

## LINK Activities

### **The LINK Enter and View Team have made 6 visits to the Royal Sussex County Hospital.**

The LINK surveyed patients at meal times to find out their views on hospital food. They also looked at whether patients received the help they needed to eat.

*We've been out and about, asking you what you think of health and social care at these events:*

#### **April Falls**

We had an information stand at the April Falls event. This was held by the Falls Prevention Action Group for Brighton & Hove (South Downs Health NHS Trust) to promote the importance of preventing falls and osteoporosis and was well attended. The aim of the event was to give help and advice to members of the public on the many ways in which people can improve their health in order to reduce the risk of falls and fractures.

#### **Outreach to Travellers**

Val Young, LINK Development Worker and Avril Fuller, Outreach Worker for Friends Families and Travellers and member of the LINK

Steering Group, had their first outreach session visiting sites in Brighton and gathering issues and concerns from the community. The main areas of concern around health and social care are due to the lack of authorised stopping sites. These outreach visits will take place on a regular basis in future and are a good source of providing information and awareness of the LINK and feeding back to the community.

#### **Cultural Awareness**

Val also gave a talk at an information sharing event on Cultural Awareness hosted by Friends Families and Travellers (FFT), which was very well received and Val recruited more participants to the LINK. This event was part of a regional awareness programme to help engage and involve Gypsies and Travellers in LINKs nationally.

#### **Bevendean Health Day**

Claire, the LINK manager attended the Bevendean Health Day to find out issues for the local community.

#### **Diabetes Group**

Claire also attended a Diabetes group meeting for parents of children with diabetes.



*Val Young with the LINK stand*

#### **Living with Dementia**

Val and Mick Lister had an information stand at the Living with Dementia event on 26th April, which was hosted jointly by NHS Brighton & Hove (PCT), Sussex Partnership NHS Foundation Trust and the Alzheimer's Society. Themed events are held every two months offering various workshops and information sharing.

#### **What's inside LINKletter?**

- The latest news and information on health and social care.
- Update on LINK activities
- Opportunities to take part in surveys and consultations to improve health and social care
- Competitions

## **Win £150 in the LINK Design Competition**

Can you create a cover for the Brighton and Hove LINK Annual Report? The report (a summary of LINK's activities) is a legal requirement and has to be submitted to the Secretary of State for Health. It's open to everyone aged 16-25 years old who lives, works or studies in Brighton and Hove. Download an entry form and rules from our website or call the office for paper copies.

Please add Saturday 24th July to your diary – Brighton and Hove LINK annual event. More details in the next issue of LINKletter.



# LINK News

## This month we've been asking service providers about:

- Accessibility of Hove Park café
- Blood pressure checks
- Care at home
- Children's Hospital
- Commissioning
- Dentistry
- Diabetes
- Knoll House (intermediate care)
- Help accessing health services for people who are hearing and/or sight impaired
- Mixed sex accommodation at Royal Sussex County
- Out of hours GP
- Public toilets
- 31 day targets for people with cancer

If you have anything to say about these issues, contact us. The more views the LINK receives the more we can do to help!



**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](mailto:link@bhlink.org)

## Here's what you've been telling us in April:

- “I can't find an NHS dentist in my area.”
- “Not enough open loos in Brighton.”
- “I want more support for my diabetes.”
- “They got the wrong name over my hospital bed.”
- “Waited too long at the Walk-in Centre in Brighton.”
- “I didn't want to see men's private parts from my hospital bed.”
- “I don't want to go to bed at 8 o'clock but that's what time my carer comes.”
- “I received excellent care at Knoll House, I was very pleased.”
- “The eye hospital was really good with my young son.”

