



Leeds Local Involvement Network
your local involvement network for health and social care

Annual Report
2011 - 2012



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Introduction from the Joint Chairs

Welcome to the fourth annual report of Leeds LINK. It has been an eventful year, a busy one, with financial restrictions bringing many changes that will have implications for all of us as patients and service users. The work of Leeds LINK is therefore becoming more important. We must ensure that the LINK membership is actively involved in driving the changes and keeping our members up to date effectively.

The Health and Social Care Bill currently will change the way in which people access health and social care services. It will also change how we, as users, can influence decisions made about our local services. Under the Bill, Leeds LINK will no longer exist and will be replaced by a Local HealthWatch for Leeds. The Bill empowers Local Authorities to appoint, through a tendering process, an organisation to deliver a Local HealthWatch. Leeds LINK Steering Group has decided that we should take part in that process and tender to represent the people of Leeds. We have experience of the role through our existence as a LINK over the last three years. We believe that our experience and expertise but most of all our independence will be invaluable in establishing a vibrant and effective Local HealthWatch.

Working towards HealthWatch has been an important part of our year which has included becoming a HealthWatch pathfinder, a Government initiative to look at how best a Local HealthWatch might operate effectively. We are currently in discussion with other interested stakeholders, exploring the possibility of forming a consortium to make a joint bid for the Local HealthWatch contract, that can collectively represent the people of Leeds.

We have, however, not neglected our role as Leeds LINK and have continued to promote wider involvement with the people of Leeds and our voluntary and statutory partners. An important task for the LINK is to communicate well with the public, our partners and our stakeholders. To do this effectively we have held a number of events where we discussed with the public how they feel about health and social care in Leeds and how they can

become involved in improving the health and wellbeing of the people of Leeds. The information gathered is then shared with decision makers in health and social care.

LINK members have carried out tremendous work as you will see from their stories within this report. We meet regularly with the aim of improving the health and social care of the people of Leeds. If you are interested in any of the work areas and would like to be involved please don't hesitate to contact the office telephone number - **0113 388 5099** or email leeds.link@shaw-trust.org.uk.

This annual report gives us the opportunity to thank and express our appreciation of our support staff Emily, Sharanjit, Stuart, Kirstie and Annabel; they work hard to ensure that everything runs smoothly and efficiently. Above all we want to express our thanks to all of our volunteers and members for their commitment over the last year. Our special thanks go to those members on the Steering Group whose unfailing dedication to improving health and social care has led to significant changes.

With so many changes about to take place, Leeds LINK will continue to identify and respond to the concerns of the people of Leeds.

Arthur Giles and Joy Fisher, Joint Chairs, Leeds LINK



Steering Group 2012

The LINK Structure and Membership

Over the last 12 months members of the LINK core groups have continued to meet to underpin the work of the LINK.

STEERING GROUP

The Steering Group meets on the last Thursday of every month and provides an opportunity for people to observe the decisions being made, and to ask questions and make comments.

The Steering Group has welcomed Jim Kerr as a new individual member onto the Steering Group together with 2 new co-opted members; Pat Newdall and Martin Kennard.



The following LINK Members make up the Leeds LINK Steering Group both as voluntary sector representatives and individual members:

INDIVIDUAL SEATS

Joy Fisher (*Joint-Chair*)

Arthur Giles (*Joint-Chair*)

Betty Smithson

Harvey Gothelf

Bob Mason

Beatrice Rogers

Ken Ward

Rosemary Young

Irene Wyatt

Paul Truswell

Tracey Ross

Jim Kerr

Pat Newdall (*co-opted member*)

Martin Kennard (*co-opted member*)

VOLUNTARY SECTOR REPRESENTATIVE SEATS

Emma Stewart (*Alliance of Service Users and Carers*) – *Physical Disabilities Representative*

Hafizur Hussain (*Touchstone*) – *BME Representative*

Ann Carter (*NW Homes Sheltered Housing Forum*) – *Older Peoples Representative*

Val Hewison (*Carers Leeds*) – *Carers Representative*

Linda Tingle - *Mental Health Representative*

Shaheen Akhtar (*Haqooq*) – *Learning Disabilities Representative*

Hatim Hassan
(*Community Capacity Building*) – *Refugee and Asylum Seeker Representative*

Vacant Seat *Younger Peoples Representative*

The LINK Structure and Membership

FINANCE GROUP

The Finance Group meets once a month to approve LINK members expenses and to monitor the LINK discretionary budget.

MARKETING AND COMMUNICATIONS GROUP

The Marketing and Communications Group meets regularly to discuss marketing strategies for the LINK and to develop materials that can be used to publicise the work of the LINK such as the LINK newsletter.



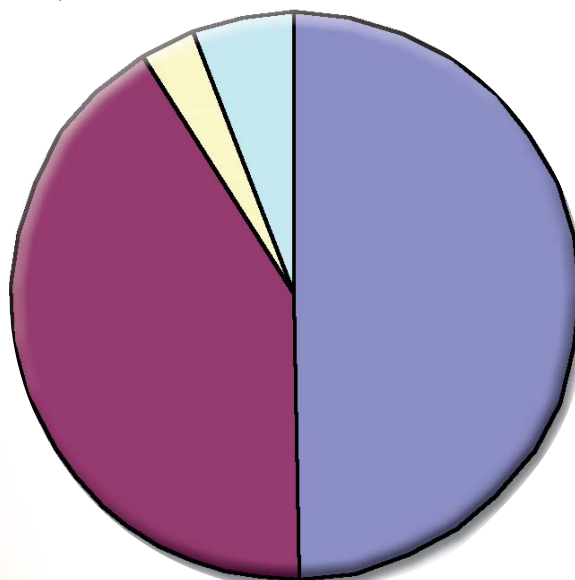
DEVELOPMENT GROUP

The Development Group works closely with the Care Quality Commission (CQC) to share relevant reports, information and updates, and is responsible for signing off LINK Enter and View visits and reports. The group has also been monitoring developments and reviewing the LINKs position with regards to HealthWatch.

LINK MEMBERSHIP

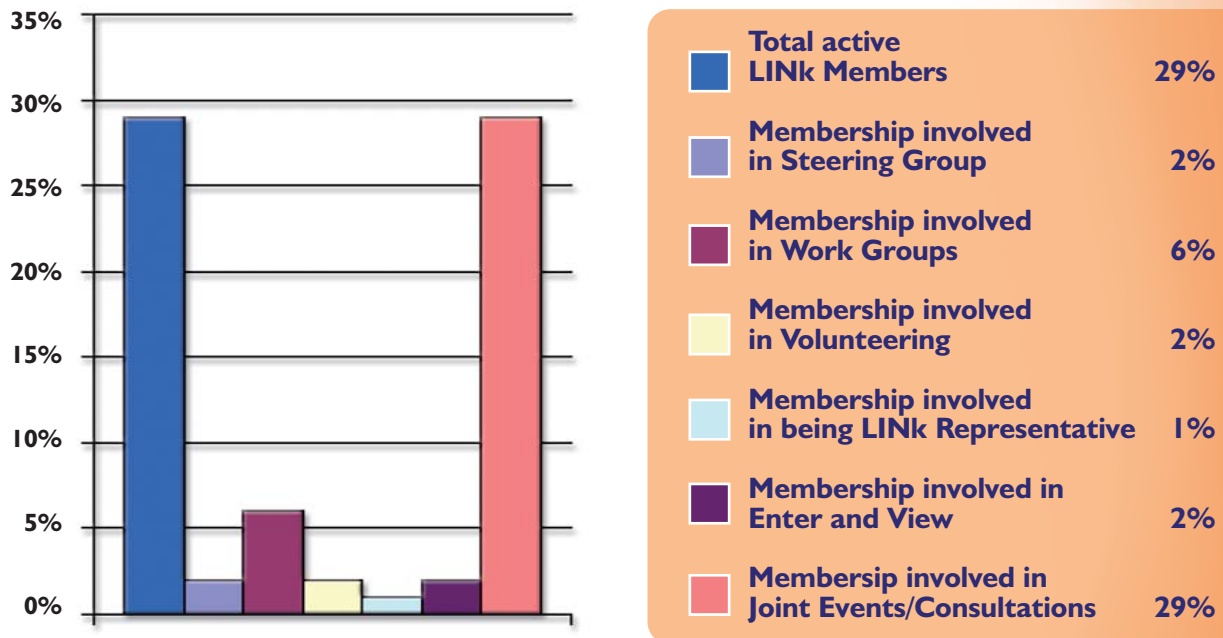
As of 31st March 2012, Leeds LINK has a total of 768 members. The breakdown of membership can be found below, with the addition of Facebook and Twitter followers:

Individual Members	419
Organisation members	349
Facebook 'likes'	26
Twitter Followers	50



The LINK Structure and Membership

LINK members can be involved in as little or as much of the LINK work as they choose. The following chart highlights the percentage of “active” members the LINK has and the type of activity they are involved in.



