

Wirral Local Involvement Network (LiNK)

Annual Report 2009/2010



Our Health • Our Care • Our Say



Growing Stronger Communities

by joining together, many whispers become one voice



Foreword by the Chairman

Introduction

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During this last year Wirral LINK has started to make a significant contribution via the work that we are doing with local health and social care services. The individuals and organisations that make up the LINK have continued to give their knowledge, experience and time to work with the providers and commissioners of health and social care services to make sure that the views of the community are taken into account.

We have established excellent relationships with the NHS and Wirral Council, and remain committed to working in partnership to improve services. NHS Wirral, Wirral University Teaching Hospital, Clatterbridge Centre for Oncology, Cheshire & Wirral Partnership and Wirral Council have taken us seriously and treated us with respect, which is very pleasing. The Health and Wellbeing Overview & Scrutiny Committee (OSC) has been very keen to promote the LINK, and we have worked closely with them to identify areas where we can work together.

So, we've made some good progress and we've got a lot of worthwhile and interesting work ahead of us. We'll continue to work hard to engage the community, and to be seen to be making a difference to the local community.

Finally, I would like to thank all the members of the LINK board and the active membership for their commitment and sterling work over the past year, as well as the LINK Support Team for their dedication, guidance and support, and everyone who's given up their time and expertise to make the LINK a success.

Diane Hill, LINK Chairman

A Local Involvement Network, or LINK, is an independent network made up of a mixture of local individuals and organisations - such as voluntary organisations and community groups.

LINK participants are all volunteers from across the community. Each brings with them different experiences and understanding of health and social care services. To help them do their job, the legislation establishing LINKs gives them certain powers - such as being able to make visits to health and social care services to see them in action.

Vision

"Our Vision for the Wirral LINK is...making health and social care work for you by developing services that truly reflect the needs of people living and working in Wirral.

We have already established, and continue to develop, a diverse network of local people, communities, groups and organisations.

With your help we will create a stronger, more independent voice, to work together to help shape future services, strengthen and widen the influence of patients and service users in the planning, delivery and improvement of health and social care services for Wirral."

What does Wirral LINK do?

Wirral LINK is focused on addressing local needs and priorities, by finding out what people want from their health and social care services, monitoring the care that services provide and reporting our findings.

Over the year it became apparent that there are several issues around discharge from hospital. Whilst there is some good work being done by the hospitals, we feel that there is scope for care services to work more closely with the voluntary and independent sectors, and the LINK will be working to encourage and monitor this.





One of our main projects this past year and one that we are very proud to have been involved in is the Dignity in Care Campaign on Wirral. We have worked in partnership with the Department of Adult Social Services, Independent Nursing Homes, NHS Wirral, Voluntary & Community Action Wirral, Wirral University Teaching Hospital NHS Foundation Trust and the Older People's Parliament on the Dignity in Care Working Group to highlight awareness and the importance that dignity and respect means to the general public when care and treatment is being given.

It has been evident that mental health services have been a large part of the LINK's work so far. Over the next year mental health may be a major focus for the LINK, particularly around the Acute Care Model for Older Peoples Mental Health Wards. Personalisation remains a focus for the LINK, and we've been involved in the organisational side of the process. We recognise that there is a lot to learn about the process, but we expect to be fully involved in the Personalisation and transformation of social care processes over the next year.

Who do we work with?

The LINK is an independent organisation but works in partnership with both local and national organisations. Most importantly we work with members of the public and the community to effectively represent their views to those organisations who purchase and commission services locally such as NHS Wirral, Department of Adult Social Services, independent regulators and of course all those who provide health and social care in the community.



"Wirral LINK continues to play a valuable role in representing the views of people who use services, carers and the wider communities of Wirral in the work of the departments and its partners. LINK are represented on the key strategic and decision making bodies such as the Transformation Board, the Safeguarding Adults Partnership Board and have a place at the Overview and Scrutiny Committee.

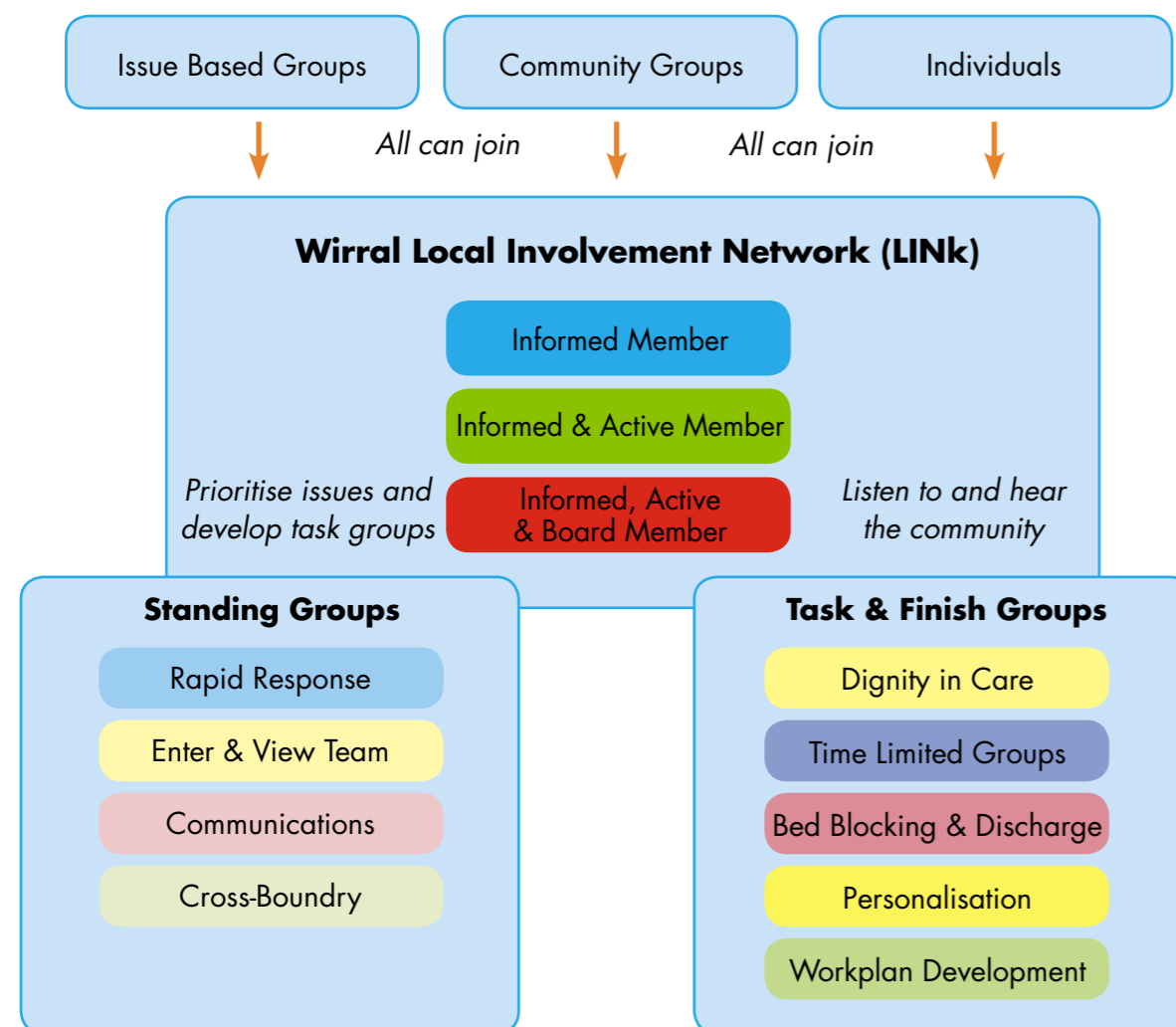
The LINK's 2009/10 work plan, which has progressed well, has seen LINK being actively involved in issues such as "Dignity in Care" and Personalisation, and the LINK has supported the Department moving forward on these agendas. The role and place of LINKs is understood and respected by agencies in Wirral and owes much to the organised and professional approach taken by them."