**Got something to say about local health and social care? Tell us!**

## Learning Disability

The Care Quality Commission (CQC) recently asked the LINK and other organisations for their input into the inspection of adult social care and safeguarding for people with learning disabilities. The LINK met with Care Co-ops, The Federation of Disabled People and Grace Eyre to produce a joint response to CQC's questions. This was a very useful meeting and a powerful response was produced. The LINK was concerned to learn that some providers of learning disability services and service users considered that they were not effectively engaged in service reviews and changes. If you have something to say on learning disability services, please contact us.

# LINK News

## Opportunities with Brighton and Hove LINK

### Media Spokesperson Vacancies

Have you got experience working with the media? Could you help the LINK respond to enquiries from journalists, draft press releases? You will need to be able to respond quickly to requests and be willing to undergo training.

### Action Groups

The LINK has set up action groups in response to local need. These groups look at specific issues and work with local people and groups to find out in more detail what the problems are. Action groups invite service providers to answer questions and the group make recommendations for service change.



### New LINK Dentistry Group

Having trouble finding an NHS dentist? Don't understand NHS dental pricing? We want to hear from you. Tell us or come along to the LINK dental group meeting: 20th May at 18.00. Contact us to find out more.

### New Out of Hours GP Group

Are you concerned there's only one out-of hours (OOH) GP covering the city? Got something to say about this service (good or bad). Tell us or come along to the LINK OOH group meeting: 19th May at 18.00. Contact us to find out more. Or complete our online poll at: <http://consult.brighton-hove.gov.uk/portal/links/oooh>

### Increase the power of the LINK

If you were to recruit just one person to sign-up to the LINK, we'd instantly double our participants. Twice as many people in the LINK can help us make sure we can improve health and social care services in Brighton and Hove. If you can put up posters or leaflets in your local area, please contact us.



## Good News

Congratulations to Merle Blakeley, Diana Ward-Davis, Dawn Webb and Mick Lister who are now confirmed authorised enter and view representatives. This means they can now visit publicly funded health and social care premises on behalf of the LINK.

The next enter and view training will take place on the 18th May 13.00-15.00. Please contact us for more details.



The LINK can be contacted by phone, post or email.

### By post:

Freepost RSGY-UXAC-ZZZG  
Brighton and Hove Local Involvement  
Network  
BRIGHTON  
BN1 4GQ

Telephone: 01273 810235

Email: [info@bhlink.org.uk](mailto:info@bhlink.org.uk)

Website: [www.bhlink.org.uk](http://www.bhlink.org.uk)

# Local News



South Downs Health NHS  
1949 Trust

West Sussex Health  
Healthcare closer to home

## New Community Healthcare Trust

A new community healthcare Trust is being created to serve communities across Brighton & Hove and West Sussex. South Downs Health's Head of Engagement Sue Trimmingham explains what this will mean for residents

The next few months will see the formal integration of West Sussex Health (Community Services) and South Downs Health NHS Trust – an established community healthcare provider for nearly two decades.

The new organisation will offer the people of Brighton & Hove and West Sussex greater choice in both the type of care they receive and where they receive it. The integration will also strengthen our ability to deliver innovative, flexible services that mirror changing patient needs.

Being part of a larger organisation will allow staff to share professional expertise, ideas and best practice with a wider range of colleagues and to build up strong working relationships with a range of health and social care partners across Sussex.

Although we will be a larger organisation, the fundamental way in which services are provided will not change. As always, dedicated NHS staff will put patients' needs first. The new Trust will work with over 9,000 people daily across West Sussex and Brighton & Hove.

The new Trust will support long, healthy lives for the people of West Sussex and Brighton & Hove. To help us achieve this, we would like more information about your needs.

If you have any comments, questions or suggestions about community health services, please call 01273 696011 ext 3115 or email [sue.trimingham@southdowns.nhs.uk](mailto:sue.trimingham@southdowns.nhs.uk).

## Learning Disability Forum



The Care Quality Commission (CQC) regulate care provided by the NHS, local authorities, private companies and voluntary organisations. They aim to make sure better care is provided for everyone - in hospitals, care homes and people's own homes. CQC also seek to protect the interests of people whose rights are restricted under the Mental Health Act.

