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VIEWS
COUNT



Barnsley
LINK

NEWSLETTER

SPRING 2010

IMPROVING HEALTH & SOCIAL CARE SERVICES IN BARNESLEY

Full LINK Meeting December 2009

December the 15th 2009, saw another good turnout for the quarterly Full LINK meeting at the Core in Barnsley.

The subject of this meeting was to look at what the individual sub-groups had been doing and also to look at the effectiveness of communication within the LINK. Its main aim being to address some issues that had been raised amongst the sub-groups regarding communication and how it could be improved and find solutions going forward into 2010.

Your Suggestions for Making Communication better included:

- Welcome Pack
- Bi – Monthly Sub Group Meetings
- Regular Newsletters



Here is what you said

Welcome Pack

The LINK wanted a welcome pack designed for all new participants. In this welcome pack you wanted to see some detailed information about the LINK, why it was established and some information about how the LINK in Barnsley works.

Work has begun on this welcome pack and a welcome pack design meeting for all sub-groups was held at Barnsley Arena on the 19th of January 2010.

The design of the welcome pack is now well underway and we hope to have it completed early April 2010.

Bi-Monthly Sub-Group Meetings

The LINK has suggested that they would like a two monthly get together of all the sub-groups. The aims of these meetings are to look at each other's work, have a better understanding of what is new regarding policies and procedures, discuss outreach, identify cross cutting issues and realise opportunities to work together more closely.

The first of these meetings was held on the 16th of February 2010 and further dates are detailed below.

If you would like to attend please contact **Caroline Makinson**.

Newsletters

- How often did you want them? Quarterly.
- News items you would like to see included:
- Individual sub-group's work and achievements.
 - Health and Social Care news and Events
 - Notification of up and coming events within the LINK regarding Health and Social Care in Barnsley.
 - Opportunities for new participants to become involved.



Review of Sub Groups

As year one has drawn to a close and we are on our way into the second year of the LINK contract, the LINK and the host team felt that emphasis should be placed upon making an impact via **Taking Up Issues** and **Going to Look at Services**. As a result the team looked at restructuring the sub-groups so that maximum impact could be achieved and opportunities are not missed.

These ideas were discussed with the LINK at the full LINK meeting and the following decisions were supported.

- **Taking Up Issues and Going to Look at Services** have two responsibilities – services for adults and services for children and young people.
- **Getting People to Join and Making Friends** will be disbanded and the hosts will report back.
- More resources are put into the website.



How We Do Things

This group will continue with their work plan to draw up policies and procedures for the LINK. Their priority being to agree governance and accountability arrangements as well as compliments and complaint policy, Decision Making Procedures, Establish LINK Advisory Group, Equal Opportunities Policy/Equality & Diversity policy and Recognition of Participation.

Taking Up Issues & Going To Look at Services

Both of these groups will continue with their current work plan and together look for cross cutting issues within the community of Barnsley. Taking Up Issues and Going to Look at Services have two responsibilities – services for adults and services for children and young people.

Children and Young People

The LINK felt that they were not engaging with children and young people as

much as they could be and as a result, suggested that they would like to put more resources into collecting children and young peoples issues via events, road shows and other outreach activities.

Getting People to Join

This sub-group has fulfilled its work plan in year one, which was to make the LINK accessible and produce promotional material. This group has been disbanded as their work has drawn to a close. The responsibility of outreach will in future lie with the hosts and each individual remaining sub-group.

Making Friends

This sub-group suffered attendance issues due to partners massive work commitments and as a result is another group that the LINK has decided to disband. Instead hosts will be reporting back to partners via a monthly partners bulletin, thus keeping them informed and creating opportunities of involvement.

Barnsley LINK Website Launch

The Barnsley LINK officially launched its website on the 18th of February 2010 to those already involved in the LINK. This was a fun event which saw 40 people attend including members of the public, partners, community groups and third sector organisations.

The website is a direct result of participation and has been designed by volunteers sitting on the website sub-group.

We are really excited about the website, as it is an excellent tool for everyone in Barnsley to get their voice heard, share their ideas and be involved with the LINK.

