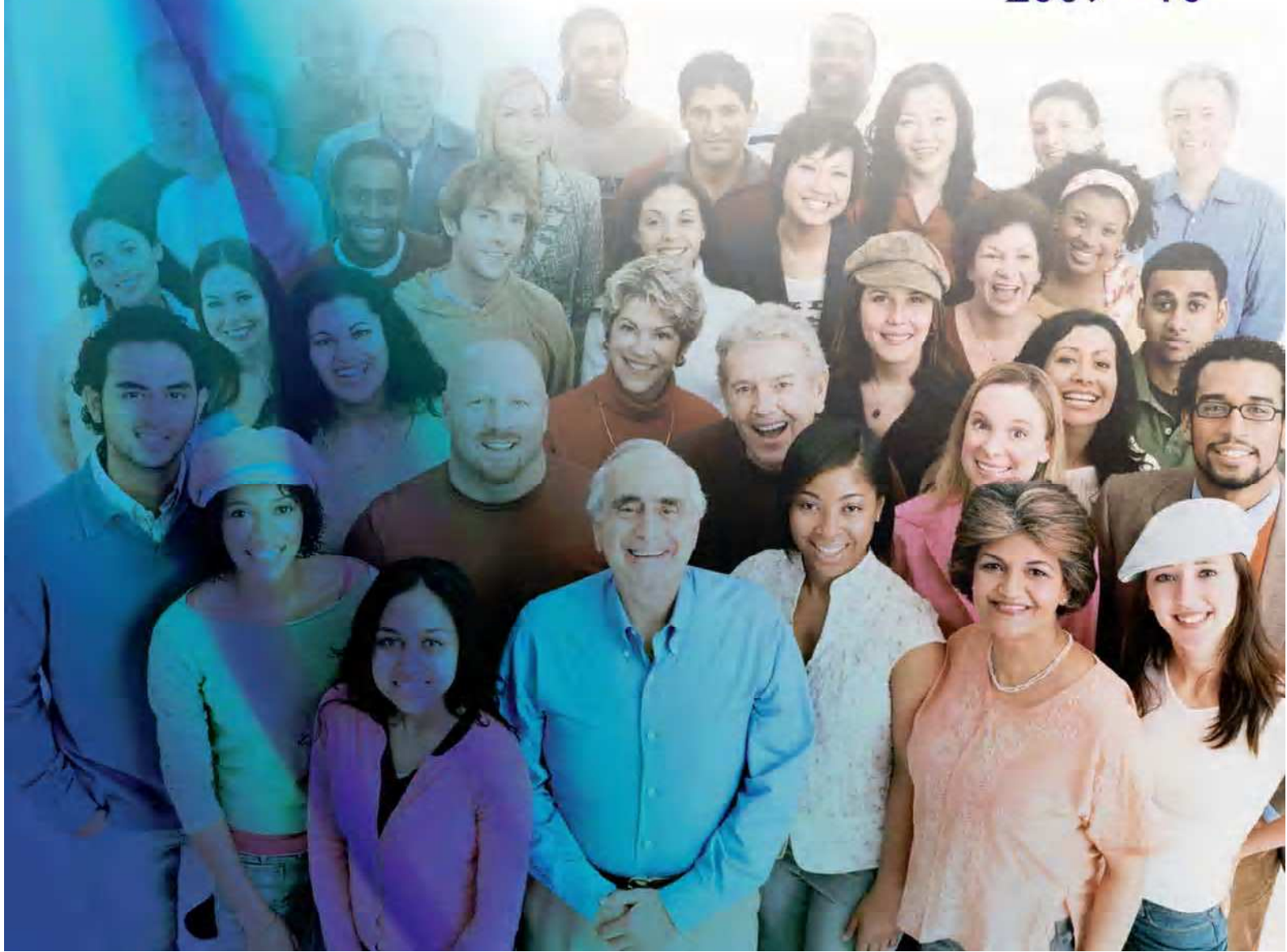




Leeds Local Involvement Network
your local involvement network for health and social care

Annual Report
2009 - 10



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Introduction from the Joint Chairs

Welcome to the second annual report of Leeds LINK. As anticipated it has been a busy year though perhaps most of all a year of consolidation. We now have a democratically elected Steering Group and Joint Chairs. Sub groups have been established to facilitate the underlying structure of the LINK and in particular ensure that it is accessible to all its members and the public.



Joint Chairs Arthur Giles and Joy Fisher

Throughout the year the LINK has been working to develop partnerships with services providers, identifying issues and pressing for the ongoing improvement and development of services. City wide the LINK is represented on several key committees and boards, involved in commissioning and overseeing services for Leeds citizens. This provides an

opportunity for the voice of the people of Leeds to be heard clearly and loudly. A number of work groups have been formed to investigate issues that have been identified as causing concern to the people of Leeds. In the main this work is the responsibility of LINK members who freely give of their time, skills and experience. We have a vibrant and active membership but to be truly representative of the City's population we must continue to grow. To this end the LINK decided to launch a 'Leeds LINK Week' in June 2010 to encourage as many people as possible to become members. There were a variety of activities around Leeds - in health centres, the Leeds City market and also at local community festivals. The LINK even advertised the week on Radio Aire and Magic 8 throughout June!



Steering Group meeting September 2009

We must take this opportunity to thank the Host staff for all their hard work and support they have provided members over the year. They are a committed team dedicated to ensuring members have the tools to do the job of improving services. We as chairs very much appreciate the hard work that our Steering Group members have put in over the last year. There have been many meetings, reams of reports and papers to read and comment on and almost without exception all have persevered with the task. Many members not involved in the Steering Group have made a valuable contribution to work groups and to other activities and events. We look forward to

this next year with renewed vigour, aware that we must continue to work toward further improvements of NHS and Adult Social Care services.

