

LINK Contract Monitoring Executive Summary 2009/2010

Area of Work	Local / Regional	Commissioner involvement/ led	Activity (including events, focus groups, meetings & information re diversity, community involvement etc)	Recommendations (attach any reports)	Outcomes/ Success
Care Homes	Local (to be used nationally as example of LINK work)	Debbie Butcher re consultation and report actions	<ul style="list-style-type: none"> • Commissioner input into report. • Meeting with Care home review lead. • Plans for partnership work to audit specific areas of discharge and create improvement plan. • Ongoing public consultation through events. • LINK rep on group to trial discharge audit tool and develop service improvement plans for discharge to care homes. 	Report	<ul style="list-style-type: none"> ☺ LINK feedback prompted development of audit tool. (copy attached) ☺ LINK invite to meet care home managers and review team to trial audit tool and create improvement plan. ☺ LINK rep on group alongside managers/review team.
Dentists Access to NHS provision	Local	Primary Care Team	<ul style="list-style-type: none"> • Regular meetings with primary care team (to monthly) • Request for information on results of survey and new access targets • Plans to host focus group to consider access issues to dentists and primary care. • Contact with CQC to work together on access to dentists. • Ongoing public consultations through events. • Focus group to be used as CQC learning set for national programme of work with LINKs • LINK/PAPOP informed that over 50's issues re accessing dentist 	Update on project and plans	<ul style="list-style-type: none"> ☺ Primary Care action plan covering all areas ☺ Regular contact with team to drive forward service improvements ☺ PCT invite to work on phobic dental service ☺ Plymouth LINK to work with CQC to use local work to inform national improvements for dentists ☺ Possible commissioning of CQC for this piece of work ☺ Plymouth LINK contacted as success story ☺ Partnership with CQC to be used as example of good practice nationally ☺ Peninsula dental school extended catchment area to include over 50's anywhere in city. Referral through WAVES.

					<ul style="list-style-type: none"> ☺ Meeting with CQC and primary care team to plan research to identify issues for service improvement plans and support primary care to meet CQC standards
GPs Communication of opening hours, accessibility	Local	Director of Primary Care and GP leads On request	<ul style="list-style-type: none"> • Plymouth LINK hosts public question time event. • Meeting planned to follow up specific areas raised. • New LINK identified to lead research into feedback to further work with GPs <p>Sentinel -</p> <ul style="list-style-type: none"> • LINK establishing relationship with Sentinel • Sentinel using LINK for advice on PPI and partnership work for future • LINK invite to sentinel for healthy Plymouth event. • As GP consortia sentinel and LINK relationship starting to develop for patient involvement in GP commissioning for future 	<ul style="list-style-type: none"> • Write up of Question Time • LINK news • RC mystery shopper • reports from follow up meetings • LINK rep report on new focus for LINK re GP feedback 	<ul style="list-style-type: none"> ☺ Partnership with primary care team strengthened ☺ LINK feedback uniforms new questions in GP contract monitoring. (on opening hours promotion, use of language) ☺ New links to practice manager group ☺ Request to support primary care team focus on target changes ☺ Inform, advise and consult on closure of GP health centre. <ul style="list-style-type: none"> ☺ Meeting set with new contact ☺ Advice and guidance given re consulting with public ☺ Sentinel presence at healthy Plymouth event (9th oct) ☺ Sentinel meeting with stewardship group and invite to join board now, through transition to commissioning consortia to support patient voice.
Pharmacy	Team	Primary Care learn Lead	Through meetings-highlight LINK feedback on pharmacies Raise issues re: costs/access to prescriptions	Improvements in info and promotion of prepayment prescriptions.	<ul style="list-style-type: none"> ☺ Primary care lead focus on promotion of money saving prescriptions. ☺ Questions on promotion of these included in pharmacy contract monitoring

					☺ Request for Link involvement in pharmacy needs assessment – future planning of services.
Access to social services	Local	ASC commissioner	<ul style="list-style-type: none"> • Ongoing consultation via events • Commissioners to alert to opportunities for LINK to support service development. 		☺ New bimonthly meetings with ASC management team to provide regular feedback/issue ☺ Meeting with new head of modernisation to get involved in putting people first work
Direct Payments	Local	Close work with commissioner	<ul style="list-style-type: none"> • Ongoing consultation via events/carers newsletters 		☺ 3 LINK members have joined direct payments working group. ☺ Feedback from group that they have identified barriers and made improvements to services
Derriford Hospital	Local / regional	Close work with executive team	<p>Patient discharge -</p> <ul style="list-style-type: none"> • Plymouth LINK involvement in regional work on discharge and surveying patients experience. (Devon and Torbay LINK involved) <p>Delayed discharge -</p> <ul style="list-style-type: none"> • Monitoring delay and reasons • Working with hospital to keep informed <p>Working with hospital -</p> <ul style="list-style-type: none"> • Relationship with hospital board developing • New relationship with other groups in hospital (Improving through listening) 	<ul style="list-style-type: none"> • survey 	☺ partnership work with Derriford to include survey in all discharge paperwork ☺ Report to be produced ☺ Contact with hospital re monitoring and answers to LINK concerns ☺ Work with Devon and Cornwall LINK regarding discharges outside Plymouth. ☺ LINK rep on board following presentation by LINK rep ☺ Invite to join group – Vicky to visit in Jan
Treatment of people with learning	Local/Regional		<ul style="list-style-type: none"> • LINK consulting and feeding info on LD views (general events and LD events) • Regular contact with Derriford 	<ul style="list-style-type: none"> • Report from 'Have a Heart' LD event • Pending report 	☺ LINK lead to attend review meetings ☺ Small no. of people with LD who want to be consulted on service improvements

