire. There was support from the Oxfordshire Health Economy for the new NHS 111 service. An opportunity was

given to all delegates to test NHS pathways, and question experts and those with experience of the service in the UK. A full report which covers activity leading up to, and during the event, clinical engagement undertaken and items under discussion, is available from the LINK office.

## Oxfordshire gets ready for care records

### Reliable information about you: Oxfordshire gets ready for care records

Better access to accurate, reliable patient information means safer, quicker decisions to support your care. That is the message from NHS Oxfordshire as it starts raising awareness about the NHS Care Records Service. These care records will improve the safety and quality of your care by giving healthcare professionals faster, easier access to reliable information about your health. The secure electronic records are particularly helpful in an emergency, or if you see a doctor out-of hours when your GP practice is closed.

Care records for people in Oxfordshire will be

made up of two parts;

### The National Summary Care Record

This record is held nationally and will be available across England to support emergency care and will contain only three things:

- your allergies;
- your medications;
- and any adverse reactions to medicines that you have.

### The local Oxfordshire Care Summary

This is 'view only' and will contain more detailed information than the national Summary Care Record. It will provide a view of your GP clinical summary and will only be available to local healthcare professionals involved in your treatment in Oxfordshire.

If you live in Oxfordshire and

are 16 years old or over (or will be 16 by the end of June 2012), you will receive a patient letter at the beginning of April 2012, asking you to choose whether you want these care records. If you are happy to, you won't need to do anything, but if you would prefer for your information not to be included, the letter will tell you how to opt out.

If you are a parent or guardian, you will need to make this choice on behalf of your child.

For more information:

Email: [health.records@oxfordshirepct.nhs.uk](mailto:health.records@oxfordshirepct.nhs.uk)

or contact the information lines:

03001 233 020

01865 428 886

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[www.oxfordshirelink.org.uk](http://www.oxfordshirelink.org.uk)

Following the Word Search in our December 2011 newsletter, we are delighted to announce the winner

**MATTHEW TYE**

who correctly identified that the missing word from the grid was 'council'

Many thanks to all of you who entered the competition!

## Do you know about...

### Oxfordshire Wheel?

Oxfordshire LINK supports emerging organisations and their projects and recently co-funded the launch event of The Oxfordshire Wheel, 'Taking Control - Choice and Challenges', at the Kassam stadium. Over one hundred users and carers joined the occasion which held informative workshops about good support planning and the opportunities and challenges of brokerage; the implications of employing personal assistants, money management and more. The event was chaired by Deputy Lord Lieutenant Helen Baker and included the high profile speaker Dame Philippa Russell, Chair of Standing Committee on Carers who was joined by a workshop given by Rachel Wallach from the Office of Disability Issues (ODI) about the personalisation agenda. Twenty eight stallholders provided further information to make an action-packed day.

Yvonne Cox, Chief Executive Officer of The Wheel, told the audience that it is a collaborative user-led organization, structured as a cooperative, to represent people with disabilities and other users of support services, including carers. It backs the delivery of the 'Putting People First' agenda in Oxfordshire, to give choice and control to users of these services. The Wheel aims to improve existing services and develop new ones, emphasising collaboration with other local organisations to empower individuals to achieve a high quality of informed choice and to promote and maximize independent living.

In the spirit of true collaboration the event was jointly planned by The Oxfordshire Family Support Network, a member of the Wheel cooperative. They are soon to publish a 'Guide for Carers: Self-Directed Support and Personal Budgets'. To find out more contact Gail Hanrahan or Jan Sunman: [info@oxfsn.org.uk](mailto:info@oxfsn.org.uk)

For the Oxfordshire Wheel contact 07972 725724 or [www.theoxfordshirewheel.org](http://www.theoxfordshirewheel.org)

