

Gateshead LINK Newsletter

SPRING 2011

Gateshead LINK Annual Event 2010

www.gatesheadlink.org.uk

Gateshead LINK's Annual Event took place on the 4th November 2010 at the Gibside Hotel in Whickham.

Over 80 LINK members and members of the public heard feedback on the work of the LINK over the past year 2009/2010. Delegates listened to presentations from the 6 LINK working groups which met over the past year (mental health, transition into adult services, residential care, carers, hospital discharge

and personalisation & independent living).

All of these presentations are available to

download at Gateshead LINK's website at www.gatesheadlink.org.uk

Delegates were also informed about the possible new functions of

'Healthwatch' and afternoon workshops were spent looking at future priorities.

The Steering Group met in Feb 2011 to look at and review these findings.



The Knit & Pearl Group, new members of Gateshead LINK, attend the Annual Event in November 2010

Meet the Committee

The above event also saw the election of the new Gateshead LINK Steering Group for 2010/2011.

12 members were elected to the steering group and those members are:

Anthony Atkinson
Ethel Donnelly
Glenys Goodwill
Maria Hall
Andrew Mitchell Heggie
Valerie Hodge
Gretel Keadell
Bill Llewelyn
Kay Parker
Anya Simpson
Christine Squires
Dave Wallace

Save the Date

Thursday 19th
May 2011

Gateshead Old
Town Hall
10am-2.30pm

Gateshead LINK
Mental Health
Wellbeing Event

LINK
**MAKE IT
HAPPEN!**

Gateshead
LINK

Involving Local People in
Health and Social Care

Gateshead LINK

Working Group Achievements

Gateshead LINK has been working hard to forward recommendations to health and social care service providers in Gateshead. As a result Gateshead LINK has influenced the shape and delivery of health and social care services.

Gateshead LINK's Hospital Discharge working group has worked closely with Gateshead Health NHS Foundation Trust to shape new discharge packs in Gateshead hospitals and canvassed patients on their experiences when being discharged from hospital in Gateshead.

Gateshead LINK's Personalisation and Independent Living Working Group is working with Gateshead Council to produce a 'first steps' information leaflet about the system of personal budgets.

Gateshead LINK Transition to Adult Services Working group is looking at the experiences of young people with learning disabilities and extra needs when they leave children's services and supported into adult services.

Gateshead LINK Mental Health Working Group is organising an event to celebrate and promote mental health wellbeing to be held at Gateshead Old Town Hall on Thurs 19th May 2011.

OPEN TO ALL
Gateshead LINK Working Groups 2011
 All meeting are held at GVOC, 8/9 Gladstone Terrace,
 Gateshead, NE8 4DY

Mental Health Working Group	
Date	Time
Mon 04/04/11	1pm-3pm

Transition into Adult Services Working Group	
Date	Time
Tues 05/04/11	10.30am-12.30pm

Personalisation & Independent Living Working Group	
Date	Time
Tues 02/03/11	10.30am-12.30pm
Tues 05/04/11	10.30am-12.30pm

Hospital Discharge Working Group	
Date	Time
Tues 15/03/11	10.30am-12.30pm
Tues 26/04/11	10.30am-12.30pm

The Government's response to the NHS White Paper consultation, 'Liberating the NHS: Legislative Framework and Next Steps', outlines plans to build on LINKs in health and social care with the introduction of independent Local HealthWatch organisations.

LINK Transformation to Local Healthwatch Update

The new system of Local Healthwatch organisations will encourage local involvement in shaping health and social care services.

The new Healthwatch will work with Gateshead Council and support them in their increased role in the field of public health and will build a strong



working relationship with Gateshead's GP consortium as they take responsibility for commissioning services.

Local healthwatch will also have a new role in designing and developing health and social care services and will represent the people of Gateshead on the Health and Wellbeing Board.