CQC are holding an open Forum for people with learning disabilities, their family and carers. This is part of CQC's work on inspecting Brighton & Hove City Council's social care support for people with learning disabilities and their carers.

Avondale Centre  
36 Montefiore Road  
Hove  
6.30-8.30pm, Wed. 19th May  
Tea and Coffee provided. There's no need to book. Tel: 01273 296881

## Care Records

NHS Brighton and Hove (PCT) is rolling out a summary of care record to patients.

A summary care record is an electronic record containing important information about patient's health, such as medication, allergies and adverse reactions.

It is hoped this will improve the way patients' information is stored and managed and will be available to NHS healthcare professionals.

[www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk)  
Tel: 0845 603 8510

# Your Chance To Have Your Say in National Consultations

## Proposed Regulations on 'Duty of Cooperation'

The proposed regulations will place certain duties on employers, contractors and regulators of health care workers relating to information about conduct or performance where that information shows a threat to patient safety.

Responses will inform the final regulations and guidance.

Closing date: 4 June  
www.dh.gov.uk (direct link: <http://tinyurl.com/yz8bzcp> )  
0207 210 4850

## Consultation Report on Strategy for Adults with Autism

A report on the consultation on a future strategy for adults with autistic spectrum conditions' has recently been published.

Autism is a lifelong condition that affects how a person communicates with, and relates to, other people. It also affects how a person makes sense of the world around them.

The consultation closed on 15 September 2009 and covers five key themes: social inclusion, health, choice and control, awareness raising and training and access to training and employment.

The document sets out the Government's response to the submissions and highlights the next steps for the Department of Health.

www.dh.gov.uk (direct link: <http://tinyurl.com/c2cajb> )  
0207 210 4850

## Blue Badge Reform

The Blue Badge Scheme is a critical service for promoting improved mobility for disabled people. Without it, 75% of Badge holders say they would go out less often.

This consultation outlines and seeks views on Government proposals for improving the Blue Badge (Disabled Parking) Scheme. The proposals are about:

- making the Scheme easier to access and use by those who are eligible.
- making the Scheme easier to enforce in order to clamp down on those who flout the rules.
- helping local authorities administer the Scheme and assess eligibility.

Closing date: 7 July.  
www.dft.gov.uk  
(direct link: <http://tinyurl.com/y2x68s2> )  
Tel: 0300 330 3000

## Review of Access to the NHS by Foreign Nationals

Consultation on proposed changes to the charging regulations for overseas visitors requiring hospital treatment and the recovery of any charges, and also initial thinking around possible future introduction of health insurance for some visitors.

Closing date: 30 June  
www.dh.gov.uk  
(direct link: <http://tinyurl.com/yhx7wh3> )  
0207 210 4850

## Health and Wellbeing

Did you know...?

96% of us rely on the other 4% to give blood.

www.blood.co.uk  
0300 123 23 23

# National Health and Social Care News

## National Care Service

In the biggest change to the welfare state since the creation of the NHS, everyone who needs care when they are old or disabled will get it for free, Health Secretary Andy Burnham announced today as he launched the National Care Service in England.

Following the biggest ever consultation on care and support that saw over 68,000 members of the public, carers and representative organisations have their say, it is clear that people believe it is right that everyone should contribute to a care system that is free when people need it– similar to the NHS. However, the necessary consensus on how people should pay into such a system has not yet been reached. A National Care Service Commission, will therefore be established to advise Ministers on the fairest and most sustainable way for people to do so.

“We are launching a National Care Service that is fair for all, ending the cruel care lottery we have today. Like the NHS, everyone will contribute and everyone will get their care for free when they need it. This is the biggest change to the welfare state since 1948 and, like the NHS, it’s going to take time to build.