- The Steering Group is a set number of people (20).
- Active members on work groups include the LINK Development Group, Young Persons Project and members who have had involvement with the Mental Health, Seldom Heard and Equality and Diversity, Marketing and Communications and Hospital Food Groups.
- Volunteers are people who have carried out volunteer work such as helping at festivals, taking minutes and providing mail-out assistance.
- LINK Representatives are those members who represent the LINK on a number of different boards, groups and committees (see page 26 for more detail). These members regularly feedback to the wider LINK.
- The LINK currently has 15 active trained Enter and View Representatives.
- 220 LINK members have been actively involved in consultations and attending LINK events such as the Wider LINK Event and the Refugee Event.

There is a balanced geographic spread of LINK membership across Leeds, both in terms of active members and decision making members. However, it has been noted that there is little or no active membership in the following geographical areas;

- **Osmandthorpe and Halton Moor**
- **East End Park**
- **Wortley**
- **Armley**
- **Horsforth**
- **Farnley**
- **Crossgates**

The LINK intends to focus work activities in these localities to increase active membership in these areas.

The LINK Structure and Membership

Following a review of LINK membership during 2011 specific areas of low membership became apparent. These included LINK representation from Black and Minority and Ethnic Groups (BME), and young people. You can read how the Young Persons Project is working to increase activity with younger people on page 12. BME activity has been targeted by the Hospital Food Group (see pages 7 and 8 for more detail) and the LINK is also actively looking to engage with working people at the next Wider LINK Event 'Sumer Fayre' (page 14) as part of the next project looking at GP appointment systems which will commence this year.

The LINK is aiming to increase the amount of data it holds on membership to enable it to illustrate a more accurate picture of areas where there is a low representation. One of the steps taken to try and achieve this aim has been to send out Equality Monitoring Forms to all members and organisations.

LINK NETWORKS

The LINK recognises that it needs to represent the population of Leeds and this cannot be done without working with the network of groups and organisations already established in Leeds. Work is being undertaken to create a definitive list of organisations that the LINK can work in partnership with and to identify how many people these potentially reach. The LINK continues to develop relationships with organisations that are currently not well represented on its database.

The table right outlines the information collated to date:

Category	Organisation Numbers	Numbers Reached
Older people	22	17623
BME	52	3138
Carers	18	24747
Physical Disability	14	359
Younger People	21	1447
Mental Health	28	15198
Refugee/Asylum Seeker	18	1148
Learning Disability	22	3124
LGBT	1	3700
Alcohol/Drugs	3	17
Gypsy/Travellers	3	3006
Sexual Health	3	1000
Housing	31	1082
Faith Groups	13	275
Health	65	5129
Women	19	967
Men	2	3700
General	97	8782
Total	431*	90742

Carers Leeds and Leeds Involving People (LIP) comment on their partnership work with Leeds LINK as part of the network over the past 12 months:

LIP has been working in partnership with Leeds LINK to ensure that they streamline certain areas of work in order to avoid duplication. This will also enable a greater focus on developing a stronger voice from the communities through Involvement. This has involved developing ways in which 'hot topics' raised by communities can be tracked and shared, whilst also developing mechanisms for ensuring greater promotion of all involvement opportunities available to service users and carers across the city.

LIP is pleased to have the continued support of not only their own members in their work, but also members of LINK. It is crucial to develop effective partnerships in shaping health and social care services to ensure the public bodies continue to meet the changing needs in society.

** Please note that some organisations cover more than one network and therefore may be duplicated in numbers, some people belong to more than one group so the total number will be fewer than that shown.*

Carers Leeds is pleased to contribute to this annual Report. It finds the relationship it has with Leeds LINK a positive and informative one.

Leeds LINK always invites relevant and interesting speakers to the meetings and is not afraid to challenge the large health and social care organisations by encouraging lively debate and helping to influence change in health and social care.

For Carers Leeds it is a forum where it can share the issues for the 70,000 people in Leeds who look after a family member or friend who is affected by illness, disability or drug and alcohol misuse.

Carers Leeds believes it is their responsibility to ensure the voice of carers is heard so they are pleased that LINK has supported them in doing this through this forum.

Thank you Leeds LINK.

Snap Shots

COOKRIDGE COURT

A follow up Enter and View visit took place to Cookridge Court and Grange Care Home. The LINK was pleased with the improvements that had been made following the introduction of new management.

ELDERLY CARE WARD VISITS

Leeds LINK carried out three Enter and View visits to elderly care wards at St James Hospital to look at cleanliness and to see whether patients were treated with dignity and respect. A report of the findings has been produced.

SUMMER ROADSHOW

A summer roadshow took place in the White Rose Shopping Centre to promote the benefits of members of the public becoming involved and having their say about health and social care services.

WIDER MEMBERSHIP EVENT

An informative and activity filled day gave LINK members the chance to find out more about the work of the LINK and to have their say on HealthWatch, key health and social care issues and to put questions forward to Chief Executives of the Health Trusts and Adult Social Care.

HOSPITAL FOOD

The LINK has worked in partnership with the Leeds Teaching Hospitals NHS Trust to improve food and service throughout the hospitals in Leeds. New evening and weekend menus have been rolled out and fresh Yorkshire vegetables have been introduced.

STROKE GROUP

A project has been set up by Leeds LINK to gather information on services provided across Leeds for people who have recently suffered a stroke. Visits have been, and continue to be made, to stroke patients to collect this information.

REFUGEE AND ASYLUM SEEKER EVENT

A fantastic event was held specifically for members of the refugee and asylum seeker community in Leeds. The event provided attendees with the opportunity to share their issues, concerns and comments on a wide range of services.

HEALTHWATCH

Leeds LINK will be replaced by a local HealthWatch in April 2013. In the period leading up to this change, Leeds LINK will be asking a wide range of people and organisations what they would like to see from HealthWatch and how they would like to be involved in the future.

YOUNG PERSONS PROJECT

Visits have been made to a number of youth groups, projects and universities in Leeds to encourage more young people to participate in the Young Persons project. The LINK is encouraged by the responses received and active membership from young people has increased.

MEETINGS WITH THE STATUTORY PARTNERS

Regular meetings have taken place between Leeds LINK and the Chief Executives of Leeds Health Trusts and Adult Social Care. LINK members were given the opportunity to submit and ask questions. All responses were fed back via the LINK website.

Case Study — Hospital food

Leeds LINK uses a variety of different methods in which it listens to, and supports, public opinion on issues affecting the health and social care of the residents of Leeds. One example of this is the LINK involvement with hospital food in Leeds.



LEEDS LINK HOSPITAL FOOD GROUP

Background

In 2009 Leeds City Council's Scrutiny Board produced a report in which the provision of hospital food was discussed. The Leeds Voice Health Forum noted that the contract for the current provider was due for renewal and suggested a need for a focus group to scrutinise hospital food provision from a public and voluntary sector perspective. The Community Health Council and Patient and Public Involvement Forum (forerunners to the LINK) both carried out these duties. It was then proposed and agreed that Leeds LINK should facilitate this group.

What steps did the LINK take to set up the group?

Once the facilitation of the Hospital Food Group was agreed by the LINK Steering Group, contact was made with the Facilities Department of Leeds Teaching Hospitals NHS Trust (LTHT) to discuss how the LINK and the Trust could work together. The LINK issued a press release in the Yorkshire Evening Post to advertise involvement opportunities on the group and those interested were asked for their aims and objectives and ideas on how to achieve them. These were put into the terms of reference and the group had its first meeting and taste testing session on 13th May 2010.



Case Study – Hospital food

What does the Leeds LINK Hospital Food Group do?

The mission of the group is to support LTHT to provide the best catering service possible, within budget, for the patients of the Trust.