disabilities in hospital			<ul style="list-style-type: none"> regarding ongoing work • Identification of LD LINK Lead. • Plans for involvement in pending carers policy/ accessible info. • LINK rep on LD review group at Derriford • Partnership with Derriford to consult using accessible feedback cards via events • LINK invite and involvement in SHA acute LD review of south west hospitals • Member of visiting team spent day alongside review team to assess derriford work to improve LD treatment 	<ul style="list-style-type: none"> from general consultation events happening. • LINK lead to attend hospital LD review group. • Invite and info attached • Waiting report of visit 	<ul style="list-style-type: none"> ☺ New contact with Highbury Trust. ☺ Continual LINK input via review group – positive feedback and LINK rep well respected in group. ☺ LINK known to SHA and invited to join team ☺ LINK rep took part in visit
Annual Health Check for people with learning disabilities	Local		<ul style="list-style-type: none"> • LINK consulting and feeding info on LD views (from general and LD events) • LINK to monitor compliance /occurrence via service managers/primary care team. • Recent response to update request • Discussion at stewardship group meeting and sign off as priority area. 	<ul style="list-style-type: none"> • Incorporate annual health check info GP contracts/ monitoring. • To inform LINK of health check monitoring • See emails re update and stewardship response. 	<ul style="list-style-type: none"> ☺ Primary Care team keen to work on improving this area with LINK input ☺ LINK supported need to focus on this area and has seen improvements in work carried out. ☺ Stewardship group agreed to close this area of work due to response from services and commitment to improve.
SHA specialist centres of excellence – Upper GI cancer surgery	Regional And Local		<ul style="list-style-type: none"> • Monitoring outcome of Independent Review Panel. • Waiting outcome of assessment 	<ul style="list-style-type: none"> • Info to LINK on 	<ul style="list-style-type: none"> ☺ Plymouth LINK presence at working groups in Cornwall has improved profile and encouraged more invitations for working together (user strategy group)

<p>- Burns centres</p> <p>- Rare gynaecological cancer surgery</p>			<p>visit and plans for centre/consultation</p> <ul style="list-style-type: none"> • Consulting on proposal via events • Letter to recommend learning - from Upper GI to support proper consultation for gynae service • Working with PPE lead to pick up consultation plan • Monitoring proposal through seat on scrutiny panel • On hold due to PCT 	<p>plans for centre and use of LINK Visiting Team</p> <ul style="list-style-type: none"> • Letter to cancer network regarding consultation process (in pipeline) 	<p>☺ LINK has firmed its relationship with SHA – only LINK to respond to invite. Will encourage future partnership</p> <p>☺ LINK and OSC able to work thro new development together</p> <p>☺ Opportunity to champion patient voice early in process</p> <p>☺ Learning from other LINKs after upper GI experience</p>
<p>Carers – referral and access to support, recognition</p>	<p>Local</p>	<p>Close work with commissioner</p>	<ul style="list-style-type: none"> • Meetings with LINK lead and commissioners to discuss LINK feedback and reports • Ongoing consultation to support priority setting for service improvements. 	<ul style="list-style-type: none"> • Carers Rights Day Consultation • Carers equality and diversity report • Carers issues diagram and discussion areas/recommendations • Minutes of meeting with commissioners • Report from carers rights day 	<p>☺ Follow up meeting set</p> <p>☺ Commissioner response to LINK feedback looking into carers contracts seconding staff to investigate finance issues</p> <p>☺ Positive responses by commissioner to working with LINK</p> <p>☺ This work has generated continuing contact on other issues</p> <p>☺ Meeting with health and social care commissioners and identification of improvements through LINK input/feedback.</p> <p>☺ Plans to support commissioners work through consultation at carers rights day</p>
<p>Mental Health</p>	<p>Local</p>		<ul style="list-style-type: none"> • Consultation on PCT quality accounts for mental health • Strengthening relationship with PIPS • New focus for LINK – stewardship group looking into at next meeting (29/09/10) 	<ul style="list-style-type: none"> • Info from task group meeting 	<p>☺ Input into future service planning for mental health</p> <p>☺ Approach from another commissioner regards involvement in process</p> <p>☺ Stronger voice for mental health</p> <p>☺ Task group set up and met to consider further work in area of</p>

