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**Barnsley
LINK**

NEWSLETTER
WINTER 2011

IMPROVING HEALTH & SOCIAL CARE SERVICES IN BARNESLEY

August 2010 saw the start of Barnsley LINK's (Local Involvement Network) 3rd year and we have had a busy start to this year.

On the 4th of September 2010 Barnsley Link held their **Annual Celebration Event**

at Barnsley Metrodome, with over 80 members attending. The annual event is held in celebration and thanks to LINK members for all of their hard work and commitment in achieving LINKs ambitions in the past 12 months.

Music and entertainment for all the family was enjoyed by all and the Deputy Mayor and Mayoress of Barnsley presented certificates to a number of members that have worked with the Enter & View Sub Group and undertaken LINK training, in order to enable them to carry out LINK's activities of visiting services.

This Training was developed by Barnsley Link for the Going to Look at Service's Sub Group as part of the authentication process, in order for people to become LINK representatives.



Transforming LINKs into Healthwatch - Consultation Event

took place on the 21st September, at The Core.

This event was organised so that LINK members could respond to the "Establishing HealthWatch" consultation document, which forms part of the government's Equity and Excellence: Liberating the NHS White Paper.

The government proposes that local HealthWatch will be a "citizens' advice bureau for health and social care". It will help people with complaints advocacy and, by providing information and signposting, will help people make choices about health and care. It will also keep the current LINK role of finding out people's views on services and recommending improvements. This will expand the role of the LINKs and

members were asked what they thought about this proposal and how it could work in practice.

Over 50 members attended and findings from the event have formed the Barnsley LINK's response. This report has been sent to the Department of Health, LINK members and partners, and shared with the Yorkshire and Humber Regional LINK Network. You can view this report on our website: www.barnsleylink.co.uk/latestnews/establishinghealthwatch

Quality Accounts

In December 2010 the LINK called a meeting to look at BHNFT Barnsley Hospital NHS Foundation Trust healthcare services Quality Accounts 2009/10 – 2011/12. A Quality Account is an annual report to the public from providers of NHS healthcare services about the quality of their services.

The LINK's role in this process is on a voluntary basis to review and supply a statement, for inclusion in the providers quality account. This statement would indicate whether the LINK believed, based on the knowledge they have of the provider that the report BHNFT Barnsley Hospital NHS Foundation Trust have produced is a fair reflection of the healthcare services provided.

Sharon Linter Director of Quality & Standards for BHNFT Barnsley Hospital NHS Foundation Trust spoke at this meeting about their quality account for 2009/10 and the trusts plans for 2011/12.

Sharon discussed how in 2009/10 the trust developed 3 priorities;

- Decrease in patient falls
- Reduction of readmissions
- Improvement in patient experience

Decrease in patient falls by 24%

Readmissions within 28 days fell by 8.5%

Decrease of 67% in cases of Clostridium difficile (C. difficile)

Decrease in cases of MRSA Bacteraemia by 92.9%

Priorities for 2010 / 2011-01-06

- Further reduction in falls by 10%
- Reduce number of patients admitted as an emergency admission within 14 days of a previous discharge
- To improve responsiveness to personal needs of patients using real time patient system to look at:
 1. Noise at night
 2. Staffing Levels
 3. Discharge

In order to collate data for this year's Quality Account the trust sent out Quality Survey, this survey asked questions around 6 key areas.

- Infection Control and Cleanliness
- Falls
- Privacy & Dignity
- Discharge Information

- Admission Information
- Communication

As a result of this survey the following key comments were highlighted as areas for improvement.

- Medication ready for discharge
- Waiting Times in the Outpatient Department
- Repeated Falls
- Nutrition – Food and Feeding
- Tissue Viability
- Understandable Communication

The LINK have also found whilst doing outreach in the community that public opinion agrees with the findings of BHNFT Barnsley Hospital NHS Foundation Trust and that waiting times in the Outpatient Department and understandable communication are a priority for their Quality Accounts.

The LINK will be providing a statement to BHNFT Barnsley Hospital NHS Foundation Trust with the statistics we have which support these findings.

