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# Better together - Introduction from the Joint Chairs

It is our great pleasure to welcome you to the first Annual Report of the Leeds LINK 2008/2009. As a patient and user led organisation the LINK will soon offer collective feedback and make recommendations to Health and Social Care providers about how they communicate and engage with the diversity of people who use services.

It has been a busy year during which Leeds LINK welcomed Shaw Trust, chosen to be the Host of Leeds LINK. Shaw Trust appointed an energetic team of Sharanjit Boughan, Emma Hanusch, and Stuart Morrison, led by Emily Wragg. The LINK Interim Steering group has met regularly to consider and determine the governance of the organisation. A Finance Committee was formed to plan and monitor expenditure.

March saw the Leeds LINK hold a consultation event at the Town Hall to set priorities for the LINK. The aim of this event was to engage with the wider group of people registered in the LINK database and involve them in setting these priorities. June will be a busy month, when we will be holding the public launch of the Leeds LINK on 9<sup>th</sup> June on Briggate amidst multi-cultural music, Bollywood dancing and health related stalls to attract as many as possible of the Leeds population. Following this, elections for the permanent Steering Group and Chair are planned; once they are in place the real work can be undertaken. Throughout the year LINK will be collecting evidence of good and bad practice which will inform our work with the Care Quality Commission and our next annual report. People can be involved with the LINK in a variety of different ways and the LINK recognises that many people may not be able or interested in attending meetings.

As patients and members of the public our diverse expertise will offer an informed perspective on what the NHS and Social Care need to deliver. Leeds LINK is keen to promote public involvement that leads to real change and informs key decisions in Health and Social Care. We have a responsibility to ensure accountability of the NHS and Social Care to patients and public.

Arthur and I would like to thank the many hard working LINK members who have helped make Leeds LINK a robust organisation able to advance democratically into the future. LINK members show selflessness and resilience to apathy which is to be celebrated. We want to do justice to the public affection for the NHS and Social Care services of which we all feel proud.

Joy Fisher & Arthur Giles  
Co-Chairs, Leeds LINK Interim Steering Group

# What is a LINK?

Until 2008, health and social services had different ways of enabling people to have a say about services in their areas. The health service did this through patient forums (PPIs) and social services through a range of user and carer involvement groups.

The Local Government and Public Involvement in Health Act passed in 2006 replaced patient forums across the country with Local Involvement Networks (LINKs), from 1<sup>st</sup> April 2008.

LINKs were set up to give communities a stronger voice in how their health and social care services are delivered. Run by local people and groups, the role of a LINK is to find out what people like and dislike about services, monitor the care they provide and use their powers to hold services to account.

## **How does it work?**

The NHS and local government are increasingly working together to decide what health and social care services should be provided and how they should be run. Local people need to shape these services whether provided in hospital, the community or in people's homes. The LINK aims to:

- provide a single approach to monitoring health and social care
- provide a strong and independent voice
- be representative
- make involvement convenient

It is people's time and effort that has resulted in better services in many areas and this good work needs to be built on and developed. LINKs will bring together the expertise of people who use health and social care services as well as those organisations who are experienced at representing their communities. They will provide an opportunity for local people and organisations to speak with one voice and have real influence over key decision makers.

# The Leeds LINK

## April 2008 to September 2008

A LINK Preparatory Group facilitated by Leeds Older People's Forum, was put into place.

### Membership

Initial membership was based on ex-PPI Forum members who had expressed an interest in continuing their involvement through the LINK and the transitional arrangements; and representatives of Voluntary, Community, Faith Sector and Patient Groups that had expressed an interest in being involved in the procurement of the Host organisation.

The Preparatory Group took steps to widen membership, and to include people or representatives of people, whose voices are rarely heard. This was done by asking relevant city-wide networks to circulate information and invite expressions of interest. As a result of this there was increased representation of users of social care services, voluntary sector organisations and of groups representing older people, Gypsies and Travellers, users of mental health services and services for BME communities.

