

LINK CORNWALL

WINTER 2009/2010 ISSUE 9

HELLO...

WELCOME TO THE LINK [LOCAL INVOLVEMENT NETWORK] IN CORNWALL NEWSLETTER

Happy 2010!

We were really looking forward to beginning the new year with one of our Theme Group Event's on Thursday 14th January. We were coming to BUDE! Unfortunately the weather got the best of us and we had to make the difficult decision of cancelling.

The good news is that we will now be coming to BUDE on Thursday 4th March. Same place, same time! Please see the back page of this newsletter for more information.

Because of our disappointment at not being able to get out and about in January, we thought that it would be a great idea to bring a Theme Group Event to you... in this Newsletter! When you turn over the page things will look a little different!

WHAT HAS BEEN HAPPENING IN THE WORLD OF LINK ?

Our newest Task Group, looking at the hospital discharge process, has developed a very exciting work plan which is based on the ideas of all of you who took part in our workshop held in November 2009. LINK brought together the Royal Cornwall Hospital Trust [RCHT], the Department for Adult Care and Support, the Primary Care Trust, the Cornwall Partnership Trust, the Health and Adults Overview and Scrutiny Committee and the South West Ambulance Trust to hear from LINK about our experiences of the discharge process. A meeting to discuss the workplan is happening on the 2nd March 2010.



Your LINK Hospital Care Facilitators met with the Chief Executive and Chair of the RCHT in January where, as part of a very helpful meeting, the RCHT supported the priority of working with all the agencies involved to improve the experience for patients going through the hospital discharge process.

The Dentistry Task Group and the Mental Health Out of Hours Task Group are checking up on, and taking forward, the outcomes from their activity and monitoring how we are making a difference to the way services are planned and run. We will be involved in writing a new commissioning plan for both dentistry and mental health crisis support services.

The PCT have told us:

"LINK have influenced the increase of dental provision in Cornwall, especially as they have been able to bring patients view points to the attention of the PCT, this has been welcomed and valued."

"...we will be using the recommendations in this report [LINK Mental Health Out of Hours: Have Your Say Report] to help develop a model of Out of Hours support."

Quotes from the Director of Partnership Commissioning and Interim Director of Primary Care.

We are looking forward to all the activities of all our Task Groups in 2010.

Finally before we turn the page and welcome you to our Theme Group Event, LINK would like to tell you that your views have helped us to respond to the recent consultation on the RCHT plans for 2010-2014 and to respond to the Care Quality Commissions assessment of health services in Cornwall.

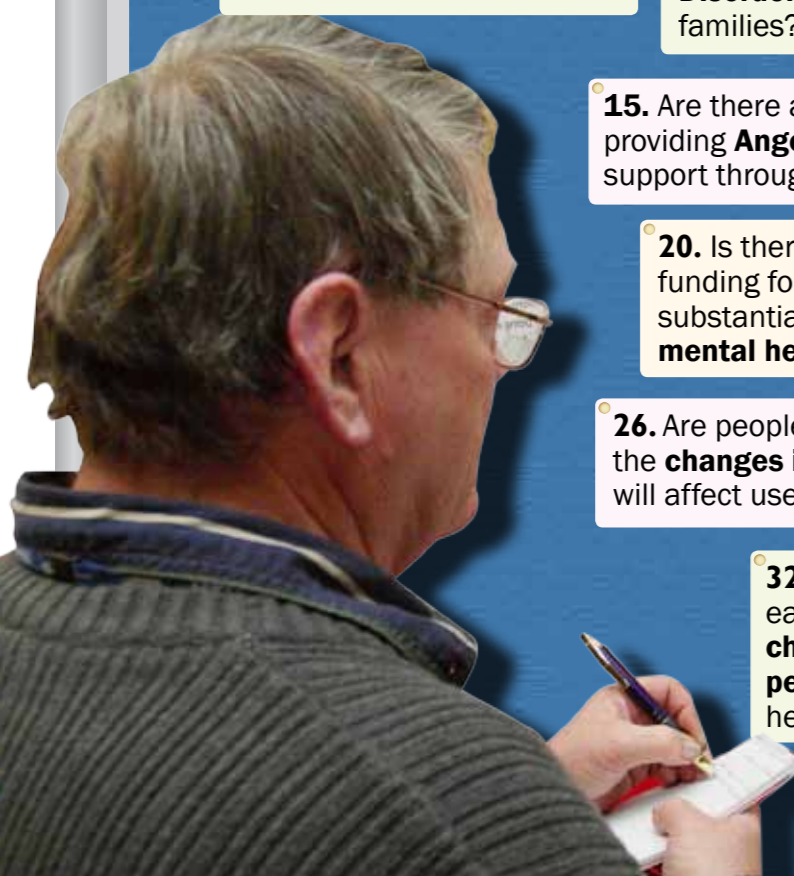
We also continue, on a regular basis, to tell the people who plan and run services, and those people who regulate these services, what you have been telling us.