Yorkshire Ambulance Service

The Barnsley LINK is also assisting regional LINKs to collate data for Yorkshire Ambulance Service. The service reported against a number of different indicators last year and have requested assistance in gathering data this year from LINKs to include in their Quality Account report.

The survey that the LINK sent out in December 2010 asked service users their opinions on the Accident and Emergency (A&E) Transport Services and on the Patient Transport Services (PTS).

The trust have asked a range of questions concerning A&E Operations, Patient Safety, Clinical Effectiveness, Patient Experience, Patient Transport Service Operations.

These surveys are to be submitted to the Yorkshire Ambulance Service by the 14th of January and the LINK will feedback once a report has been produced.

Sub Group News

Going to Look At Services Sub Group

We are proud to announce that the following 4 LINK members are now Authorised Enter & View Representatives for Barnsley LINK, after completing the recruitment process and LINK Enter & View Training.



Peter Stradling

Andrew Hill

Mary Dalton

Freda Stenton

We also have a further 4 members awaiting their final authorization and a number of people waiting for the next round of recruitment.

These representatives, along with other Going to Look at Services Sub Group members, will be working closely with the Taking Up Issues Sub Group members in future, in order to prioritise, plan and carry out visits to health and social care services in Barnsley.

How We Do Things Sub Group

This group has been working closely with the Going To Look At Services group to finalise the following policies and procedures:

- Enter & View Policy
- Enter & View Procedure
- Visit Request Form, Visit Form and Post Visit Report
- Enter & View Representative's Authorisation Process

They have also worked on the new LINK members' "Welcome Pack", which has been sent to all existing members and will

be a useful induction resource pack for new members.

Over the coming months their work will focus on the following policies and procedures:

- Volunteer Expense Policy
- Membership Statement
- Recognition of Participation

Taking Up Issues Sub Group

The Taking up Issues Sub Group has had a busy year, doing outreach in the community collecting people's views on Health and Social Care Services and continuing with their sub-group responsibilities.

They have also begun to work more closely with the Going To Look at Services Sub Group to try and identify which services might require Enter and View visits.

The Issues that the sub-group have been looking at this year include:

- Weighing Equipment for the disabled in LIFT Centres
- Wheelchair Access at NHS Barnsley and NHS Foundation Trust Buildings.
- Access to Orthotics

Work is currently ongoing for these issues and we have more issues from the community on our tracker to look at in the new year.

Other issues we were able to look at and have had excellent feedback on from the services and general public which we are able to report on include Access to Speech and Language Therapists in Barnsley, first reported in our April 2010 newsletter and Access to GP Services in Barnsley.

Access to Speech and Language Therapy Services

Barnsley LINK was made aware of issues raised about accessing Speech and Language Therapies (SALT) in Barnsley. This raised concerns about the service provision and suggested that there might be a lack of speech and language therapists in Barnsley, thus making it difficult for patients to access services.

It was agreed that a meeting would be arranged with LINK members and representatives from the service with a view to getting more details about these issues and to give the services in Barnsley the opportunity to provide information about their service and answer any questions the LINK may have had.

The first event as reported in the spring LINK newsletter took place on the 5th of March 2010 and concentrated on Adult and Learning Disability SALT services.

The second information meeting looking at children's SALT was held on the 18th June 2010 in partnership with the Barnsley Parents and Carer Forum to provide LINK members and members of the public attending the meeting information on Children's SALT services. Again this offered attendees the opportunity to highlight their issues and ask questions on SALT provision in Barnsley.

This was also successful event which saw representation from Rosie Cole and Richard Lynch from BMBC Joint Commissioning, who were in the process of looking at SALT in Barnsley. They spoke to the meeting about the commissioning cycle in relation to SALT services and the aims of the reconfiguration of the service.

We also had representation from Janet Whiting and Deborah Newman Clinical Managers for Children's Speech and Language Therapy who were able to answer peoples questions.

13 questions were successfully answered at the event and feedback given to the appropriate attendees.

Both of these meetings contributed to a full service report written and reviewed by the LINK. This report has been sent to all services involved on the day and has been included in the service review for children's SALT services.