The Preparatory Group held monthly meetings (with the exception of August) from April 2008. The Group was kept informed of specific and general LINK developments and other relevant information through regular updates at meetings and regular mail-outs between meetings. Numbers of attendances at meetings are as follows:

	Group members	Council Officers	Health Service staff	Support Staff
23 <sup>rd</sup> April Carriageworks	8	2	1	1
16 <sup>th</sup> May Centenary House	16	1	1	1
26 <sup>th</sup> June Centenary House	16	2	1	1
25 <sup>th</sup> July St Chad's	17	2	4	3
4 <sup>th</sup> Sept St Chad's	23	2	3	3

### Governance

The Preparatory Group elected co-chairs with appropriate skills and experience to represent the interests of users of both health and social care services. 2 sub-groups were initiated:

- A PALS sub group, to look at priorities for the future LINK around scrutiny and accountability. This group included previous relevant PPI Forum members as well as new members.
- A governance sub group to examine a potential model of governance and make recommendations for the future LINK.

## **Representation**

The Preparatory Group responded to a request to provide representation on Leeds Initiative's Joint Strategic Commissioning Board.

Some former PPI Forum members continued their representative functions, and reported to the Preparatory Group on:

- Wharfedale Hospital Forum
- Patient Advisory Group
- Multi-Agency Oral Health Strategy Group
- Primary Care Trust Board meetings

Representatives of the Group also participated in the following ongoing consultations and reviews:

- Leeds Joint Strategic Needs Assessment
- Financial Review of Non-Residential Care Services
- Leeds Teaching Hospital Trust review of administrative procedures and complaints procedures
- The new PCT Charter

## **Tasks**

The group invited representatives of all PALS teams to attend meetings to brief members on their role and to discuss their position in relation to the LINK in future.

The following issues were highlighted by a representative, and subsequently by other members, the Preparatory Group requested formal briefings from the PCT and the Teaching Hospital Trust on:

- Wharfedale Hospital
- Chapel Allerton Hospital

The request for a briefing on Wharfedale Hospital was followed up by a request for a meeting with the Chair and Chief Executive of the Hospital Trust

## **September 2008 - December 2008**

Shaw Trust was appointed as the Host organisation for the Leeds LINK. Four members of staff were appointed these included a full time co-ordinator, a full time community development worker, a part time community development worker and a full time administrator. All staff were in post by the beginning of December 2008.

The preparatory LINK now became the interim steering group, who would oversee the work of the LINK through to the elections and establishment of the Leeds LINK.

# The Work of the LINK

## **Introduction**

Much of the work of the Leeds LINK this year has involved moving the LINK on from the preparatory and transitional phase through to the establishment of the actual LINK. In order to ensure that the LINK is diverse and representative, work has taken place to raise awareness through community engagement, The Way Forward event and the launch which is due to take place in June 2009. It is hoped that the result will be an increased level of interest and involvement in the LINK before moving on to the elections and formal establishment of the LINK. This is due to happen in summer 2009. The work which has been undertaken over the last 12 months will lay the foundations for a strong LINK in Leeds, which is diverse and representative of the views of the wider population of Leeds.

## **Community Engagement**

Meetings have been held and contacts made with the following organisations:

BARCA (Youth and Community Service for West Leeds)  
Shantona - (Bangladeshi Women's Centre)  
Lancaster University working with the Healthcare Commission and Shantona  
Leeds Initiative  
Carers Leeds  
Touchstone  
Volition  
Volition Leeds Voice – Broad Health Forum  
Leeds Involvement Project  
Leeds Involvement Project Older Peoples Reference Group  
ASHA – A community Centre for Bangladeshi and Pakistani women in Beeston and South Leeds.  
Voluntary Action Leeds to discuss seldom heard groups.  
Leeds Society for Deaf and Blind People  
Leeds Gypsy and Traveller Partnership Forum Meeting  
Leeds Voice to discuss involvement from BME communities and seldom heard groups  
Refugee Action  
Voluntary Action Leeds to discuss working with people and groups with physical disabilities  
Yorkshire Cancer Network

## **Contacts with Statutory Bodies**

Meeting held with Yorkshire Ambulance Trust  
Meeting held with NHS Leeds  
Meeting held with Leeds Partnership Foundation Trust

All Trusts were invited to attend a meeting with the Annual Health Check Sub Group to discuss the process and LINK feedback on 23rd March 2009.