WELCOME TO A LINK THEME GROUP EVENT...

Imagine you are at an event. It is a LINK event. In the room are display boards. Pinned to these boards are questions about health and social care services that we have been told about. Look at these questions and tell us the **top two** areas you would like us to work on or find out the answers to. When you have your **top two**, please 'click them to tick them' and then enter the first section of your **postcode** (eg. TR6) and click on the **submit** button below. Your **top two** will automatically be emailed to us and used to help set the priorities for our activity. Please contact us if you would like to tell us why these are your **top two**. Help us to have a stronger voice and encourage as many people as you can to feed in their **top two**.

HAVE YOUR SAY!



- 1. Is there a problem with accessing **physiotherapy services** that you need close to where you live?
- 2. Is there a lack of support for people with **Aphasia** to communicate with staff when staying in hospital?
- 3. Do people who need help in having a break from caring have problems with the **top up fees** the Council will pay not matching those charged by the care home?
- 4. Do people have a problem getting support in understanding and setting up **Direct Payments**?
- 5. When **parking at Royal Cornwall Hospital** (Treliske), is there a problem either 1) finding a space 2) paying the charges or 3) if you have limited mobility or dexterity?
- 6. Is there a long wait to get to see an **Occupational Therapist** and then for the changes they recommend to happen?
- 7. Is there a lack of support for people with **dementia and physical difficulties** at home?
- 8. Are young people's views on health listened to in planning **Sex and Relationship Education**?
- 9. Is there a lack of services for adults and children with **Attention Deficit Hyperactivity Disorder** and their families?
- 10. Does the cost and **availability of transport** impact on people being able to access health and social care and appointments?
- 11. Is there a lack of emotional and practical support for people **losing their sight**?
- 12. Is there a lack of services for people with **Autism**, especially older people?
- 13. Do **Travellers and Gypsies** have a problem accessing healthcare services?
- 14. Do people with disabilities have a problem accessing **leisure centres** in a way that suits their abilities?
- 15. Are there a lack of groups providing **Anger Management** support throughout Cornwall?
- 16. Is there a lack of **support for individuals** when their carer is taken into hospital?
- 17. When somebody with **dementia** goes to hospital, are hospital staff trained and confident in supporting them to get good care and support?
- 18. Is there a problem with people being removed from the list for **podiatry** treatment?
- 19. If a family has to **travel out of Cornwall** for treatment for their child, is there enough financial support available?
- 20. Is there a lack of funding for long term substantial therapies for **mental health** problems?
- 21. Are service users being discharged by the community **mental health** team before they are ready?
- 22. Do people experience problems with **Pelvic Joint Pain [SPD]** treatment in Cornwall?
- 23. Do you have to wait too long in some pharmacies for a **prescription** to be ready?
- 24. Is **dementia** diagnosed early enough and is there enough support after somebody has been diagnosed?
- 25. Is it hard for patients to **re-arrange appointments**?
- 26. Are people worried about how the **changes in day care** services will affect users and carers?
- 27. Do you have **trouble communicating** with your doctor in the way you would like to? For example, by email or text.
- 28. If someone needs **physiotherapy** over a long period of time, is there difficulty in getting it?
- 29. Are the **needs of the patient** considered and respected when in hospital?
- 30. Are local health and social care services easy to access for the **hard of hearing**?
- 31. Do **carers** of disabled children get the support and respite they need?
- 32. Is there enough early support for **children and young people** with mental health problems?
- 33. Do people have **access to the information** they would like to know within their health and social care records?
- 34. Can people communicate with **Support Workers** in the way they want to? Is the support received right for the individuals need and lifestyle?
- 35. Is there a delay in receiving **podiatry** treatment when referred by a doctor (GP)?
- 36. Do service personnel receive adequate **emotional support** within their home community?
- 37. Do **young people** get enough support when changing from children's services to adult services?
- 38. Is it hard for **older people**, especially with mental health problems, to get high quality health and social care?
- 39. Is there a lack of **communication** between health and social workers providing support for people in their homes?
- 40. When your doctor (GP) recommends you see a specialist at the hospital, is there a **delay or problem getting an appointment**?