John Webb, Director of Adult Social Services, Wirral Council

Membership and Structure



You don't have to be a member of Wirral LINK to get involved. Anybody can participate in the LINK and tell us about their experiences of health or social care services, even if they are not a member of LINK. For those people who would like to be more involved, membership of the LINK can range from being on the mailing list and receiving the newsletter, through to volunteering to serve on sub-groups or running for election to the Board for those with more time to spare.



Number of Organisational Members = 236

Number of Individual Members = 92

Number of Active Members = 66

Levels of membership

- **Informed** - Receive newsletters and information, and take part in consultations.
- **Informed and Active** - Receive newsletters and information, take part in consultations, and participate in LINK activities such as Task and Finish Groups and Enter & View visits (following training and CRB checks)
- **Informed, Active & Board** - All of the above plus strategic planning, decision-making and workplan development.

"I am a parent/carer for my son aged 20 who has Asperger Syndrome and anorexia. I have recently set up a support group called 'Care and Share' on the Wirral and whilst searching for useful agencies to link up with I discovered the Wirral LINK website. I was invited along to a meeting to find out more about what Wirral LINK does and was given the opportunity to attend a 'vetting and barring scheme' conference and a course on 'research training' and will be putting the skills learned to good use when I run a pilot research project around a specific caring issue. I found everybody at Wirral LINK welcoming and supportive and I have learned the value of developing strong partnerships within the voluntary and statutory sectors to enable 'Care and Share' to achieve our aims and objectives."

Lisa James, Care and Share - LINK member



Wirral LINK Board 2009/10



DIANE HILL
CHAIRMAN
Older People's
Parliament



AUDREY MEACOCK
VICE CHAIRMAN
Representing Faith



PETER BARNETT
Representing LGBT
(Lesbian, gay, Bisexual
& Transgender)



VAL ELLIOTT
Representing
Family Services



JOYCE HAYWARD
Representing
Family Services



ROBIN ELEY JONES
Representing Gender



MURDO KENNEDY
Representing
Mental Health



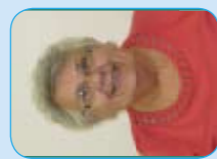
LES MAKIN
Representing Housing,
Regeneration &
Homelessness



JEAN MASKELL
Representing Carers



STANLEY MAYNE
Representing
Drugs & Alcohol



BARBARA MOODY
Representing Health
Support & Well-Being



DR PETER WAITON
Representing Older People



DIANE MORLEY
Crossroads Care



KEITH HELLER
Merseyside Ambulance
Retired Staff Association
(MARS)



FRANCIS COOK
Inner Action

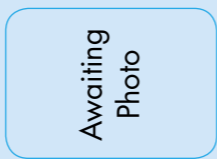


Awaiting
Photo

MARION MURPHY
Merseyside Society
For Deaf People



**REV FR LEON
OSTASZEWSKI**
Churches Together



Awaiting
Photo

LISA JAMES
Representing Physical
Health Disability



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Authorised Representatives for Enter and View

The LINK has the right to Enter and View certain premises where health and social care services are provided (excluding Children's Social Services). Enter and View Visits will take place following evidence-based research, and may be announced or unannounced. However, the LINK endeavours to address any issues at a 'grass-roots' level before the need for Enter and View visits arises.

The following LINK members have been Enter & View trained (including Safeguarding), CRB checked, and are authorised to carry out visits to care premises on behalf of the LINK.

- Evelyn Campbell-Smith
- Val Elliott
- Shelagh Grant Wilson
- Diane Hill
- Betty Kennedy
- Murdo Kennedy
- Sheila Kennedy
- Les Makin
- Maureen Makin
- Audrey Meacock
- Barbara Moody
- Diane Morley
- Jean Maskell
- Stanley Mayne
- Diana Nightingale

More information about Wirral LINK Enter and View Visits can be found on Page 25.

Elections 2010

To allow for valuable work to continue and for continuity of all involved, the Communications Sub-Group recommended to the LINK Board that the current membership remains for a further 12 month period. The LINK membership and stakeholders were asked if they were in favour of this continuation - all responses received were in favour of the Board continuing in its current format.



Wirral LINK is funded by Wirral Council. The Council has contracted Voluntary & Community Action Wirral (VCAW) to act as host for the Wirral LINK until March 2011.

	2009/2010	2008/2009
Staffing & management cost	£82,643.00	£78,280.20
Premises & running costs	£27,298.00	£16,648.35
Development & engagement costs	£11,994.00	£8,231.71
Member costs & venues	£5,698.00	£5,403.52
Contingencies		£8,140.00
Total	£127,633.00	£116,703.78
Surplus	£54,143.06	£44,614.77

It was anticipated that there would be a surplus. It was agreed by Wirral Council and the LINK that the best use of the planned underspend would be to enhance the LINK Support Team and strengthen the infrastructure and management team that supports LINK. This also resulted in the recruitment of Lisa Phillips, Project Support, Elaine Evans, LINK Support Officer, and Phil Davies, Communications and Information Officer. This also resulted in the improvement of the telephone system and website. The Host contract is continually monitored against contract specification by Wirral Council's LINK Lead (Cathy Gill).



Wirral LINK is committed to ensuring that as many people as possible can participate in the LINK. Over the year we have held:

Meetings in Public (Board)	16
Public Meetings	1
Task & Finish Group Meetings	
Dignity in Care	11
Discharge	5
Workplan Development Group	3
Legacy Issues (see page 18)	2
Standing Group Meetings	
Enter & View and Rapid Response	5*
Cross Boundary	1*
Communications	6*
Stakeholder Meetings	65**
Health & Wellbeing Overview & Scrutiny Committee	11
Regional and Local Host Networks for LINKs	15
Joint Partnership Events	7 ***
Presentations/Promotions	11 ****
<i>Formal Enter and View Visits</i>	12
<i>Patient Environment Action Group (PEAG)</i>	May 2009
<i>Arrowe Park Foyer</i>	January 2010
<i>SpringView</i>	January 2010
<i>Nursing Home Visits (x3)</i>	February & March 2010
<i>GP Practices (x3)</i>	February & March 2010
<i>SpringView</i>	March 2010
<i>Discharge Lounge (x2)</i>	March 2010
Themed Coffee Mornings	5

Other Events

- Induction 23rd April 2009
- Handover Event Floral Pavilion 5th May 2009
- Coffee Mornings:
 - 3 x June/July/August
 - 10 September 2009 and 13 October 2009 - Birkenhead Pavilion

*See Appendix 1 for more information/notes about these events.



