

**Oxfordshire Local Involvement Network
Information share for Children's Services Scrutiny Committee meeting 14th
November 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. The information provided refers to projects which have a Health & Social Care remit.

The LINK manager will provide an overview of LINK work and supply information about the following projects carried out during 2012 (copies of reports and outcomes will be available for members at the meeting):

Mental Health Hearsay engagement event – January

Update event – December

Social Care Hearsay engagement event – March

Action plan update – November

Podiatry information resource – booklet and website

Service user engagement with Luther Street Medical Centre

Support for GP Patient Participation Groups – PPG Toolkit & networking event - November

Maternity review – post-natal services (see below for detailed project plan)

Care Home 'Enter and View' visits; Care quality monitoring

Self-directed support/Personal Budgets – research; support for the 'SDS Forum'

Dentistry Information survey

LINK Core Group quarterly meetings in public

Healthbus Roadshow – gathering evidence for projects

Project funding (small grants scheme)

Gathering views – promotional and marketing materials, website, social networking, newsletters, e-bulletins.

The future – LINK legacy and Local HealthWatch

Maternity Services Review – Project Plan:

Evidence gathering. Timeframe – 1st August to 30th September

- Research group formed, LINK participants identified to gather views;
- Questionnaire (see following page) has been devised and sent to relevant individuals/organisations including Children's Centres, parish newsletters & websites, LINK contacts, NCT local groups & drop-ins;
- Press release circulated to media contacts (editorials and local radio being followed up);
- Online research/questionnaire via Facebook, Twitter, Netmums & LINK website for people to complete;
- Visiting support groups/mother & baby groups to gather opinions;
- Include comments gathered from previous engagement;
- Information provided via LINK Newsletter and e-bulletins;
- Healthbus 'roadshow' venues will be used to gather face to face comments and feedback;
- Ongoing feedback via Scrutiny Committee members.

Gathering & collating evidence. Timeframe – 1st to 31st October

- Continue to follow up comments and feedback as appropriate;
- Bring all the information gathered together into a draft report divided into sections relating to particular areas of service.

Report and research findings. Timeframe – 1st to 30th November

- Draft recommendations to be presented to service providers and commissioners;
- Work with the relevant service providers & commissioners to determine best route for comments to be examined;
- Request response/comments/action plan (based on recommendations) by 30th November.

Final Report. Timeframe – 1st to 31st December

- Collate all information into final report with comments and with action plan agreed in partnership with service providers & commissioners;
- Published report to be presented to HOSC meeting, 17th Jan & Children's Services Scrutiny meeting, 28th February 2013.

Sample Questionnaire:

Oxfordshire LINK Maternity Project

Do you have any comments to make about any area of your postnatal care (after the birth) in Oxfordshire?

Areas of postnatal care you might want to tell us about include:

- Your stay in hospital after the birth
- Breastfeeding Clinics
- The Birth Afterthoughts service
- Neonatal units
- The Newborn Hearing Screening Programme
- Support around your choice of feeding
- Home visits from Midwives
- Health Visitors
- Support after the home birth

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Please can you tell us the month and year you gave birth?

Which area of Oxfordshire do you live in?

Thank you for your contribution to this project,

Adrian Chant (LINK Locality Manager)
01865 883488 Update 01/11/2012