

Oldham LINK

Oldham

LINK

MAKE IT HAPPEN!

Local Involvement Network

FREE!

Newsletter Issue 6

January – March 2011

“Representing your voice on Health and Social Care”

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The Journey Ahead...

Hi there and may I begin by wishing you a very Happy New Year! I'd also like to officially welcome our newest recruits to the team: Ian Cropper, who joined us in December as an Outreach & Engagement Worker and Andrew Lockwood who joined us as a volunteer in November.

2010 saw the election of the Coalition Government and what have come to be some very challenging times for our health and social care services. It will no doubt be a very busy year for the LINK staff team and for LINK members to keep you up to date with information that affects you and to ensure that your point of view has a right of reply.

The LINK will this year work with NHS Oldham and the emerging GP Clinical Commissioning Consortium to help them consider a 'fair' way from a patient point of view of how healthcare decisions should be taken within these financially difficult times. We will also be working with Oldham Council to enhance participation within the tough decisions it is being forced to make to Adult Social Care services, following its Local Government Finance Settlement.

The next Oldham Standing Conference (see page 0) will focus on the Council's intentions for a new Social Inclusion Service, to incorporate existing mental health, learning disabilities and physical disabilities provision, along with services for older people. Understanding how these type of service 'reconfigurations' may affect you is important. It's our job to bring you this information for you to "Have Your Say" and to ensure that it is heard by the decision-makers.

Gaddum Centre has been confirmed this year as the body to continue to support Oldham LINK until the new "consumer champion", HealthWatch, is introduced in April 2012. Over this next year, we will be working with you and our statutory partners in the NHS and Adult Social Care to prepare for this new system of patient and public involvement in health and social care. It is not clear if local HealthWatch will have a networking role as the LINK has, which has proved to be a very effective way of bringing resources and expertise together to address issues of local concern and to demonstrate consensus opinions. We will therefore work hard this year to further strengthen this function so that its legacy can be felt when LINKs end in March 2012.

The journey ahead may be through unknown territories as we all work together to navigate through new and changing systems to find the best outcome for patients, users, carers and the public, but is far from a bleak one. The dedication and commitment of local people to support and represent others within the community on a wide range of issues has certainly shown me that Oldham is a positive place for organisations, patients, users and carers to work together to get positive results. I thank you for this and have no doubt that this will continue over the coming months. I would like to offer you all our support to strengthen this spirit where we can and to make ourselves available to facilitate ongoing positive relationships and partnerships.

Wishing you my very best wishes for 2011,

Ursula.



LINK Manager Ursula Hussain

Contact Details

If you would prefer to receive this newsletter by email, would like us to include an article, or want to know more about the LINK please contact us with the details below

Contacts: Manager Ursula Hussain; Outreach and Engagement Worker Jade Czuba; Outreach and Engagement Worker Ian Cropper; Administrator John Chapman and Volunteer Andrew Lockwood

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Royton
Oldham
OL2 6HT

Email: info@oldhamlink.org.uk
Website: www.oldhamlink.org.uk
FREEPOST: OMBC LINK

NHS Oldham News (and others) – Web Links

WINTER HEALTH ADVICE FOR PEOPLE WITH LUNG DISEASE

Local people who suffer with lung disease are being urged to take a few simple steps to help them stay out of hospital this winter. See the 10 recommended steps online at

www.oldhamlink.org.uk/news.asp

LOCAL YOUNG PEOPLE WORK TOGETHER TO IMPROVE HEALTH

A group of Oldham teenagers have managed to secure funding to launch a new scheme where 13 to 16 year olds from across Oldham can come along to two free sessions every week to take part in many other activities at leisure centres, community venues and parks across Oldham.

(www.oldhamlink.org.uk/news.asp)

LOCAL CHEFS AND PUBLIC URGED TO THOROUGHLY COOK CHICKEN LIVERS

Local chefs, caterers and the public are being warned that not cooking chicken livers thoroughly could put people at risk of food poisoning. See the full article online at

www.oldhamlink.org.uk/news.asp

WILL YOU CHOOSE WELL THIS WINTER?

North West Ambulance Service (NWAS) asks people to call for an ambulance only when it is absolutely necessary to avoid putting unnecessary strain on the ambulance service this winter.

www.oldhamlink.org.uk/news.asp

MATERNITY SERVICES 2010 (Survey)

This survey looked at women's experiences of maternity care in England. The results can be seen at:

www.cqc.org.uk/aboutcqc/howwedoit/involvingpeoplehouseservices/patientsurveys/maternityservices.cfm

HEALTH VIDEOS ACCESSIBLE ON DOBSON'S CHOICE

There is a whole new section on Dobson's Choice which will help people with learning disabilities access the large number of Health Videos on the Internet. Visit the website at

www.dobsonschoice.co.uk to find out more.

Big Brother-style Diary Room Event

Big Brother Diary Room Event

On the 13th December 2010 the Oldham LINK host team held an event which took place over one day at two locations, the new Royton Health and Wellbeing Centre and ASDA (Shaw).