At all of our events we have been actively seeking the experiences and views of LINk members and the people who use care services on the Wirral. Issues that you have told us about are recorded, signposted and monitored. This has enabled us to identify trends and help formulate the LINk's workplan. Examples of some things that you have told us are:

You Said: "Cookery and nutrition classes for men - hands on".

We Did: Sent Health Action Areas and Community Programme to the caller, and informed the relevant team at NHS Wirral of this suggestion.

You Said: "Length of time between pre-op and operation?"

We Did: Sent to WUTHFT for response: Delays between pre operative assessment and procedure can be driven by a number of factors such as bed capacity, consultant surgeons operative lists which can then be influenced by urgent care admissions etc. Our aim is to deliver a high quality of clinical care and experience for all our patients and we have a number of projects in place to improve Patient Flow around the Trust. An example of these planned improvements will be the opening of the Surgical Elective Admissions Lounge (SEAL) in spring 2010.

You Said: "Difficulty in getting to Mill Lane Hospital from Wallasey Village?"

We Did: LINk gained representation on NHS Wirral Patient Transport Group

"As the LINk's lead officer for Wirral Council I have seen Wirral LINk develop excellent working relationships across health and social care agencies and have seen them contributing and representing the views of the people of Wirral in key pieces of consultation such as "Shaping the Future of Care Together", "New Horizons" (mental health) and providing a very successful event on the role of the Independent Safeguarding Authority. Their membership goes from strength to strength and their board is both representative and diverse, they are actively involved in looking at how well services are provided and how they can encourage any necessary improvements.

Feedback on the work of the Host Organisation (Voluntary & Community Action Wirral) continues to be positive and a recent reorganisation will see a structure that further supports the increasing role of LINks"

*Cathy Gill
Principal Manager - Communities and Early Interventions
Wirral Council Department of Adult Social Services*

"The relationship with Wirral LINk has strengthened significantly over the past year. A regular dialogue has ensured that we have been able to assist with the LINk work plan across a range of issues relating to discharge and dignity in care. Wirral LINk members have also been integral to a number of important work streams at the Trust including Delivering Same Sex Accommodation and Patient Flow Improvement and Seasonal Planning. We look forward to the relationship developing further to ensure our services are exceeding the expectations of our patients."

*Michael Chantler
Diversity & Inclusion Manager/Patient Experience Lead
Wirral University Teaching Hospital NHS Foundation Trust*



Success stories



"CWP continues to develop a close working partnership with the Wirral LINK. Throughout the year Wirral LINK members have attended a number of events arranged by CWP to get insight into the services we provide, for example the meet the service events focused on Bipolar Illness and Alcohol Services. The Wirral LINK has been actively involved in the CWP consultation and annual planning events and has members on CWP groups and committees. Members of CWP have also attended a number of LINKs meetings and events to get an understanding of the issues raised by members of the local community and the Wirral LINK.

CWP looks forward to continuing to work closely with the Wirral LINK throughout the coming year to improve services for patients."

*Bob Davies
Patient and Public Engagement Manager
Cheshire and Wirral Partnership NHS Foundation Trust (CWP)*

"This annual report illustrates the development of Wirral LINK into an organised, committed and productive organisation. NHS Wirral are pleased to have LINK as both a partner in PPI (Patient and Public Involvement) and most importantly as a scrutiny body on both our Board and PPI committee. In 2010 we hope to continue to build our relationship to further increase the opportunities for local people to participate in the decision making process of the PCT."

*Andy Mills
Head of Involvement and Patient Experience
NHS Wirral*

Robust Representation

To ensure robust representation from the LINK a Representation Protocol has been developed which clarifies the role of the representative to both the requester and the representatives. This also ensures that all parties appreciate the responsibility upon the representative in terms of commitment and feedback. The success has been measured by the increased requests for representation from all local stakeholders i.e. NHS Trusts and Department of Adult Social Services on key groups which can influence change.

Joint Protocol between LINK and Health & Wellbeing Overview & Scrutiny Committee

The LINK has statutory powers which the Health & Wellbeing Overview and Scrutiny Committee does not possess i.e. the power to Enter & View premises. Therefore it was obvious that there was a need to develop a joint protocol. The outcome to this piece of work enables all parties to understand the boundaries of each others workplans and prevents duplication. It also formalises the relationship between the LINK and OSC. The LINK, however, may still refer to the OSC where recommendations and variations in service dictate.

Discharge Process

It was identified by the LINK, following surveys, looking directly at the patient's journey, and through talking to stakeholders at key meetings, that although Discharge is planned by the hospital on date of admission, social services become involved once the patient has been deemed medically fit. However, this process is now being redesigned, through a multi-disciplinary team around the patient, based in Ward 42 at Arrowe Park Hospital. The outcome of this is being constantly reviewed by participation in the Patient Flow Group meetings.

Dignity in Care

Dignity in Care is and will remain a priority for Wirral LINK. The "Daisy" logo is now being recognised as the key emblem from the campaign. This campaign was spearheaded by the LINK on Wirral who identified the need for "buy in" by all key stakeholders in order to make the campaign successful.





The "Daisy" logo is now being recognised as a symbol for Dignity and Respect through the work of the LINK. The interim results of the Dignity in Care survey will be published later in 2010 - so far results have been mostly positive (89% of respondents to April 2010 felt that they had been treated with dignity and respect during their treatment)

Some quotes received from respondents:

"Clatterbridge Hospital Arthritis Clinic every 3 months and always treated with respect. The staff here are outstanding and dedicated to their work. Also very polite and understanding;"

"I had excellent treatment, as I was in a wheel chair this day and due to extra treatment I missed the ambulance, they tried to hold it back but could not. So the help that I received, above and beyond their normal duties, was unbelievable."

"I felt that the number of times my appointment was cancelled was unacceptable. I also witnessed an altercation between staff members in the pre-operative clinic area (to the left of reception) I do not feel I should have been privy to."

Signposting

LINK continually signpost and monitor the outcomes to identify gaps in service. Although LINK does not take individual issues it does, however, record where issues are unresolved. A key example: a carer of a patient had contacted LINK for advice and support for a spouse who was terminally ill and encountering issues with Discharge. LINK were able, through intelligence, to signpost the carer to a patient advocate.

Due to raised awareness and the heightened profile of the LINK's work, there has been an increase in contact from members of the public for advice and support. It is always explained that LINK does not take individual issues. However, Wirral LINK



will record the call and signpost to the appropriate department within NHS Trusts and Dept of Adult Social Services. Wirral LINK will then identify trends which can then form the basis of a Task & Finish Group, if agreed by the Board.

Delivering Same Sex Accommodation

"In May 2009 two members of Wirral LINK helped to conduct a trust wide audit in preparation for delivering same sex accommodation as an element of the National Dignity Challenge. At that time the audit identified that all wards within the trust were mixed sex.

