

**Oxfordshire Local Involvement Network  
Update for Adult Services Scrutiny Committee  
meeting 26<sup>th</sup> February 2013**

**The following update covers the final LINK projects delivered under the current contract and which will form part of the legacy for Local HealthWatch.**

**Fourth Annual Social Care Hearsay! Engagement Event**

A successful and well attended event took place at Eynsham on 1<sup>st</sup> February where approximately 70 service users and carers had the opportunity to respond to the 2012-13 Hearsay! action plan, provide their views about current service provision and had the opportunity to discuss issues and concerns directly with the Director & Senior Officers of Social and Community Services. Four headline priorities were agreed on the day, along with sub-headings and detailed feedback, which is included with this update for members' information (note that this is mostly raw feedback which will be further refined for the action planning stage). The full Hearsay! report, together with the action plan for 2013-14, to be agreed with officers, will be published in early March and will form a vital part of the LINK legacy to be passed on to Oxfordshire HealthWatch.

**Other LINK projects**, now completed, are health related and have been reported at the HOSC meeting on 21<sup>st</sup> Feb. Summaries are provided below for information. Printed copies of the reports will be available at this meeting, from the LINK office on request, or can be downloaded from the LINK website:

Post-Natal Maternity Services Review report

The following concerns are indicated as being the most prevalent:

- 1) Breastfeeding
  - Receiving conflicting information;
  - Strongly 'pushed' as the best option;
  - Initial promotion not followed up with the right level, or regularity, of support.
- 2) Consistency of support
  - Mothers seeing many different health visitors after the birth, which leads to conflicting information being given;
  - Lack of signposting onto other services means mothers can feel isolated and have to look for services themselves, potentially missing out on support;
  - This can result in an inability to develop a purposeful relationship with professionals.

The report has been submitted to Oxford University Hospitals NHS Trust and to Commissioners with a request for a response to the recommendations

Mental Health Hearsay update

The report from the update event held on 6<sup>th</sup> December has been considered by the Mental Health Joint Management Group and will be taken to the Better Mental Health

Programme Board on 28<sup>th</sup> February. A draft response has been received from the Commissioners and from Oxford Health.

#### Review of information provided for NHS Dental Patients in Oxfordshire

This project was set up to review access to information for Oxfordshire dental patients, in dental practices and on dental practice websites. The study design was developed in collaboration with the Primary Care Trust, based on a similar study undertaken by Berkshire LINK. Data collection & interviews were carried out by LINK volunteers & staff. The project lead and other key members have analysed the data and prepared a report on the findings for the PCT/OCCG. Overall recommendations for 'Good Practice' are contained in Appendix 4.

#### OMEGA report into the system for referral and treatment of CFS/ME patients

The research findings have been circulated previously. A response to the recommendations has been received from Oxford Health and is expected from the Commissioners.

#### **Transition to Oxfordshire HealthWatch**

A LINK round-up event will be taking place during March – invitations are in the process of being circulated. This will be an opportunity to review past LINK projects and provide a means to agree priority work to pass onto Local HealthWatch, based on the LINK Legacy. The Annual Report for 2012-13 will be presented at this event.

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Update 14/02/2013