



# **Haringey LINK**

## **Local Involvement Network**

### **Annual Report**

### **2008/2009**

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## **Welcome and Introduction**

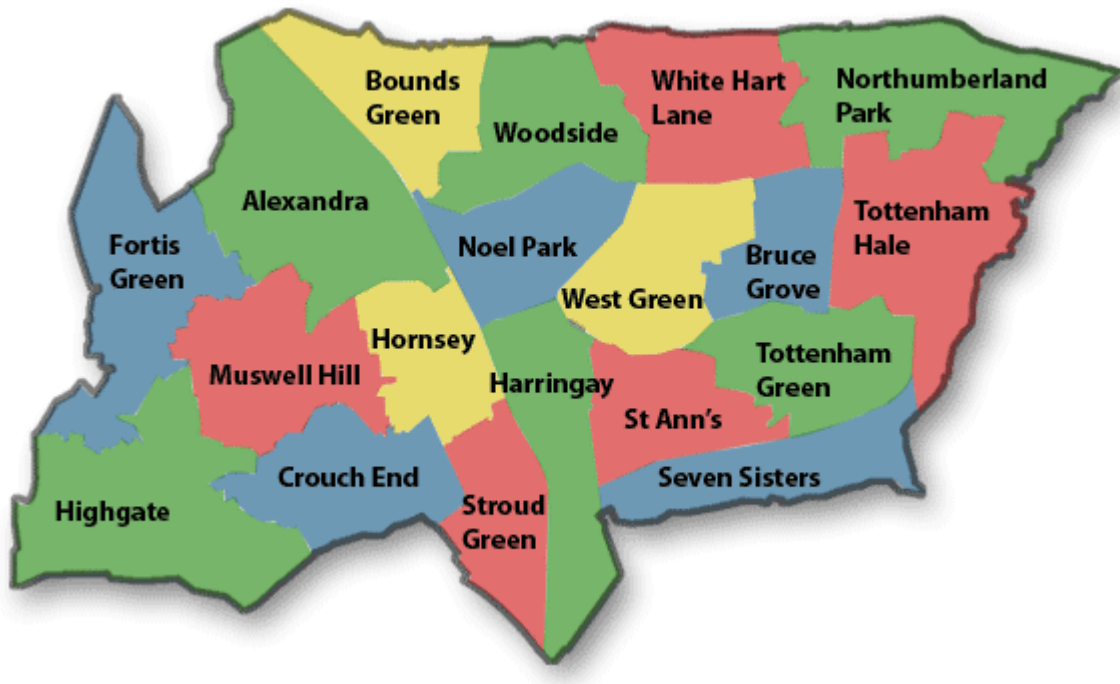
Welcome to our first annual report. We have been busy working with the new structure – LINK - that replaced Patient/Public Involvement Forums. Luckily many of our members stayed on to bring their expertise to LINK and helped to guide us during the very early days. It also meant we could continue to provide patient/public input to the two acute hospitals that serve Haringey as both representatives became part of the Haringey LINK. And those who monitored NHS Haringey have also stayed so their knowledge has been very useful.

Of course with a LINK we now combine health and social care. Social care is a very big area and touches all our lives but it makes sense to do these together as many services have an element of each. For instance, care homes come under health and social care. An important part of LINK is that it is all-embracing. Whoever you are there is something you can contribute to your local LINK. Just staying in touch with what's going on may be enough or maybe you want to help with one of our projects.

We welcome anyone and that is what I would like this introduction to be about. We have started to work as LINK but we need the input and interest of anyone with an interest in Haringey's health and social care. Later on in the annual report there's a section on getting in touch. I hope you will do just that.

**Helena Kania**  
**Acting Chair**

## Haringey Facts and Figures



(figure 1)

- Haringey is located in the north of London and has an area of just over 11 square miles.
- Nearly half of its 224,700 population people come from ethnic minority backgrounds.
- The borough has 19 wards.
- Although the borough does not have an acute hospital of its own, it is served by hospitals in the neighbouring boroughs of Enfield and Islington, by the North Middlesex Hospital and the Whittington hospital respectively. It also has St Ann's hospital which serves the mental health trust.