The group looks at the following elements in connection with food provision;

- Food Quality
- Food Wastage
- Service Delivery
- Special Dietary Requirements
- Customer Satisfaction and Complaints
- Patient Choice

Activities of the group include;

- Bi-monthly meetings which include updates of developments and issues.
- Support and advice from a user perspective on the patient meal service including aspects such as menu development, food tasting sessions and Enter and View patient satisfaction food surveys on hospital wards (feedback from patients is given to LTHT and is used to monitor where improvements need to be made).
- Supporting the review of the main food contract.

What has the Leeds LINK Hospital Food Group achieved?

Since the inception of the Hospital Food Group, LTHT has made a number of changes and improvements to meal services with the input of the food group, these include;

- A new evening and lunchtime meal service with improved menu choices.
- A new weekend menu including take away style food such as Chinese and Indian plus fish and chip Fridays.
- New serving trays with nutritional and hygiene information for patients.
- The introduction of more locally sourced food such as fresh vegetables and Yorkshire ice cream.

What Next?

The Food Groups focus this year will be ensuring that the excellent feedback from patients following the introduction of the new menus is maintained. This will involve carrying out a programme of patient satisfaction surveys throughout the year.

There will also be a focus on the delivery of food on the wards, to make sure that all ward housekeepers are providing the same service to a high standard.

To ensure that the diverse population of Leeds is represented on the Food Group, recruitment activities will be focused on members from the BME Community and younger people. It is hoped that the input from these communities into the group will enable greater improvement in the food and service provided by LTHT over the next year.

**WHAT
NEXT ?**

LINK Activities

QUALITY ACCOUNTS

In 2010/2011, the LINK decided to focus its comments on Quality Accounts from the following Trusts;

- **Leeds Teaching Hospitals NHS Trust (LTHT)**
- **Leeds and York Partnerships NHS Foundation Trust (LYPFT)**
- **Leeds Community Healthcare NHS Trust (LCH).**

Last year the LINK produced a statement reflecting the LINK's views on the position of each Trust in relation to their Quality Account. The LINK also commented on the working relationship that it has with each of the Trusts.

The LINK was also invited to comment on the Adult Social Care version of a Quality Account called a Local Account and provided a statement in response to this, following meetings with Leeds City Council representatives from Adult Social Care.

WHAT IS A QUALITY ACCOUNT?

Quality Accounts are annual reports to the public from organisations that provide NHS services. They give information on the quality of services provided. Every year the LINK is invited to comment on the Quality Accounts, based upon the information that the LINK has collected from the public.

COOKRIDGE COURT AND GRANGE CARE HOME

Why did the LINK visit this Care Home?

Members from the LINK undertook an Enter and View visit to Cookridge Court and Grange Care Home in August 2010 following concerns raised in a report by the Care Quality Commission (CQC).

What did the LINK find?

During the visit the LINK identified a range of concerns including:

- Some of the signage not being clear, or appropriate to the needs of the residents.
- Issues regarding food, such as limited catering for special dietary requirements, menus not being clear and residents not receiving the food that they ordered.
- Lack of suitable activities for residents.

What did the LINK do?

- An action plan was developed by the home to address the concerns.
- The LINK carried out a follow up Enter and View Visit in 2011 to ensure the action plan had been implemented.

What was the outcome?

Following the initial LINK visit the care home had since been taken over by a new provider and been extensively refurbished. LINK members who undertook the follow up visit were very pleased with the improvements and found that many of the issues that had been highlighted in their previous visit had now been addressed. It was agreed that as the Care Home had improved to an acceptable level and the LINK was happy with the care being provided to residents, no further action needed to be taken.



LINK Activities



ELDERLY CARE WARD VISITS

Why did the LINK carry out visits to elderly care wards?

A report published on 15 February 2011 by the Health Service Ombudsman said that the NHS was failing to treat older people with care, compassion, dignity and respect. Following the publication of this report Leeds LINK decided to carry out visits to elderly care wards in Leeds with the following aims:

- To check the cleanliness of the wards and other areas
- To see if patients were being treated with dignity and respect
- To check if patients were looked after in a safe environment.

What did the LINK find?

The key findings of the visits were as follows:

- The wards and other areas were generally found to be clean and tidy
- The majority of patients were well looked after and were happy with the care that they received and many commented on the positive attitude of staff
- Some concerns were picked up over minor maintenance issues, food and care and these have been communicated to the hospital which has now identified actions required to address these concerns.

What will the LINK do next?

The LINK will be carrying out follow up visits during the summer of 2012.

CARE QUALITY COMMISSION

Over the last year the LINK has continued to develop and strengthen its relationship with the Care Quality Commission (CQC), at both a local and national level. Below are some of the areas that have been developed:

Local Contact

- A local representative from the CQC attends the LINK Development Group meetings on a quarterly basis to share information.
- The CQC provides regular updates to the LINK about visits they have undertaken and reports that have been published.
- The local CQC representative and the LINK staff meet on a monthly basis to share information about visits undertaken and reports published.
- The LINK shares any enter and view visit reports that it produces with the CQC.

National Contact

- The LINK is represented on the National LINKs and CQC Advisory Group and through this involvement is able to have an input into many CQC initiatives and changes before they are implemented.
- The LINK is involved in a National Development Project with the CQC, along with 26 other LINKs. The LINK has taken on a project called 'Standardising the Standards'. This project will involve looking at a range of inspection standards and producing an inspection report that LINKs can use on enter and view visits.

LINK Activities

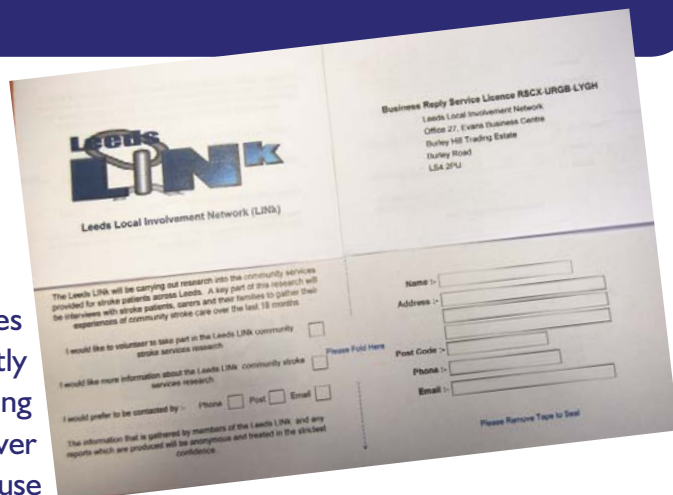
Leeds LINK Stroke Group - services for stroke patients in Leeds

Leeds LINK is gathering information on services provided across Leeds for people who have recently suffered a stroke. A key part of this work is hearing about the experiences of patients and their carers over the last 18 months. The purpose of the project is to use the information on patient and carer experiences to find out how well community stroke services are performing and make any necessary recommendations for improvement.

The project has involved the group in meeting with and establishing links with Leeds Community Healthcare NHS Trust (LCH), hospital services and the voluntary sector.

Visits have been made to meet with stroke patients at two voluntary sector groups involved in supporting stroke survivors and their families. A Stroke Association workshop at Halton Christ Church, and a meeting of the Stroke Support group at the HOPE project, at Halton Moor Sheltered Housing Project. This has provided valuable information and feedback as the project develops.

Now that information collection is underway, over the next year the LINK plans to increase the number of people it speaks to, ensuring it gathers details from patients and carers of all ages from different areas of Leeds. The support of LCH and the hospital services will be an important part of this initiative.



Legal Entity

The Health and Social Care Act will bring into being a HealthWatch, to replace LINKs, for every Local Authority in England by April 2013.

Leeds Local Authority has decided that the contract for HealthWatch should be offered out for tender to any interested parties. The Leeds LINK Steering Group has resolved to tender for the contract. To enable them to do this, Leeds LINK needed to be set up as a legal body and after much hard work they have been successful in doing this. The name of this organisation which will be used to tender for the HealthWatch contract is Leeds LINK Ltd.

Leeds LINK will of course continue as usual working hard towards improving health and social care until April 2013.

HealthWatch to be successful must be as representative as possible of the local population and to this end Leeds LINK is discussing with local voluntary organisations how they can become involved, as partners, or associates, and play a full part in the Leeds LINK Ltd bid. The LINK is at the beginning of this process, with more meetings and discussions to be held; time is not on the side of the LINK but it believes that it is only by developing a consortium HealthWatch that it will truly represent local people effectively.

The LINK will report regularly on progress in its newsletters, on its website and on its Facebook page etc.

LEEDS LINK YOUNG PERSONS PROJECT

Positive steps have been taken over the last year to encourage young people to be part of the LINK Young Persons Project.