The group wanted the website to be interactive, colourful & informative, aimed at adults as well as children and young people. The group have successfully achieved this with the help of One To One Productions. The website can currently be viewed at www.barnsleylink.co.uk and boasts the following features:

- **Interactive Forums** – Where you can post any questions or discussion subjects regarding Health and Social Care Services and other website users can read it and comment or respond if they have had the same experiences as you.
- **Video Galleries** – Where you can upload your views, and issues in writing, and create a video diary by either asking the LINK to come and film you or by uploading files made at home. Please note all website uploads will be subject to internal viewing prior to web release.
- **News and reviews** – Find out at the click of a button what we have been up to within the sub-groups.
- **Vote Facilities** – Partners, members of the public, community groups and user groups can use this feature to research peoples views. All you need to do is ask for your question to be added to the voting section of the website regarding Health and Social Care Services and once accepted it will be uploaded and people can place their vote.
- **Calendar** – Not sure when or where your meeting is? Not to worry, all meetings and events arranged through the Barnsley LINK will be displayed on the interactive calendar.
- **Join us section** – Does exactly what it says on the tin. If you're interested in being involved you can sign up then and there.

At the event people were given the opportunity to have their say on Health and Social Care Services in Barnsley either by way of the interactive video diary or through completing a questionnaire which asked about peoples experiences of Health and Social Care Services in Barnsley.

On the day of the website launch the LINK collected a total of 19 new comments and these will be taken to the next Taking Up Issues Meeting for consideration in March.

Some comments included:

“Service providers need to talk more to mental health patients; I feel people working in this field need to understand more.”

“Outpatients area in Barnsley Hospital – should make sure they are clean and tidy in the early mornings.”

“Access to dentists limited for Gypsy Traveller community.” “Very basic treatment around dental services.”

The day also helped us to recruit 9 new volunteers for our sub-groups.

Mall Alhambra outreach event

A further event was arranged to promote the website and the LINK to the general public for the 6th of March 2010. This enabled us to sign up 23 new members and seek community views on Health and Social Care Services in Barnsley, as well as interview a further 11 people to appear on the video gallery.



Sub Group News

Going to Look At Services

The Going to Look At Services sub-group has moved another step nearer to carrying out its first “Enter and View” visit. Thirteen members and two host workers received “Enter and View” training on the 9th of October 2009.

We have been busy interviewing members who wished to be considered for “Enter and View” and we are pleased to be able to report that eight members have been successful.

The group are actively seeking new members to become authorised representatives, anyone interested please get in touch with Paul Ironmonger.

The sub-group members are working on the processes to determine which services will be visited and how these visits will be carried out.

A training package is being put together to prepare our members for their first visit and relevant CRB checks are now underway. The sub-group has also had contact with the overview and scrutiny commissions for both adults and children and young people to look at how issues could be referred to them when necessary.

Taking Up Issues

What have we achieved?

Transport meeting – Accessing Health and Social Care Services.

58 people attended the event and 19 questions were satisfactorily answered at the event by South Yorkshire Passenger Transport, Dial-a-Ride and Free-to-Go.

The event was a real success with 99% of the attendees evaluating the event as informative and productive.

As a result of the transport meeting two clear changes have been made by Dial – a – Ride services.

1. An extra stop has been added outside of the Parkway Cinema
2. Larger seatbelts are now in place on all Dial-a-Ride services.

The LINK are still watching this issue and reporting to the relevant services when issues arise.

If you would like more information on the outcomes of this meeting there is a Taking Up Issues Bulletin available to download from our website, alternatively contact Carrienne Stones for information.

What are we working on?

Access to Speech and Language Therapists (SLT) in Barnsley.

In 2009 the Taking Up Issues sub-group were asked to look into the issue of a shortage of Speech and Language Therapists in Barnsley, as people in Barnsley seemed to be struggling to access the service.

As a result, the Taking Up Issues sub-group arranged a meeting for the 5th of March 2010.

The purpose of this meeting was to explore in more detail peoples issues and to give the speech and language therapy services in Barnsley the opportunity to talk about their service, what they do and how they can be accessed.

In attendance at this event were Liz Purt and Deborah McLeod, Clinical Managers for Learning Disability and Adult Services.

Unfortunately Children's Services were unable to attend on this date but offered to answer any questions raised and arrange another meeting date for the future. **If you are interested in attending**

this event please contact Carrienne Stones on 01226 770023 or email: carrienne@barnsleyarena.com

At the event several questions were answered regarding speech and language services and a feedback bulletin is currently being produced to communicate the full outcomes of this meeting and to clarify future developments on partnership working and patient and public participation regarding the developments for this service.