The purpose of the event was to try to gather local people's views on Health and Wellbeing and the issues surrounding these and the local area.

In order to do this, it was decided to use a format previously seen on the *Big Brother* TV series; a diary room. Members of the public were asked to either sit or stand in the diary room and answer three questions on;

- What worries you about where you live
- What stops you keeping yourself or your family healthy and happy
- What [potential] health problems worry you

The interviews that took place in the diary room were all recorded on video camera, the responses from which will be gathered and used to supplement the 2010-2011 District Plans of Royton North, Royton South and Shaw and Crompton with recommendations to inform local health and wellbeing priorities.

A £100 prize was on offer to one lucky interviewee, the winner was Mr Steven Chadderton of Royton.

A wide range of people were interviewed as well, with several people under 16 giving their views.

The event was very successful in that a great many people's views were heard (both on and



The Diary Room as it was set up in Royton Health and Wellbeing Centre on the morning of December 13th



Young person interviewed in ASDA (Shaw)



off camera). We anticipate that a follow-up event will take place in the Chadderton area sometime in the New Year.

NHS Oldham and other Updates

North West Ambulance Service – Consultation on our Foundation Trust Application

North West Ambulance Service NHS Trust (NWAS) is changing the future of the ambulance service by applying to become an NHS Foundation trust. The Trust would like to know what LINK members think about its proposed changes and help find ways in which you can get involved and have a greater say in shaping its future.

An NHS Foundation Trust (FT) is an NHS organisation which operates according to NHS principles – providing free care based on need and ability to pay. The main difference with a Foundation Trust is that it is run locally. We recognise the benefits of Foundation Trust with the involvement of local people as members who have more of a say in how they wish services to be developed.

Members will be able to decide on how the Trust is managed, play a part in decision making on capital investments, help improve local services and have your say in planning on a longer timescale. Members will also be able to stand and vote in elections to become Governors of the Trust. Governors will be responsible for representing members' interests and taking these views to the local health economy.

The Trust will be holding a series of public meetings across the North West between January and April 2011 to share its plans and answer any questions. These will include ones to your area that you may be interested in;

- 15/02/11 Mosses Centre, Bury
- 21/02/11 Venue TBC, Bolton
- 22/02/11 Cheetham Hill Cricket Club, Manchester
- 24/02/11 Hollingwood Cricket club, Oldham



If you would like to discuss any aspect of the above further, please contact NWAS FT office on 01204 498400 or email communications@nwas.nhs.uk.

NHS Financial Challenge and Oldham LINK Involvement

This Financial Year 2010/11

As you may be aware, public services are having to respond to the Comprehensive Spending Review (CSR) to make in-year financial reductions, which will of course have an impact on some services.

Oldham LINK has been working with NHS Oldham to consider how and what would be appropriate in terms of LINK engagement.

Initial reductions within this financial year made by NHS Oldham have been an emergency response to the CSR. As such, the primary care trust may not largely be in a position to be influenced by public opinion for service arrangements/changes within this financial year – i.e. up until 31 March 2011.

The LINK therefore has determined that it will not be appropriate to engage with the Trust on such changes, as decisions may still have to be taken in light of the financial challenge that the LINK may not support. To engage at this time would be to compromise the integrity and value of any public engagement the LINK could undertake.

Oldham LINK will however be providing information updates to the public about the nature of any changes and the implications for patients/service users.



Ivan's computer problems are fixed

He calls the over 50s IT Helpdesk for free support and information
Telephone: 0161 770 5050

Aged 50+? Call the over 50s IT Helpdesk for help with your computer problems.

The helpdesk provides free support and information on a range of services including:

- Email problems
- Printer problems
- Viruses / Malware
- Microsoft Office applications
- Wi-Fi problems
- Learning courses
- Connection problems

The helpdesk is available:
Wednesday 1 – 5pm, Thursday 1 – 5pm, Friday 9am – 5pm

Telephone: 0161 770 5050 (local call rates apply)
Email: over50ithelpdesk@oldham.gov.uk
www.oldham.gov.uk/over50-it-helpdesk

 Delivered by Unity Partnership on behalf of Oldham Council 

Next Financial Year 2011-12

Oldham LINK will continue to work positively with NHS Oldham to ensure the public voice can be the most productive that it can be to influence future service arrangements. We will soon begin activity to develop a programme of work with NHS Oldham to engage with the public about how to 'fairly' make decisions within these financially difficult times, to allow for public opinion to influence arrangements. Information will be circulated in due course.

NHS Oldham's Walk-in Centre – important information



From Wednesday December 1, the Walk-in Centre, at Oldham Integrated Care Centre, will no longer be open 24 hours a day. Its opening hours will be: 7am to 11pm.

If you urgently need to see a doctor overnight, you can contact GO To DOC, the out of hours GP provider and book an appointment on 0161 336 3252.

Patient Environment Action Teams (PEAT) Assessment 4th February 2011

Patient Environment Action Team Assessment is scheduled to take place, to be run by Pennine Care NHS Foundation Trust at the Royal Oldham Hospital on 4th February 2011, within specialist mental health wards.