Joy Fisher and Arthur Giles
Joint Chairs of the Leeds LINK



Training session and introductory meeting for the elected Steering Group September 2009

At a Glance - Leeds LINK 2009/10

APRIL '09 - MAY '09

The LINK Interim period group plan the LINK Launch Event

JUNE '09

The Launch takes place in the centre of Leeds

JULY '09 - AUG '09

The LINK holds elections for the 20 members of the Steering Group, followed by the election for the Chair

SEPTEMBER '09

The Steering Group and the Joint Chairs come into position for 2009/2010

OCTOBER '09 - MARCH '10

The four work groups meet to look at specific area of work and identify areas for improvement to services

How has the LINK changed services in 2009/10?

During 2009/10 the LINK has had representation on numerous patient boards and groups around Leeds. This has been integral for building relationships between the LINK and the statutory bodies it has been put in place to monitor. It has also informed the LINK of where there are existing issues and has allowed the LINK to offer its views and influence small but important changes to services. The following changes have been made this year as a result of input from the LINK whilst attending different patient groups:

Positive Change for Stroke Patients

- During a meeting of the Stroke Strategy Group a LINK member asked a hospital consultant from the Leeds Teaching Hospitals NHS Trust if staff were using the newly refurbished tunnel between the over 65 Stoke Rehabilitation ward in the Becket Wing through to the Bexley Wing to transfer patients for MRI scans. It was the consultant's response that they were still being transferred between the two wings via ambulance.
- The LINK member questioned the effect this might be having on the patients who were being taken outside unnecessarily. The consultant agreed that it was not an acceptable method of transfer.
- Whilst attending a meeting of the Estates Patient Experience Group at the Hospital Trust the LINK member raised the matter again and found that

a member of staff agreed to look into it further. The LINK member was later informed by the Hospital Trust that porters had since been instructed to transfer patients through the tunnel between the two wings.

Improving conditions on the wards

- The two LINK representatives who attended the Leeds Teaching Hospitals NHS Trust Estates Patient Experience Group last year were also instrumental in the following changes:-
- Better signage in hospital wards with the distance to locations i.e. X-Ray.
- The provision of clear spaces in waiting areas for the specific use of people in wheelchairs.

In the upcoming year the LINK want to continue making important changes like these. If you have any experiences that you would like to share with the LINK get in touch! To view a full list of LINK representation for 2009/10 go to page 22.



A waiting area (picture provided by NHS Leeds)

The work groups - how has the Leeds LINK identified areas of work for 2009/10?

Alongside the work the LINK has been undertaking around Leeds through it's representation within different groups, the Steering Group decided to establish four of it's own work groups based on issues that had been brought forward by partner organisations within the voluntary sector and members of the public. The entire LINK membership was asked to be involved in the selection of these four groups, and invited to become involved in them and help to drive the work forward.



A LINK member gathering feedback from the public in Leeds



LINK members at the Equality and Diversity work group meeting

After a consultation with the LINK membership these four work groups were chosen:-

Mental Health
Seldom Heard
Equality and Diversity
Maternity Services

The LINK continues to seek involvement in the work groups and would like to hear from you if you are interested in taking part or if you feel you have any contribution to make.

To find out more about each work group see the following pages.

Mental Health work group

Mental health affects people's quality of life, how we spend our time, our relationships and future plans. Not only is it important to individuals, it also affects the wider community. We are all affected by mental ill health in some way, whether because of our own experience or through someone we know. So it wasn't surprising that Leeds LINK members chose mental health as a priority for its work.



The Mental Health work group has been meeting since early 2010, and members include people who have used mental health services, carers, voluntary sector workers and others who want to see better services and support available in Leeds. The group has been chaired by a

worker from Volition - the voluntary sector mental health network in Leeds. Pulling together an action plan has been a challenge for a number of reasons, including the vast scope of mental health services and organisations in the city, and trying to identify areas where the LINK can make a real difference. The group want to make sure that the action plan reflects the concerns of people who are currently using mental health services, or who are finding it difficult to get the support they need. So the action plan includes outreach work, to find out from groups of service users and carers what they think we should be doing, and to encourage them to get involved.

Members will also be supporting colleagues in health and social care who are discussing establishing a network of mental health service user groups. Still in the early planning stages, such a network would help service user groups to coordinate their campaigns and strengthen their voice. Many people have contacted the LINK with concerns about the support that is available for people who are experiencing a mental health crisis. The group are gathering information about people's experience of crisis services, what services are available, and investigating how services are accessed and publicised, with a view to improving information for the public in future.

Members have made really useful links with Leeds Partnerships NHS Foundation Trust (LPFT), who provide specialist Mental Health services (and learning disability services) in Leeds. The group is working with staff from LPFT's Partnerships and Social Inclusion Team to hold a mental health event during Leeds LINK week in June 2010. This will enable LINK members and other interested people to find out about the different services LPFT provides, to meet people who have used these services, and to discuss any areas for improvement. LPFT have also invited Leeds LINK to

comment on their latest Quality Accounts report. For the future, the group will be looking out for the final report of the recent Scrutiny Enquiry into mental health services for working age adults, and the Mental Health Needs Assessment for Leeds, which LINK members contributed to. Both of these documents will include important conclusions and recommendations which will inform the future action plan of the Mental Health work group.

Gill Crawshaw
Mental Health work group Lead



Maternity Services work group

The Maternity Services work group was established after it was identified as an area of concern through initial consultations undertaken by the LINK.

A small group of members came together to decide on a strategy and formulate an action plan. It was agreed that the group needed to gather further evidence about current service provision, and look at any work currently being undertaken in this area.