Wheelchair Access to NHS Foundation Trust and NHS Barnsley Services.

The LINK worker has attended a meeting at the Barnsley Access Select Committee (BASC) on the instruction of the Taking Up Issues Sub-Group.

Taking Up Issues will be helping BASC collate evidence and feedback regarding peoples issues with access, via our interactive website, community outreach and via our quarterly newsletter. If you would like to share your experiences or share your views please respond to the article below or via the website by June 2010.

Easy Access?

The LINK wants to hear about your experiences of getting to health services.

The LINK would like you to tell us of your experiences of getting to and accessing Hospital and Primary Care Services. Did you find it easy or hard? Did you need more help or assistance? Could access be improved? How could you change things?

Please let us know so we can work together towards changing or improving services.

You can post your comments via the interactive website forum available from the 18th of February 2010 at www.barnsleylink.co.uk or in writing to:

LINK's Easy Access?
Freepost RLUX-BXRE-BJHA
Barnsley Arena, Arcadia House,
72 Market Street, Barnsley S70 1SN



What's Next?.....

GP Access

The group will be researching the proposed abolishment of catchment areas and the right to choose a GP. The aim will be to create a database on GPs with special areas of interest to go on the LINK website for people to view.

Outreach

Taking Up Issues will also be looking to recruit more group members and continue to collate community views and issues on Health and Social Care Services.

Children and Young People

We are continuing to work with a number of Children and Young People to put together a range of workshops to engage with children and young people all over Barnsley and encourage their involvement with the Barnsley LINK. This plan includes working with children with different needs and from lots of different backgrounds and communities such as children with disabilities and complex needs, children from the Gypsy and Traveller communities as well as other hard to reach groups. Our LINK worker is involving Voice and Influence Ambassadors from Barnardo's, young people who are employed to gather the views of children and young people across the borough, to deliver a range of activities which raise awareness of Health and Social Care Services and allow the children to have fun whilst thinking about their own experiences and give them the opportunity to tell us about any issues they may have encountered. Since November Paul Ironmonger has been out to see over 200 primary school children through Barnardo's Voices' Kids Community Action Groups. An example of some of the issues gathered is the need for more suitable play equipment in hospital waiting rooms, in particular Accident and Emergency, for older children as well as babies and toddlers.

The group has also developed a range of promotional materials including posters and leaflets which are being used to promote the work of the LINK in relation to children and young people.

Paul Ironmonger, along with two of the ambassadors visited the Sheffield LINK during January to look at how they engage and work with children and young people and to develop a relationship with them to share ideas.



Paul and Alaina (V & I Ambassador)
meeting Sheffield LINK host workers

Getting People To Join

What we have achieved

The LINK would like to say a big **thank you** to all of those who were involved in the Getting People to Join sub-group who have since September 2008 been working on the promotion and outreach of the LINK.

During this time they have worked with a company to design a video clip which can be viewed on the Barnsley LINK website at www.barnsleylink.co.uk under the tab About Us. This has also been used to promote the Link on Life Channels in 27 GP surgeries across Barnsley. This group have also worked with graphic designers to produce all other promotional materials you may see when out and about in Barnsley ie posters and leaflets. These have been distributed to resource centres, libraries and health centres. The group agreed that a target plan be drawn up which from now on will be the responsibility of all sub-groups and hosts.



Join us

If you would like to know more about the LINK or get involved in our sub-groups please visit our website at www.barnsleylink.co.uk and join us. Alternatively contact Carrienne Stones on 01226 770 023 or complete and return the form below to:

Freepost RLUX-BXRE-BJHA
LINK, Barnsley Arena,
Arcadia House, 72 Market Street,
Barnsley S70 1SN



I am interested in joining Barnsley LINK -
My contact details are as follows:

Full Name:

Tel No:

Mob:.....

Email Address:.....

Join mailing list

General comment box

Partners News Items



Barnsley 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.

For more information go to www.cqc.org.uk



NHS Barnsley asks for views on end-of-life care

NHS Barnsley is asking local people to take part in a consultation looking at improving the care provided for those with an incurable illness approaching the end of their life and their carers and families.