A visit was made to a meeting of the Leeds Youth Council and an interactive session took place to introduce them to health and social care services in a fun way. The response received was fantastic, the young people in attendance were enthusiastic and had lots to say on the subject. From this visit, a number of young people have agreed to join the LINK Young Persons Project and will also be involved in the LINK Hospital Food Group, with the possibility of speaking to young people in hospital about the food they receive.



Encouraging meetings with Young Minds Leeds (a charity committed to improving the emotional wellbeing and mental health of children and young people) and Archway (a support group for young people aged 16-25 across Leeds) have taken place. Follow up visits are planned to look at the particular issues facing these groups and they will be incorporated into the Young Persons Project.



There has also been a great deal of interest from university students following an advertisement placed by the LINK with the Student Union. A first meeting of all new interested young people is planned for June 2012 and this will form the next stage of the Young Persons Project. Decisions on work and any marketing to be undertaken will also be decided at this meeting.

A specific Enter and View training session for young people will take place in June 2012, to enable them to carry out visits, initially to hospitals (to tie in with the LINK Hospital Food Group) but also to other premises depending on what issues the project take up.

The LINK are keen to involve as many young people as possible in this project. If you are a young person interested in getting involved or are an organisation working with young people then the LINK would really like to hear from you. *People can get involved in a range of ways including:*

- **Facilitating or taking part in focus groups for young people**
- **Attending the enter and view training and carrying out food surveys in the hospitals**
- **Volunteering for the LINK at events and festivals**
- **Being part of the LINK young persons group and ensuring the views of young people are heard and taken on board.**

For further information about the Young Persons Project please contact the LINK office on **0113 388 5099** or email leeds.link@shaw-trust.org.uk.

LINK Activities

REFUGEE AND ASYLUM SEEKER EVENT

As part of Leeds LINK's commitment to engaging with seldom heard groups across Leeds there has been a focus during the last year to find out from the refugee and asylum seeker community what issues and concerns they may have relating to health and social care.

To do this, the LINK, following a proposal from the Leeds LINK Refugee and Asylum Seeker Representative, Hatim Hassan, organised an event specifically for people from, or connected with the refugee and asylum seeker communities.

The event was held in November and there was a real hustle and bustle feel to the day. A large number of stalls from voluntary and statutory organisations, all offering a wide range of information and advice on services provided for refugee and asylum seekers in Leeds, gave the event a 'market place' feel. There was also music, Henna painting, massage and tasty food which all contributed to the success of the event.



The LINK provided attendees with the opportunity to share their issues and concerns and also comment on services provided by Doctors, Hospitals, Dentists, Mental Health Services and Social Care. There were lots of questions raised on the day and the LINK was able to feed these into service providers in a report published following the event.

The response received from NHS Airedale, Bradford and Leeds has been given to all those individuals and organisations that attended and has also been fed back to the wider LINK membership.

The day was a great success, especially with regards to information sharing and building up a network of networks which will enable the LINK to work closer with the refugee and asylum seeker community in the future.

LEEDS LINK AND LEEDS CITY COUNCIL SUMMER 2011 ROADSHOW

The LINK and Leeds City Council came together to film their own citywide 'involvement' DVD which highlighted why it is important for the public to become involved and have their say about health and social care services.

Over the period of a week in July the DVD was shown on a high definition video wall in the central area of the White Rose Shopping Centre. Members of the LINK, Host staff, Leeds Involving People and the Council facilitated an information stand, and talked with the continuous flow of 'shoppers'. 900 'Involvement' forms were distributed throughout the day and 39 people joined the LINK with a further 50 wanting to be involved with activities in the future.

The week at the White Rose provided a good opportunity to raise the profile of the LINK and talk with members of the public about their experiences of the health and social care services that they themselves or their families had received.

The LINK is now working with Leeds Involving People to address some of the issues that were highlighted by those who want to be involved in the future, both from the White Rose and from other events. One area of concern already highlighted is related to GP appointment systems and the LINK will be looking at this in further detail in 2012/2013.

You can view the DVD by visiting the LINK website at www.leedslink.org.uk under the section "What is a LINK?"



LINK Activities

Following this successful day a full report of the event has been produced and is available on the LINK website at www.leedslink.org.uk

LEEDS LINK WIDER MEMBERSHIP EVENT

The Leeds LINK held an event on the 10th October 2011 for all its members at Shine in Harehills. The aim of this event was to bring together LINK members through an activity filled day and give members the opportunity to find out more about what the LINK has been doing and help to shape the future work.

During the day there were two speakers Rebecca Matthews – Policy and Partnerships Manager, Department of Health, Yorkshire and Humber who gave a presentation on HealthWatch development and author Ian Clayton who gave an impassioned talk on the value of involvement. There were also stalls from a range of organisations as well as fun and relaxing activities such as Zumba and Wheelchair Dancing, Aromatherapy Massage and an Arts Café.

LINK members were given an opportunity to have their say on a range of topics through interactive workshops, these included:

- **HealthWatch**
- **Key health and social care issues**
- **Questions for the Chief Executives of the Health Trusts and Adult Social Care**

All the feedback received from members on the day has been taken forward and will feed into the future work of the LINK in a range of ways:

- **HealthWatch - Feedback from this workshop will be fed to the Local Authority as part of their process to gather views of the public in shaping Healthwatch.**
- **Key health and social care issues - Members comments in this workshop have been used to identify key priorities for the LINK outreach and work plan.**
- **Questions for the Chief Executives of the Health Trusts and Adult Social Care - All questions to Chief Executives raised by members at the event have been put to the relevant Chief Executive and responses have been posted on the LINK website.**

The LINK will be holding another event for all LINK members and members of the public, in order to keep people fully informed and involved and up to date with all the developments. The Leeds LINK Summer Fayer will be held on Thursday 5th July from 3pm to 7pm at St Georges Centre, Great George Street, Leeds, LSI 3BR.

If you would like to register your interest in attending this event please contact Kirstie Shapley on 0113 388 5099 or email Kirstie.shapley@shaw-trust.org.uk

"I took away the knowledge that I was able to pick up a phone to speak to the LINK"

"Lots of leaflets and useful information and knowledge"

"I had the opportunity to see what the LINK really does and find out finally what relation LINK has to HealthWatch"

"It was a good day, I learnt a lot"

"I found new directions for my concerns and intentions"

"I thoroughly enjoyed the event and my exchanges with new friends"

"I enjoyed everything"

"It was good seeing old friends and to meet new ones. I found a sense of being worth while in that my advice was shared and my prime knowledge was useful"

"I learnt that communication is essential"

"Ian Clayton was an inspirational choice, and I felt he understood"

LINK Activities

SOCIAL MEDIA

Leeds LINK has invested resources during the past year in establishing a regular and comprehensive Social Media presence. This is in order to engage with new members, reach existing members in a new way and remove barriers to involvement for seldom heard groups. The LINK has found the new channels useful in exchanging information with key stakeholders and partnership organisations as well as keeping track of news releases from media outlets.

In the autumn, Host staff developed a Social Media strategy with the aim of driving traffic from Facebook and Twitter to the more extensive copy offered by the website. The strategy established operational policies and procedures, agreed a house style for contributions and created a calendar of submissions from staff and members.

The Facebook page has been relaunched so that users now “like” it as an organisation. The page allows the LINK to post notifications of events, alert readers to the publication of reports and announces LINK news. It carries photographs of activities and those contributing to the website. The page now has 26 “likes”.

Signing up to Twitter, the online social networking site, allows the LINK to send message alerts to followers of up to 140 characters. This is used to notify followers of new content on Facebook and the website and keeps them up to date with the latest events in health and social care in Leeds. The Twitter account has 50 followers as of March 2012.



WEBSITE

The Leeds LINK website has been refreshed during 2011/2012. New elements have been introduced designed to provide informative and engaging content during this transitional period.

Key players in health and social care contribute their thoughts to the Q&A section which asks them about their priorities for the city, how they would invest extra money and what they would ask Andrew Lansley, Secretary of State for Health, should they meet him. Contributors include the Chief Executive of Leeds

Community Healthcare NHS Trust, Rob Webster, Jason Stamp from NHS Future Forum and Jeremy Taylor, Chief Executive of National Voices.

As a representative on the Yorkshire and Humberside HealthWatch Advisory Board, Jim Kerr, writes a regular blog designed to help demystify the handover of LINKs to HealthWatch and analyse what the changes might mean for patient involvement.