A letter was sent to all of the above inviting them to the 'Way Forward' Event on 16th March 2009.

## **LINK Membership/Participation**

Current number of members (Interim Steering Group): 16

Wider members (Individuals and organisations): 83

TOTAL = 99

## **Meetings Held**

### **Steering Group Meetings:**

06.11.2008

04.12.2008

29.01.2009

26.02.2009

26.03.2009

### **Finance Sub Group Meetings:**

11.11.2008

13.01.2009

25.02.2009

25.03.2009

### **Governance Sub Group Meetings:**

21.07.2008

25.09.2008

26.09.2008

21.01.2009

### **Annual Health Check Sub Group Meetings:**

23.03.2009

31.03.2009

## **Events Attended by Members**

19<sup>th</sup> February 2009 - Yorkshire and Humber Region LINKs Members Event (York) - *2 Members*

12<sup>th</sup> March 2009 - NHS Leeds Patient, Carer and Public Involvement Network Event - *1 Member*

16<sup>th</sup> March 2009 - The Leeds LINK Way Forward Event - *55 members*

17<sup>th</sup> March 2009 - South East Health and Wellbeing Locality Workshop - *1 Member*

19<sup>th</sup> March 2009 - West North West Health and Wellbeing Locality Workshop - *2 Members*

20<sup>th</sup> March 2009 - East North East Health and Wellbeing Locality Workshop - *3 members*

## **Training Undertaken by Members**

28<sup>th</sup> January 2009 - Equality and Diversity Workshop - *11 members*

9<sup>th</sup> March 2009 - Healthcare Commission Annual Health check Workshop - *5 Members*



# The Way Forward Event

On the 16<sup>th</sup> March 2009 a series of interactive workshops were held at the Town Hall to look at some key issues in setting up the Leeds LINK. The day involved the Steering Group, wider LINK members and people who attended the first LINK meeting in Leeds organised by Leeds City Council in December 2007. Each workshop had a theme (7 in total) to look at the way forward for the LINK and gather people's feedback in different areas.

The 7 work shops were:

- ***Workshop 1 – What will the Leeds LINK look like?***
- ***Workshop 2 – The Relationship between the Leeds LINK and the Scrutiny Boards***
- ***Workshop 3 – The Relationship between the Leeds LINK and Statutory Organisations***
- ***Workshop 4 – Initial Work Plan for the Leeds LINK***
- ***Workshop 5 – Elections to the Governing Body, beyond the Interim Steering Group***
- ***Workshop 6 – The Launch of the Leeds LINK***
- ***Workshop 7 – Training and support needs for the LINK members and participants***

A total of 61 people attended this event including staff from statutory and voluntary organisations, LINK members and members of the public.

Information received from this day was used by the Interim Steering Group to plan the way forward for Leeds LINK. A booklet outlining the key outcomes of the day was produced and is available upon request from the Leeds LINK office.

# Future Action Plan

## Leeds LINK Launch Event

The Leeds LINK will hold a Launch Event on Tuesday 9<sup>th</sup> June 2009, from 10am until 6pm on Briggate in the centre of Leeds. The purpose of the Launch will be to encourage people to join the LINK and feedback their views on what they think should be the key priorities for the Leeds LINK when trying to improve health and social care services. This will be done by encouraging and assisting members of the public to complete an expression of interest form (appendix 1) and a top three priorities form (appendix 2). All the information gathered will be used to help determine the work plan for Leeds LINK. The Launch will also advertise the 'make-up' of the Steering Group and the elections. The day is planned to be an informal interactive event with a range of stalls giving information on different services, as well as face painting, henna tattoos and fun stalls. Different kinds of entertainment will be on throughout the day including a steel band, African drummers and Bollywood dancers. Food will be served during lunchtime. There will be an official launch at 2.00 pm attended by the Deputy Lord Mayor.