The consultation seeks views on a draft strategy which outlines an intended approach to enhance end-of-life services in Barnsley, such as making sure support services for patients, carers and their families are in place.

Views and opinions from members of the public will be used to influence the existing strategy and will help shape the way in which local people are supported in the future.

End-of-life lead for NHS Barnsley, Gill Stansfield, said: "We want people in Barnsley to experience a good death and to do this we need to understand what that means for local people. A big decision for patients can be where they want to be at the end of their life. Some people feel more comfortable in a medical setting whereas others prefer being at home, so it's important that all the available options provide suitable care."

By seeking views, and getting people thinking more, we hope to get an insight into what people believe will help make local services the best possible. We want people to think about all of the things that could help improve a person's end of life, for themselves, their families and carers, and the wider community.

The consultation, which can be completed online,
has been extended to 9 April 2010

To have your say, visit: www.barnsley.nhs.uk/endoflife or
contact Joan Allen on 01226 433718



New Edition to Our Team

The LINK would like to welcome our newest team member Paul Ironmonger.

Paul has been working with the LINK since the 23rd of November 2009 and will be representing children, young people and families in Barnsley.

Hello,

My name is Paul Ironmonger. I am a new addition to the LINK team - working for one of the host organizations, Barnardo's Voices ... for Children, Young People and Families. I have been with the team since the end November 2009. I am a person who believes that given the chance all members of our society can make a positive contribution to our community; this is one of the reasons why I applied for the job. I feel it is about giving people the opportunity to have a voice in what affects them but to also ensure that their views are acted upon in a positive manner. I am passionate about children and young people and really looking forward to working with them to ensure they have a say in the Barnsley LINK.

I am looking forward to working with you all in Barnsley and look forward to meeting as many of you as possible over the coming months.

Paul Ironmonger

Contact Details



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(Voluntary Action Barnsley)
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E-mail: caroline.makinson@vabarnsley.org.uk



Carrienne Stones
(Barnsley Arena)
Tel: 01226 770023
E-mail: carrienne@barnsleyarena.com



Paul Ironmonger
(Barnardos)
Tel: 01226 298748
E-mail: paul.ironmonger@barnardos.org.uk



Dates for your diaries

How We Do Things

Thursday 25th March	Barnsley Arena	3:00pm – 4:30pm
Thursday 22nd April	Venue to be confirmed	10.30am – 12:00pm

Taking Up Issues

Monday 15th March	Barnsley Arena	1:00pm – 2:30pm
Tuesday 20th April	Barnsley Arena	10:30am – 12:00pm
Wednesday 19th May	Barnsley Arena	10:30am – 12:30pm
Monday 14th June	Barnsley Arena	1:00pm – 2:30pm

Going To Look At Services

Thursday 25th March	Barnsley Library	4:30pm – 6:00pm
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Children and Young People

The children and young people sub group are currently setting some outreach event dates. For more information please contact Paul Ironmonger or visit www.barnsleylink.co.uk

Finance

Thursday 8th April 2010	Barnsley Arena	3:00pm – 4:00pm
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Bi-Monthly Meetings

Thursday 22nd April 2010	Barnsley Arena	12:30pm – 2:30pm
Wednesday 23rd June 2010	Barnsley Arena	11:30am – 1:30pm

Full LINK Meeting

Wednesday 28th April 2010	Venue to be confirmed	5:30pm – 7:30pm
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If you are interested in finding out more about the LINK, then why not attend one of our Full LINK meetings. These meetings are held quarterly to discuss the work of the LINK and are open to anyone who would like to attend.

The next Full LINK Meeting is on the 28th of April 2010 venue to be confirmed.

For more information or if you would like to attend please contact Paul Ironmonger on 01226 298748 or e-mail: paul.ironmonger@barnardos.org.uk

Share your news with the LINK Want to share your news or promote and event?

Then contact Carriane Stones on 01226 770023 or
e-mail: carriane@barnsleyarena.com

“If you require this in alternative formats/language contact us and we will endeavor to arrange this for you.”

Working in partnership





Ask questions and get answers!

For general enquiries please contact :

LINK, Barnsley Arena, Arcadia House, 72 Market Street,
Barnsley S70 1SN

Telephone: 01226 770023