The website also provides a useful channel through which the LINK communicates content generated from meetings with the Trusts in the city. Before the meetings take place, the site is used to request questions for the Chief Executives and reports containing their responses are posted online. Notification of the reports' publication is included on Facebook and Twitter.

The website also provides a useful resource for readers to access Leeds LINK governance, ebuletins, minutes, policies and procedures, newsletters, annual reports, news of group activities and volunteering opportunities.

The website receives between 250 and 300 visits per month from the UK.

you can visit
the website on
www.leedslink.org.uk

April 2011

Members of the LINK provided a statement for the Leeds Partnerships NHS Foundation Trust (LPFT) Quality Account and also held further meetings with Leeds Community Healthcare NHS Trust to discuss its Quality Account.



May 2011

- During May, the LINK sent out over 900 newsletters, these went to all GP surgeries in Leeds, all hospital waiting areas and to all of the local Councillors and MP's.
- LINK members had presence at an Amnesty International event which included a two day celebration of Ghanaian and Zimbabwe culture; over 45 newsletters were distributed at this event to promote the LINK.
- The LINK was also invited to attend an NHS Leeds Patient, Carer and Public Involvement event at the Arnold Ziff centre; 3 new members joined the LINK at this event.

June 2011

More newsletters were distributed in June. 100 were provided to Adult Social Care and 100 to Carers Leeds for distribution; Leeds Mencap also requested LINK information for further circulation.

July 2011

- Leeds LINK had a stall at Kirkstall Festival which again proved a great success with 300 information packs being handed out and 18 new members joining. It was also inspiring to receive positive feedback from people that had spoken with LINK staff at previous festivals, informing them that the help and advice given to them had proved to be useful.
- A week long roadshow was held at the White Rose shopping centre; see page 13 for details of the roadshow.
- An introductory meeting between the LINK and Chief Executive of Leeds Teaching Hospitals NHS Trust, Maggie Boyle took place. The meeting gave both Maggie, her colleagues and the LINK an opportunity to discuss how both organisations can work more closely in the future to ensure that the patients and public of Leeds are getting the best service possible.
- Leeds LINK member Paul Truswell attended the Health and Well-Being Board meeting as the LINK's first official representative on that board.
- Members attended a consultation event looking at the Leeds Community Healthcare NHS Trust Patient and Public Involvement Strategy, and provided representation at a Sudanese community event to raise the profile of the LINK.



August 2011

The LINK Annual Report for 2010/2011 was distributed to all its members, stakeholders, GP practices and 160 Hospital waiting rooms across Leeds. LINK members also took part in taste testing sessions as part of the Hospital Food Group.

September 2011

- As part of the Young Persons Project LINK staff attended the NHS Student Well Fair event at Leeds University. An interactive stall was set up to give students a chance to comment on or agree with some of the issues already raised by the Young Persons Project. LINK staff spoke with 123 students on the day and gained some excellent feedback on current issues and also some new ones. 2 students signed up for LINK membership on the day and the feedback gathered will be used as evidence for the 4 main issues that the Young Persons Project had previously identified. Advice was also given to some students on dental charges and about finding GP's.
- A Development Day took place at the Leeds LINK office. LINK members were invited to attend a session to look at the new design of the Leeds LINK website and have their input into the content and lay-out. Follow up sessions have since taken place to ensure that LINK members had the opportunity to further contribute.
- The Leeds LINK Refugee and Asylum seeker Representative Hatim Hassan attended the Leeds Migration Partnership meeting and other LINK members attended events including Designing for Dementia, the National Association of LINK Members HealthWatch conference in London and the Leeds Asian Festival in Roundhay.



October 2011

- Leeds LINK was present at several engagement events during this month, talking to a wide range of people and handing out information about the LINK; this included having presence at an event celebrating Black History Month in Leeds City Museum, facilitating a stall at the LTHT Involvement Strategy meeting and having presence at the DREAM Health and Well-being event.
- LINK members attended a number of meetings with statutory organisations this month; providing representation at the South East Health and Well-Being Partnership, the Care Quality Commission LINK Advisory Group, the NHS Future Forum and Voluntary Sector Engagement meeting, the new Cluster PCT Board meeting and Developing the NHS Commissioning Board meeting.



November 2011

LINK members and staff attended numerous meetings and conferences including the National PALS Network meeting, the North West North Priorities Board workshop, Yorkshire Ambulance Service regional LINKs meeting, the HealthWatch Advisory Group meeting and a Hospital Food Taste Testing session at St James Hospital.

December 2011

- The LINK had a stall at an event celebrating the International Day of Disabled People. Several issues were picked up by the LINK and questions were received that were put forward to the Chief Executive of Adult Social Care.
- An initial meeting was held between Leeds LINK and a new project called the Healthy Living Pharmacy Project which aims to promote healthy living pharmacies throughout Leeds.

January 2012

As part of the LINK outreach plan, LINK staff met with the HOPE Project in Osmondthorpe, which works with older people in Osmondthorpe and Halton Moor. This was a positive initial meeting and further outreach is planned during 2012/2013 in this area.

February 2012

The latest LINK newsletter was distributed to all LINK members and stakeholders as well as GP practice receptions, hospital waiting rooms, Adult Social Care premises and the Leeds Central Library.

March 2012

- A fantastic event took place which was organised by Irish Health and Homes to celebrate St Patricks Day. The LINK was invited to have a stall at the event and seek feedback on key issues from members of the Irish community. The LINK spoke to almost 50 people at the event and feedback gathered from the event will form part of the research into the GP appointments project and help to shape the future LINK outreach plan.
- A visit to the HOPE Projects Stroke Group took place and four Stroke patients were interviewed to find out about the care they received when leaving hospital.
- The LINK visited Highfield Road Medical Centre in Bramley to speak with their patient reference group about the LINK.
- LINK member Gill Crawshaw attended 'A new approach to Mental Health' conference in Manchester and provided extensive feedback and recommendations to Leeds LINK.



Working Relationships

Over the last 12 months Leeds LINK has continued to work closely with its statutory partners; Leeds and York Partnerships NHS Foundation Trust (LYPFT), Leeds Teaching Hospitals NHS Trust (LTHT), Leeds Community HealthCare NHS Trust (LCH), Yorkshire Ambulance Service (YAS), Airedale, Bradford and Leeds PCT and Adult Social Care. All have co-opted members on the LINK Steering Group who regularly attend meetings to provide support to the LINK, act as a crucial point of contact for gathering information and to provide updates about their organisations. To further strengthen these relationships, a joint communication document has been produced and the LINK and its partners are now using this to ensure that all lines of communication are clear and effective. The LINK can also report that regular meetings have been taking place with the Chief Executives and Directors of the partner organisations and will continue to do so over the next 12 months.

The following statements have been received from the LINKs statutory partners and provide an update of how things have developed over the past 12 months:

NHS AIREDALE, BRADFORD AND LEEDS

NHS Airedale, Bradford and Leeds is pleased to contribute to the LINK Annual Report.

We have continued to work closely with both the LINK and Shaw Trust as the Host organisation throughout the last year. This has included:

- ***Being a co-opted member of the LINK Steering Group;***
- ***Attending the LINK Development Group;***
- ***Providing monthly information on the issues received through the Patient Advice and Liaison Service (PALS); and***
- ***Presenting and sharing updates at LINK development events.***

This year we have established regular meetings with the senior leaders from the Primary Care Trust (PCT) and the Clinical Commissioning Groups. These have provided us with an opportunity to strengthen our relationship with the LINK, share updates on the changes taking place within commissioning and answer questions from the wider LINK members.

We look forward to contributing and working in partnership with the LINK in the forthcoming year.

LEEDS AND YORK PARTNERSHIPS NHS FOUNDATION TRUST

Working with the LINK, and Shaw Trust as the Host organisation, has meant that we are able to benefit from a close relationship with a wide range of critical friends. This has proved itself very valuable not only in the reviewing of our quality reports, but in the opportunities for our senior staff to come along and address the Steering Group about progress and future plans. This has worked well and we have enjoyed the challenge of questions and lively debate. We are currently exploring the possibility of a second LINK day at the Becklin Centre, and building on the work we have taken forward through our partnership with the LINK. We continue to value working together with the LINK as this helps us achieve our purpose of improving the health and lives of the people who use our services, their families and their carers.

Chris Butler, Chief Executive, Leeds and York Partnership NHS Foundation Trust.