## Elections

Following on from the launch the LINK will be holding elections for the Steering group. Nomination papers will be sent to everyone on the LINK membership database and those who nominate themselves will be asked to submit a 'resume'. The completed nominations will then be sent to all the people on the LINK membership database with a voting paper. The elected Steering Group will be in place by August 2009. It has been agreed that the Steering Group will have 20 seats which will be broken down into the following:

12 seats for individuals

8 seats for organisations with the following allocation:

- 1 Mental Health Representative
- 1 Older People's Representative
- 1 Physical Disability Representative
- 1 BME Representative
- 1 Refugee/Asylum Seekers Representative
- 1 Learning Disability Representative
- 1 Younger People Rep
- 1 Carers Rep

In order to provide continuity within the Steering Group, the top 50% in the ballot will stay in post for 2 years, whereas the remaining 50% with the lowest amount of votes will go to re-election after 1 year.

## Enter and View

Training dates have been booked in August and September 2009 for those members of the elected Steering Group who wish to undertake Enter and View activities.

## **Governance documents**

The LINK will invite the original Governance sub group members back together to revisit the governance documents as there are certain areas which need updating and further suggestions to be added.

A small number of members will re-write the equality policy using the original draft policy provided by Shaw Trust as guidance; this will then be added into the governance document once it has been agreed by the steering group.

## **Annual Health Check Sub Group**

The Annual Health Check sub group will meet to prepare for next years Annual Health Check summary.

A proposal of this group meeting bi-monthly will be added to the governance documents at the review meeting for the elected steering group to consider.

The LINKs submission for the 2009 Annual Health Check can be found on [www.communityvoicesonline.org](http://www.communityvoicesonline.org), or copies can be requested from the office.

## **Development of a Work Plan**

The LINK will gather evidence using a variety of methods to develop a work plan, these methods may include:

Suggestions from LINK members providing information from meetings and groups they have attended as evidence

Feedback from members of the public using a variety of methods including;

- The Leeds LINK Launch Event
- Holding 'drop in centres' across the city
- Visiting areas across the city on the public health promotional bus
- Holding stalls at festivals / events throughout the year
- Feedback gathered via internet and telephone to be recorded by the Host organisation
- Ongoing Community Development Work

# Finance

The funding to set up Leeds LINK for 2008/2009 came in the form of an area based grant of £308,000, which was not ring fenced from central government. This was paid directly to Leeds City Council.

£27,964 was spent during the transitional period from April to September 2009 prior to the Host organisation being appointed.

Leeds City Council then appointed the Shaw Trust as the Host organisation and a budget of £250,000 was made available from September 2008 to March 2009. Out of this budget, £129,162 was spent which included staff costs, operating costs and the LINK's discretionary budget spend. The variance for this period was £120,388.

The LINK agreed to ring fence a budget of £7,000 for the Launch Event which will be held in June 2009.

# The Leeds LINK Interim Steering Group

Arthur Giles	Co-Chair - Individual
Joy Fisher	Co-Chair - Individual
Gill Bowskill	Arthritis Care
Jonathan Butler	Individual
Myra Drapkin	Individual
Harvey Gothelf	Individual
Ken Martin	Individual
Jean Martin	Individual
Bob Mason	Individual
Tim McSharry	Individual
Jagdeep Passan	Leeds Involvement Project
Beatrice Rogers	Individual
Ken Ward	Individual
Laurence Wood	Individual
Damian Molloy	Individual
Gill Crawshaw	Volition

# The Leeds LINK Sub Groups

## **Annual Health Check Sub-Group**

Jolly Arif	Individual
Gill Bowskill	Arthritis Care
Donna Casey	Individual
Arthur Giles	Individual
Jim Kerr	Individual
Beatrice Rogers	Individual
Carol Smith	Leeds Mental Health User/Carer Ref Group
Linda Tingle	Individual
Ken Ward	Individual
Laurence Wood	Individual
Joy Fisher	Individual

## **Finance Sub-Group**

Joy Fisher	Individual
Arthur Giles	Individual
Ken Martin	Individual
Ken Ward	Individual
Damian Molloy	Individual

## **Governance Sub-Group**

Arthur Giles	Individual
Joy Fisher	Individual
Ken Martin	Individual
Jean Martin	Individual
Harvey Gothelf	Individual
Ken Ward	Individual



# APPENDIX 1 BECOME PART OF THE LEEDS LINK!

## The role of the Leeds LINK

The role of the Leeds LINK will be to identify what people like and dislike about local Health & Social Care services in Leeds, and to work with a range of bodies and organisations to help investigate and resolve them.

