

Have you just come out of Sussex County Hospital?

Tell us all about it

The LINK is looking at what happens when patients are discharged from hospital in Brighton and Hove.

Do they receive enough information about what to do and not do after leaving hospital? Do they receive help and support at home after leaving hospital? Do they feel ready to leave hospital? Were there delays? Were they given information on the reason for delays?

Here are some recent comments we received from patients who were discharged from Sussex County:

“ I received plenty of information on what I could expect when I left hospital. I had a chat with the nurse who explained what medicine I need to take and what I could do after my operation. I was told not to do any strenuous exercise and given a follow-up appointment. There were no delays and I left hospital when they told me I would.

”

“ I was told I would leave hospital in the morning but I didn't leave until the evening as my medicines weren't ready. I waited all day in a small waiting room and wasn't offered a drink. Luckily my sister came to see me and got me drinks and brought me a sandwich.

I was quite worried as no one came to see me to tell me what was going on and I thought that maybe something had gone wrong with my treatment.”

If you or someone you know has recently been discharged from Sussex County Hospital we would like to know your experiences.

Congratulations

Robert Brown, the Chair of Brighton and Hove LINK has been awarded an MBE for his services to Bevendean.

Robert works tirelessly, not only for the LINK but in many other ways which his community benefits from. The LINK would like to congratulate him on his well deserved award.



Brighton and Hove LINK is one of 150 independent networks of local people and organisations created by the Department of Health in England to give everyone the chance to say what they think about their local health and social care services – what's working well and what's not.

Brighton & Hove Local Involvement Network (LINK), PO Box 5216, Brighton, BN50 9XZ
Telephone 01273 810235; email info@bhlink.org or visit www.bhlink.org

Local News

Brighton and Hove LINK is a Dignity Champion

The LINK has signed up as a Dignity Champion which means it will:

- stand up and challenge disrespectful behaviour rather than just tolerate it;
- act as good role models by treating other people with respect, particularly those who are less able to stand up for themselves;
- speak up about Dignity to improve the way that services are organised and delivered;
- influence and inform colleagues;
- listen to and understand the views and experiences of citizens.

"Dignity in Care must be everybody's business. I hope people will step up to this challenge and do whatever is in their power to make a difference"

Sir Michael Parkinson, National Dignity Ambassador

If you are interested in finding out more about dignity champions call 020 7972 4007 or visit www.dhcarenetworks.org.uk/dignityincare

New LINK Posters and Leaflets Make You Bothered!

B&H LINK has produced new posters and leaflets to raise awareness of the LINK and to encourage people to give their views on local health and social care services.

"We need your help to distribute LINK posters and leaflets. We need to know what people think

of local services but to do that they must know we exist" says Mick Lister, LINK Engagement Chair.

If you can help us distribute posters and leaflet, we'd love to hear from you. Contact the LINK team on 01273 810235.



Action Groups



Brighton and Hove LINK set up two pilot Action groups in October to look at how Brighton and Hove is dealing with mental health and hospital discharge.

Information is being collecting from LINK participants, the wider public and key people within NHS Brighton and Hove and other and other voluntary and community groups.

Each group is about to produce their first

report which includes recommendations to the NHS and social care.

If you have anything to say on mental health services or want to tell us about your recent experiences of hospital discharge please contact us.

Telephone 01273 810235 or email claire@cvsectorforum.org.uk

Help Steer Your Local LINK

Want to be part of a powerful body shaping health and social care? Want to make a real difference to local services?

Brighton and Hove Local Involvement Network (LINK) is looking for new Steering Group members

Steering Group members provide strategic direction and overall leadership to the LINK. Members are not paid but receive out-of-pocket expenses and training and the LINK is given full admin support.

This is a real opportunity to be part of a group which has the power to make real

change to health and social care in Brighton and Hove.

LINKs were established under the Local Government and Public Involvement in Health Act 2007.

There is a LINK for every local authority in England and report annually to the Secretary of State.

LINKs are independent of the NHS and local authority and have a vital role in the decision making process on health and social care matters.

LINKs have legal powers to improve services.