Children's SALT Services said "We found the meeting very positive and appreciated the feedback we got from parents. We believe it gave us an opportunity to provide parents with more information about our Service and our role. As a result of the meeting, we have added to and adapted the SENCO training package to try and ensure that there is better communication with schools regarding the free training we provide and how this can be accessed. We have also highlighted to schools the need to inform us promptly of any changes to staff delivering speech and language programmes. The event is something that we would be more than happy to participate in again". (Janet Whiting Clinical Manager Speech and Language Therapy)

Adult Services reported "as a result of the meeting the wording on some of our information has been changed slightly to try and indicate more clearly that our service is person centred and that we endeavour to ascertain the wishes and needs of our service users in relation to any intervention, (bearing in mind that

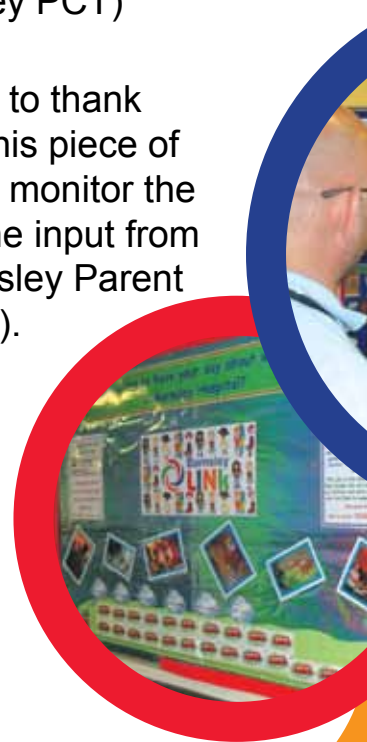
we are usually working with people who do not communicate verbally, or use any formal method for communication). The Learning Disability Therapy Team, which includes speech and language therapy, is asking service users for feedback following any work we do. We are trying to find out what people think about the way we help them, and whether the support we give does what they want. We will use the information we get back to improve our service, and to feed back to the people who commission the service. We are also providing more training to carers, often specific to the needs of individual service users". (Elizabeth Purt Specialist Speech and Language Therapist Clinical Therapy Manager ALD, Keresforth Centre)

"There are ongoing meetings with senior managers and the commissioners on our services, but with cost savings being imposed across the NHS, It is unlikely

things will change significantly. We are looking at our whole service in Adult Speech and Language Therapy, to try to make things more effective and responsive to need within our current staffing and budget" (Deborah Mcleod Clinical Manager Barnsley PCT)

Barnsley LINK would like to thank everyone involved with this piece of work and will continue to monitor the progress as a result of the input from LINK members and Barnsley Parent and Carer Forum (BPCF).

If you would like to read the final Speech and Language Therapy Report please visit us at www.barnsleylink.co.uk or contact Carrienne Stones at Barnsley Arena for a copy.



GP Access

Barnsley LINK has collated various comments and questions relating to GP Services in Barnsley.

As a result of this the Taking Up Issues Sub Group treated these questions and issues as a priority piece of work, and a meeting was held in June 2010 between Link Workers, Sub Group members and Carolyn Ogle, the Senior Commissioning Manager for GP Services at NHS Barnsley who agreed to come along and try to answer our questions.

The LINK are currently putting together a GP report which outlines the responses to the questions people asked regarding GP Services and also looks at the changes occurring due to the recent white paper

Equality and Excellence: Liberating the NHS.

This report will also discuss how the LINK will be working with NHS Barnsley to develop patient user groups and be involved with the GP Commissioning process.

This report will be available from January 2011 on our website at www.barnsleylink.co.uk alternatively if you would like a hard copy please contact Carrienne Stones at Barnsley Arena on 01226 770023.

If you would like to be involved in the work of the Taking up Issues or Going To Look at Services Sub Groups, please complete the Join Us section of the newsletter and return to the FREEPOST address provided. We are always looking for volunteers and would welcome your participation for 2011.

Children and Young People

A lot of promotional outreach work has been done with children and young people since the last newsletter.



Paul Ironmonger worked with different schools and youth groups to encourage children think about their experiences of Health and Social Care Services. There has been some particularly good work done at the hospital where there is a notice board on the Children's Ward for children to express their views.

Outreach Event at Barnsley College

Barnsley LINK Hospital Notice Board Collecting the views of Children and Young People.

