

The start of 2010 not only witnessed a new chair for Liverpool LINK but the launch of its new website at [www.liverpoollink.org.uk](http://www.liverpoollink.org.uk), where visitors are able to give their comments and opinions on Health & Social Care services in the city, as well as communicate directly with the LINK team and share information amongst other members.

## CHANGING FACES

Welcome readers, I hope you enjoy the March 2010 edition of Liverpool LINK News.

As many of our members are aware I am no longer a member of the LINK Core Group but I still remain actively involved in the work of the LINK. I have taken up the position of Neighbourhood Champion for South Central, plus I am an authorised member on the Making it Happen Group for Mental Health and the Ambassador for Merseycare.

I would like to congratulate Mike Marsh on being selected as the new Chair of Liverpool LINK and wish him every success. I am certain that he will continue the good work and build upon the firm foundation that has been established.

The work of a LINK member is selfless, in that it's not my opinion alone that matters, but those of the community. LINK Members carry the voices of people, groups and organisations.

A lot has been achieved during our first year, a massive member recruitment campaign resulting in 2626 people in membership, 3 completed information gathering reports on issues raised by our members i.e. Alcohol related hospital admissions, Healthy Weight (Obesity) and Personalisation. Please visit our website to view the final reports and the responses that we have received from the Commissioners: [www.liverpoollink.org.uk](http://www.liverpoollink.org.uk). A special thank you to all our members, Friends of LINK and partner organisations for the part they have all played in completing the reports.

I would also like to take this opportunity to thank all of my LINK colleagues for their support and commitment to the work of LINK during 2009 and I have no doubt that their involvement will go from strength to strength during 2010.



Tim Oshinaike – Retiring  
Acting Chair 2009

# LIVERPOOL LINK

## News March 2010



**Mike Marsh  
New Chair of  
Liverpool LINK**

I am sure that I am not alone in thanking Tim for his commitment, dedication and support to the work and development of Liverpool LINK during a very hectic but productive year. Tim and his colleagues have established a robust governance and structure and I look forward to working with Core Group and active LINK members in furthering the good work that has been done.

Liverpool LINK has now identified 3 new Information Gathering Group topics as outlined within this newsletter. We would like our readers to get active and help us to complete these tasks. Participating in Information Gathering activity is not a 24/7 role and you will receive lots of support. So if you have views about any of these issues, please get involved.

We are particularly keen to hear from you if you are interested in becoming a Ward Champion for your area or a Communication Champion for your ward. If you want to know more about these roles, please contact a member of our Support Team, they are always pleased to help.

I look forward to working with you all and being actively involved in helping to shape the future of our health and social care services for the benefit of Liverpool and its residents.

# HIGHLIGHTS OF 2009

One of the key activities of LINKs across England is to report on aspects of health and adult social care services identified by local members.

Liverpool LINK Information Gathering Groups have been working on and exploring the issues that you identified. In 2009 these groups each spent six months looking at how successfully Liverpool is working to

- a) Reduce alcohol related hospital admissions
- b) Encourage local people to maintain a healthy weight

## c) Introduce the personalisation of adult social care

We are now pleased to announce that the reports are available on our site [www.liverpoollink.org.uk](http://www.liverpoollink.org.uk) with the responses from the commissioners – so have a read, your feedback is welcomed and encouraged.

Here is a short summary of the reports for your info:

### *LINK Alcohol Task and Finish Report - 'Too Cheap, Too Strong, Too Available'*

*Contains LINK members' findings about Liverpool's approach to the reduction of alcohol related hospital admissions in the city - currently the highest in England. The report highlights good practice, potential gaps in services and makes recommendations to Liverpool's Alcohol Strategy Group under their own work stream headings: Social Marketing; Treatment and Interventions; Crime and Disorder; Commerce and Workplace; and Information and Intelligence.*

### *LINK Healthy Weight Task and Finish Group - 'Weighing Liverpool Up'*

*Includes LINK members' evaluation of Liverpool's approach to obesity and weight management and includes a survey of public awareness of local advice and support services and recommendations relating to Schools, School Meals and Lunchboxes; The Role of GPs; Communication; Food and Quality of Care; Food Deserts and Commissioning and Funding of Services.*

### *LINK Personalisation Task and Finish Group Report - 'Personalisation: The Way Forward'*

*An overview of the city's approach to the introduction of the personalisation agenda in relation to adult social care services, including direct payments for individuals to purchase their own care. The report includes feedback from LINK members and the wider public and makes a number of recommendations relating to choice, flexibility, training, advocacy and social inclusion.*

Thanks to all those members who contributed their time and effort. Liverpool LINK has received some very positive feedback, from partners as well as commissioners. Liverpool LINK ensures that the recommendations from the reports are implemented. What are YOUR views? Let us know. Go online now to give us your feedback – or call us on 0151 227 5177

## New Issues for 2010 - Get Involved

During 2010 Liverpool LINK will be working on a range of other topics suggested by members and prioritised by the LINK Core Group.