SOMETHING MISSING?
Is there is something missing from our display boards – an experience you have had or an issue you would like to talk about? Please tell us.

SOMETHING YOU KNOW?
If you plan and run a service that a question relates to and would like to answer LINK, please get in touch.

ENTER THE FIRST HALF OF YOUR POSTCODE*



CLICK HERE TO SUBMIT

* We ask for your postcode to get an idea of the priorities for different locations across Cornwall.



DIARY DATES

Please contact us to find out more or to tell us you are attending.

HOSPITAL DISCHARGE PROCESS - TASK GROUP

Date: Tuesday 2nd March 2010

Venue: Red Cross Buildings, Truro, TR1 2XR.

Time: 10:30am to 12:30pm

QUARTERLY THEME GROUP EVENT

Date: Thursday 4th March 2010

Venue: The Parkhouse Centre, Bude, EX23 8LD.

Time: Drop in and see us between 11:00am and 1:00pm

MENTAL HEALTH OUT OF HOURS - REVIEW GROUP

Date: Tuesday 9th March 2010

Venue: Red Cross Buildings, Truro, TR1 2XR.

Time: 2:00pm to 4:00pm

QUARTERLY THEME GROUP EVENT

Date: Wednesday 21st April 2010

Venue: The Guildhall, 12 Lower Fore Street, Saltash, PL12 6JX

Time: Drop in and see us between 11:00am and 1:00pm

LINK seeks to ensure that all its meeting venues are accessible.

WHAT IS LINK?

LINK is the independent voice of all people in Cornwall - Existing to inform, develop and improve health and social care services.

LINK is made up of individuals and community groups working together to find out about peoples views and experiences of local services and to work with the people who plan and run them to help make them more effective and improve delivery.

THINK LINK!

If you can help us to tell other people about LINK and the work we are doing then please pass on this newsletter. Or let us know who else we should be talking to.

We can be emailed, written to or telephoned. Here is the information you need.

CONTACT US

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ON THE WEB

Past and present newsletters are available for download on the LINK webpage along with other snippets of information and our registration forms.

www.linkincornwall.org.uk

CAN I COME TO THE NEXT THEME GROUP EVENT?

Yes please - anyone is welcome to come along to the Theme Group events. You can be there as yourself, or as a representative for a group or an organisation. You can also be there as a representative within a statutory organisation.



LINK in Cornwall is hosted by

Cornwall Rural Community Council

In partnership with

Age Concern Cornwall and Penwith Community Development Trust, Inter-link Cornwall

Cornwall Rural Community Council - CRCC is a Cornish charity dedicated to working with and strengthening Cornish communities and supporting vulnerable groups and individuals within them.

