

Oxfordshire Local Involvement Network Update for Joint Health Overview and Scrutiny Committee meeting 10th November 2011

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 more 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

A meeting in public was held in Witney on 21st Sept, with approximately 20 participants, who contributed to sharing information about ongoing LINK projects and heard how the LINK prioritises work programme proposals through the new Project Pack and application process. (All information is on the LINK website and is being promoted to other groups and organisations). Copies of the Project pack will be available for members. All members are welcome to attend the next Core Group meeting, which will take place at Cornerstone Art Centre in Didcot on **8th December from 1.30pm – 4.00pm.**

Ongoing Health projects and engagement:

Health Hearsay – update from Nuffield Orthopaedic Centre to the ‘Making Change’ LINK report

Following the first update from the NOC on what work has been carried out on the five issues identified in the report, an action plan has been agreed with the NOC and progress against this is published within the update paper. The five priorities are:

- Time spent at Pre-Operative Assessment Clinic Appointments
- Discharge Care Package and Communication with GPs
- Cancellation of operations and last minute arrangements
- Disabled access – car parking, toilets and provision of hoists
- Explanation of processes at the hospital and consistent communication

The full update paper is available from the LINK office on request and copies will be available for members at the meeting.

Podiatry

The Podiatry information resource and directory has been incorporated into the LINK website and is now online. This will enable updates to the Podiatry practitioners directory to be made on an ongoing basis and also to invite other providers of these services to be listed if they so wish.

Mental Health

A Mental Health 'Hearsay!' event is being planned for mid-January, which will become a replacement for the Mental Health 'Sounding Board' – a feature of Social and Community Services engagement over the last 2 years. In order for the 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 current structure. Concerns

which have arisen from comments collected by the LINK together with issues received from earlier Sounding Boards will be considered in partnership with Directors and Service Leads from Oxford Health and Social Care. Date and venue will be notified shortly.

New LINK Project Work

New project proposals have been received, or are proposed, from: Young Dementia UK, OxSun (Mental Health), Family Support Network and Omega (ME support). These will be considered for future LINK support at the next Priorities Group meeting in late November.

HealthWatch

LINK has been taking part in a series of OCCG events around the County to encourage as many as possible to join a consultation on the future of public engagement and to provide information on what is known to date about HealthWatch. The PCT has been collecting views on their draft Communications and Engagement Strategy for OCCG and how public and patients should be involved in decisions about local services.

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Update 31/10/2011

Additional report from the Engagement Team, Social and Community Services:

HealthWatch Update for Oxfordshire LINK to HOSC Meeting

HealthWatch is to be a new independent 'consumer champion' for users of health and social care services. Oxfordshire County Council (OCC) has responsibility for commissioning Local HealthWatch, drawing on the significant experience of existing providers (e.g. LINKs and others). It will launch in October 2012.

Locally, Oxfordshire HealthWatch will:

- Support children, young people and adults to share experiences, views and be involved in shaping policy and services
- Make those views known and influence decision-making through representation on the new Health & Wellbeing Board and the chairing of the Public Involvement Board
- Provide advice and information about access and choices
- Provide an advocacy and complaints service (from 2013)

OCC was successful in its bid to set up a Local HealthWatch pathfinder and aims to agree a model for commissioning through an extensive engagement exercise, developed with the Interim Steering Group (which includes LINKs, PCT and users/carers).

The consultation will run through late October to December. It will include:

- Café-style workshops for children, young people and adults (users and carers or otherwise)
- Focus groups for stakeholders
- A questionnaire (through the OCC e-portal, Facebook and partners routes)
- Debate at Oxfordshire Youth Parliament and Children's Parliament
- Outreach to targeted groups, (e.g. Age UK, Unlimited, Children in Care Council)
- An OCC Members' Drop-in session

A Stakeholder Event will be held on 28th November to draw together what has been learned and develop more detail of the model for Oxfordshire HealthWatch. Findings will be collated through December and final commissioning specifications agreed in January.

An independent consultant, with extensive experience in supporting LA's to develop HealthWatch, has been employed to support and advise the Interim Steering Group in shaping the process.

Members and the public can get more information by contacting:

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