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Background to Gateshead LINK

Gateshead LINK commenced on 1st April 2008. In the first year of the LINK much hard work went into developing the policies, procedures and governance structure of the LINK.

The LINK went 'live' in October 2008 by holding a major event with LINK members, general members of the public and other stakeholders. The event was attended by 70 people.

The objectives of the event were threefold:

- to raise the LINK profile
- to gain ratification of the proposed governance structure of the LINK
- to have those attending the event advise the LINK on health and social care priorities for Gateshead in the coming year.

The event outcomes enabled the LINK to prioritise four health and social care areas, as advised by the people of Gateshead. These were as follows:

- Hospital Discharge Procedures
- Carers Issues
- Residential Care
- Mental health (crisis intervention)

The LINK membership, supported by Host staff, progressed these priorities into 4 working groups, which commenced in February / March 2009.

The second LINK 'Annual Event' was held on 8th October 2009. The objective of this event was threefold:

- To introduce the first LINK elected Steering Group
- To report back to the membership and the public on the work of the LINK to date.
- To gain feedback from those attending the event on the relevance of LINK work to health and social care issues in Gateshead and also to assess if other priorities were emerging for the people of Gateshead.

Why a separate 'Stakeholder event' in 2009?

In the first developmental year of the LINK it was considered appropriate to report on progress to all stakeholders. However, the role of the LINK is to involve local people in determining priorities and influencing health and social care commissioners and providers.

Whilst the LINK is deeply committed to working in partnership with its statutory partners it did not seem appropriate that this group of people should determine the priorities for the LINK in the coming year.

In the spirit of communicating effectively with all partners, but perhaps communicating differently, it was decided it was more appropriate, in this second year, to hold a separate event.

Introduction to the Stakeholder Event

The objectives of the Stakeholder Event were to offer an update on the work of the LINK Interim Steering Group since October 2008, prior to the elected Steering Group coming into being on 8th October 2009 and also to offer an update on the work of the four Working Groups, followed by a question and answer session. (please refer to the event agenda, appendix 1).

The event was attended by 28 delegates including representatives from Care Quality Commission; Gateshead Council (health and social care officers); Gateshead Primary Care Trust and Gateshead NHS Foundation Trust.

A number of apologies were received, particularly from health service colleagues. The event took place at a difficult point in the Swine Flu epidemic and obviously this had to be prioritised. (The delegate list is included as appendix 2).

After personal introductions from the LINK elected Steering Group and LINK staff, the following presentations were offered:

- Interim Steering Group report
- Mental Health Working Group
- Carers Working Group

- Residential Care Working Group
- Hospital Discharge Working Group

With the exception of the Interim Steering group all presentations followed the same format:

- What you told us last year (public comment from the October 2008 event)
- What we've done
- Next Steps

The presentations can be found as appendices 3 – 7 of this report.

Questions and Comments

Mental Health Working Group Presentation

Question: The work that is being done regarding the crisis team – does it feed into the Overview and Scrutiny Committee (OSC) sufficiently?

LINK Comment: The LINK have an agreed working protocol with the Healthier Communities OSC and meet regularly. The LINK is confident this will enable productive work with the OSC, as appropriate.

It should be noted the OSC is by no means the only resource available to the LINK - it might be more appropriate to speak with providers or commissioners of services.

The LINK does not feel it is essential that the work programmes of the LINK and OSC interlink. The LINK work priorities are set by the public this may differ from OSC priorities - which the LINK feel is fine.

Comment (from the audience): The LINK takes its work so far and then can transfer the issues to a number of bodies.

Question: Will the LINK consider Older Person's mental health provision?

LINK Comment: the LINK try very hard to gather a wide range of opinion across different organisations, groups and networks. It would be intended that older people, with other groups, would have the opportunity to feed into LINK work.

Carers Working Group Presentation

Comment (from the audience): The new Carers Strategy is being developed and is under consultation. The LINK could 'link' into this process and work together with partners.

LINK Comment: A good idea - the LINK would welcome the opportunity to add their resource to this process.