Next followed a detailed programme of work to deliver the Same Sex Accommodation agenda. This included where possible identifying wards for all females and all males, this has been possible in DME (Department of Medicine for the Elderly), surgery and orthopaedics. The exception has been in assessment areas (Clinical Decision Unit, Medical Assessment Unit etc) and critical care areas (Intensive Therapy Unit/High Dependency Unit/Coronary Care Unit) and some medical specialities including Stroke, Cardiology, Respiratory and Renal. In these areas designated male/female bays have been identified with designated washing/toilet facilities.

We have introduced a reporting mechanism for breaches of Delivering Same Sex Accommodation. In January 2010 a Wirral LINK member was part of the Peer review team sent by the Strategic Health Authority to assess our progress with Delivering Same Sex Accommodation and we had a very favourable report. We have an action plan to address deficiencies for critical care areas."

*Lesley Metcalfe
Deputy Director of Nursing
Wirral University Teaching Hospital NHS Foundation Trust*

What we have done so far

Stroke Services

This is being monitored by LINK on a 6 monthly basis to ensure that Wirral's service is in line with National indicators and that the service continues to meet the needs of local stroke patients. These results have been fed back through the publication of LINK board minutes and any changes would be highlighted and queried.

Legacy Issues

As a fully formed LINK Board, it was felt it was important to review the legacy issues identified by the work of the Patient and Public Involvement Forums to inform the LINK's workplan. Although the LINK made a decision to continue with 2 legacy issues, it was agreed that the following issues should continue to be monitored closely as part of an ongoing workplan:

- Dentistry - A LINK representative continues to monitor this issue through representation on the NHS Wirral Dental Board.
- NHS Wirral: Commissioning Strategy - Wirral LINK continues to work with NHS Wirral on its commissioning priorities.
- Overnight Stay Policy, Clatterbridge Centre for Oncology - this has been incorporated into the LINK's work on discharge.
- Infection Control and Hand Hygiene - has continued to be monitored through the LINK's work with Wirral University Teaching Hospital NHS Foundation Trust.
- Dignity & Privacy - this has continued as part of the longer term focus of the LINK's Dignity in Care Campaign.
- Improving Older People's Services - this has continued as part of the longer term focus of the LINK's Dignity in Care Campaign and work with the Older People's Parliament.
- Pharmacies in hospital and Generic prescribing - have continued as part of the LINK's work on discharge.

With the exception of dignity and privacy, the above items were considered to be relatively low priority and ongoing monitoring was considered to be the appropriate action.



Dignity in Care

Wirral Local Involvement Network believes that being treated with Dignity and Respect is a basic human right - Not an Optional Extra.

"Our aim is to give the people of Wirral the opportunity to comment on the way care and treatment has been given to them recently, find out the good practice areas of care and also the ones that need improvement. We will then take our findings and feed this information back to the public and the care organisations involved.

We are doing this with our Postcard Campaign. We have produced postcards where people can have their say if they feel they have, or have not, been treated with dignity and respect. Our postcards and collecting boxes have been piloted in Nursing Homes, WUTHFT and GP Surgeries from March, and we are starting to get feedback from both patients, carers, relatives and staff. During this summer the postcards and collection boxes will be available in Libraries, One Stop Shops and anywhere the general public frequently come together.

The LINK, having identified the importance of partnership working, has been instrumental in setting up a working group to work with all local key partners; the Department of Adult Social Services, NHS Wirral, Wirral University Teaching Hospital NHS Foundation Trust, Health and Wellbeing Overview and Scrutiny Committee, and Older People's Parliament. This has proved productive and has adopted a joint approach to taking forward the Dignity in Care Campaign on a wider scale across Wirral."

Diane Hill, LINK Chairman representing Older People.



Look out for these postcards and collection boxes and have your say.

Our collective actions may raise awareness that being treated with dignity and respect matters to us in all aspects of our daily lives.

Discharge

The Older People's Parliament and Health and Wellbeing Overview and Scrutiny Committee have already done a substantial amount of work on discharge in Wirral.

To alleviate and tackle concerns raised at public events, telephone calls, reports and correspondence, the LINK has put discharge at the forefront of its work locally having identified a need to map the patient journey through health and social care.

As a result of concerns about the patient's journey, Wirral LINK Board decided to look into potential weak points in the discharge process. One of the key points identified was in relation to the transfer of information between health care and social care in the discharge process from hospital.

It was decided to do a survey in the Wirral which has a population of over 300,000 served by over 60 GP Practices. A cross-boundary pilot survey was first to be done covering the three GP Practices in Neston and Willaston where 98% of patients were estimated to attend Wirral University Teaching Hospitals (WUTH).

However, because they reside in West Cheshire, their social care is provided by Cheshire West and Chester Council (CW&CC) and their district nursing care by NHS Western Cheshire.

"Four forms were devised, one for Wirral patients, one for cross-boundary patients, one for professionals (GP's, Nurses etc) and one for Arrowe Park Hospital Discharge Lounge. All forms explained the purpose of the survey. The patient forms asked when they had been in hospital, whether they had been a patient or a carer and whether and when they had been asked about their home circumstances. A space was available for comment. A free postal address was given for the return of the form."

Sheila Kennedy, Active LINK Member

The LINK is working in partnership with the Patient Flow & Seasonal Planning Working Group within the Trust to complete this project. An NHS & Department of Adult Social Services Kaizen (continuous improvement) group has suggested that although discharge protocol states that the discharge process should start at the time of admission this does not seem to have been happening, with social services not being involved early enough in the process. The initial findings from our survey seem to confirm this, with only 22% of respondents being asked about their home circumstances on admission.

"When a patient is admitted to a ward the discharge proceedings are expected to start straight away. This does not always happen because staff often do not start the procedure until they consider the patient is medically fit. This causes a lot of delays as they have not at the start found out the home circumstances and whether a care package is required when the patient is ready to go home.

The hospital is starting a new charting system that covers the patient journey and they hope that most of these problems will be ironed out shortly."

Barbara Moody, LINK Board Member



An additional concern is the inability of GP computer systems in some practices (particularly those in Western Cheshire PCT) to communicate with the Hospital Electronic Health Record systems. The discharge surveys are planned to continue throughout 2010. Interim findings will be shared with NHS Wirral and will be available on the website later in the year. A follow-up survey may be completed depending on their response.

More Effective Care for the Elderly

1 The Royal College of Psychiatrists Position Statement

In the national context of more effective care for less money, our start point was the recent position statement PS2/2009 from the Royal College of Psychiatrists (RCP) "Age discrimination in mental health services: making equality a reality" which was supported by leading health and social care organisations. It states that:

- a) "ageing is the major global challenge which UK health and social care services will have to address" - already some two thirds of beds in district general hospitals are occupied by older people, some two thirds of whom will have a mental disorder ;
- b) "recent reports have shown that older people suffer serious discrimination in mental health services" - adults over 65 do not have the same access to specialist mental health services as those under 65, but this is starting to change ;
- c) "access to services must be based on need not age" - but a needs-based service will still require the development of comprehensive specialist-based mental health services for older people.