As part of the evidence gathering the group agreed to produce a questionnaire and members would take this out to

mums and tots groups and breastfeeding cafes in Leeds. The questionnaire will also be made available on the LINK website for people to complete. It was also felt that in order to reach particular groups such as gypsy and traveller women the questionnaires could be conducted over the telephone.

In order to get a clearer overview of service provision in Leeds the group invited the Commissioner for Maternity Services NHS Leeds and the Commissioning Manager for Maternity Services NHS Leeds to come and speak to the group. They gave an update about current service provision in Leeds and future plans for the service.

The group also agreed to work closely with an organisation called CHANGE who are in the process of conducting a research project looking at maternity service provision for women with learning difficulties in Leeds. Leeds LINK will work closely with CHANGE once the findings of the research have been published to take forward any areas of concern that are highlighted.

Betty Smithson
Maternity Services work group Lead

Seldom Heard work group

It was hoped that forming a work group looking at issues within Seldom Heard communities would offer a voice for people who find it very difficult to get their views on health and social care services heard. The group very quickly realised that there were going to be considerable difficulties in gathering the information they needed. First there was knowing where and how to collect the evidence of issues so that it could be used to the benefit of those in need.

One of the issues that members of the group were aware of from LINK member organisations working with seldom heard groups was access to services, particularly the problems faced by people who don't speak English as a first language. The group decided to find out more about what was already being done to improve access within NHS Leeds and so met with the Patient and Public Involvement Manager, the Health Inequalities Manager and the acting Corporate Equality and Diversity Manager to ask some questions. The group wanted to know more about the use of Language Line and interpreters within Primary Care services. After some discussion the group felt that the problem might not be a lack of provision for people who don't speak English but that the issue might be a lack of knowledge regarding availability of translation services. The group hope to maintain an ongoing

relationship with NHS Leeds in the upcoming year and potentially help to promote translation services within the communities in Leeds and also with staff fronting Primary Care services.

At the end of 2009 the LINK was approached by a group called Trans Yorkshire and asked to look at a service provided to transgender individuals across Yorkshire, which is based in Leeds. The group has been in discussions over how to take this issue forward. Through contact with Trans Yorkshire the work group became sensitive to the problems faced by trans individuals in accessing services when they often feel stigmatised. This was also addressed with the NHS Leeds team and discussions to take a joint work approach to enriching the NHS Leeds 'Fairness scheme' (or Single Equality Policy) to include the views of trans people and the barriers they feel they face when accessing services are ongoing. The next step for the group will be to make contact with trans groups in Leeds and hopefully start to gather some feedback on services to take the work forward.

Beatrice Rogers
Seldom Heard work group Lead

Equality and Diversity work group

When this work group first met, a previous piece of work had already been undertaken by several members of the Interim Steering Group to address the issues involved in this area, from which a document was produced. The authors of this document were consulted and asked to highlight the parts that would be relevant to the work of the new group. From this it was agreed by the group to commission Equality and Diversity training for the entire LINK membership to partake in to ensure that the principles of equality and diversity were embedded into the LINK.

The group felt that the first important step would be to unify their understanding of diversity and since then have been receiving ongoing presentations from different organisations in Leeds on the 'Seven Strands of Diversity' - Disability, Age, Gender, Sexuality, Religion, Ethnicity and Race. This has helped to underpin members knowledge and understanding of the seven strands.

The work group has been approached by Leeds University for involvement in a research study on 'Research Mobilisation and Utilisation by Healthcare Managers' of information gathered on BME

communities. Confirmation of funding for the project is pending but a member of the LINK work group has agreed to represent the views of the LINK through an advisory group to feed into the project.

The group have been designing a toolkit in recent months for the purpose of gathering evidence on access issues, to include questions on the availability of alternate methods of communication i.e. Braille, audio, interpreters etc. As of the next financial year the Equality & Diversity work group will be joining with the Seldom Heard work group as it has become increasingly apparent that there is an overlap in the two agenda's and this is felt to be the most effective way forward. The two action plans will be amalgamated and worked on as one document in the coming year.

Jackie Bolland

Equality and Diversity work group Lead

How has the LINK worked with the statutory bodies in Leeds over the past year?

Developing a working protocol document

In late 2009 the LINK held a protocol meeting where key individuals from the health and social care statutory organisations attended to work together on a protocol document that would outline how all parties communicate and work alongside each other. The Yorkshire Ambulance Service later contributed its comments on the draft protocol in early 2010 and the final documents will be signed off between the LINK and NHS Leeds, Leeds Partnerships Foundation Trust and Adult Social Care in the near future.



Representatives from the different Statutory partners have continued to attend the LINK Steering Group meetings and maintain an ongoing relationship

Protocol in practice

As agreed in the draft protocols, all the statutory organisations have maintained an ongoing relationship of communication and information sharing with the LINK. The LINK has asked for information from the NHS Trusts and Adult Social Care over the past year both formally and informally. Further to this each LINK work group has liaised with staff from the different NHS Trusts in order to develop their action plans and work is in progress with Adult Social Care around the Personalisation Agenda and other key issues (see more about this in the work group section of the report). The Leeds Partnerships NHS Foundation Trust, the Yorkshire Ambulance Service and the Leeds Teaching Hospitals NHS Trust have also involved the LINK in their work in feeding into their Quality Accounts for 2010.

“Leeds LINK believes that a vital part of improving NHS and Social Care services is through developing effective partnerships. The Leeds LINK has welcomed co-operation from both the NHS Trusts and Adult Social Care in the previous year and looks forward to developing these relationships further in the future”

Joint LINK Chairs

Arthur Giles and Joy Fisher

Requests for information

Over the year the Leeds LINK has responded to issues brought forward by it's members and the public and requested information from the different Trusts on several occasions. The Trusts have responded with the information and helped the LINK to solve some of these issues.