### What is a Local Involvement Network?

LINKs have been set up to give communities a stronger voice in how their health and social care services are delivered. Run by local people and groups, the role of a LINK is to:

- Promote and support the involvement of people in the commissioning provision and scrutiny of local health and social care services

- Enable people to monitor and review the commissioning and provision of local care services relating to:
  - The standard of provision
  - Whether and how local care services could be improved
  - Whether and how local care services ought to be improved
- Obtaining the views of people about their needs for and their experiences of local care services
- Making such views known and making reports and recommendations about how local care services could or ought to be improved to people responsible for commissioning, providing, managing or scrutinising local care services.

## Steering Group members / Named Representatives

Name of member	Organisation / Association
Helena Kania (acting chair)	Individual / Ex PPI
Janet Shapiro	Muswell Hill and Highgate Pensioners
Lauritz Hansen-Bay	Haringey Forum for Older People Safeguarding Adults representative
Faridoon Madon	Individual / Ex PPI / Ex CHC
Margaret Fowler	Muswell Hill and Highgate Pensioners
Maureen Carey	Individual / Community Advocate
Peter Smith	PRF North Middlesex Hospital
Joyce Aslan	PRF North Middlesex Hospital
Etta Khwaja	Individual / Ex PPI / Ex CHC
Pam Moffatt	Age Concern Representative
Sebastian Mani	Individual / Ex PPI
Lucia Dube	The African Child (BME Carers Group)
Jackie Clark	BEH Mental Health Trust
Jane Gaffa	BEH Mental Health Trust
Padma Shrestha	Friendship Global and Nepalese Health Network
Angie Buzzacott	Homes for Haringey
Natasha Posner	RCN Institute

Dilo Lalande from NHS Haringey attends LINK meetings as an observer. Nancy Augustt and Anna O'Brien from NHS Haringey also attend some LINK meetings.

### Named Representatives

The Steering group approved Joyce Aslan as the LINK representative for the North Middlesex Hospital and Helena Kania as the LINK representative for the Whittington Hospital

#### The Early Days

People who helped develop the LINK between April 2009 and June 2009: Maureen Dewar, Etta Khwaja, Faridoon Madon, Jenny Privett, Sebastian Mani, Helena Kania, David Hindle, Peter Smith and Susan Parishar. Sadly Maureen Dewar passed away earlier this year. She is greatly missed by all who worked with her.

**Getting In Touch:  
Contacting the LINK and the Host**

<b>LINK Address</b>	<b>Host Address</b>
Haringey LINK 3 <sup>rd</sup> floor Wood Green Central Library High Road N22 6XD  Phone: 020 8888 0579 Email: <a href="mailto:haringeylink@shaw-trust.org.uk">haringeylink@shaw-trust.org.uk</a>	Shaw Trust 3 <sup>rd</sup> floor Wood Green Central Library High Road N22 6XD  Phone 020 8888 0579 Email <a href="mailto:Peter.durrant@shaw-trust.org.uk">Peter.durrant@shaw-trust.org.uk</a>

Each borough has a LINK, and each LINK is supported by a Host Organisation whose role it is to:

- Promote and support the involvement of people in the commissioning, provision and scrutiny of local care services
- Enable people to monitor and review the commissioning and provision of local care services
- Obtain the view of people about their needs for, and their experiences of, local care services
- Make these views known and submit reports and recommendations about how local care services might be improved

The Haringey LINK Host is supported by two full time staff.

The Host office is conveniently located at the Wood Green Central Library, which is the busiest Library in the borough seeing approximately 6000 people going through its doors each day. Situated on the High Street in Wood Green, it is well served by public transport including the London Underground (Wood Green) as well as many London bus routes with direct buses through out Haringey as well as other important parts of London including the West End.