2 The Proposal from Wirral LINK to NHS Wirral

In order to achieve better outcomes for patients and carers and also for staff in hospitals, care homes and the community, Wirral LINK proposed a three part package to NHS Wirral :

- a) a Mental Health Intermediate Care Team for Older People (MHICT) such as the Lancaster model, which both delivers intensive support in their own homes to people who would otherwise need expensive inpatient care and which also helps to "increase the skill and competence of staff in the public, private and voluntary sector to deal with challenging behaviour in a person centred way";

- b) using the RCP initiative Accreditation of Inpatient Mental Health Services (AIMS) to improve the consistency and effectiveness of the Acute Care Model which is the key to achieving savings from reductions in beds to help facilitate resource transfer from acute care to community care and from adult to older people's mental health services;
- c) improving the effectiveness of the entire mental health pathway for older people for health through to social care by selecting "best buy" proven innovations from the £60M Department of Health funded initiative Partnerships for Older People Projects (POPPs).

3 The Response from NHS Wirral

The response from NHS Wirral stated that they already planned to :

- a) develop Integrated Care at Home services which will include addressing the mental health needs of older people ;
- b) implement the Acute Care Model for Older People's Mental Health Wards in Wirral ;
- c) roll out AIMS and encompass the standards as set out within AIMS for all wards.

4 Future follow up by Wirral LINK

Future follow up by Wirral LINK will include :

- a) monitoring progress towards an effective Mental Health Intermediate Care Team ;
- b) proposing that staff on acute medical wards be included in NHS Wirral's plans for dementia training for GPs and care home staff which is a key part in realising improved outcomes and significant savings from reducing prescribing of atypical antipsychotics in care homes ;
- c) helping to identify "best buy" proven initiatives from the POPPs work.

Murdo Kennedy, LINK Board Member





Personalisation

“Wirral LINk became involved in Social Care when attending meetings to research how Personal Budgets could be implemented. This involved devising methods of ‘self-assessment’ and ‘client-centred care plans’ so that those requiring social care could manage and plan their own perceptions of need. Wirral LINk has a representative on the ‘Transformation Programme Board’ which is looking at all aspects of social care provided by Wirral Adult Social Services, within the Personalisation guidelines issued.

John Webb, Director of Adult Social Services, and his project team deserve well-earned congratulations on the extensive work undertaken in keeping the services offered at the highest quality whilst anticipating the effect of any economic downturn.”

Les Makin, LINk Board Member representing housing and homelessness

The LINk has also had a strong presence at local Personalisation Events being run by the Department of Adult Social Services and also ensured a full picture in relation to Personalisation could be seen. This involved a service user presentation to the Board. Wirral LINk will continue to be involved as the personalisation agenda locally develops. The LINk continues to be involved with the Transformation Programme Board, bringing a layperson’s perspective to the wide-ranging changes and issues being discussed by this group - reports and notes will be posted on the LINk website.

Enter and View

The Wirral LINk has made several Enter & View Visits, some informal and some in a formal capacity. Informal visits were made to Wirral University Teaching Hospital NHS Foundation Trust to take part in the Mixed Sex Ward Audits and planning, and Patient Environment Action Group Walkabouts. More formal visits were to Nursing Homes/Residential Homes and GP practices. Reports on these visits are available on the website and in hard copy from the LINk Support Team.

A list of Enter and View visits during the year is included as Appendix 5

Requests, Reports & Recommendations

There were three formal requests for information to commissioners and providers during the year (see appendices 4 & 6). In addition, the LINk maintained a dialogue with providers and commissioners, particularly through representation on key groups, to tackle issues at a grass-roots level rather than waiting to make formal requests for information.

The LINk has made two formal recommendations to commissioners and providers, both of which have received a favourable response resulting in service review. We have also contributed to several consultations, and submitted a large number of internal reports which have been shared with the general public.



Where do we go from here?

The LINK is currently finalising the Workplan for 2010 / 11. The following areas have already been identified for inclusion.

Follow-up work

- Discharge
- Dignity in Care
- Effective health care for the elderly
- Personalisation

Rapid Response to new developments

Patient Safety Alerts (request for information)
Long Term Conditions

New Projects

- Quality Accounts - we will participate throughout the year (on a quarterly basis) to enable more effective feedback
- Health Care of Children & Younger People
- CQC Star rating Structures for nursing homes. Too many inconsistencies with ratings.

Any other issues suggested by LINK members or the public can be considered for our work over the next 12 months - several events are being planned to gather your areas of concern.

The LINK is also keen for active members to become more involved in taking these, or other, issues forward. If you have some time to commit to becoming more active in the LINK, please contact the LINK Support Team



Appendices

Appendix 1 - Involvement, Engagement & Networking

LINK Board Meetings 2009/10

- 7th April 2009 at Wirral Wardens Office 9.30am - 18 attendees
- 5th May 2009 at Floral Pavilion Handover Meeting 11am - 15 attendees, 4 apologies
- 2nd June 2009 at Life Centre 9.30am - 10 attendees, 5 apologies
- 7th July 2009 at Life Centre 9.30am - 15 attendees, 3 apologies
- 4th August 2009 at Park Pavilion, Birkenhead 9.30am - 14 attendees, 3 apologies
- 1st September 2009 at Park Pavilion, Birkenhead 9.30am - 14 attendees, 4 apologies
- 6th October 2009 at Park Pavilion, Birkenhead 9.30am - 11 attendees, 8 apologies
- 3rd November 2009 at Park Pavilion, Birkenhead 9.00am - 12 attendees, 8 apologies
- 1st December 2009 at Park Pavilion, Birkenhead 9.30am - 12 attendees, 6 apologies
- 14th January 2010 at Park Pavilion, Birkenhead 2pm - 11 attendees, 8 apologies
- 9th February 2010 at Park Pavilion, Birkenhead 9.30am - 17 attendees, 3 apologies
- 2nd March 2010 at Park Pavilion, Birkenhead 9.30am - 17 attendees, 4 apologies

Notes for the Involvement, Engagement & Networking Table (Page 10)

* The Task & Finish and Standing groups met to set out the Terms of Reference. It was decided to merge the Enter & View and Rapid Response Teams together and work on a protocol to identify urgent/important issues and how to prioritise. Cross Boundary work began which was instigated by Discharge delays from hospital where a package of care was needed. These groups have a cross cutting theme.

All minutes and reports from these groups are available electronically or in hard copy and are downloadable from our website : www.linkwirral.org.uk

**The number of stakeholder meetings was significantly high due to building relationships and promotion of the LINK and includes :

Cathy Gill, the LINK lead for the Local Authority, Andy Mills, the LINK lead for NHS Wirral and Michael Chantler, the LINK lead for Wirral University Teaching Hospital NHS Foundation Trust. Also included in this number are Cheshire & Wirral Partnership NHS Foundation Trust, Clatterbridge Centre for Oncology NHS Foundation Trust, North West Ambulance Service, Care Quality Commission and leads for individual projects in all of the above named organisations ie. Alcohol, Health Action Areas, Older Peoples Parliament, to name but a few.