The National Care Service will mean that people will be treated with dignity and respect, people will have control and choice over their care and they will be helped to stay in their homes for as long as possible. People who have to live in residential care will, from 2014, get their care for free after two years and there will be more help to pay the residential costs.”  
Andy Burnham, Health Secretary

[www.dh.gov.uk](http://www.dh.gov.uk) (direct link: <http://tinyurl.com/ykdra6q>)  
0207 210 4850

## Prescription Charges

The promise to abolish prescription charges for people with long-term conditions, which the Prime Minister announced in September 2008, has not been included in any of the three main political parties’ election manifestos.

## Age Equality in Health and Social Care Consultation

Between November 2009 and February 2010, the Department of Health invited comments from anyone who wished to respond to the consultation of Age Equality in Health and Social Care. A report has now been published.

[www.dh.gov.uk](http://www.dh.gov.uk) (direct link: <http://tinyurl.com/ycnq4tt>)  
0207 210 4850

## Attitudes to Mental Illness 2010 Report

This report presents the findings of a survey of attitudes towards mental illness among adults in England. The aim of these surveys is to monitor public attitudes towards mental illness, and to track changes over time. Since 2007 the survey has again been carried out yearly.

The surveys serve as a way of comparing whether attitudes are improving or worsening over time. The questionnaire included a number of statements about mental illness. Most people agreed they are broadly sympathetic towards people with a mental illness.

‘Locating mental health facilities in a residential area downgrades the neighbourhood’ - agreement with this statement decreased from 21% to 18%.

[www.dh.gov.uk](http://www.dh.gov.uk) (direct link: <http://tinyurl.com/ycz7w2v>)  
0207 210 4850

## New Insight: Call To Arms For Better Mental Health (Children & Young People Now)

The Children and Young People’s Mental Health Coalition, which launched in early April is starting a programme to tackle the areas in children and adolescent mental health that it feels have been overlooked.

According to the group of 15 organisations, despite government efforts over the past decade, mental health services for children and young people remain patchy. They are now calling for a full focus on mental health services from early years through to young people’s move into adulthood.

“In the past 10 years there have been a lot of high level policy decisions made about mental health services for young people. The right things are being said but it’s just not being translated into the services on offer.”

Chair of the coalition and chief executive of charity YoungMinds, Sarah Brennan  
[www.youngminds.org.uk](http://www.youngminds.org.uk) (direct link: <http://tinyurl.com/yflfbhn>)  
020 7336 8445

# Health and Wellbeing

## Spotlight on High Blood Pressure (hypertension)

The silent killer

### What is high blood pressure?

A condition in which the body's blood pressure is above the normal range (consistently at or above 140/90mmHg). Your blood pressure is the amount of force on the walls of your arteries which occurs when blood flows through them. If this is too high, your heart has to work harder to send blood around the body. This can also cause damage to your arteries.

### The dangers of high blood pressure

High blood pressure is a major cause of heart disease and strokes, but it also causes kidney disease, some types of dementia and eye problems. Every five minutes someone in the UK has a stroke - that's 150,000 every year. But over 40 per cent of those strokes could be prevented by the control of high blood pressure. People with high blood pressure are three times more likely to develop heart disease and stroke than people with a healthy blood pressure, and are twice as likely to die from these conditions.

### How many people have high blood pressure?

About three in 10 adults (16 million people) in the UK have high blood pressure. It's much more common in older people - seven out of 10 people over 70 have high blood pressure. Although it's possible to develop high blood pressure at any age. According to the Blood Pressure Association 72% of UK adults are unaware of their most vital statistics – their blood pressure numbers.

### How do I know if I have high blood pressure?

Most people with high blood pressure don't have any symptoms. If you have very high blood pressure, or a rapid rise in blood pressure, you may have headaches, problems with your vision, black-outs, nausea, dizziness, drowsiness, nosebleeds, irregular heartbeat (palpitations), or shortness of breath. If you experience any of these symptoms, you should see your GP as soon as possible.

