

**Oxfordshire Local Involvement Network
Update for Adult Services Scrutiny Committee
meeting 6th March 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 Social Care remit only, unless there is crossover, or joint commissioning, with Health.

LINK Core Group

All members are welcome to attend the next Core Group meeting, which will take place at **The People's Church in Banbury on 15th March from 6.30pm (networking) – meeting from 7.00pm until 9.00pm.** One of the agenda topics will be an updated information session about the transition to HealthWatch in April 2013 and new commissioning structures in relation to public engagement. Papers will be available from 8th March.

Ongoing projects and engagement:

Third Social Care Hearsay engagement event – 9th March 2012 at the Four Pillars Hotel, Witney from 11.00am to 3.00pm

The third annual service user and carer event will cover all recommendations and actions completed, still in progress or incomplete over 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 12 months as a result of changes to services. At the time of writing the event is fully subscribed (70) with a waiting list of 10. There will be representatives from SCS Leadership Team, Commissioner, PCT/CCG and CQC at the event. Those who are not able to attend will be encouraged to submit their views in writing or by phone and will be signposted to new quarterly update events, which have been proposed to take place in other parts of the county over the course of the year. These smaller events will also provide an opportunity for local commissioners to hear views about Social Care services in their locality. Venues and dates will be promoted once agreed.

Self Directed Support (Personal Budgets)

LINK has supported the SDS event on 1st March being run in partnership with Oxfordshire Wheel and Oxfordshire Family Support Network. The aim will be to bring together information obtained from service users and carers from this event, from the earlier LINK research, and LINK involvement with the TASC Reference Group. There are also elements of the Hearsay report which contains actions related to SDS. The various strands of information will be brought together to reflect a wide consensus of views about the effectiveness and implementation of Personal Budgets.

'Enter and View' visits to Care Homes

Following two information and training sessions held in December and February to provide 'Enter and View' participants with statutory authorisation for newly recruited visitors and an opportunity to review the process with those who carried out visits last year, a second series of visits to 23 Care Homes, selected by provider, size and geography, will take place from March onwards. A report will be agreed once the visits have been completed later in the year.

Update from other projects:

A draft report from the **Mental Health 'Hearsay'** event which took place on 12th January (as a replacement for the Mental Health 'Sounding Board') has been submitted to Oxford Health and the PCT Commissioners. An action plan for the year, to be taken forward within the Hearsay model, will be agreed at the beginning of March, together with the formal report completed for circulation to all those who took part. A verbal report of the main issues which came out of the event will be provided for members.

LINK support for a pilot **Patient Participation Group** with Luther Street Medical Centre has been agreed. The first formal meeting with patients will take place in March, facilitated jointly between LINK, the Medical Centre and the Homelessness Chaplain for Oxford.

A new project proposal, supplied to the LINK Priorities and Finance Groups, has been accepted from Oxfordshire ME Group for Action (OMEGA) to carry out a survey of GPs in order to understand:

1. the level of awareness of the guidelines and treatment for CFS/ME in Oxfordshire;
2. whether or not GPs are making use of the agreed referral criteria;
3. whether there have been changes in the GP recorded prevalence of CFS/ME since the previous (2002/03) survey;
4. how best to communicate with GPs – use of paper questionnaire vs email, the role of the practice manager, etc.

The resulting report will be shared locally and nationally.

HealthWatch / public engagement

An update and further information from ongoing engagement activities with stakeholders, and a revised procurement timetable, will be provided by the LINK lead officer for the County Council.