Gateshead Carers Survey

Carers in Gateshead have the chance to contribute to a major piece of research, which aims to influence policy and services. The survey aims to find out, who Gateshead's carers are, who they care for, what issues they face in their daily lives and what services they value. The results will influence future campaigns by Gateshead Carers Association (GCA.) They will also inform GCA's future fundraising and other activities. The survey asks carers a wide range of questions from who they care for to what services

they provide and access on a regular basis. It also asks how caring has affected carers' health, finances and quality of life and how the current recession and plans to cut public spending affect them. Carers completing the survey have the chance to be entered into a prize draw to win £50 worth of shopping vouchers. An in-depth survey into carers' household income and expenses will run alongside the main carers' survey.



For more information – or a hard copy – on the surveys, please call Judith Dunn on (0191) 490 0121 or email

judith.dunn@gatesheadcarers.com

To complete the survey, click on the address below or an electronic version can of the survey can also be accessed at www.gatesheadcarers.com



www.surveymonkey.com/s/gatesheadcarerssurvey2010

Gateshead LINK Brushes Up on Complaints Procedures

Gateshead LINK Steering Group were invited by Gateshead NHS Foundation Trust to look at the trust's complaints procedures at work.

The meeting took place on 27th Jan 2011 and looked at both the complaints process for the trust and the role of PALS (the organisation that helps the NHS to improve services by

listening to what matters to patients and their loved ones and making changes, when appropriate).

Hazel Rogerson (PALS Complaints Manager) explained the role of the complaints team at the trust and commented that "complaints that have been upheld in the past have lead to staff training and changes in

service".

The group came away understanding the distinct roles of the complaints process and PALS. The meeting took place to illustrate to LINK Steering Group members how complaints are dealt with by the trust, Healthwatch's role may involve a complaints advocacy role relating to health and social care issues



Gateshead LINK Steering Group Members Kay Parker, Dave Wallace & Anthony Atkinson meet Hazel Rogerson (PALS) on 27th Jan 2011

Log your issues and concerns with Gateshead LINK online

Gateshead LINK has a dedicated online system where you can log issues and concerns regarding health and social care provision in Gateshead. Visit Gateshead LINK's website at www.gatesheadlink.org.uk and click on 'Submit your health and social care issues and concerns to Gateshead LINK'



Steering Group Work Towards Change

In response to upcoming changes to LINK and its transformation to Healthwatch, Gateshead LINK's Steering Group met on 10th Feb 2011 for an all day meeting to discuss the forthcoming transition period and

change from LINK to Healthwatch. Members worked all day tackling issues affecting Gateshead LINK and review the work the LINK is currently focusing on to see whether it is still relevant. The group agreed to continue focusing on the four key working group issues as

well as to prepare the LINK for the transition period into Healthwatch.



Involving Local People in Health and Social Care

Gateshead LINK Enter and View

Gateshead LINK volunteers and members took part in and 'enter and view' of the Chainbridge Medical Partnership in Blaydon on 14th Feb 2011.

Members and volunteers looked at

the facilities and standards of service provided by the practice, as it had been highlighted, by service users, as being a model of good practice.

Gateshead LINK are working to enter and

view more health and social care premises to look at standards and procedures.



Thanks to the staff and patients at Chainbridge Medical Centre for hosting Gateshead LINK's Enter & View team

Be a Gateshead LINK Enter & View Volunteer!

Find out about becoming a Gateshead LINK Enter & View volunteer visit



www.gatesheadlink.org.uk/enterView



Involving Local People in Health and Social Care

Join Gateshead LINK

Make it Happen



If you would like to join please fill in the form below and return it to Gateshead LINK and we will send you a registration form and members pack.

FREEPOST NEA 3819, John Haswell House,
8-9 Gladstone Terrace, Gateshead, Tyne & Wear, NE8 1BR

Email:gatesheadlink@gvoc.org.uk

Your Details

Name.....

Address.....

Post Code.....

Phone no.....

Mobile no.....

E-mail (if you have one).....

How do you prefer to be contacted?.....

Date of registration.....

Data Protection Act 1998 - The information supplied on this form may be held on computer and/or manual files. All information supplied by you is strictly confidential and will only be used by the LINK and its partners for monitoring and evaluation purposes. Your personal details will not be passed to a third party without your express permission

Gateshead LINK

GVOC

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NE8 4DY

Charity Number: 1137389

Company Registration Number: 7302622

A Company Limited by Guarantee, registered in England and Wales



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