*** Independent Safeguarding Authority October 2009
 St Werburghs Older Peoples Parliament Event May 2009
 Anyone & Everyone Event WUTHFT November 2009
 Crime Reduction Partnership July 2009
 Personalisation Events July and December 2009
 End of Life Events March 2010 x 2

**** Chief Executives of all local NHS Trusts and Dept of Adult Social Services
 Wirral Met College Freshers Fair and Chester Uni Freshers Fair
 Cheshire Show
 Seacombe Childrens Centre - Area Coordinators for Extended Schools
 Merseyside Society for Deaf People
 Huyton Lighthouse
 League of Friends
 Eastham Clinic
 Rotarians
 Standing Womens Conference



Appendix 2 - Activity

Event	Date	Location	Summary	Key Words
Independent Safeguarding Event	October 2009	Life Centre, Bebington	Update on the processes and current legislation around safeguarding for the LINk & wider community. This was a partnership event with the Wirral Voluntary & Community Sector's Network and Wirral LINk.	Safeguarding Training Equality Inclusion
Mixed Sex Ward Audit	May 2009	Arrowe Park Hospital	£900,000 had been granted to WUTHFT to investigate and plan mixed sex wards at Arrowe Park and Clatterbridge. The LINk was heavily involved in the planning process	Representation Consultation Improvement Equality Dignity & Respect
Patient Environment Action Group (PEAG)	July 2009	Clatterbridge	Facilities Dept were implementing a centralisation of domestic staff	Environment Dignity & Respect
Health and Wellbeing Overview & Scrutiny Committee (OSC)	Ongoing	Wallasey Town Hall	A protocol for joint working between the LINk and OSC was developed; the LINk represented member groups and discussed issues relating to the workplan	Representation Partnership Working
Personalisation Briefing	July 2009	DASS	Update to LINk and other stakeholders on the Personalisation agenda locally	Personalisation Agenda
North West Regional LINk Host Meetings	Ongoing	Various	Share best practice and ensure cross boundary issues are tackled appropriately ie Clatterbridge Centre for Oncology has patients receiving treatment from as far away as Cumbria.	Cross Boundary
Board Handover Day	May 2009	Floral Pavilion, New Brighton	Handover from Interim Steering Group to Elected Board. Appointment of Officers and presentation of Future Work issues for consideration on the Work Plan.	Work Plan Appointment of board.

Older People's Conference	May 2009	St Werburghs Birkenhead	Promotion of LINK	Engagement
Meeting with Area Coordinators Extended School Activities	May 2009	Seacombe	Promoting the LINK and looking for opportunities for signposting and community engagement	Signposting Engagement Partnership Working
Coffee Morning	June 2009	Birkenhead Pavilion	Promote the LINK, look for issues for the workplan	Work Plan Engagement
Anyone and Everyone Event	18th Nov. 2009	Arrowe Park	Opportunity to demonstrate how Wirral LINK works to represent all parts of the community	Partnership Equality Diversity
Stakeholder Meetings	Regularly	Birkenhead	Update on all stakeholder activity to identify cross cutting themes and seek opportunities for joint working.	Stakeholder Joint working
Health Action Areas Community Programme	Sept. 2009	Bebington	To develop local knowledge of services in our community	Knowledge Development
Fresher's Fairs	Sept. 2009	Wirral Metropolitan College & Chester University	Promote the LINK and obtain the views of younger people	Involvement Inclusion
Stakeholder CEO's Event	Sept. 2009	Birkenhead Pavilion	All Chief Execs, Chairman of all local trusts including, DASS, North West Ambulance and Cheshire & Wirral Partnership NHS Foundation Trust	Vision Partnership
Delivering High Quality Services through efficient design	1st Dec. 2009 - 9th March 2010	The Lauries, Birkenhead	Individual LINK members were encouraged to provide their own input to this Cheshire & Wirral Partnership Consultation	Consultation Partnership Mental Health

Redesigning Adult and Older People's Mental Health Services	1st Dec. 2009 - 9th March 2010	The Lauries, Birkenhead	Individual LINK members were encouraged to provide their own input to this Cheshire & Wirral Partnership Consultation	Consultation Partnership Mental Health
Shaping the Future of Care Services	29th October 2009	Wallasey Town Hall	LINK held a workshop to provide a LINK response to this Wirral Council consultation.	Consultation Partnership Involvement
New Horizons	Oct / Nov 2009	Bebington Civic Centre	Workshop held by LINK to provide a LINK response to this Consultation "Towards a shared vision for Mental Health"	Consultation Partnership Mental Health
Options for Change	27 October 2009	Westminster House, Birkenhead	LINK held a workshop to provide a LINK response to this Wirral Council consultation.	Consultation Partnership Involvement
Voices into Action	Jan. 2010	Wirral-wide	LINK took part in the CQC assessment of health and adult social care	Consultation





Appendix 3 - Training & Conferences

Training	Date	Attendee(s)	Outcome
National Association of LINK Members Conferences	Ongoing	Audrey Meacock	Promotion of LINK; encouraged CCO to participate in NALM radiotherapy & chemotherapy survey
Dignity in Care Conference, Leeds	July 2009	Diane Hill	Identified dignity champions nationwide
End of Life Week Conference	March 2010	Keith Heller Audrey Meacock	Work towards the End of Life Strategies to be adopted by NHS and social services
Induction Training	April 2009	14 LINK members	Helped members understand LINK remit and governance
Safeguarding Process Training	May 2009	LINK Support Team	Ensure safeguarding processes are in place for the LINK
Induction Training	June 2009	15 LINK members	Helped members understand LINK remit and governance
Marketing Training	July 2009	LINK Support Team	Develop social marketing skills
Equality & Diversity Training (with Wirral Borough Council)	Sept. 2009	35 Attendees	Understanding and preparation for Single Equalities Bill and awareness of Equality and Diversity issues.
Third Sector Investment Programme	August 2009	LINK Support Team	Update on the Third Sector Investment Programme
Community Research	October 2009 x 2	10 LINK members	Increased understanding and professionalism in regard to research for LINK.
Enter & View Training	June 2009 Sept 2009	15 Active LINK Member	To understand the protocols and expectations during Enter & View visits and abide by the Governance.

Reports from all training and conferences are available via the LINK support team.

Appendix 4 - Requests for information

Number of requests for information made by Wirral LINK during 2009/10	3
Of these, number of requests answered within 20 working days	3
How many requests related to social care?	0

Detail

Request	Organisation	Summary	Reply Received within 20 days?
Stroke National Targets	NHS Wirral	Comparison of acute stroke services in Wirral against regional and national levels of achievement against national acute stroke indicator	Yes
Mental Health Assertive Outreach Teams	Cheshire & Wirral Partnership Trust NHS Foundation Trust	To confirm numbers of staff in proposed abolition of Assertive Outreach Teams and how the effects of these changes will be monitored and reported	Yes
Management of long term conditions	NHS Wirral	what arrangements are in place to achieve better management of long term conditions	Yes

Appendix 5 - Enter and View

Number of Enter and View visits made by Wirral LINK during 2009/10	12
Number of these Enter and View visits relating to health care	9
Number of these Enter and View visits relating to social care	3
Number of Enter and View visits that were unannounced	0
Number of Enter and View visits that were announced	12

Although the Enter & View visits were most on NHS sites, the issues were relating to Health And Social Care issues ie. Discharge from Hospital but specifically around Care packages and delayed discharge.