Dermatology Ward at Leeds General Infirmary

In October 2009 a wider LINK member contacted the Steering Group regarding the possible closure of the Dermatology Ward. The Steering Group wrote to the Leeds Teaching Hospitals NHS Trust to establish some factual information. The Trust responded outlining their plan to look at options for relocating the beds to a different ward and reassured the LINK there would be consultation around the options. The LINK closely monitored the developments around the ward for several months and a LINK member attended the patient panel at the LGI in order to feedback to the LINK on what was happening. In March 2010 the Trust announced that they would not be closing the Ward.

084_ numbers

An issue that the LINK picked up on from the public at the launch event had been

the high cost of making calls to GP surgeries using 084_ numbers. The LINK wrote to NHS Leeds explaining this and also the difficulty some people had reported navigating through the recorded system. The Trust responded promptly to the LINK outlining that only a small percentage of surgeries use the 084 numbers and that there is evidence that it sometimes works out cheaper for patients to use these compared to local numbers.

Continence Products

In November 2009 a LINK member was made aware of concerns within the community that people would soon have to pay for continence products. This concern was addressed to NHS Leeds who clarified for the LINK that products would still available free of charge but that patients first needed to be assessed by a District Nurse as needing them.

Eccleshill Treatment Centre

For the past couple of years there has been a great public interest in the Eccleshill treatment centre and several LINK members have been involved with planning the consultation around finding a new provider for the centre and also a LINK member has been present during the selection process of the new provider, in the capacity as an observer.

Middleton Eye Clinic

During a LINK information session at the St Georges One Stop centre in Middleton a member of the LINK staff was approached about the issue of transport for patients using the Eye Clinic. Patients had been experiencing long waiting times for transport home after an appointment and often they were not notified or aware of what could be causing delays.



The LINK Steering Group decided to take this issue forward and wrote a letter to the Yorkshire Ambulance Service, explaining the complaints that the LINK had received and suggesting that the Trust make service users aware beforehand of anything that could affect the service so that they could at least make an informed decision. The Trust responded to the LINK to let them know that they had already begun work on a booklet for this purpose but that the LINK had highlighted some additional points and that they would now add some relevant contact details to the booklet.

Leeds Teaching Hospitals NHS Trust Hospital Food Focus Group

Leeds Voice made a request to work in partnership with the LINK to consider matters around hospital food. A meeting was held with the Leeds Teaching



Hospitals NHS Trust and it was agreed to form a hospital food focus group. The group will meet regularly with the Patient Environmental Department at the Trust,

visit hospitals, including carrying out blind tasting, collating views of patients, carers and other members of the public and offer feedback to the Trust. Information about the group was distributed to all LINK members and organisations on the LINK database asking for volunteers interested in joining the group. Articles were published in the Yorkshire Evening Post and information also appeared in the Wharfedale Observer, Leeds Institute of Medical Education and the Leeds Voice e-bulletin. The LINK had a really good response and lots of volunteers came forward who were interested in hearing more about the group. Interested volunteers will meet at a future date to consider the scope of the project.

Further relationship building

Health and Adult Social Care Overview and Scrutiny Panels

In June/July 2009 the LINK Co-Chairs met with both the Health and Social Care Scrutiny Boards to present the 2008/09 Annual Report. They also discussed possibilities for joint working and ongoing communication throughout the next year to ensure that there was no duplication between work.

There have been no direct referrals of work made to either Scrutiny panel in 2009/10. However the Health Scrutiny has had ongoing contact with the LINK and has provided updates on issues that it has been investigating, which in some cases have been raised within the LINK as well, such as the issue around the Dermatology Ward at LGI. The LINK Seldom Heard work group has also exemplified good practice by being aware of the work Calderdale scrutiny has been undertaking regarding gender issues, which has some crossover with the LINKs work group action plan. This has been instrumental to ensure that no duplication of work has occurred. The LINK hope to continue in the relationship with both Health and Adult Social Care scrutiny panels and improve upon these in the coming year.

Equalities Assembly at Leeds City Council

The Equality Team at Leeds City Council has set up seven different Equality Hubs. In early 2010 the Disability Hub had identified four areas of work however the other Hubs were still in early stages of development. The LINK will monitor the work of the Hubs so that there is no duplication of work.

Healthy Leeds Partnership

The LINK has worked closely with the Healthy Leeds Partnership over the past year and LINK representatives sit on a variety of their partnership groups. Throughout 2009 the LINK also took part in a series of workshops that were looking at how to best develop health and wellbeing partnerships at a local level. These have now been set up and are attended by the LINK. In December 2009 LINK members took part in a Healthy Leeds workshop that was focused on the refresh of the Vision for Leeds (Sustainable Community Strategy). It brought together different partners to vision where it was that they saw Leeds by 2030. This helped the partnership to develop some recommendations, which have been presented to the Vision Project team and will help form the new Vision for Leeds. The LINK will play a vital role in further developing the Vision for Leeds when it goes out to consultation later this year.

Enter and View activities of the LINK

The LINK has the power to carry out Enter and View activities to Health and Social Care premises to look at the nature and quality of services. It can do this when it has been made aware of a complaint or issue against the premises or as part of the LINK work plan to gather further evidence, or as part of a survey or project.