To build on the good work done by this sub-group, we plan to do more research across the borough and publish a report to make sure all the important information we

gather can be seen and shared.

The report will be researched and put together by a team of young people involved with the Children and Young People's Sub Group. We continue to work with the Voice and Influence Ambassadors but we would welcome any new volunteers to get involved with this project.

The report is currently in the planning stages but we are looking forward to getting out into the community to discover what young people feel about their local services. We will be out and about throughout January and February so keep an eye on the website to see if we are running a consultation session near you. We hope to have the report completed by March 2011.

We are always looking for fresh ideas and new ways of engaging with different groups. If you are involved with a group that you think would benefit from the opportunity to get their voice heard please don't hesitate to contact Helen Pine at Barnardos Voices on 01226298748.

Partners News Items



News from NHS Barnsley

Morbid obesity surgical services

Primary Care Trusts (PCTs) in the Yorkshire and Humber region are currently reviewing the criteria for funding surgery for individuals who are morbidly obese. A person is usually considered morbidly obese when they have a Body Mass Index (BMI) of over 40kg/m². A morbidly obese person is considered to have a body weight high enough to

pose a severe risk to their health which could mean that they have a reduced life expectancy and /or increased health problems.

The Yorkshire and Humber Specialised Commissioning Group (SCG) is working on behalf of the PCTs in the region. It wants to understand your views on NHS funded surgery for people who are considered morbidly obese. The SCG

is working with patients / service users, carers, members of the public, health care professionals and a number of organisations to understand these views. A questionnaire has been developed as part of this process.

To complete the questionnaire online please click on: <http://www.yhscg.nhs.uk/morbid-obesity.htm>

For further information or to request a paper copy of the questionnaire please contact: [Claire Clayton](#),

Communications & Engagement, NHS Barnsley, Hilder House, 49/51 Gawber Road, Barnsley S75 2PY

Telephone: 01226 433681 or email: claire.clayton@barnsleypct.nhs.uk

The closing date for completion of the questionnaire is Monday 10 January 2011.

Responses to the questionnaire will be used to shape recommendations on how morbid obesity surgical services should be commissioned.

Consultation on proposals to improve Vascular Services in Yorkshire and the Humber

The Yorkshire and Humber Specialised Commissioning Group – on behalf of the PCTs in the region – is currently proposing some changes to the way vascular services are provided in the region. Certain areas of the region could be affected more than others. As far as Barnsley is concerned there is no significant service change proposed. However the views of people in Barnsley are welcome.

The consultation document and questionnaire can be found on the NHS Barnsley website at <http://www.barnsley.nhs.uk/Your-Voice/Consultations>

The closing date for responses to this consultation is 28 January 2011.

For further information or to request a paper copy please contact Claire Clayton (contact details as in the morbid obesity item above).

BME Health Matters

On the 20th October 2010 NHS Barnsley held a health needs event to bring together black and minority ethnic (BME) residents of Barnsley with health service providers and commissioners, to promote health services and discover more about health needs.

The event was part of a project which forms the work plan of the Barnsley Reach Steering Group. Barnsley Reach is a BME resident's panel that provides BME people with a voice in public services.

Along with the event, the project included a health needs survey sent to the Barnsley Reach panel. This was an excellent opportunity to strengthen our engagement with BME people, to have a better understanding of any barriers to accessing service and to promote health services.

A wide range of service providers from NHS Barnsley and Barnsley Hospital NHS Foundation Trust, and NHS Barnsley commissioners attended the event to promote services and find out more about service users' health needs.

The event included a haunting presentation from an Iranian asylum seeker who sought asylum in the UK



after being detained in Iran having suffered torture and death threats. After some difficulties and delay with his application and suffering from mental health problems, he arrived in Barnsley and came into contact with a community development worker (CDW), Roya Pourali.

Roya is one of three community development workers in Barnsley who work jointly for NHS Barnsley and BBEMI to promote mental health services to the BME community, support service users and develop cultural awareness amongst mental health staff. Thanks to the support of the CDW and access to health and social services, this service user is now an active part of the Iranian community and does voluntary work as he awaits the outcome of his asylum application.