					<p>mental health.</p> <p>☺ Partnership work with PIPS</p>
<p>LINK recognition / reputation</p>	<p>Local, regional and national</p>		<ul style="list-style-type: none"> • Contract by Harrow LINK consultant to gain ideas for engaging communities • Request by Torbay LINK to present at their re-launch • Plymouth LINK reps advised Torbay on using volunteers and generating interest. • LINK offered training opportunities to other LINKs • Plymouth Link known to Torbay stewardship group following visit to re launch – contact made to host team following this. • Contact with CQC to work a project to strengthen CQC/LINK relationship • LINK dentist work to be part of national learning set • Plymouth LINK leading SW network alongside Devon & Cornwall • Plymouth involvement in responding to future plans as part of regional voice • Brokering relationship between Derriford and Cornwall LINK • Meetings with Devon and Cornwall and Plymouth driving 	<ul style="list-style-type: none"> • Waiting on copy of Harrow LINK report and areas of Plymouth LINK 's contribution • DoH money to support regional forum – Plymouth, Devon & Cornwall to host 	<ul style="list-style-type: none"> ☺ Showcase Plymouth practice/success to Consultant- will be sighted in Harrow LINK improvement plan. ☺ Plymouth LINK success shared with Torbay PCT, LA, Commissioners and LINK ☺ Plymouth LINK featured on Torbay website and newsletter ☺ Recent contact from Torbay LINK members asking advice about care home issues. ☺ Torbay LINK members attended enter and view training ☺ Torbay Link member contacted Plymouth for advice about approaching services, what next. ☺ Plymouth LINK approached over others ☺ Work between Plymouth LINK/CQC to inform national strategy. ☺ Plymouth used a example good practice nationally ☺ Support from Devon & Cornwall to work together to strengthen regional voice ☺ Plymouth hosted meeting with other LINKs and will be following up to move joint work forward.

			<p>forward peninsula Links meeting to develop work areas.</p> <ul style="list-style-type: none"> • Plymouth LINK hosted lunch for hospital executives • Building on relationship offering opportunity to join Links in training and at events <ul style="list-style-type: none"> • Invitation for LINK to comment and advise on PCT staff workforce development plans • Invite for LINK rep to join joint health and LA integrated consultation and planning group to help inform city wide plans to involve people in local strategies and LSP 	<ul style="list-style-type: none"> • Use of LINK / coming events to consult • Opportunity for patient involvement in pending cuts <ul style="list-style-type: none"> • See response 	<ul style="list-style-type: none"> ☺ New relationship with board and key players ☺ Requests for consultation on no of areas ☺ Plans for future meetings ☺ Input into PHT quality accounts ☺ PHT rep joined LINK enter and view training ☺ PHT represented at LINKs healthy Plymouth event ☺ LINK rep on hospital board <ul style="list-style-type: none"> ☺ Host team involvement in group – new contacts and new avenues to involve LINK.
LINK PR	Local		<ul style="list-style-type: none"> • Expansion and development of website • Focus groups to plan LINK AGM/annual celebration event • Meetings between LINK reps and PCT to host 'Healthy Plymouth' day in partnership. • Annual Report for Year 2 produced • Invite for LINK rep to join PEC 	<ul style="list-style-type: none"> • Website analytics <ul style="list-style-type: none"> • Full / summary Annual Report 	<ul style="list-style-type: none"> ☺ Continued success of website and nos of users/use of access tools ☺ LINK membership driven AGM ☺ LINK rep has seat on NHS Plymouth events planning group. ☺ Positive response to annual report for Year 2. (Comments from CQC,DoH etc.)

			(PCT)		<ul style="list-style-type: none"> ☺ LINK rep volunteered and about to join ☺ LINK rep met PEC chair to join group in January 2011. ☺ Successful healthy Plymouth event working in partnership with PCT
Links to diversity	Local	Issues of reaching diverse communities driven by commissioner	<p>Targeted events working with</p> <ul style="list-style-type: none"> - Gypsy/traveller communities - Young people - Asylum seekers and refugees <p>Approach and new contact with RNID</p> <ul style="list-style-type: none"> • LINK have attended a number of different events and meetings to consult with groups across the city. 	<ul style="list-style-type: none"> • Reports from specific events/ meetings • Transition event report • Radford estate tenants meeting report • Parent and family forum report • Smile lunch club report • One big youth event report • Improving reach report 	<ul style="list-style-type: none"> ☺ Increased nos of members/feedback from these groups ☺ Increase in volunteers from diverse backgrounds ☺ RNID involvement in primary care accessibility work. ☺ LINK hosting lunch with eastern European, African and Portuguese communities.