The only way to find out if you have high blood pressure is to have your blood pressure measured. Blood pressure checks are quick, free and painless. Blood pressure is often measured using a device known as a sphygmomanometer. This is a cuff which is placed around your upper arm and inflated to a certain level, then deflated slowly. Many GPs surgeries now use a digital sphygmomanometer, where your pulse is measured using electrical sensors. You can get a free blood pressure check at GP surgeries, Health centres and many high street pharmacies.

### Treatment

High blood pressure can be reduced through medication and controlled by changes in diet and lifestyle.



### What causes high blood pressure?

The cause of blood pressure is mostly unknown. But there are a number of things that increase the risk of developing high blood pressure, including:

- age - the risk of developing high blood pressure increases as you get older
- a family history of high blood pressure - the condition seems to run in families
- being of Afro-Caribbean or South Asian origin
- obesity
- lack of exercise
- smoking
- excessive alcohol consumption
- high amount of salt in your diet
- high fat diet
- illegal stimulants, such as cocaine, amphetamine and crystal meth
- diabetes
- kidney disease
- stress.

## Prevention

The best way to prevent high blood pressure, and the associated risks of heart disease, is to eat a healthy diet, maintain a healthy weight, exercise regularly, drink alcohol in moderation, and avoid smoking.

## How the LINK is helping

- monitoring Primary Care Trust (PCT) targets and suggesting ways to encourage more people to have their blood pressure checked
- giving blood pressure leaflets at LINK events, outreach visits
- adding blood pressure information to our website
- taking part in Know Your Numbers Week (Blood Pressure Association's annual campaign)

If you only do one thing, get your blood pressure checked, it could save your life! More information: [www.bpassoc.org.uk](http://www.bpassoc.org.uk) or call the Blood Pressure Information Line Call 0845 241 0989 (11am-3pm, Mon-Fri).

# Health and Wellbeing

## When a stroke strikes, act F.A.S.T.

F.A.S.T., which stands for Face-Arm Speech-Time, is a simple test to help people recognise the signs of stroke and understand the importance of emergency treatment. The campaign encourages people to call 999 as soon as possible. The faster a stroke patient receives treatment, the better their chances are of surviving and reducing long-term disability.

**Facial weakness** - can the person smile?

**Has their mouth or eye drooped?**

**Arm weakness** - can the person raise both arms?

**Speech problems** - can the person speak clearly and understand what you say?

Time to call 999 for an ambulance if you spot any one of these signs.

**Every 5 minutes someone has a stroke.  
Be prepared to recognise the signs.**



## What's On in May

- 3-9 Deaf awareness week - UK Council on Deafness
- 9-16 Myalgic encephalomyelitis (ME) awareness week - Action for M.E.
- 12 Stroke awareness day - Stroke Association
- 15-23 Cleft lip and palate awareness week - Cleft Lip and Palate Association
- 16-12 National smile month - British Dental Health Foundation
- 17 World hypertension day - World Hypertension League
- 17-23 Cystic fibrosis week - Cystic Fibrosis Trust
- 17-23 Action for brain injury week - Headway Brain Injury Association
- 8 (13.00-15.00) LINK Enter and View training
- 19 (12.00-14.30) LINK Steering Group meeting in public, Brighthelm
- 19 (18.00-19.30) LINK Out of Hours Gp meeting
- 20 (18.00-19.30) LINK Dentistry meeting
- 24 (17.30-19.00) LINK Mental health

## Complaints

Brighton and Hove is not a complaints service, we look at wider issues affecting people rather than issues that solely affect individuals. If you have a concern about an NHS service your first point of contact should be the Patient Advice and Liaison Service (PALS) at the relevant Trust. If you want to make a complaint but are unsure how to do this contact the Independent Complaints Advocacy Service (ICAS). They can help provide more information about the NHS complaints process and what it involves and provide support.