## Why get involved?

There are number of benefits to becoming involved in the Leeds LINK.

These Include:

- Helping the community voice their issues, ideas and concerns together
- Getting attention for neglected issues or ideas
- Influencing those who make decisions about new or existing health and care services



## You can choose how you want to be involved

You do not have to attend meetings or be part of the Leeds LINK Steering Group to get involved. Please choose how you want to get involved in the Leeds LINK, it may be through:

- Receiving newsletters
- Responding to questionnaires
- Being involved in work specific to my areas of interest
- Receiving information about external events
- Receiving regular updates from the Leeds LINK Steering Group
- Being involved in a broad range of work
- General volunteering (e.g. assisting with mail outs, distributing leaflets)

To register your interest in Leeds LINK please complete the slip and return to the address below

Name ..... Organisation (if applicable).....

Address .....

Post Code ..... Tel No .....

E-mail ..... Signature.....

Your information will be stored on our database but will not be shared unless you are happy for other organisations to know about you. Please tick the box if you do not wish to have your information shared.

Return this form to: Leeds LINK, Chantry House, Victoria Road, Kirkstall, LS5 3JB or email [leeds.link@shaw-trust.org.uk](mailto:leeds.link@shaw-trust.org.uk) For further information call: 0113 3885099.

Or Register directly with <http://www.communityvoicesonline.org> (Enter your postcode to find Leeds LINK and select the 'Join this LINK' button).

### In what capacity would you like to be involved with the LINK

Volunteer		Volunteer representing an organisation	
Paid member of staff representing an organisation		Other	

# Areas of Interest

**Your name:** \_\_\_\_\_

Please also feel free to include any specific areas of interest you may have, this would be of particular use to use in targeting topic areas for questionnaires, workgroups, and information dissemination.

## HEALTH CARE

Alternative therapies		Mobility	
Audio logy		Neurology	
Black and Ethnic Minorities		Occupational therapy	
Blood and organ donation		Older People	
Cancer/Oncology		Ophthalmology	
Chiropody		Orthopaedics	
Chronic Heart Disease		Out of hours/crisis resolution	
Community Nursing		Palliative care	
Complaints		Pathology	
Dentistry		Pharmacy/prescribing	
Diabetes		Physiotherapy	
Dietetics		Prison healthcare services	
Emergency Care		Public health i.e. smoking cessation	
Equality and Diversity		Renal Services	
GP Services		Respiratory illness	
Gynaecology		School Nurses	
Health promotion		Sexual health	
Hospital food		Speech and language therapy	
Infection Control		Stroke rehabilitation	
Intensive Care		Tertiary care/hospices	
Learning disabilities		Transport Services	
Long term health conditions		Waiting times/outpatients	
Maternity		Young People and Children	
Men's Health		Other	
Mental Health		Carers	

## SOCIAL CARE

Adults		Direct Payments	
Asylum/refugees		Disability	
Black and Ethnic Minorities		Environmental Health	
Carers		'Home loans' (equipment)	
Child and Family		Healthy Communities	
Community Care		Older People	
Community Development		Volunteering	
Community Living		Other	
Community Transport			

Other .....





**Tell us the top 3 things that you think need to change in Health or Social Care to make things better in Leeds**

**1.**

**2.**

**3.**

***Please complete and post to:***

***FREEPOST, RSBL-BCCX-XJAB, Leeds LINK,  
Chantry House, Victoria Road, Kirkstall, Leeds, LS5 3JB***