Residential Care Working Group Presentation

Question: Will this work include nursing homes?

LINK Comment: No, certainly not at the moment. The public, who determine LINK priorities, made specific reference to residential care.

Question: What is the interaction with the PCT on nursing care provision?

LINK comment: Gateshead LINK has a very good relationship with Gateshead PCT, firstly though the Involvement Lead. However, this has not to date involved nursing care provision.

Hospital Discharge Working Group Presentation

No questions or comments were made.

General Comments and Questions

Comment was made on the work done in short space of time was to be commended.

It was also highlighted with respect to the local authority colleagues in health and social care that they could help 'spread the word' about

LINK - to help increase awareness and membership. This would be appreciated by current LINK members.

It was pointed out that public health officers place a high priority on preventative measures and influencing public behaviour and choices – as a measure of health in the community.

LINK members present acknowledged this point but felt the focus of their work was differently directed.

Feedback from the Stakeholder Event

Eleven Evaluation Sheets for the event were completed.

In general terms, those who attended found the information presented helpful, both in terms of understanding the work and development of the LINK to date and also the activities of the Working Groups.

Those who commented agreed it had been a good idea to separate the event intended for the membership and public, from the event intended for a broader group of stakeholders and for the same reasons identified by the Steering Group.

The stakeholders were interested in LINK work and wanted to be kept informed but it was not appropriate for them to influence the LINK agenda, nor did they have the time to attend a protracted event.

A more detailed record of feedback received is included as appendix 4.

Conclusions from the Event

The LINK has concluded there have been positive outcomes in holding a 'Stakeholder Event' in 2009. Partners were kept informed, and enabled to contribute their suggestions and comments. The LINK also hope the event has strongly indicated their commitment to working in partnership with key stakeholders and enabled partners to identify areas of work where they might effectively contribute.

The feedback from the event suggests stakeholders are interested in the work of the LINK and value the opportunity to gain a greater understanding of the LINK priorities and activities.

Feedback would tend to suggest that the timing and structure of the event suited most expectations and diary commitments, although some people would value the opportunity to have more one-to-one conversation with LINK and Working Group members. This will be given due considerations for 2010.

As mentioned at the event, the LINK website will be established early in 2010 and the LINK will use this opportunity to keep its health and social care partners informed.

Appendices



**Gateshead LINK
Annual - Stakeholder Event
Friday 23rd October 09
10am-12noon
Lamesley Room, Gateshead Civic Centre**

AGENDA

10am – registration - tea/coffee/morning pastries

10.30am – Introductions & Welcome

10.40am – Presentation by Gateshead LINK
Interim Steering Group on the work of the LINK 2008/2009

10.55am – Question and Answer Session

11.10am - Feedback from Gateshead LINK Working Groups on their
work 2008/2009

- Mental Health Working Group
 - Carers Working Group
- Residential Care Working Group
- Hospital Discharge Working Group

followed by Question and Answer Session
&

feedback from Gateshead LINK Annual Event
held on 8th October 09

12noon - CLOSE

Gateshead LINK Stakeholder Annual Event
Friday 23rd October 09, Lamesley Room, Gateshead Civic Centre
Delegate List

Name		Organisation
Liz	Allan	NHS South of Tyne & Wear
Margaret	Barrett	Gateshead Council
Lee	Bennett	Care Quality Commission
Judith	Brown	Gateshead Primary Care Trust
Emma	Chapman	PCT South of Tyne & Wear
Lucia	Charnock	Gateshead NHS Foundation Trust
Hazel	Cuthbertson	Gateshead Council
Ruth	Dodds	Gateshead LINK
Ethel	Donnelly	Gateshead LINK Steering Group 09/10
Jeannie	Eschle-Bell	Care Quality Commission
Paul	Gertig	Gateshead Council
Geoff	Graham	Gateshead Primary Care Trust
Sahdia	Hassen	North East Ambulance Service
Victoria	Holliday	Gateshead Council
Julie	Hope	Gateshead LINK Steering Group 09/10
Susan	Joyce	NHS South of Tyne and Wear
Gretel	Keadell	Gateshead LINK Steering Group 09/10
Bill	Llewellyn	Gateshead LINK
Suzanne	McKean	Care Quality Commission
Annie	Murphy	Gateshead LINK
Kim	Newton	Gateshead LINK
Andi	Parker	Gateshead Council
Kay	Parker	Gateshead LINK Steering Group 09/10
Alison	Routledge	Gateshead Council
Debbie	Scorer	Gateshead Health NHS Foundation Trust
Norah	Stevens	NHS South of Tyne & Wear
Andrea	Tickner	Gateshead Council
Joanne	Williamson	Gateshead Health NHS Foundation Trust
Julie	Whitehouse	Gateshead LINK
Dave	Wallace	Gateshead LINK Steering Group 09/10