Detail

Enter and View Visit	Organisation	Date	Summary	Announced?	Outcome
Springview Unit, Clatterbridge	Cheshire & Wirral Partnership NHS Foundation Trust	22/03/10	Revisit this unit to see activity and developments of newly opened and refurbished mental health wards.	Yes	
Nursing Homes (3 visits)	Confidential as is ongoing.	10/03/10 03/03/10 05/02/10	Confidential issue received and investigated by Wirral LINK	Yes	Dignity in Care campaign throughout all nursing homes within Wirral. Particularly doing like for like comparison.
Springview Unit, Clatterbridge	Cheshire & Wirral Partnership NHS Foundation Trust	15/01/10	To familiarise the LINK with the new relocation of two Mental health wards from St. Catherine's Hospital	Yes	A productive and informative visit. Further visits were schedule March 2010 when wards are up and running.

Arrowe park Hospital Discharge Lounge (2 visits)	Wirral University teaching Hospital NHS Foundation Trust	March 2010	Research and survey into the discharge lounge environment and the discharge process	Yes	Discharge Survey for Discharge Lounge patients. Also prompted wider Discharge Surveys including professionals. This survey also went to GP practices.
PEAG	WUTHFT	Annually	To look at the facilities ie. Linen, food etc in Hospital for both patients and Staff	Yes	LINKs involvement brings a fresh eye and ensures issues are reported and actioned for the benefit of patients and their environment during their stay.
Mixed Sex Accommodation	WUTHFT	May 2009	Audit of what was the current position in relation to Mixed Sex Accommodation to single sex and plan how to spend the £900k received by WUTHFT	Yes	Before the audit there were no Single Sex Wards/Bays. Following the audit there were .. single sex accommodation with private facilities.
GP practices in Neston (x3)		Feb. and March 2010	To encourage the participation of the GP Practices in the Discharge Survey	Yes	The GPs now have a system to send LINK Discharge survey form to patients newly discharged from hospital .



Appendix 6 - Reports & Recommendations

Number of Reports and / or Recommendations made by Wirral LINK to commissioners of health and adult social care services	2
Number of these Reports / Recommendations acknowledged in the required timescale	2
Of the Reports / Recommendations acknowledged, number that have led / are leading to service review	2
Of the Reports / Recommendations that led to service review, number that have led to service change	N/A
Number of Reports / Recommendations relating to health services	2
Number of Reports / Recommendations relating to social care services	0

Detail

Name	Organisation	Date	Date Acknowledged	Service Review?	Service Change?
More effective health care services for the elderly - based on evidence from Royal College of Psychiatrists (RCP)	NHS Wirral, Cheshire & Wirral Partnership NHS Foundation Trust	25/01/10	10/02/10	Yes	TBC
LINK Representative to sit on NHS Wirral Board	NHS Wirral	08/09/09	18/09/09	Yes	N/A

Appendix 7 - Referrals to OSCs

Number referrals made by Wirral LINK to an Overview & Scrutiny Committee (OSC)	0
Number acknowledged by the OSC	N/A
Number of referrals that led to service change	N/A





Glossary of Terms and Acronyms

LINK	Local Involvement Network
OSC	Health & Wellbeing Overview & Scrutiny Committee
NHS	National Health Service
CQC	Care Quality Commission
VCAW	Voluntary & Community Action Wirral
APH	Arrowe Park Hospital
WUTHFT	Wirral University Teaching Hospital NHS Foundation Trust
PCT	Primary Care Trust
RCP	Royal College of Psychiatrists
POPPS	Partnerships for Older People's Projects
MHICT	Mental Health Intermediate Care Team for Older People
AIMS	Accreditation of In-Patient Mental Health Services
LEGACY ISSUES	These issues were initiated by the Patient Public Involvement Forums and the LINK added them to their workplan. These issues are reported on in the contents of this report.
STAKEHOLDERS	Anyone who contributes, benefits from the work of the LINK.