NHS Brighton and Hove PALS: 0800 013 0251

Brighton Sussex University Hospitals NHS Trust PALS: 01273 696955 ext 4029

ICAS: 01424 437491

Social Care: 01273 295555 (access point)

# LINK Newsletter

## Accessibility

We try to write this newsletter as clearly as possible. To ensure the information is accessible we:

- avoid jargon
- use plain English
- explain all acronyms
- provide easier to type links to webpages
- provide a telephone number, not just a website link
- produce the newsletter in other formats (on request)
- provide the newsletter as a download from the LINK website

## Contributions

Brighton and Hove's LINK newsletter is issued every month, if you have an article that you would like considered for inclusion please email or post by the 20th of each month.

## Making it better

We want to know how the newsletter can be better, we are always trying to improve. Let us know by contacting [claire@bmlink.org](mailto:claire@bmlink.org)

## Saving Resources

After you have read the newsletter please forward on to anyone who you think would find it useful. Wherever possible we email the newsletter to save resources.

## Disclaimer

The views expressed in this newsletter do not necessarily represent the views of the Brighton and Hove LINK. The LINK accepts no liability for any inaccuracies or omissions in this newsletter. Content of the newsletter is for general information.

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.

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



[Linkadmin@cvsectorforum.org.uk](mailto:Linkadmin@cvsectorforum.org.uk)  
01273 810 235

Freepost RSGY-UXAC-ZZZG  
Brighton & Hove Local Involvement Network  
BRIGHTON  
BN1 4GQ

# What does it mean?

A glossary of health and social care terms

<b>Advocate</b>	a person who supports someone and can act on their behalf
<b>Clinical</b>	of, or for, the treatment of patients
<b>Clinical governance</b>	the organisational framework through which and NHS body is accountable for ensuring and improving patient safety & high standards of care
<b>Health provider</b>	an organisation which offers services to improve people's health
<b>Intermediate care</b>	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
<b>Joint commissioning</b>	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
<b>LINK Action Group</b>	a small group of people who meet to discuss issues and agree actions on a defined topic
<b>LINK Steering group</b>	the group of 15 elected people who lead and coordinate the activities of the LINK (Local Involvement Network)
<b>NHS</b>	National Health Service
<b>NHS Trust</b>	could either be a commissioner or a provider trust. Primary care trusts are often both commissioners & providers
<b>PALs</b>	Patient Advice Liaison Service – an in house service providing information & help to NHS patients
<b>Primary care</b>	care provided by GP's and the team who work with them in their surgeries, health centres & by dentists, pharmacists & opticians
<b>Primary Care Trust (PCT)</b>	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
<b>Providers</b>	Hospital Trusts, GP's voluntary organisations & sometimes private institutions who provide health care according to their contract with the PCT
<b>Social care provider</b>	an organisation which offers services to help support people

## Providers in Brighton and Hove

<b>Brighton &amp; Hove City Council (BHCC)</b>	provides <b>Social Care Services</b> (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.
<b>Brighton and Sussex University Hospitals (BSUH)</b>	<b>regional teaching hospital</b> ; provides general and specialist acute hospital services working as one teaching hospital across two sites, Royal Sussex County Hospital and Princess Royal Hospital
<b>Children and Young People's Trust (CYPT)</b>	<b>brings together</b> education, health and social care for all 0-19-year-olds (and up to 25 years for those with special needs)
<b>South Downs NHS Health Trust (SDHT)</b>	<b>provides</b> 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
<b>South East Coast Ambulance Service (SECAMBUS)</b>	<b>responds</b> to 999 calls from the public, urgent calls from health professionals and in Kent and Sussex, and provides non-emergency patient transport services
<b>Sussex Partnership NHS Foundation Trust (Sussex Partnership)</b>	<b>provides specialist</b> mental health, learning disability and substance misuse services in and across Sussex.