## **Setting up the LINK: The early days**

Community Investors Development Agency was appointed as the interim host covering the period from 1 April to 30 June 2008, supporting a shadow LINK made up of former members of patient and public involvement forums serving Haringey. A much larger database of contacts was developed, including local community and voluntary organisations, and information on what the LINK could do and how to get involved was distributed widely.

An interim code of conduct was drawn up, a summary of legacy issues passed on by PPI forums produced, briefings on social care circulated and further concerns identified which the LINK might address. E-bulletins were sent out to individual and group contacts updating them on LINK development and local health and social care issues.

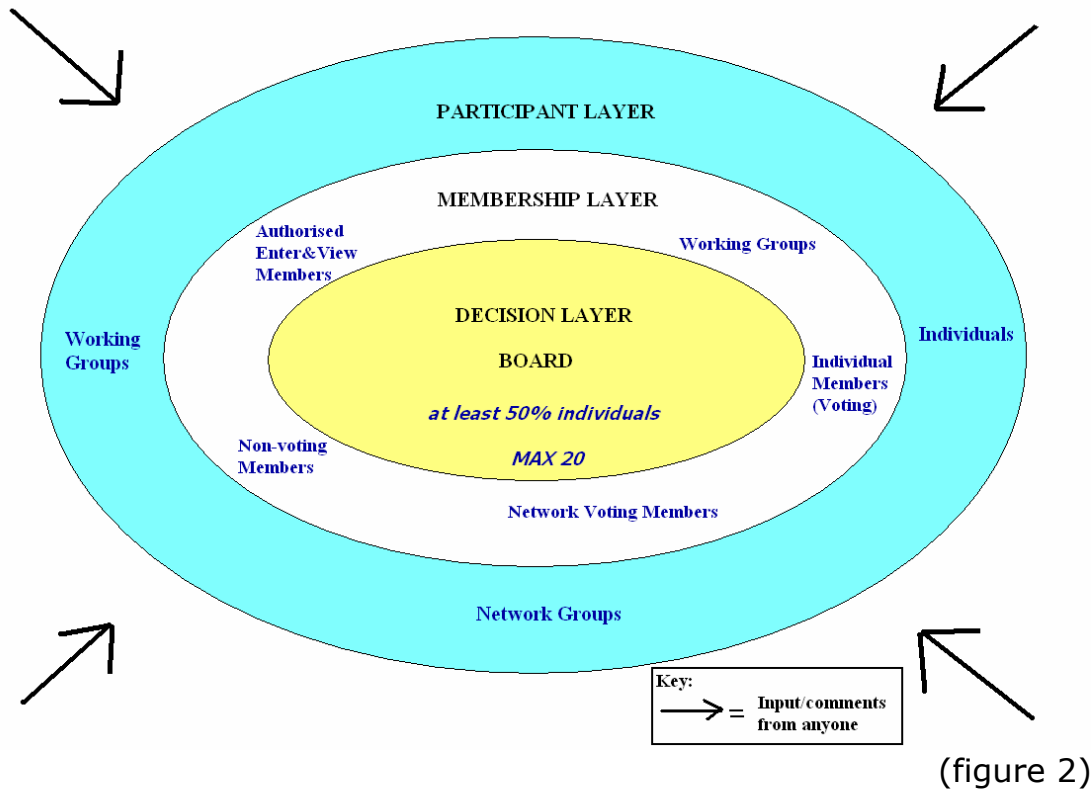
Statutory partners were also informed about the interim LINK arrangements, and how in the longer term they could work with the LINK to strengthen involvement and improve services. A list of authorised representatives with CRB clearance was maintained, but during this period no urgent concerns arose requiring a formal visit.