Punjabi	ਇਹ ਵਿਰਾਲ ਸਥਾਨਕ ਸਮੂਹੀਅਤ ਨੈਟਵਰਕ (LINK) ਲਈ ਸਲਾਹਾਂ ਰਿਪੋਰਟ ਹੈ - ਅਪ੍ਰੈਲ 2009 ਤੋਂ 31 ਮਾਰਚ, 2010 LINK ਇਸ ਉਦੇਸ਼ ਨਾਲ ਸ਼ੁਰੂ ਕੀਤਾ ਗਿਆ ਇੱਕ ਪ੍ਰੋਜੈਕਟ ਹੈ ਕਿ ਵਿਰਾਲ ਦੇ ਲੋਕਾਂ ਨੂੰ ਸਿਹਤ ਅਤੇ ਸਮਾਜਕ ਸੰਭਾਲ ਸੇਵਾਵਾਂ ਵਿੱਚੋਂ ਚੋਣੀਆਂ ਜਾ ਰਹੀਆਂ ਹਨ, ਬਾਰੇ ਅਪਣੀ ਗੱਲ ਕਹਿਣ ਦਾ ਮੌਕਾ ਮਿਲੇ। ਜੇ ਤੁਸੀਂ ਸਾਡੇ ਮੈਂਬਰਸ਼ਿਪ ਫ਼ਾਰਮ ਅਤੇ ਅਪਣੀ ਤਰਜੀਹੀ ਭਾਸ਼ਾ ਦੀ ਇੱਕ ਕਾਪੀ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 645 4038 'ਤੇ ਵਿਰਾਲ ਲਿੰਕ ਸਹਾਇਤਾ ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਵਿਰਾਲ ਲਿੰਕ ਸਹਾਇਤਾ ਟੀਮ, ਵੈੱਲਫੇਅਰ ਅਤੇ ਭਾਈਚਾਰਕ ਕਾਰਵਾਈ ਵਿਰਾਲ (VCAW), Birkenhead Fire Station, Exmouth Street, Birkenhead, Wirral, CH41 4AX ਨੂੰ ਚਿੱਠੀ ਲਿਖੋ।
Hindi	यह विराल स्थानीय सहभागिता नेटवर्क (LINK) के लिए वार्षिक रिपोर्ट है - अप्रैल 2009 से 31 मार्च 2010. LINK इस उद्देश्य से शुरू की गई परियोजना है कि विराल के लोगों को उनकी स्वास्थ्य एवं सामाजिक देखभाल सेवाओं के संचालन के ढंग के बारे में अपनी राय देने का मौका मिले। सदस्यता सभी के लिए खुली है। अगर आप हमारे सदस्यता फॉर्म की प्रति अपनी भाषा में चाहते हैं, तो कृपया 0151 645 4083 पर विराल LINK सहायता टीम से संपर्क करें या, Birkenhead Fire Station, Exmouth Street, Birkenhead, Wirral, CH41 4AX पर विराल LINK स्पॉट टीम, वालंटरी एंड कम्युनिटी एक्शन विराल (VCAW) को पत्र लिखें।
Bengali	এটি হচ্ছে এপ্রিল 2009 থেকে 31 মার্চ 2010 পর্যন্ত Wirral লোকাল ইনভল্ভমেন্ট নেটওয়ার্কের বার্ষিক রিপোর্ট (LINK)। Wirral এর লোকদের কিভাবে স্বাস্থ্য এবং সামাজিক কল্যাণ পরিবেশা প্রদান করা হচ্ছে এ ব্যাপারে তাদের বক্তব্য জানানোর সুযোগ করে দেওয়ার জন্য এই LINK প্রজেক্ট স্থাপন করা হয়েছে। এর সদস্যতা সকলের জন্য খোলা। যদি আপনি আপনার পছন্দের ভাষায় আমাদের সদস্যতা ফর্মের একটি প্রতিলিপি চান, তাহলে অনুগ্রহ করে 0151 645 4038 এ Wirral LINK সহায়তা দলের সঙ্গে যোগাযোগ করুন অথবা Wirral LINK Support Team, Voluntary & Community Action Wirral (VCAW), Birkenhead Fire Station, Exmouth Street, Birkenhead, Wirral, CH41 4AX এ চিঠিও লিখতে পারেন।
Urdu	یہ ویرال لوکل انوالومینٹ نیٹ ورک (LINK) کی سالانہ رپورٹ ہے۔ اپریل 2009 تا 31 مارچ 2010۔ LINK ایک ایسا پروجیکٹ ہے جسے ویرال کے باشندوں کو اس بارے میں اپنی رائے دینے کیلئے تیار کیا گیا ہے کہ انہیں کس طرح صحت اور سماجی نگہداشت کی خدمات فراہم کی جائیں۔ سبھی کیلئے رکنیت کھلی ہے۔ اگر آپ کو بیماری رکنیت سے متعلق فارم کی ایک نقل اپنی پسندیدہ زبان میں مطلوب ہے تو براہ کرم ویرال LINK سپورٹ ٹیم سے 0151 645 4038 پر رابطہ کریں، یا اس پتے پر لکھیں Wirral LINK Support Team, Voluntary & Community Action Wirral (VCAW), Birkenhead Fire Station, Exmouth Street, Birkenhead, Wirral, CH41 4AX
Somali	Tani waa Warbixintii Sanadlaha ee Isku xirka Degaanka Wirral (LINK) Abriil 2009 ilaa 31 Maarso 2010. LINK'gu waa mashruuc degsan oo lagu siinayo dadweynaha Wirral fursad ay ra'yigooda uga dhiiban karaan sida loo siinayo adeegyadooda daryeelka iyo caafimaadka. Xubin ka noqashadu waxay u furan tahay dadka oo dhan. Haddii aad jeclaan laheyd nuqul foomka xubin noqoshada ah iyo luuqadda aad dooneysa, fadlan kala xiriir Kooxda Gacansiinta LINK'ga Wirral halkan 0151 645 4038 , ama warqad u qor Wirral LINK Support Team, Voluntary & Community Action Wirral (VCAW), Birkenhead Fire Station, Exmouth Street, Birkenhead, Wirral, CH41 4AX
Vietna mese	Đây là bản báo cáo thường niên về Mạng lưới liên hệ nội hạt của Wirral (LINK) – Tháng 4 2009 to 31 tháng 3 năm 2010. LINK là một dự án được thiết lập để trao cho người dân tại Wirral quyền phát ngôn về việc sức khỏe và dịch vụ chăm sóc xã hội của họ được cung cấp như thế nào. Tư cách hội viên là không hạn chế đối với mọi người. Nếu bạn muốn có một bản sao bằng ngôn ngữ ưa dùng của bạn, vui lòng liên hệ Đội hỗ trợ Wirral LINK theo số 0151 645 4038 , hoặc gửi thư đến cho Đội hỗ trợ Wirral LINK, Wirral Hành động vì Cộng đồng và tình nguyện (Voluntary & Community Action Wirral (VCAW)), Birkenhead Fire Station, Exmouth Street, Birkenhead, Wirral, CH41 4AX
Polish	To Raport roczny Wirral Local Involvement Network (LINK) – od kwietnia 2009 do 31 marca 2010. Ten Ogniwo jest pewien przedsięwzięcie umieszczać odpowiednio do dawać ludzi od Wirral (LINK) pewien powiedzieć w jak ich zdrowie i towarzyski troszczyć się usługi jesteście ustalony. Członkostwo jest otworzyć wobec wszystko. Jeśli ty byłby podobny pewien kopiować od nasz członkostwo wchodzą w skład i twój uprzywilejowany język, podobać się nawiązywać kontakt ten Wirral Ogniwo Poprzeć Drużyna u 0151 645 4038 , albo pisać wobec Wirral LINK Support Team, Voluntary & Community Action Wirral (VCAW), Birkenhead Fire Station, Exmouth Street, Birkenhead, Wirral, CH41 4AX
Chinese	這是LINK的年報 (2009年4月至2010年3月31日)。LINK 這專案是給偉德區人士講述他們對現有健康和社區服務的看法。會員資格開放給每個人。如果你在你首選的語言中要一份會員表格，請電0151 645 4038聯絡偉德LINK 支持小組，或寫信到Wirral LINK Support Team, Voluntary & Community Action Wirral (VCAW), Birkenhead Fire Station, Exmouth Street, Birkenhead, Wirral, CH41 4AX
Arabic	(LINK) الوصلة مشروع انشاء لشعب Wirral رأي في كيفية الرعاية الصحية والخدمات الاجتماعية. العضوية مفتوحة للجميع. إذا كنت هذا هو التقرير السنوي لشبكة ویرال للاشتراك المحلي (LINK) – أبريل 2009 إلى 31 مارس 2010. ترغب في نسخة من عضويتنا في الشكل واللغة المفضلة لديك، يرجى الاتصال Wirral بنك فريق الدعم على 0151 645 4038 ، أو الكتابة إلى Wirral LINK Support Team, Voluntary & Community Action Wirral (VCAW), Birkenhead Fire Station, Exmouth Street, Birkenhead, Wirral, CH41 4AX

Wirral LINK believes that being treated with **Dignity** and **Respect** is a basic human right, not an optional extra!

We need your feedback



To find out more call us on **0151 203 2111** or visit **www.linkwirral.org.uk**

Wirral LINK Contacts

Wirral Local Involvement Network (LINK)
VCAW, Fire Station, Exmouth Street, Birkenhead, CH41 4NF
Phone: 0151 203 2111
E-mail: info@linkwirral.org.uk
www.linkwirral.org.uk

Host Organisation

Voluntary & Community Action Wirral (VCAW)
Charity number 1123267

We would like to remember Mike Benson who sadly passed away last year who had worked tirelessly for the LINK and previously with the PPI Forums. Mike was a respected, well thought of and a valuable asset to the work of the LINK. He will be sadly missed.



Our Health · Our Care · Our Say

Wirral Local Involvement Network

VCAW · Fire Station · Exmouth Street · Birkenhead · CH41 4NF
Tel: 0151 203 2111 · info@linkwirral.org.uk · www.linkwirral.org.uk