Newly formed Information Gathering Groups have started to work on new topics:

- Healthy Cities (to include a focus on mental health and health and social care services for older people)

- Sexual Health Services
- Physical and emotional health and wellbeing support for people with physical and/or sensory impairment

If you are interested in participating in these groups or submitting evidence or your views, go online now or contact the LINK Support Team.

## Dear fellow LINK Members,

I'm Deb, I became a member of LINK in the summer of 2009. I'm a full time wheelchair user having accessed many services over the years, both good and bad.



I welcomed the opportunity to get involved in LINK's work. The possibility of influencing change to improve services for the better, through my involvement in LINK not just for myself but for others too!

To date I've assisted with the collation of a mail shot, attended meetings including the Personalisation "Information Gathering Group".

I've got to say, my experience of being a Member of LINK has been a very positive one. Meeting other LINK Members and the LINK Team has been both enjoyable and inspiring.

To coin a phrase, LINK for me is "a chink of light in what seems like a dark tunnel at times!"

At the moment I've not been very well but I'm looking forward to being more involved in LINKs' good works in the future.

Cheers!  
Debs (Lynch)

## LINK Neighbourhood Meeting Dates

In March, Liverpool LINK will be running open Health & Social Care events across the city.

**Everyone is welcome to come along– you could help influence Health & Social Care Services, along with other local people and groups.**

**Food & drinks are provided – so see you there!**

**To book a place /get more info email [info@liverpoolink.org.uk](mailto:info@liverpoolink.org.uk) or call 0151 227 5177**



LINK Neighbourhood Event

<b>City &amp; North</b> 10:30 am to 12:30pm Monday 15th March 2010	The Neurosupport Centre Norton Street, L3 8LR
<b>South Liverpool</b> 10:30 am to 12:30pm Tuesday 16th March 2010	St Christophers Parish Club Stapleton Avenue Liverpool, L24 0SF
<b>Alt Valley</b> 10:30 am to 12:30pm Thursday 18th March 2010	Ellergreen Community And Early Years Centre, Ellergreen Road Norris Green, L11 2RY
<b>Liverpool East</b> 10:30 am to 12:30pm Friday 19th March 2010	Dovecot MAC Back Dovecot Place, L14 9BA
<b>South Central (weekend)</b> 10:30 am to 12:30pm Saturday 20th March 2010	Hope University Hope Park, Taggart Avenue, L16 9JD
<b>South Central</b> 10:30 am to 12:30pm Friday 26th March 2010	Kuumba Imani Millennium Centre 4 Princes Road, L8 1TH

## LINK Ward and Communications Champions Wanted!

This is your chance to get involved. We want local people to become active for us in their area, this will involve listening to and collecting views of local residents and feeding them back to LINK. Helping us to communicate with local residents and community organisations about health and care issues, attending LINK events and promoting the work we do. Full training and support is provided for you, by the LINK Support Team here at LCVS, and by your fellow champions and other LINK members. Don't forget that reasonable out of pocket expenses will be refunded (e.g. travel expenses) provided you produce receipts, tickets, etc. So if you are interested or just want to find out more info, call us on **0151 227 5177**, or email [info@liverpoolink.org.uk](mailto:info@liverpoolink.org.uk).

Our Next edition of the LINK newsletter will be out in June 2010. In the meantime, to find out more and keep up to date with what's going on at your Liverpool LINK – go online at [www.liverpoolink.org.uk](http://www.liverpoolink.org.uk)

Submissions from our members and partners for the newsletters are always welcome.  
Closing date for the June edition is 07.05.2010

What should you do if you want to complain about a health service? Liverpool LINK is not a complaints service – we look at wider issues affecting lots of people rather than issues that solely affect individuals. If you have a complaint about an NHS service your first point of contact will probably be the Patient Advice and Liaison Service (PALS) at the relevant Trust. Ask the LINK Support Team for contact details if you are not sure who to speak to. If you still wish to take your complaint further – speak to ICAS:

## FREE NHS ADVOCACY SERVICE – HOW IT CAN HELP YOU

**Unhappy with your NHS treatment or care?** Want to make a complaint but you're not sure where to start? This is where the Independent Complaints Advocacy Service (ICAS) can help.

Someone may get in touch with ICAS because they simply want information about the NHS complaints process and what it involves. Others may want more from the advocacy service; they may be looking for someone informed about the process – yet impartial – to talk to about their complaint.

### What kinds of complaints does ICAS help with?

A complaint can be about any aspect of a NHS funded treatment or care. Typically, this can involve: access to

medication, access to treatment, attitude of NHS staff, poor communication, waiting times, lack of information or failure to diagnose a condition

### Why complain?

Most NHS complaints are about finding out why things have gone wrong and having mistakes acknowledged. Some people just want to hear the word 'sorry'. Importantly, too, complainants want their experiences to act as a catalyst for positive change, so that others can benefit.