Working Relationships

LEEDS COMMUNITY HEALTHCARE NHS TRUST (LCH)

Leeds Community Healthcare NHS Trust (LCH) is pleased to be asked to contribute to the LINK annual report as we consider partnership working with the LINK vital to providing the best possible care to patients and families in Leeds.

We provide a wide range of healthcare services for adults and children in the community. These include community nursing, health visiting, physiotherapy, community dentistry, primary care mental health services, smoking cessation, prison healthcare and sexual health services.

We view our role as working in partnership with the LINK in order that service users, the public and community have a truly meaningful and on-going relationship with community health services. We aim to be an organisation that is accountable to the population of Leeds and working with LINK will be one of the ways we demonstrate this commitment.

Over the past year we have worked closely with the LINK in a number of ways including:

- **To improve services for people who have had a stroke;**
- **Working together to develop co-production and self care working practices between staff and patients as part of the older people and long term conditions integration programme;**
- **Staff supporting the LINK by attending LINK events such as the refugee and asylum seekers information event.;**
- **LCH Chief Executive meeting with the LINK regularly to develop a productive working relationship and to respond to LINK members queries about LCH services such as improving the discharge of patients from hospital to LCH services.**

In 2013 we hope to become an NHS community foundation trust, a form of NHS organisation that has public membership and a Board of Governors who hold the organisation to account for everything we do. We look forward to working with the LINK to develop our membership.

We would like to thank the LINK for this opportunity to contribute and look forward to continuing to working in partnership with the LINK.

LEEDS TEACHING HOSPITAL NHS TRUST

Leeds Teaching Hospitals is pleased to contribute to the Annual Report and share our experience of working with LINK members throughout the year.

A Trust representative attends the LINK Steering Group on a monthly basis as a co-opted member. During 2011/2012 we have held quarterly joint meetings with the Steering Group and members of the Trust Board including the Chief Executive and Chief Nurse. The meetings have provided an opportunity for ongoing discussion, feedback and a focussed discussion regarding specific issues.

LINK representatives have made a valuable contribution during the year to the work of Trust groups including the Patient Experience Sub-Committee and Hospital Food Group. Members have also been involved in our activities towards the development of the Trusts involvement strategy and priority areas for action.

Working Relationships

YORKSHIRE AMBULANCE SERVICE

Yorkshire Ambulance Service NHS Trust is delighted to contribute to the Leeds LINK Annual Report. We provide a range of services, including emergency ambulance and patient transport services, across Yorkshire and the Humber which takes in the busy city of Leeds. Last year's focus for the Trust was on further improving the quality of care we deliver to our patients and we have been recognised nationally for improvements in the clinical performance indicators (CPIs), including our high referral rate to appropriate healthcare professionals for patients following a hypoglycaemic episode. In addition, we are now reaching our most seriously ill and injured patients quicker than we ever have before.

This year we are continuing with some exciting developments for the clinical management of major trauma patients, which is part of a national initiative. The roll-out of new clinical equipment, drugs and processes will help our clinical staff provide the highest standards of trauma care.

LINKs across the region, including Leeds LINK, attended a day-long event at our headquarters in Wakefield in February 2012 which was an excellent opportunity for them to find out more about the Trust and discuss the services Yorkshire Ambulance Service provides to the local population.

During 2011/2012 a Trust Board representative, including Chief Executive David Whiting or a senior manager has attended the Leeds LINK quarterly meetings. We have also appointed a YAS management representative to be a co-opted member of the Leeds LINK Steering Group following the LINKs kind invitation to do so.

We are committed to strengthening our working relationships with LINKs and are appreciative of the feedback they have provided recently as part of our Foundation Trust consultation. We look forward to working with Leeds LINK again in 2012/2013.

Paul Mudd, Locality Director of Emergency Operations (West Yorkshire)

ADULT SOCIAL CARE

Throughout the last 12 months, the Leeds LINK has continued to support the work of Leeds City Council and the adult social care services that it provides. Two members of the Leeds LINK continue to sit on the Health and Social Care Scrutiny Board and more recently a LINK member has joined the Shadow Heath and Well Being Board.

Individual members have contributed their time, skills and knowledge to assist Adult Social Care and its commissioning partners, in their on-going work to develop better services for the people of Leeds. Examples of this includes the work undertaken in 2011 on 'The Future of Adult Social Care in Leeds' and more recently contributing to the Residential Care Quality Framework both of which have and will have a significant impact on both residential and community based adult social care services.

Officers of Adult Social Services are members of the LINK Steering Group and the LINK Development Group, attending other governance and work groups as required. Through membership of these groups we continue, in partnership, to develop the Leeds LINK to help the citizens of Leeds influence health and social care services.

The Leeds LINK has risen to the challenge of the future and the introduction of local Healthwatch in 2013, working in partnership with Leeds City Council to develop its relationships with the statutory organisations, the people of Leeds and the voluntary, community and faith sector. This is to ensure that local Healthwatch is representative of the communities and people of Leeds and to improve their opportunities for influencing health and social care services in Leeds.

Working Relationships



LEEDS LINK STEERING GROUP MEETS WITH THE CHIEF EXECUTIVES OF LEEDS TRUSTS

Over the past year, Leeds LINK Steering Group has met with Chief Executives and supporting staff of the Trusts involved in Health and Social Care commissioning and services in the city.

The aim of the meetings is to exchange news and updates about the Trusts and the LINK. Much of the content has focused on the movement of organisations to Foundation Trust status, the handing over of commissioning powers to the Clinical Commissioning Groups, horizon scanning in the light of the Health and Social Care Bill and the transition of patient involvement activities from the LINK to HealthWatch.

Members are given the opportunity to ask questions and express their views about services provided by the Trusts and the meetings are also open to the Wider LINK membership and the general public. Questions are gathered from LINK events and put to the Chief Executives and reports about the meetings, including their responses, are subsequently posted on the LINK website.



Maggie Boyle

The LINK Steering Group has met regularly with the Chief Executive of Leeds Teaching Hospitals NHS Trust, Maggie Boyle, along with Ruth Holt, Chief Nurse, and Craig Brigg, Director of Quality. Attendees have raised many questions, some of which were concerning healthcare-associated infection, service changes and the application to become a Foundation Trust.



Chris Butler

The LINK Steering Group also met Chris Butler, Chief Executive, and Michelle Moran, Director of Service Delivery and Chief Nurse, from Leeds and York Partnerships NHS Foundation Trust. The sessions covered questions about the Trust's new responsibilities for York and North Yorkshire, the emphasis on community based mental health care and the redesign of older people's services.



John Lawlor

John Lawlor from NHS Airedale, Bradford and Leeds provided information to the LINK Steering Group about the transfer of commissioning to the Clinical Commissioning Groups from 2013. Dr Richard Vautrey and Dr Brian Power from two of the Clinical Commissioning Groups also attended to discuss the need for patient and public involvement in making commissioning decisions. They also talked about the need to integrate with Local Authority provision in order to close gaps in services to deliver seamless services locally.



Rob Webster

The Chief Executive of Leeds Community Healthcare NHS Trust, Rob Webster, met with the LINK Steering Group and other guests on 2 occasions, this included an in-depth discussion on integration to outline the responsibilities of the organisation and to explain how the needs of families are shaping services rather than them being designed by the organisation. He said it is important that commissioners plan and support non-clinical, preventative services such as smoking cessation.

The move towards Foundation Trust status was the focus of discussions when the LINK Steering Group met with Yorkshire Ambulance Service (YAS) David Whiting, Chief Executive and Paul Mudd Locality Director for Emergency Operations in West Yorkshire. Members asked about how routes to hospitals are chosen, the new III service and how YAS is responding to the challenge of delivering a better quality service with fewer resources.



David Whiting

The LINK values this opportunity to broker a dialogue with the Trusts. The content is fed back to patients, the public and service users in the city and keeps them abreast of changes to commissioning and the provision of services. It will continue to meet with representatives of the Trusts throughout 2012/2013.