They can:

- visit services to see what they do
- write reports and make recommendations
- ask for information which must be provided within a set time
- report findings to the Council's Scrutiny Board and get an answer

If you would like to find out more about this exciting volunteer opportunity please contact Claire Stevens:
claire@cvsectorforum.org.uk
01273 810234



**WIN £25 IN
M&S
VOUCHERS***

Tell us what you think of health and social care services in Brighton and Hove and you could win £25 in M&S vouchers*.

So not only will you help to improve local services but you will be in with a chance of winning £25.

Simply call, write in or email us with your comments. Telephone us on 01273 810235; email link@bhlink.org

*Each month we will select at random one individual who has given us their comments and award the prize.

Local News

GPs in Brighton and Hove

Although most residents of Brighton and Hove are satisfied* with their GP the LINK has heard from some people that aren't.

We would like to hear from you about how you find the following:

**77% according to a survey of 6,000 residents (Place Survey)*

- Ease of getting through to your GP practice on the phone
- Ability to see a doctor fairly quickly
- Seeing a preferred doctor
- Satisfaction with opening hours
- Overall satisfaction with care received at surgery

If you have any suggestions about how your GP practice could improve in these areas, please contact us.



Dentists in Brighton and Hove

We have heard from some residents in Brighton and Hove that they have had difficulty finding an NHS dentist in their area. This has meant that they have had to pay to go privately or have simply not visited a dentist.

If you have found it difficult to find an NHS dentist in Brighton and Hove over the past year please let us know.

Hospital Car Parking

The LINK has heard from some patients that have missed appointments because they have been stuck in a queue to get to the spaces reserved for people with disabilities.

Plans to tackle some hospital car park charges have been set out by the government in a national consultation document. Ideas include capping charges or new options for inpatients and outpatients.

Currently, it costs £1.50 for up to two hours to park at Sussex County.

Did you know some patients do not have to pay for parking and can get help with the cost of mileage or fares? If you have been reimbursed car parking charges, fares etc. we would like to hear how easy this was?



If you have any views on hospital car parking please contact us.

Hospital Food

The East Sussex Health Overview and Scrutiny Committee review board has commissioned Brighton and Hove LINK to visit and survey patients at meal times at Sussex County Hospital, East Sussex and West Sussex LINKs are also surveying Eastbourne District General Hospital, Conquest Hospital, Hastings and Princess Royal Hospital, Haywards Heath. The LINKs hope to carry out this research in April.

If you have any comments on food at Sussex County please contact us.

End of Life Care

Generally we don't talk about death and dying, only 29% of us have discussed our wishes around dying with our family, friends or carers. This lack of awareness has impacted on the quality and range of support and care services available. A survey by the King's Fund in November found that while 75% of family doctors thought they should encourage patients to plan for their end of life care, 68% of GPs have not discussed their own end of their life care with their doctor, family or friends. As this is an emotional issue we often don't hear views and opinions on this important part of care so please let us know.

Any information you give to the LINK will be used to help improve health and social care in Brighton, your name will be removed from the data to protect your confidentiality.

Brighton and Hove LINK is not a complaints service and we suggest if you have a complaint to contact the service directly.

New Children and Young People's Trust plan published

The Children and Young People's Trust (CYPT) has published its new plan for services up until 2012. The Government requires all local authority areas to have a Children and Young People's Plan, which outlines the strategy for delivering and improving services for children, young people and their families. For the first time the CYPT has published an interactive electronic version of its plan as well as paper copies.

You can read it at www.brighton-hove.gov.uk.

Children and Obesity

Almost one in six ten and 11-year-olds in Brighton and Hove are classed as obese according to figures from children who were weighed during the last academic year.

16.4% of children were dangerously overweight compared to 17.7% the year before. Obesity in children can lead to serious health problems in the future including heart disease, some cancers and diabetes.

Brighton and Hove City Primary Care Trust and Brighton and Hove City Council said they were trying to deal with the problem and view it as a top priority.

Work includes targeting children and families in more deprived areas of the city such as Moulsecomb and Whitehawk. Research has shown children in these areas are more likely to have a poorer diet and be less active.

Brighton and Hove LINK would be interested to hear your views on this issue.

What do you think? Web Portal

A new web portal gives you the opportunity to get involved in consultations in and around Brighton & Hove. Visit <http://consult.brighton-hove.gov.uk/portal> to see what's being consulted on at the moment.