In November 2009, nine Leeds LINK members underwent Enter and View Training. Following the training five of these members went on to be CRB checked to carry out Enter and View visits on behalf of the LINK:- **Joy Fisher, Laurence Wood, Myra Drapkin, Betty Smithson & Bob Mason.**

The LINK did not carry out any formal Enter and View activities over the course of 2009/10. Following guidance from the National Centre for Involvement, Shaw Trust interpreted both legislation and guidance on Enter & View as the following:-

“ It is our understanding and recommendation to the LINKs that Enter & View is completed under the following criteria as a last resort, allowing for evidence to be gathered and utilising other mechanisms.

- **If complaints or major issues have been raised within the community**
- **By listening to patients/carers**
- **As part of a specific survey or project**
- **To follow up on a previous visit.**
- **To monitor a service that is closing, changing or under threat of closure**
- **Support effective consultation ”**

Based on this the LINK carefully looked at several opportunities to see whether a visit would be appropriate as an evidence gathering exercise for the work plan. There are plans to make potential visits to sites in the future in response to issues highlighted by the public. In the upcoming months there will be another opportunity for LINK members to attend Enter and View training.

Currently the LINK Equality and Diversity work group are following up an issue raised about the access ramp at Temple Lawn Day Centre. A LINK member was invited to undertake a visit to investigate the ramp. Several users of the centre had raised issues with the design and said that it is difficult for wheelchair users to use. The LINK were also informed that it was discouraging further community activities from being held in the building. The LINK member upon viewing the ramp said:

“ I have taken measurements of the ramp and interviewed a local resident and other members at the centre about the access issues

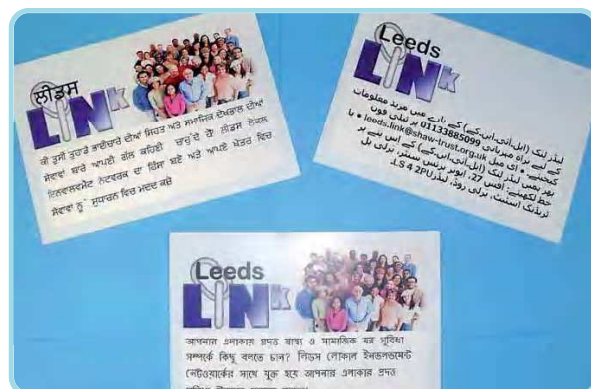
The report generated from the visit will be sent to the relevant contact within the Local Authority. Once a response is received the LINK will decide what needs to be done to make the centre accessible to the community. ”

The Leeds LINK sub groups - how have they shaped the LINK in 2009/10?

The Leeds LINK is made up of different sub groups. Each of these groups has had an important ongoing role to ensure that the underlying structure is working properly, addressing issues when they arise and changing and adapting different aspects to ensure that the LINK is accessible to the different needs of its members. Every LINK member is different! The sub groups have worked thanks to the specialist skills of the LINK members involved within them.



LINK marketing materials developed by the Marketing and Communications sub group



Recently printed Urdu, Bengali and Punjabi flyers

The **Governance** sub group has continued to develop the LINK documents such as the Code of Conduct, Equality and Diversity policy and Enter and View policy.

The **Finance** of the LINK is managed by a small group of members who meet monthly to review the expenditure of the LINK and make suggestions to the Steering Group of useful ways to utilise the LINK budget.

The **Marketing and Communications sub group** came together for a number of reasons:

- **Advertising!** An ongoing purpose of the group has been to look at different ways of telling the public about the LINK and they have worked closely with local radio and papers to achieve this.
- **Marketing Materials!** The group has developed leaflets, flyers and posters. These are now available in different formats - easy read, alternate languages of the LINK flyer and audio. The group has also worked hard to develop the LINK quarterly newsletter.
- **LINK Week!** The group took the lead in organising LINK Week!

The Care Quality Commission sub group is an important part of the LINKs contribution to improving Health and Social Care as it can directly comment on the criteria used to assess the different Trusts. The following process has been agreed between the CQC and the Leeds LINK:

- **Details of any services that are rated as poor by the CQC will be passed on to the LINK by email.**
- **The LINK will take responsibility for checking the CQC website every week to keep up to date with any key developments and issues that they are working on.**
- **The CQC lead will check the Leeds LINK website to keep up to date with what areas of work the LINK are looking at.**
- **The LINK will send the CQC lead any Enter and View reports where areas of concern have been raised.**
- **The findings of the Leeds LINK feedback forms will be shared with the CQC on a quarterly basis.**
- **The CQC will include the LINK in any surveys that it undertakes in the future, where appropriate.**
- **The CQC lead will continue to attend the LINK CQC sub group meetings on a quarterly basis to keep the group updated.**

Further to these sub group's one LINK member has been responsible for building a relationship between the **PALS and Complaints** team within each Health Trust and Adult Social Care. By the end of March 2010 the following progress had been made:-

LEEDS TEACHING HOSPITALS NHS TRUST

A meeting has taken place with the acting PALS and Complaints lead at the Trust and the LINK has been informed that the Trust is collating the PALS calls it receives. The LINK looks forward to receiving the Trusts Complaints information for December 2009 once it has been checked by the Trusts information governance team and will then select a number of complaints to view in more detail.

The Trust is also in the process of collating the PALS and Complaints service into one system and the LINK welcomes feedback on this in the future.

ADULT SOCIAL CARE

The LINK has received the 'Adult Social Care Customer Services Complaints and Compliments Annual Report' for the period of 1 April 2008 - 31 March 2009.

The LINK looks forward to working with Adult Social Care in the near future to discuss the frequency of reports.

YORKSHIRE AMBULANCE SERVICE

The LINK has received the PALS and Complaints information for December 2009 from Yorkshire Ambulance Service and looks forward to working with YAS in the near future to establish good information sharing pathways.