Summary of Contact with the Statutory Bodies

Leeds Teaching Hospitals NHS Trust

Formal requests for information made by the LINK during 2011-2012	8
Responses in 20 working days	8
Responses past 20 working days	0

NHS Airedale, Bradford and Leeds

Formal requests for information made by the LINK during 2011-2012	17
Responses in 20 working days	17
Responses past 20 working days	0

Leeds and York Partnerships NHS Foundation Trust

Formal requests for information made by the LINK during 2011-2012	3
Responses in 20 working days	3
Responses past 20 working days	0

Yorkshire Ambulance Service

Formal requests for information made by the LINK during 2011-2012	1
Responses in 20 working days	1
Responses past 20 working days	0

Adult Social Care

Formal requests for information made by the LINK during 2011-2012	5
Responses in 20 working days	5
Responses past 20 working days	0

Leeds Community Healthcare NHS Trust

Formal requests for information made by the LINK during 2011-2012	3
Responses in 20 working days	3
Responses past 20 working days	0

Enter and View Activities

ENTER AND VIEW VISITS

Leeds LINK has the power to carry out Enter and View visits to Health and Social Care premises to look at the nature and quality of services. An Enter and View visit can be carried out when the LINK has been made aware of a complaint or issue against the premises or to monitor a service, gather evidence as part of a project or to carry out a survey.



Leeds LINK has 15 Enter and View Representatives. The Enter and View Representatives are LINK members who have received Enter and View Training and have gone on to receive clear CRB checks to enable them to carry out Enter and View visits following the guidelines and legislation set by the National Centre for Involvement.

During 2011/2012 Leeds LINK has carried out a total of 11 Enter and View visits.

One visit was a follow up Enter and View visit to a Care Home to see if recommendations previously made by the CQC and the LINK had been followed. To read more about this visit please see page 9 of the annual report.

Three short notice Enter and View visits took place on Elderly Care Wards in St James Hospital over three months. The visits were prompted by a report from the Health Service Ombudsman on the subject of dignity and care for the elderly. See page 10 for more information about these visits.

Seven Enter and View visits have taken place across St James Hospital, Leeds General Infirmary and Chapel Allerton Hospital to carry out Patient Satisfaction Food Surveys. The LINK spoke with approximately 270 patients during these visits. Data from the surveys is analysed by the LINK Hospital food Group and LTHT. See pages 7 and 8 for more information about the Hospital Food Group.

Training and Development



DEVELOPMENT DAYS

In 2011/12 Leeds LINK held two Development Days, one offered members the chance to actively develop the new LINK website and the second was chosen by LINK members to find out more about Advocacy, Complaints and the Patient Advice and Liaison Service (PALS).

LINK members attended an initial Development Day to introduce them to the new website and go through each page looking at the content, articles, layout and design. Several follow up sessions were held with LINK members with an emphasis towards making the website more user-friendly and accessible to all. See page 15 of the annual report for more information on the LINK website and the LINK Facebook and Twitter pages.

The second Development Day provided an opportunity for LINK members to learn more about the services offered by;

- **The Independent Complaints and Advocacy Service (ICAS)**
- **Advocacy for Mental Health and Dementia (A4MHD)**
- **Leeds Initiative – the Health and Well-Being Board**
- **NHS PALS Service.**

Speakers from each organisation provided helpful and informative presentations to more than 35 LINK members in attendance. These were followed by question and answer sessions that enabled LINK members to find out in more detail about how the services affect the people of Leeds and how the speakers thought HealthWatch would impact on their future.

Feedback from the day was positive, with LINK members generally finding it useful to have an insight into the work of organisations that they may have heard lots about without knowing the detail of their work.

Further Development Days are being planned to give LINK members a chance to find out more and develop their skills and knowledge for the future.

TRAINING AND DEVELOPMENT

Leeds LINK continues to give its members the opportunity to develop their own personal knowledge of health and social care services by offering training, providing development days and offering the chance to participate in a variety of consultations, both locally and nationally.

In 2011/2012 the LINK has provided training and development for 53 members and staff, some of the courses members have been involved with are:

Social Media

Involvement

Enter and View

Mental Health

National Children's Bureau for LINKs on involving young people

LINK Representation

“ Leeds LINK had representation on all of these groups and boards during 2011/2012. This involvement is just one of the ways that the LINK is helping to improve services in Leeds ”

Electronic Prescription User Group

Beatrice Rogers and Bob Mason

Leeds City Council Residential Governance Advisory Board

Jim Kerr

Health and Wellbeing and Adult Social Care Scrutiny Board

Betty Smithson and Paul Truswell

Leeds East North East Partnership Board

Rosemary Young

Leeds and York Partnership NHS Foundation Trust Board

Linda Tingle

Integrated Health and Social Care Transformation Board

Joy Fisher
(Deputy – Betty Smithson)

Wharfedale Hospital Forum

Laurence Wood

Safeguarding Adults Board

Joy Fisher
(Deputy – Emma Stewart)

Leeds Teaching Hospitals NHS Trust Carers Group

Bob Mason and Noreen Reid

Leeds West Clinical Commissioning Group (formerly H3Plus) Patient Group

Stuart Morrison

Leeds Teaching Hospitals NHS Trust Board

Betty Smithson

NHS Leeds Involving People Panel

Ken Ward

Dermatology Patients Group

Ken Ward

Shadow Health and Wellbeing Board

Paul Truswell
(Deputy – Pat Newdall)

Leeds Teaching Hospitals NHS Trust Patient Experience Sub Committee

Bob Mason and Betty Smithson

Leeds Teaching Hospitals NHS Trust Nutrition Group

Bob Mason and Noreen Reid

The Health and Scrutiny Board Officers Communication Group

Emily Wragg

Healthy Leeds

Ken Ward

Leeds Teaching Hospitals NHS Trust Estates Panel

Beatrice Rogers and Bob Mason

Care Quality Commission and LINKs and Advisory Group

Sharanjit Boughan and Jim Kerr

Yorkshire Wide LINK Ambulance Group

Ann Carter

LINK Representation

WHARFEDALE HOSPITAL

Represented by Laurence Wood, Leeds LINK takes an active part in the Wharfedale Hospital public forum. The Forum comprises of approximately eighteen members, public representatives and staff.

Based on the success of the last 3 years, the Strategy for the next 5 years is to ensure Wharfedale Hospital is effectively utilised for a mix of clinically appropriate primary and secondary services, for the people of Otley, but with services for the wider Leeds Metropolitan Area. Over 60% of patients attending the hospital are from outside of the Otley environs.

Several new services have been established, including:

- **The Lymphodema Service for the City is now based on Ward 2**
- **Daycase chemotherapy are delivering 600 treatments per annum**

Work continues to identify new services to base on the site and a number of developments are currently being explored.



QUALITY FRAMEWORK FOR ADULT SOCIAL CARE



The Consultation and Involvement Manager from Leeds City Council (LCC) asked Jim Kerr to join this board of the Council, as it was felt there was a connection to the work Jim is doing with the Care Quality Commission on assessing how standards can be harmonised across the various bodies that assess health and social care services across England.

At this stage the board has so far looked at how minimum service standards can be agreed with the various care home operators providing services throughout the city.

This will in turn lead to agreeing a new fee structure for how the Council pays homes for those residents it places with them. Much work remains to be done, but early signs are encouraging. Jim is the sole lay representative on the board, but is pleased to report that his voice is being heard and he genuinely feels his input is influencing outcomes.

Jim Kerr Leeds LINK

LEEDS DERMATOLOGY PATIENT PANEL

The patient panel has now been functioning for 2 years. Its purpose is to ensure dermatology patients receive the best treatment possible. Ken Ward LINK Steering Group member is part of this panel and works with the Chairman and Secretary to provide updates back to the LINK about the progress been made.

The LINK is pleased to report that the Trust has embraced the patient panel and taken on board many of its requests and incorporated many of their own suggestions to make sure the patient experience is very good. Some examples include;

- **Specialised treatment rooms available for patients. This does mean reduced access to single rooms.**
- **Ward lighting has been improved.**
- **Professional care is very good.**



The future 2012/2013

TRANSITION TO HEALTHWATCH – WHAT SHOULD IT LOOK LIKE?

The proposed timetable for LINKs to be replaced by HealthWatch has been delayed slightly and will take place in April 2013. HealthWatch will continue the functions currently provided by the LINK but will also have new functions including:



- Providing information to access health and social care services and promoting choice
- They will be a 'body corporate' which means that they will be an organisation in their own right and not just a network of networks
- They could provide NHS complaints advocacy.

Leeds LINK along with its Host organisation and Leeds City Council will be asking the voluntary, community and faith sector together with patient and service user groups and members of the public what they would like to see from HealthWatch, and how they would like to be involved in the future.

