



Recap of Year 1

- Establishing foundations
- Building relationships
- A successful AGM and launch of the Annual Report
- Promoting the LINK across the city, generating interest and membership



49 articles, including:

- Plymouth Evening Herald
- Service provider newsletters
- Carers' newsletters
- Community and voluntary sector bulletins
- Local websites/web diaries
- Resource directories
- Plymouth Extra
- Plymouth People
- ... and many more

45 events, including:

- Chinese festival
- Carers' drop-ins
- Kurdish New Year party
- Women's Health Day
- Local neighbourhood weeks of action
- ASDA Supermarket
- Sanity Fayre
- Volunteers' Week
- Mental Health Conference
- Refugee Week
- Plymouth Pride
- Respect Festival
- ... and many more

Distributed information via:

- Derriford Hospital
- The Eye Infirmary
- Learning Disabilities Partnership
- Volunteering networks
- Senior citizens' groups
- Mental health services and user groups
- Local community groups
- Local libraries
- Shopping centres
- Bus advertising
- 'What's On' websites
- City Centre screens
- ... and many more

38 presentations to:

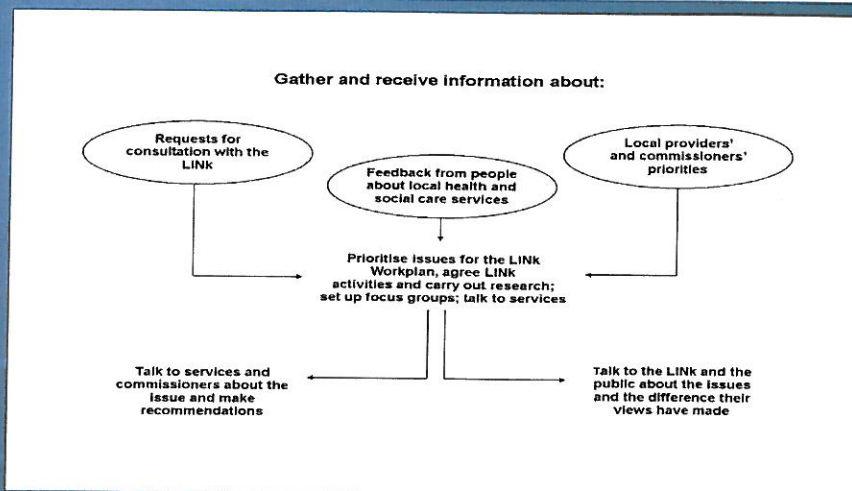
- Plymouth Health Exchange
- RNID (Royal National Institute for the Deaf)
- Parent & Family Forum
- Direct Payments
- Supported Housing
- Black & Minority Ethnicity support groups
- Resident groups
- Learning disability groups
- Plymouth community workers
- ... and many more

Year 2

- Linking LINK across the city
- Training the Visiting Team
- Working with other LINKs
- Putting Plymouth on the map
- Identifying priorities and working through issues



How does the LINK work?



LINK Priorities

GPs

- Public feedback on appointment times
- Public unaware of new extended opening hours in surgeries/out of hours GPs/walk-in centre
- BME communities need GPs who are female/speak other languages
- Recommendations to publicise this information, via surgeries, to local population

Dentists

- Lack of access to NHS dentists
- LINK researching current dental options, capacity, availability

Mental Health Services

- People don't know what services there are and are available to them
- Plymouth Involvement & Participation Service (PIPS) working through Local Implementation Team (LIT) to get accessible information for service users/carers
- PIPS involvement in staff training

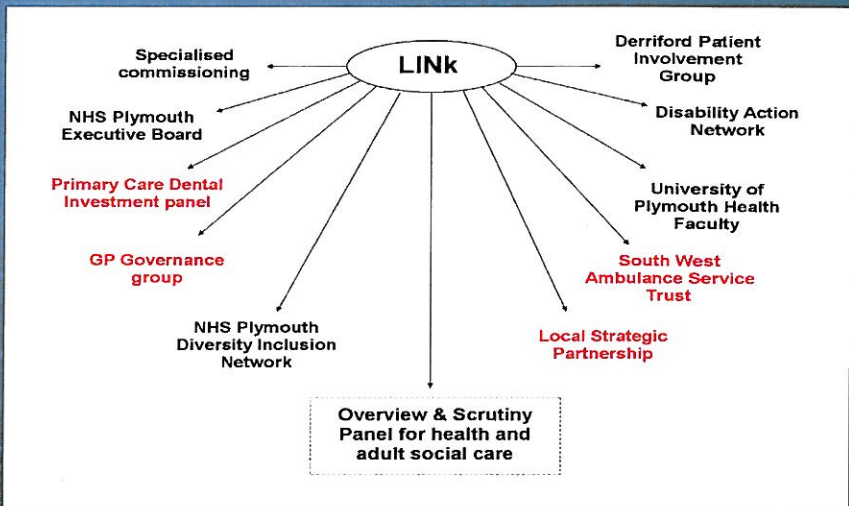
Derriford Hospital

- Waiting times too long / no communication
- Raised by Scrutiny Panel through discussions
- Researching how patients informed of waiting times
- Recommendations to include information on waiting times for appointments in letters to patients as part of current review

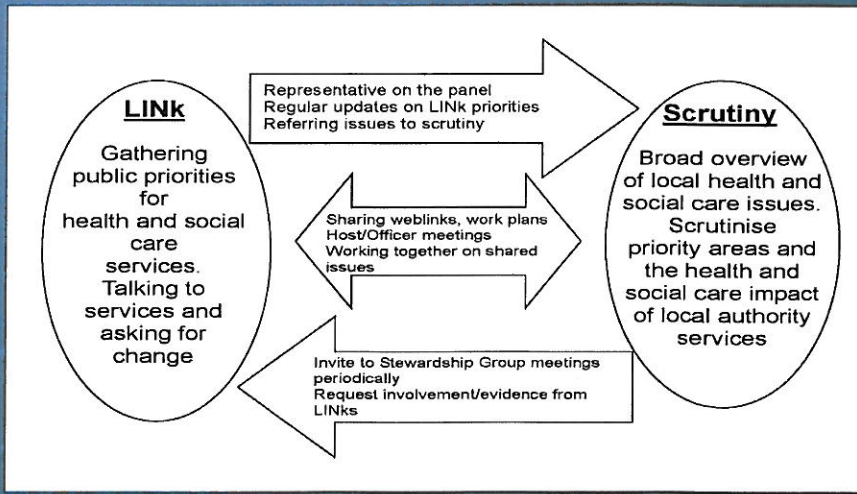
Carers' Support

- Feedback from carers' groups that they do not have access to information about support services available to them
- Recommendations for GP surgeries to hold information in waiting rooms and GPs to be made aware for referral of carers

New Relationships



Working with Overview & Scrutiny



Thank you

Any questions?