LEEDS PARTNERSHIPS NHS FOUNDATION TRUST

A meeting took place to discuss the Trust's PALS and Complaints information service. When the meeting took place it was agreed that the Trust would supply the LINK with PALS and complaints information on a quarterly basis and in an agreed format (to be discussed). The LINK looks forward to receiving this information shortly.

NHS LEEDS

A meeting took place with the PALS and Complaints lead individuals for NHS Leeds. It was agreed that they would supply the PALS and Complaints information on a monthly basis and in the agreed format. The LINK has now received 3 PALS reports from NHS Leeds for December '09, January and February '10 and also looks forward to receiving the Complaints information. NHS Leeds has shown that they are committed to full co-operation with the LINK.

The Leeds LINK Launch Event!

One of the biggest jobs in 2009 was to officially tell the public in Leeds that the LINK was up and running. After months of hard work from staff and members, on the 9th June the LINK held a successful launch event in the centre of Leeds.



LINK staff and member of the Steering Group

It was a fun day with a variety of entertainment from Bollywood dancers, Dhol Players and a steel band. There were fun activities to attract families and children into the marquee such as Henna tattooing and face painting...and there was



Musicians who performed on the day

lots of yummy finger food as well! The Deputy Lord Mayor appeared as a special guest to officially launch the LINK. Over the course of the day 1,600+ members of the public visited the LINK marquee to enjoy the entertainment and to hear more about the LINK. Katie Baldwin (Health Reporter for the Yorkshire Evening Post) also came down to the event and interviewed the LINK Joint Chairs for an article in the paper.



LINK members cutting the celebration cake on the launch day!

22 new members joined the LINK at the launch event and even more left their feedback on what they felt that changes should be in Health and Social Care services in Leeds. The feedback collected over the course of the day was used to help decide what work groups the LINK would have and further details of these can be found earlier on in this report.

Raising the profile of the LINK in Leeds: Gathering views and raising awareness

The LINK members and staff have worked hard to continue promoting the LINK this year and maintaining the feedback from the public on health and social care services. The LINK has done this in several ways:-

LINK PRESENTATIONS The staff team and LINK members have been visiting different places to present to people about



the LINK and gather their views on services in conjunction with the work groups.

COFFEE MORNINGS The LINK decided



to schedule a coffee morning once a month for the next year to give existing members and anyone else interested in the LINK the opportunity to come in and talk to staff and members.

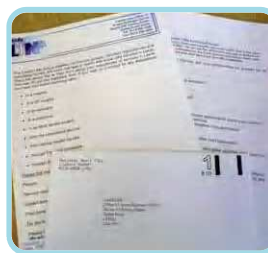
LOCAL AUTHORITY

ONE-STOP CENTRES The LINK staff carried out a number of information sessions at various One-Stop centres in Leeds.



NHS LEEDS PUBLIC HEALTH BUS

LINK members used the bus to gather views from the public in Morley. They had plans to continue using the bus but unfortunately it was de-commissioned in late '09.



FEEDBACK FORMS

This has been an effective way of gathering the views on services and has been distributed widely around Leeds. The LINK has future plans to commission a researcher to analyse all of the feedback surveys received by the LINK to date. The LINK intends to use the results for developing its work plan in the next year and ensuring that it is an up to date reflection of issues raised by the people in Leeds.

PATIENT OPINION WEBSITE This has been a useful forum for picking up on some of the complaints the public have with NHS services.



The LINK monitor the website on an ongoing basis.

INFORMATION STALLS The LINK has participated in numerous events and festivals over the year where it has used a stall as a means to distribute information



and engage with members of the public.

The LINK structure and membership

In March 2009 the entire LINK membership and the statutory partners in Leeds were invited to attend an event at the Civic Hall where they participated in different workshops and made key decisions to shape the future of the LINK. The participants in one of these workshops helped to decide what the Steering Group (the core decision making body of the LINK) would look like. It was later agreed that there would be 12 individual members and 8 voluntary sector members which would be broken down into specific seats. The following members were voted into place for 2009/10:

INDIVIDUAL SEATS

Joy Fisher (*Co-Chair*)
Arthur Giles (*Co-Chair*)
Ann Butler
Bob Mason
Beatrice Rogers
Jonathan Butler
Laurence Wood
Rosemary Young
Kenneth Ward
Harvey Gothelf
Irene Wyatt
Myra Drapkin
(*resigned in March 2010*)
Betty Smithson
(*Co-opted member*)

VOLUNTARY SECTOR REPRESENTATIVE SEATS

Aqila Choudrhy (*People in Action*)
Learning Disabilities Representative

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

Gill Crawshaw (*Volition*)
Mental Health Representative

Hafizur Hussain (*Touchstone*)
BME Seat Representative

Jeannette Morris-Boam (*Leeds Voice*)
Younger People Representative

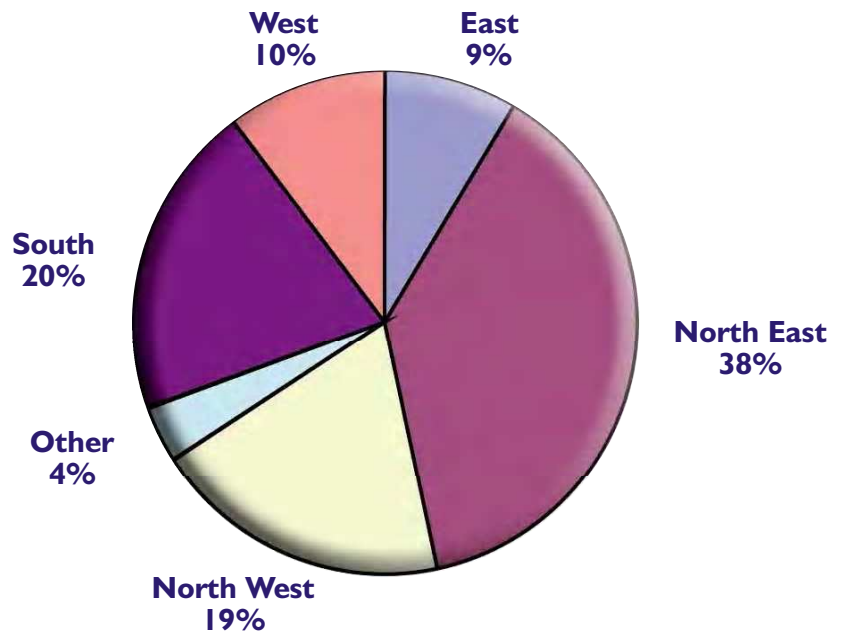
Jackie Bolland (*Age Concern*)
Older People Representative