A total of 43 people attended the event (excluding the event organisers), 14 of whom were BME service users and members of the public. Although it would be have been great to have more service users attend, there was great discussion about barriers to services, ideas for improving services and what makes a really

good service. One of the most consistent themes to come through is that friendly and responsive frontline staff made all the difference. Generally, people were very satisfied with the clinical care they received, particularly in children's services.

The findings from the health survey and event will help to inform our equality work

plan, which spans the whole of NHS Barnsley, including HR, Care Services and Commissioning. These findings will also be communicated back to service design, public health and other related commissioning and service delivery teams.

For further information, please contact Amanda Heenan, Equality & Diversity Manager, NHS Barnsley on 01226 43 3789, or email: amanda.heenan@barnsleypct.nhs.uk

Joan Allen – Consultation & Engagement Officer

Many of you may know Joan Allen – Consultation & Engagement Officer. Joan recently left NHS Barnsley after many years NHS service. We wish Joan well in her retirement.

Seasons Greetings and Wishes for 2011

Everyone at NHS Barnsley would like to send the compliments of the season to Barnsley LINK. We look forward to working with you in the coming year as we strive to deliver good quality services to the people of Barnsley.

If anyone would like to be involved in the work of NHS Barnsley then please contact the Consultation & Engagement Team at NHS Barnsley:

Claire Clayton, Communications & Engagement, NHS Barnsley, Hillder House, 49/51 Gawber Road, Barnsley S75 2PY. Telephone: 01226 433681 or E-mail: claire.clayton@barnsleypct.nhs.uk



Centre for Independent Living – What they are and Who they're for

The Government committed each Local Authority area to developing a Centre for Independent Living (CIL) by 2010 (Cabinet Office 2005). A Centre for Independent Living is a collection of services that help disabled people achieve empowerment and independence that are delivered by an organisation called a User Led Organisation (ULO). A ULO is where the people the organisation represents, or provides a service to, have a majority on the management committee or board and where there is clear accountability to members and or service users.

Centres for Independent Living (or CILs) are organisations that plan and manage services for adults (people aged 14 or more) who need some support to help them live as independently as possible. These include:

- People with learning disabilities
- People with physical disabilities and/or sensory impairment
- Older people
- People with mental health problems
- People with drug or alcohol problems

The aim of the CIL is to provide an environment where people with disabilities are empowered and assisted to take control over their own lives and participate fully in society. They also help Carers, friends and family, who look after someone. Carers are not always adults, many children and young people look after relatives so for this group services for young people may be included.

The CIL will provide services for young people in transition, working age adults and older people with mental health

problems, learning disabilities, physical and sensory impairments, and dementia related conditions, as well as carers.

The aim is to include the following core functions in the CIL:

- Advocacy including generic and specific such as Independent Mental Health Advocacy and Independent Mental Capacity Advocacy
- Peer support and participation including peer mentoring, outreach and community development work
- Information and advice on Self Directed Support
- Well being, prevention and promotion including advice and support for self care
- Equality and diversity training

How CILs work

The Joint Commissioning Unit from Barnsley mbc and NHS Barnsley are currently in the process of developing a CIL for Barnsley which they are helping to pay for. However they will not own the CIL as it will be run by service users who will (with support from commissioners) decide what services they will have in them. The Local Authority still has a say in what the CIL does though, particularly in the early stages, because it needs to make sure that the money it gives is spent on good services and not wasted.

Over the past 3 months the Joint Commissioning Unit have undertaken a number of consultation events with Service Users, Carers and providers to look at what the CIL for Barnsley should look like.

Should you wish to have a copy of the feedback from the events please contact Debbie Marks (Barnsley Participation Process Manager) on 01226 772308 or email debbiemarks@barnsley.gov.uk

Contact Details

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(Barnardos)

Tel: 01226 298748 E-mail: helen.pine@barnardos.org.uk

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:

General comment box

Tel No:

Mob:

Email Address:

Join mailing list

Working in partnership



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.

Share your news with the LINK

Want to share your news or promote an event?

Then contact Carrienne Stones on 01226 770023 or
e-mail: carrienne@barnsleyarena.com

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



Ask questions and get answers!

For general enquiries please contact :

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Telephone: 01226 770023

www.barnsleylink.co.uk

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