Appendix 8 - Evaluation Sheet Comment

What did you find most helpful about today?

- Good overview of the LINK role; well presented and clear.
- An explanation of the work done and planned by the LINK.
Enabling stakeholders to come together with LINKs as a common focus for them all.
- Very informative about the work already undertaken by LINK. Well done on getting so much done in such a short space of time!
- Update on progress of working groups.
- An understanding of how much progress the Gateshead LINK has made and an update of work undertaken by the LINK so far. Levels of interaction were very good also.
- It was interesting and useful to see how the LINK works and the topics that they are tackling. An excellent group who are passionate about the issues that are involved with.
- Finding out where you are up to now. Looking at what the public raised with you, to act on their behalf, and what connections and relationships you have developed to manage issues raised collectively.
- Contact information.
- Background to the set up of LINK / what LINK will be doing in the forthcoming months.
- Meeting LINK members.
- Simply finding out about the LINK and the work it does, its priorities etc.
- Overview on progress

What was least helpful about today?

- Would have liked to have some time speaking to individuals in LINK to discuss specific issues.
- Questions to LINK members and LINKs clarity to answer them.
- Felt there was a lot of focus on involvement with Gateshead Council and much less with NHS, especially around 4 working groups. Seemed to imply no involvement by PCT in hospital discharge yet patients going home into the community need district nurses, community psychiatric nurses etc. as back-up. Please involve NHS more, we're here to help.
- Nothing / About the events: - I think it is helpful to separate the events. You didn't want staff / professionals 'hi'jacking' issues and influencing views of local people. This was 'just right' for stakeholders'.
- Nothing – everything was helpful.
- Nothing.
- N/A
- What will / has been the involvement of LINK with Children and Young People.
- More two way.

How useful were the presentations in providing you with information about the LINK?

- Well presented, thanks.
- Good presentations, usually and also the personal presentations.
- Good
- Great! & useful to keep them brief, we don't need all the detail
- Very helpful – at exactly the right level of detail
- Very good. Concise and clear.
- Very Useful
- As the LINK is very young it would be interesting to see what information will be presented at the next meeting. Presentations were short and to the point. All gave info. as to what to do next.
- Very useful.
- Useful – I suppose just a taster given of the in the amount of time available.
- Shame they were just read out but understand why and it's picky!

Is there anything else you would like to tell us?

- Keep up the good work.
- See 2.
- Well done everyone – it was lovely to see how you all did your presentations with confidence and professionalism. I felt proud to be part of it.
- The Gateshead LINK is to be congratulated for the tremendous amount of work on very complex issues in a very short space of time. Well done everyone and I look forward to seeing future progress.
- Future events might be hampered by local people being intimidated by professionals. I think separate events would be a better way to identify issues/priorities faced by local people.
- I think the LINK are much needed. I feel there are a lot of people out in the community who have experiences but don't feel they can voice issues directly, now with the LINK, these voices can be heard.
- Please give regular updates and promote your website.
- Congratulations on your work.

Presentations from the event

Presentation – Interim Steering Group
Presentation – Carers Issues
Presentation – Residential Care
Presentation – Mental Health (crisis intervention)
Presentation – Hospital Discharge

Contact Gateshead LINK



Involving local people in Health & Social Care

**phone or text Richard, Kim or Angie
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