Val Hewison (*Carers Leeds*)
Carers Representative

Refugee/Asylum Seeker Seat is still open.

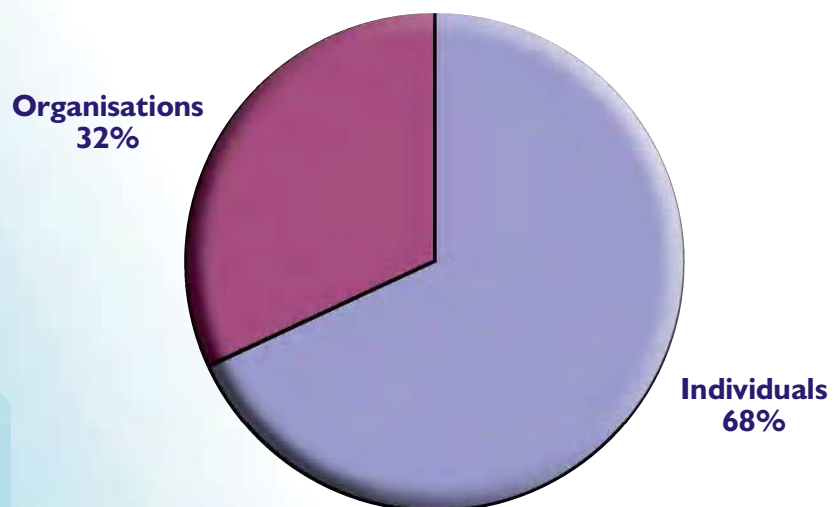
Through this selection of different voluntary sector seats the LINK attempted to ensure that a diversity of knowledge and speciality areas were involved within the LINKs decision making body, although they recognised that not every group could be covered within the Steering Group model but that this didn't at all reflect the issues the LINK could look at. The Steering Group feel that the structure appears to be working well.

Percentage of Leeds LINK members in the Leeds Metropolitan District wedges



Wedges	Percentage of members
East	9
North East	38
North West	19
Other	4
South	20
West	10
Total	100

Membership representation of individuals and organisations of the Leeds LINK



Proportion of individuals and organisational membership of the Leeds LINK

Individuals	167
Organisations	78

Representation from LINK members in Leeds

The Leeds LINK has had representation on the following in 2009-10 from either the Joint Chairs or from a member of the Steering Group:

- **Joint Strategic Commissioning Board**
Members involved: Beatrice Rogers and Laurence Wood (now retired)
- **Electronic Prescription User Group**
Members involved: Beatrice Rogers and Bob Mason
- **Health Scrutiny Board**
Member involved: Arthur Giles
- **West Yorkshire Urgent Care Contract Board**
Member involved: Laurence Wood (now retired)
- **Leeds Teaching Hospitals NHS Trust Board**
Member involved: Betty Smithson
- **Leeds Partnerships NHS Foundation Trust Board**
Member involved: Betty Smithson
- **Dermatology Patients Group**
Member involved: Kenneth Ward
- **Leeds Teaching Hospitals NHS Trust Estates Panel**
Members involved: Beatrice Rogers and Bob Mason
- **Leeds Teaching Hospitals NHS Trust Carers Charter Group**
Members involved: Bob Mason and Noreen Reid
- **NHS Leeds Trust Board**
Members of the LINK Steering Group will share attendance

- **Wharfedale Hospital Forum**
Member involved: Laurence Wood
- **Leeds East North East Partnership Board**
Member involved: Rosemary Young
- **Leeds West North West Partnership Board**
Member involved: Laurence Wood (now retired)
- **Patient Safety Committee**
Member involved: Laurence Wood (now retired)
- **CQC and LINKs Advisory Group**
Members involved: Arthur Giles and Laurence Wood (now retired)
- **Yorkshire LINKs Ambulance Group**
Member involved: Harvey Gothelf
- **Promoting Health and Wellbeing Group, Healthy Leeds Partnership**
Member involved: Rosemary Young and Ken Ward

These representatives feed back to the rest of the LINK members through reports that are made available on the LINK website. This is important as it gives other members the chance to learn what is happening around Leeds and it also allows the attending LINK representative to make recommendations or suggestions to further develop the LINKs own work.

Training and development of the LINK members

One of the first questions people ask about why they should get involved in the LINK what is in it for them. LINK members can develop their own knowledge of health and social care services by getting involved in different events locally and nationally and also participate in different training opportunities. This past year the LINK Steering Group has tried to develop the knowledge and understanding of new members of the LINK through a Meet and Greet at the Four Seasons café in Leeds where everyone was invited to come and find out more about LINK work and meet Steering Group members. The newly elected Steering Group also had an introductory session when it came into position. It has been a busy year with various other events and training, some of the things that have taken place are:-

TRAINING COURSES:

- Enter and View Training
- Gypsy and Traveller awareness training (provided by GATE)
- Equality and Diversity training (planned for 2010)

Members have been encouraged to think about areas that they feel they need further training in via communication through the LINK e-bulletin and the newsletter. Some areas have been identified and will be taken forward.