What are PEAT Assessments?

PEAT is self assessed and provides a framework for inspecting standards to demonstrate how well individual healthcare organisations believe they are performing in key areas, including; food; cleanliness; infection control; patient environment (including bathroom areas, lighting, floors and patient areas).

PEAT is an annual assessment, established in 2000, of inpatient healthcare sites in England with more than ten beds. The scores demonstrate how well individual healthcare providers believe they are performing in key areas including food, cleanliness, infection control and patient environment (including bathroom areas, décor, lighting, floors and patient areas).

NHS sites and NHS trusts are each given scores from 1 (unacceptable) to 5 (excellent) for standards of environment, food and dignity and privacy within buildings).

Assessments are carried out by NHS staff (nurses, matrons, doctors, catering and domestic service managers, executive and non-executive directors, dieticians and estates directors). Patients, patient representatives and members of the public are also part of this assessment process. As such, we welcome interest from our members who would be interested in attending assessments.

If you would be interested in attending the PEAT Assessment scheduled to take place on the mental health wards at the Royal Oldham Hospital on 4th February 2011, please let Oldham LINK Administrator John Chapman know at your earliest convenience on **0161 622 5700** or email **info@oldhamlink.org.uk**.

We are intending to establish a PEAT Steering Group which will look at feeding back information, monitoring the progress Trusts have made, the lessons learned, and also training for people. Anyone interested in joining this group, again please contact John at Oldham LINK using the above contact details.

Representatives Training

On the 26th and 30th of November training sessions took place at the Link Centre, Oldham. These sessions were organised and produced by LINK Outreach and Engagement worker Jade Czuba, and were intended to train people on how to be effective representatives. They were also intended to teach people about the proposed NHS structural changes.

The first session consisted of a variety of creative activities to demonstrate the importance of being an effective representative and the skills and attributes members need to confidently represent their interest group.

The second session focused on the structure of the NHS in Oldham which exists currently and the structure which will be in place once the changes outlined in the Liberating the NHS: 'Equity & Excellence' white paper take effect in 2012.

The team would like to thank all those members whom attended the LINK member



training in November as the weather conditions were quite severe due to the unexpected snow.

If you would like to register your interest for this training in the future, please contact Oldham LINK on 0161 622 5700 or info@oldhamlink.org.uk.

Opportunity to advise the Hospital on New Buildings, 17th January 2011

If you are a disabled person, care for someone that is disabled, or have an interest in disability issues, the Royal Oldham Hospital would like to invite you to have a look at the plans for the new Women & Children's development to advise them from a disabled person's point of view on making the building accessible.

Pennine Acute NHS Hospitals Trust, which runs the Royal Oldham Hospital, want to make this type of engagement a long-term, ongoing process. If you would like to be involved on a long term basis, you can also talk to them on the day about this too.

To book your place, contact Mark from the Equality Team at Pennine Acute NHS Hospitals Trust on 0161 604 5893 or email equality@pat.nhs.uk

Upcoming Plans/Events

Transforming Community Services in Oldham

Pennine Care NHS Foundation Trust has been selected by NHS Oldham to take over the running of Oldham Community Health Services. Pennine Care has until now been a specialist mental health NHS Trust, providing secondary/hospital mental health care to local people in Oldham.

This change means that it will now be broadening its horizons and of course will be undergoing changes and developments to provide community based primary care services, such as smoking cessation, dentistry, district nursing, community midwifery and chiropody, amongst many others. To reflect the diversity of its new patients, the Trust would also like to increase its membership and contact with local people.

If you would like to find out more, if you have questions about the changes or what it means for patients, please come along to our information session at NHS Oldham, Ellen House on 26th January 2011 at 10am – 12pm. Staff from NHS Oldham, Pennine Care NHS Foundation Trust and Oldham LINK will be there to answer your questions and give you information you need.

To book your place, please contact Oldham LINK on **0161 622 5700**, or email info@oldhamlink.org.uk

Support with transport is available if needed.

Oldham Standing Conference on Mental Health

Another Oldham Standing Conference on Mental Health will be taking place on the 28th January 2011. The main focus of this conference will be the impact on Mental Health Services in Oldham from the planned Government spending cuts. It will present the details of the Mental Health Day Centre reconfigurations, and also include feedback on the last standing conference in October 2010.

The conference will be taking place on the 28th January 2011 at the Link Centre, Union Street, Oldham from 10:00am until 3:30pm.

If you would like to attend, please contact us to book your place either by phoning **0161 622 5700** or emailing to info@oldhamlink.org.uk





Oldham Standing Conference Mental Health

Friday 28th January 2011

10am to 3.30pm

The Link Centre, Oldham

Union Street, Oldham, OL1 1DZ

Public, service users and carers welcome

The Cuts

**Set the mental health agenda &
influence local decisions**

To book your place, contact the Oldham LINK
0161 622 5700, or e-mail info@oldhamlink.org.uk