If you are interested in finding out more about ICAS and how it can help you or someone you know, please contact your local office on **0300 456 8350**

## Liverpool patients and families to benefit from new essential standards of care

From April 2010 new essential standards of quality and safety are being introduced gradually across all health and adult social care services in England. The Care Quality Commission (CQC), the new independent regulator of health and adult social care, will license services if they meet essential standards and constantly monitor them to make sure they are compliant with new legislation about to be passed in parliament.

NHS trusts are the first to come into the new system starting 1 April this year; they will be followed in October by all providers of social care for people over 18 years of age and by providers of independent healthcare. Over the coming two years the system will include all primary care and dentists too. The new system means that you can expect your care and treatment to meet essential standards of quality and safety that respect your dignity and rights. The biggest change from any earlier system of regulation is that each of the standards is based on an actual outcome for people rather than a policy or a target. Providers must demonstrate that people in their care have a quality experience across all aspects of their treatment, care or support.

For more information go to [www.cqc.org.uk](http://www.cqc.org.uk)



For information about how you can get involved in Liverpool LINK, contact:

Liverpool LINK  
Liverpool Charity and Voluntary Services (LCVS)  
151 Dale Street, Liverpool, L2 2AH

Telephone 0151 227 5177 Email [info@liverpoollink.org.uk](mailto:info@liverpoollink.org.uk)  
website [www.liverpoollink.org.uk](http://www.liverpoollink.org.uk)

Or for more information about national LINKs visit: [www.nhscentreforinvolvement.nhs.uk](http://www.nhscentreforinvolvement.nhs.uk)

If you would like a copy of this information in another language or format, including large print or Easy Read, please let us know.

This is information about how local people can help to improve health and social care services in Liverpool. To arrange for an interpreter to give further details please use the contact details below.

هذه المعلومات عن كيف يساعد المواطنين المحليون في تحسين الخدمات الصحية وخدمات الرعاية الاجتماعية في ليفربول. للترتيب لترجمة لأعضاء المزيد من التفاصيل الرجاء استخدام الاتصال التالي.

(Arabic)

這些資料是有關本地居民如何可以協助改善利物浦的健康和社會護理服務。如果您需要安排翻譯才能提供更進一步的資料，請使用下列聯絡方法。

(Chinese)

Cette information concerne les services sociaux de Liverpool et comment les habitants de la ville peuvent améliorer leur santé. Pour avoir l'aide d'un interprète et obtenir des informations complémentaires, veuillez utiliser les détails ci-dessous.

(French)

ਇਹ ਜਾਣਕਾਰੀ, ਲੀਵਰਪੁਲ ਵਿਚਲੀਆਂ ਸਿਹਤ ਅਤੇ ਸਮਾਜਕ ਸੰਭਾਲ ਸੇਵਾਵਾਂ ਵਿਚ ਸੁਧਾਰ ਲਈ ਲੋਕਾਂ ਕਿਵੇਂ ਮਦਦ ਕਰ ਸਕਦੇ ਹਨ, ਬਾਰੇ ਹੈ। ਹੋਰ ਵੇਰਵੇ ਦੇਣ ਲਈ ਇੱਕ ਦੁਬਾਰੀਏ ਦਾ ਪ੍ਰਬੰਧ ਕਰਨ ਵਾਸਤੇ, ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਸੰਪਰਕ ਵੇਰਵਿਆਂ ਦੀ ਵਰਤੋਂ ਕਰੋ।

(Punjabi)

Tani waa wargelin ku saabsan sida ay dadka xaafadda deggan gacan uga geysan karaan sii hore marinta adeegyada caafimaadka iyo daryeelka bulshada ee gudaha Liverpool laga helo. Si loo diyaariyo turjumaan oo aad faahfaahin dheeraad ahna u bixiso, fadlan isticmaal faahfaahinta hoose.

(Somali)

La presente información indica cómo pueden ayudar los vecinos a mejorar los servicios sociales y de salud en Liverpool. Para solicitar más informes mediante un intérprete, sírvase referirse a los detalles de contacto que aparecen abajo.

(Spanish)

یہ معلومات اس بارے میں ہے کہ کس طرح مقامی لوگ لیورپول میں صحت اور سماجی نگہداشت کی خدمات کو بہتر بنانے میں مدد کر سکتے ہیں۔ مزید تفصیلات فراہم کرنے کیلئے ترجمان کے انتظام کے واسطے براہ کرم رابطے کی درج ذیل تفصیلات کا استعمال کریں۔

(Urdu)

Hosted by: Liverpool Charity and Voluntary Services  
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