AWARENESS SESSIONS TAKEN PLACE:

- Independent Complaints and Advocacy Service (ICAS)
- Health Leeds Partnership
- Care Quality Commission

EVENTS, CONFERENCES AND CONSULTATIONS:

All LINK members have had the opportunity to attend the above as LINK representatives to feed back to the rest of the LINK. This year members have attended many different ones, locally and nationally.



LINK members attending local and national conferences



Future plans for 2010/11 - LINK Week!

After months of planning, in June of this year the LINK carried out a week long engagement plan to promote the LINK to the people of Leeds and to gather feedback on health and social care services.

The LINK visited:

Chapelton Health Centre

Leeds Central Library

St Georges Crypt

The Becklin Centre

The Ministry of Food at Leeds City Market

Beeston Festival

Members distributed information packs, spoke to many individuals about their views and experiences on services and gathered lots of useful feedback. Radio Aire and Magic 8 broadcast a commercial promoting LINK Week to try and raise awareness of the event beforehand and encourage the public to come along and find out more.

The LINK has now commissioned a freelance researcher to analyse all the feedback forms that have been collected

over the past several months and will produce a report collating all themes, which will be used to develop work topics over the upcoming year.



The LINK will be planning further community engagement activities all over Leeds in order to continue gathering feedback from a diversity of groups and communities.

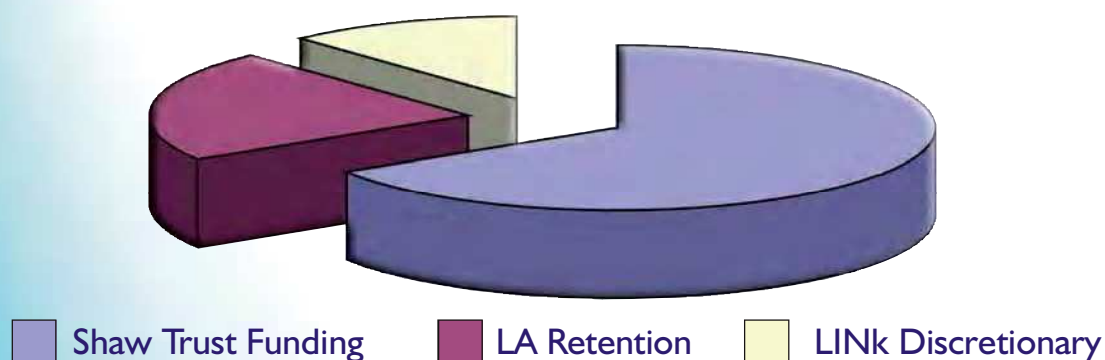
It will be involved in activities during Refugee Week in June and Kirkstall festival, Bramley Carnival and also a return to the Ministry of Food in Leeds Market during July!

The work groups will continue to develop the action plans and work towards improving services for the people of Leeds through its recommendations.

Leeds LINK Project Annual Expenditure

Shaw Trust funding less LINK discretionary budget	£203,038.00
Amount of funding received by the LINK from Shaw Trust as the discretionary budget	£36,962.00
Amount of funding received by Shaw Trust as the Host from the Local Authority including discretionary budget	£240,000.00
Local Authority Finance retention 2009-2010	£67,000.00
Total Amount allocated to the Local Authority by the Department of Health 2009-2010	£307,000.00

Leeds LINK Funding



Amount of funding carried over from 2008-2009 for Shaw Trust	£50,000.00
Amount of funding carried over from 2008-2009 for discretionary budget	£25,000.00
Other Income (if known)	N/A
Total expenditure by Shaw Trust as Host Organisation 2009-2010	£210,679.00
Total expenditure by Leeds LINK 2009-2010	£31,452.00
Total	£242,131.00

Summary of contact with the statutory bodies

Leeds Teaching Hospitals NHS Trust

Formal Requests for information made by the LINK during 2009-10	6
Responses in 20 working days	3
Responses past 20 working days	3

NHS Leeds

Formal Requests for information made by the LINK during 2009-10	6
Responses in 20 working days	6
Responses past 20 working days	0

Leeds Partnerships NHS Foundation Trust

Formal Requests for information made by the LINK during 2009-10	5
Responses in 20 working days	5
Responses past 20 working days	0

Yorkshire Ambulance Service

Formal Requests for information made by the LINK during 2009-10	5
Responses in 20 working days	2
Responses past 20 working days	3

Adult Social Care

Formal Requests for information made by the LINK during 2009-10	0
Responses in 20 working days	0
Responses past 20 working days	0

In addition to this the LINK has liaised with both the Health Trusts and Adult Social Care during 2009/2010

Contact details for the LINK

The Host staff that support the LINK are:-



EMILY WRAGG ~ *Co-ordinator*

07590 232025 or emily.wragg@shaw-trust.org.uk

SHARANJIT BOUGHAN ~ *Community Development Officer (Part time)*

07590 232026 or sharanjit.boughan@shaw-trust.org.uk

EMMA HANUSCH ~ *Community Development Officer (Full time)*

07590 232024 or emma.hanusch@shaw-trust.org.uk

CLAIRE DEMPSTER ~ *Administrator*

0113 3885099 or leeds.link@shaw-trust.org.uk

You can contact the LINK and the staff at:

Office 27 . Evans Business Centre
Burley Hill Trading Estate
Burley Road . Leeds
LS4 2PU

Tel: **0113 3885099**

Email: leeds.link@shaw-trust.org.uk

Website: www.leedslink.org.uk

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