Caring Better Together

Community health services in Brighton and Hove and West Sussex are now set to join forces this year. The new Trust will provide a wide range of services, offering more choice and personalised care to improve daily life for thousands of people.

The move is the next step after South Downs Health NHS Trust took on the management of West Sussex community services last August. Staff, patient representatives and the public have been asked their views about the plans and what the new organisation might be called. Feedback will be analysed and considered by Board members. All the latest information can be found on the South Downs Health website www.southdowns.nhs.uk

Spotlight On Personalisation

Providing support for all adults with social care needs and their carers including signposting, re-enablement, leisure and culture.

- Developing the community and encouraging individuals to make use of resources available to them. e.g. their own circle of support.
- Working with the third sector and community organisations to have a range of support offering choice and control.
- Support which assists maintain general health and well being, e.g. early intervention.

To find out more about personalisation visit:
http://www.dh.gov.uk/en/SocialCare/Socialcarereform/Personalisation/DH_079373

National News

NHS Constitution

NHS Constitution describes what the NHS does, what it stands for and the commitments it should live up to. It was published on January 21 2009. For the first time in the history of the NHS, the constitution brings together in one place details of what staff, patients and the public can expect from the National Health Service. Subject to parliamentary approval, all NHS bodies, and private and third-sector providers that supply NHS services in England will be required by law to consider the constitution when making decisions and taking action

Patients will have legal rights to:

- maximum waiting times for elective procedures and urgent cancer referrals
- an NHS Health Check every five years for those aged 40-74
- maximum waiting times to start treatment by a consultant within 18 weeks of GP referral
- to be seen by a cancer specialist within 2 weeks of GP referral
- the right to choose a GP practice offering extended

access to evening and weekend appointments

If the NHS is unable to meet this commitment, it will be required to take all reasonable steps to find a range of alternative providers that can. The alternatives could include private providers at NHS prices. This will enable a patient to receive their care more quickly, if this is what they want. For a copy of the Constitution see their website or telephone the LINK office for a paper copy.

The National Cancer Action Team (NCAT) is recruiting patients and carers with an experience of cancer from Black and Minority communities to join the first national BME Cancer Patient Advisory Panel.

The aims of the panel are:

- to give cancer patients and carers from a BME background a voice and an opportunity to share their experiences;
- to provide the NHS with information to help support and improve cancer services.

People from BME background, who have been diagnosed with any type of cancer (and are aged 16 years and above) can be panel members. Family and carers of BME cancer patients are also invited to join the panel (and do not necessarily have to be from a BME background but do need to be aged 16 or older.) Please see their website or call 020 8961 4151 for details on how you can become a member of the advisory panel.

The Council for Healthcare Regulatory Excellence (CHRE) is holding interactive meetings at The Royal Society in London on March 17, 2010. The programme for the day is designed to help demystify the role of regulation in the health sector and you will have the chance to lend your voice to some ongoing debates in the field of professional regulation. To see a draft programme for the event, visit their website. To book a place email: reception@chre.org.uk or call 020 7389 8030

The National Institute of Health Research (NIHR) Health Services Research programme is seeking members of the public interested in influencing the future direction of health research.

The NIHR Health Services Research (HSR) programme aims to produce high quality research information that meets the needs of the NHS and all who use it. To make sure that the quality of the research is as good and as relevant as it can be, we are looking for members of the public to act as either reviewers or Board members. As a reviewer you will be expected to read research ideas and full research proposals and comment on how well they meet the needs of patients and the public. As a Board member you will join a group of about 20 people who bring different areas of experience and expertise, ranging from managers, clinical and research professionals to members of the public who use NHS services. The Board will assess applications for both importance to the NHS and scientific quality and will advise the Programme Director on funding recommendations. As part of your role you would be asked to examine a number of research proposals ahead of the Board meeting so that you can bring a patient/public perspective to the discussions and decisions at the meeting. There are usually two meetings per year, of two days each, held in central London. Payments are available to cover your time and expenses. If you would like to register your interest in becoming involved, you can contact us in one of three ways: visit the HSR website on http://www.hsr.nihr.ac.uk/get_involved/patient_and_public_about.asp; send an email to hsrinfo@soton.ac.uk; or call on 023 8059 5586.