HEALTHWATCH – THE FUTURE OF LEEDS LINK

In light of Leeds City Council's decision to put the HealthWatch contract out to open tender, Leeds LINK has made the decision to bid for the HealthWatch contract. It is anticipated this is in consortium with other local voluntary organisations. To enable its members to do this, the LINK has created a legal entity called 'Leeds LINK Ltd' (see page 11 for further details). The LINK will be continuing to review its effectiveness during the coming year in preparation for ensuring HealthWatch has robust foundations on which to build upon.

BUSINESS AS USUAL

The LINK will be prioritising its areas of work for the final year and will continue to focus on improving health and social care services for the people of Leeds. Members will also be working hard this year to address any gaps in LINK membership, aiming to ensure that it is representative of the population of Leeds. It will use its audit of membership not only to identify and engage with those groups and individuals whose voice is yet to be heard, but also to empower people to take an active role in improving services.

Some of the projects the LINK will be focusing on during 2012/2013 are:

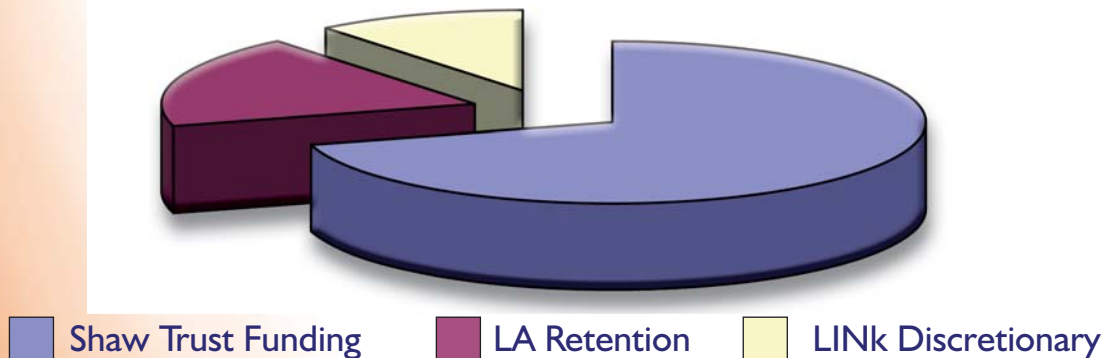


If you would like any further information in relation to any of the areas listed above or about the future of LINK or HealthWatch, please contact the LINK office.

Leeds LINK Project Annual Expenditure 2011/2012

Shaw Trust funding less LINK discretionary budget	£216,950.00
Amount of funding received by the LINK from Shaw Trust as the discretionary budget	£29,500.00
Amount of funding received by Shaw Trust as the Host from the Local Authority including discretionary budget	£246,450.00
Local Authority Finance retention 2011-2012	£82,050.00
Total Amount allocated to the Local Authority by the Department of Health 2011-2012 (plus inflation)	£328,500.00

Leeds LINK Funding



Amount of funding carried over from 2010-2011 for Shaw Trust	£75,826.00
Amount of funding carried over from 2010-2011 for discretionary budget	£0.00
Other Income (if known)	N/A
Total expenditure by Shaw Trust as Host Organisation 2011-2012	£209,507.00
Total expenditure by Leeds LINK 2011-2012	£54,253.00
Total	£263,760.00

LINK Membership form

Do you want to join the Leeds LINK?

If so please fill out the membership form and send it back to us!

There are different ways you can be involved; being a member doesn't mean attending lots of meetings or giving up lots of your time. Please tick ✓ to show us how you would like to be involved in the LINK:

I want to receive the quarterly LINK newsletter

I want to participate in questionnaires and consultations on a range of issues

I want to know about events and training opportunities

I want to be involved in the LINK workgroups looking at different issues (we will let you know what the current groups are)

I want to receive the Steering Group minutes every month

You can also volunteer your time with general things such as helping with mail-outs and distributing leaflets

In what capacity will you be involved in the LINK?

As an:-

Individual Volunteer Volunteer for Organisation Paid member of staff

Where did you hear about the LINK?

Health Centre/GP Hospital Day Centre

Newsletter/Leaflet Support Worker/Carer Event

Other

(E.g. Did the LINK give a presentation at your Day Centre or community group?)

To span the range of health and social care issues in the city, the Leeds LINK has Work Groups in place that cover different topics, each of which encompasses a very wide set of health conditions and social care issues. Whatever your interests are, we can find a way for you to be involved. If you are enthusiastic and want to make a difference, please get in touch with us.

P.T.O.

How would you like to receive information from us?

Email Hard copy

What services are you interested in?

Social Care Primary Health Care Hospital Services

Mental Health Services Ambulance Services

Name

Organisation (if applicable)

Address

.....

.....

.....

Post Code Tel No.....

E-mail

Preferred method of contact

Please return this form to:

FREEPOST

RSCX-URGB-LYGH

Leeds LINK

Office 27, Evans Business Centre

Burley Hill Trading Estate

Burley Road

Leeds LS4 2PU

Glossary

LINKs

Local Involvement Networks

LINK brings together community groups, voluntary organisations and individuals to help influence changes in health and social care services.

PPI

Patient and Public Involvement

NHS

National Health Service

Leeds LINK Host Organisation

The Host Organisation is the Shaw Trust staff team in Leeds providing support to the LINK.

LYPFT

Leeds and York Partnerships NHS Foundation Trust LPFT provides mental health and learning disability services to people across the city of Leeds.

LTHT

Leeds Teaching Hospitals NHS Trust

LTHT is made up of the following sites: Leeds General Infirmary, St James's University Hospital, Seacroft Hospital, Chapel Allerton Hospital, Wharfedale Hospital, Leeds Dental Institute.

LCH

Leeds Community Healthcare NHS Trust

LCH provide a range of community services for adults and children including community nursing, health visiting, physiotherapy, community dentistry, primary care mental health, smoking cessation and sexual health services.

PALS

Patient Advice and Liaison Service

The NHS provides a PALS service that offers confidential advice, support and information on health-related matters to patients, their families and their carers.

GP

General Practitioner

CQC

Care Quality Commission

The CQC are the independent regulator of health and social care in England.

LDPP

Leeds Dermatology Patients Panel

LDPP is a patient group initially set up to campaign against the closure of the Dermatology Ward at Leeds General Infirmary. This group now works closely with the Trust to represent the patients and ensure quality of care is maintained.

VAL

Voluntary Action Leeds

VAL provide innovative and direct support services and specialist advice to third sector organisations and community groups across Leeds, helping them to carry out their work.

BME

Black, minority, ethnic

LGBT

Lesbian, gay, bisexual, transgender

ASC

Adult Social Care (Leeds City Council)

Leeds Social Care Supports older people, people with mental health problems, people with a sensory impairment, physically disabled people, people with learning disabilities and older people with special needs.

NHS Airedale, Bradford and Leeds

NHS Airedale, Bradford and Leeds commissions and provides health services for people living in these locations. It also works closely with local GPs dentists, pharmacists and Optometrists.

Scrutiny Boards

The role of the scrutiny boards is to examine decisions and policies of the council and overall performance of services and make recommendations.

YAS

Yorkshire Ambulance Service NHS Trust

YAS provide 999 Communications, Accident and Emergency and Patient Transport.

HealthWatch

HealthWatch will be the new consumer champion for health and social care services that will replace Local Involvement Networks (LINKs).

HealthWatch England (HWE)

HealthWatch England will oversee the local HealthWatch organisations. HealthWatch England will have a base in Leeds.

NESTA

NESTA is an independent charity with a mission to help people and organisations bring great ideas to life. It does this by providing investments and grants and mobilising research, networks and skills.



Summer Fayre

To be opened by the Lord Mayor of Leeds

A chance to improve
YOUR Health and
Social Care Services

Leeds LINK Workshop

HealthWatch Workshop

MEET OUR PANEL OF HEALTH & SOCIAL CARE EXPERTS

*from the Voluntary sector, Leeds LINK and HealthWatch Advisory Board
Leeds City Council, Department of Health and Clinical Commissioning Groups*
Questions and Answer sessions at 4.00pm and 5.30pm

**Free Food | Massage and Mini Manicure |
Blood Pressure Checks | Infection Control Tent |
Fruit Pots | Hospital Food Tasting |**

FREE PRIZE DRAW

THURSDAY 5th JULY

3 – 7pm

St Georges Centre, Great George Street, Leeds, LS1 3BR

To book a place please either reply by email to Kirstie.Shapley@shaw-trust.org.uk
or call **0113 388 5099** and provide the following details.

Name : Telephone : Email

Please indicate which Question and Answer session (if any) you would like to attend and submit your questions in advance.