Care Quality Commission (CQC) Consultation



The consultation details how CQC propose to assess the quality of: Councils as commissioners, Primary Care Trusts (PCTs) as commissioners, NHS Trusts and PCTs as providers and Adult social care organisations as providers.

The consultation runs until 27 April 2010 and CQC will publish final plans later in 2010. You can register your views online: <http://www.cqc.org.uk/getinvolved/consultations/assessmentsofquality.cfm> or call 03000 616161 for more information.

What's Happening in March?

1st 31st > The Great Daffodil Appeal

Marie Curie Cancer Care's annual campaign to raise money which helps provide free nursing care to cancer patients and those with other terminal illnesses in their own homes.

<http://daffodil.mariecurie.org.uk> or call 0845 601 3107



18th March Brighton and Hove LINK Steering Group meeting

This meeting is being held in public. From 12.00-2.30pm in the Stanmer room at Brighthelm, central Brighton. For more details contact the LINK office.

Just Quit, 16th March



An annual awareness day that aims to help smokers who want to quit by highlighting the help that is available and offering an opportunity to do so. For more information email: stopsmoking@southdowns.nhs.uk or phone 01273 267397 for help and support.

25th March 2010 (Free) > Living well in the South East

Planning homes and services for our lifetime. South Bank, London. SE1. 10.00 am – 3.30pm

Are you part of a forum or group for older people or from an organisation interested in housing or later life? Would you like to have your say and know more about making our homes and neighbourhoods in the South East better for the future. Contact 0115 950 6500 to book a place.

What does it mean?

A glossary of health and social care terms

Advocate	a person who supports someone and can act on their behalf
Clinical	of, or for, the treatment of patients
Clinical governance	the organisational framework through which and NHS body is accountable for ensuring and improving patient safety & high standards of care
Health provider	an organisation which offers services to improve people's health
Intermediate care	alternative to general hospital admission for treatment. Also provided to allow patients to be safely discharged from hospital & complete their recovery at home or other suitable place, such as a community hospital or nursing home
Joint commissioning	usually refers to NHS and social services working together to agree spending plans to get the best service for those who use their services, such as mental health service users, physically disabled people, older people
LINK Action Group	a small group of people who meet to discuss issues and agree actions on a defined topic
LINK Steering group	the group of 15 elected people who lead and coordinate the activities of the LINK (Local Involvement Network)
NHS	National Health Service
NHS Trust	could either be a commissioner or a provider trust. Primary care trusts are often both commissioners & providers
PALs	Patient Advice Liaison Service – an in house service providing information & help to NHS patients
Primary care	care provided by GP's and the team who work with them in their surgeries, health centres & by dentists, pharmacists & opticians
Primary Care Trust (PCT)	the main commissioning body in the NHS. PCT's have replaced health authorities. The PCT in Brighton & Hove is now called NHS Brighton and Hove
Providers	Hospital Trusts, GP's voluntary organisations & sometimes private institutions who provide health care according to their contract with the PCT
Social care provider	an organisation which offers services to help support people

Providers in Brighton and Hove

Brighton & Hove City Council (BHCC)	provides Social Care Services (commonly known as Social Services) to protect, care for and support vulnerable people to enable them to live as full and independent lives as possible.
Brighton and Sussex University Hospitals (BSUH)	regional teaching hospital ; provides general and specialist acute hospital services working as one teaching hospital across two sites, Royal Sussex County Hospital and Princess Royal Hospital
Children and Young People's Trust (CYPT)	brings together education, health and social care for all 0-19-year-olds (and up to 25 years for those with special needs)
South Downs NHS Health Trust (SDHT)	provides community, rehabilitation, specialist and, in co-operation with the Children and Young People's Trust, children's services for people living mainly in the Brighton and Hove area
South East Coast Ambulance Service (SECambS)	responds to 999 calls from the public, urgent calls from health professionals and in Kent and Sussex, and provides non-emergency patient transport services
Sussex Partnership NHS Foundation Trust (Sussex Partnership)	provides specialist mental health, learning disability and substance misuse services in and across Sussex.