## **Setting up the LINK: The first months**

As with any group setting up from scratch, LINK had to consider how to structure the LINK to work. We looked for a simple structure that would not exclude any level of participation but could respond easily to projects or a full work plan. After discussion with the steering group we adopted a fairly flat structure (see figure 2) which allowed voting members, non-voting members, and participants to interact at whichever level they chose. Everyone could choose a spot in the structure where they felt comfortable.



Diagram showing the general structure of Haringey LINK



We developed governance documents to include a code of conduct for all members and some simple terms of reference. These should be finalised early summer.

An early project with NHS Haringey involved a LINK representative providing general public/patient input to the re-accreditation process for GPs providing special services – minor surgery, dermatology and musculo-skeletal services. The LINK rep also sat on two re-accreditation panels and will be following the process into next year to ensure any actions agreed are followed through. NHS Haringey invited LINK participation in the process and from our joint work we hope to see a better patient experience for patients visiting these GPs as well as strong controls on contractual requirements such as GP training.

The Haringey Overview & Scrutiny Committee (OSC) invited LINK to jointly prepare, present and facilitate an Annual Health Check Day for any interested group in Haringey. The day was very well attended and LINK facilitated 4 of the 8 sessions which provided feedback on the performance of NHS Trusts serving Haringey – NHS Haringey, Enfield, Barnet & Haringey Mental Health Trust, the Whittington Hospital and North Middlesex University Hospital.

## **LINK Meetings**

The LINK Steering Group has held monthly meetings. Three working groups were also created:

- Governance working group
- Marketing working group
- Access to local services working group

LINK members also attended other local and national meetings including trust board meetings and Haringey Overview and Scrutiny meetings.

## **LINK Training**

LINK Steering Group were offered training to help support them with the public events scheduled such as the LINK Awareness Events and the Annual Health Check Event

### **Holding public events**

The purpose of the LINK public events training was in preparation for the LINK awareness events held in February and March. The training was organised for members of the Steering Group and covered an overview of the LINK, activities and issues that the LINK may deal with as well as covering how to deal with the public and being prepared for likely questions

## **Events**

### **LINK Awareness Events**

During February and March 2009, the LINK held a series of public events at a number of locations around Haringey in order to promote the LINK of the work and widen the membership of the LINK. The events were an opportunity for local residents to find out more about the Haringey LINK and also feedback to the LINK any views or experiences they had on their local services.

### **Organisations Joined**

The LINK joined the National Association of LINK Members (NALM). NALM is an association of people who are active, experienced and expert in patient and public involvement. Individual LINK members as well as LINK networks can be members of NALM.

### **North Middlesex University Hospital NHS Trust**

Joyce Aslan as the LINK representative for the North Middlesex Hospital has written the following report about activities up till the end of March 2009.

"The Patients Representative Forum at the North Middlesex Hospital, previously the PPI Forum, is affiliating to Haringey LINKS and to Enfield LINKS. We work in the hospital, visiting the wards, talking to patients and reporting on problems as well as areas of excellence. We meet twice monthly, invite speakers to inform us where we feel we lack information, and report on difficulties to the Deputy Nursing Director, who attends one of our meetings monthly.

He takes concerns away and reports on progress at the next meeting. We have free access to all areas of the hospital, and talk to staff at every level. We therefore are well placed to detect matters of concern to patients, as well as areas of good practice. We have been instrumental in the introduction of Steamplicity, a system whereby each patient has a freshly and individually cooked meal twice a day, red trays indicate patients who need help with eating, and protected mealtimes, where visitors are discouraged from wards to enable patients to enjoy a meal in peace.

We are about to join with Enfield LINKS to conduct a survey of meals in North Middlesex, Chase Farm, Barnet, and the Mental Health Trust. At the moment, we are inviting speakers to inform us in the field of social care; this impacts on our activities mainly in the field of discharge procedures, and the role of carers."

### **The Whittington Hospital NHS Trust**

Helena Kania as the LINK representative for the Whittington Hospital has written the following report about activities up till end March 2009.

"I attend the Board meetings once a month as observer with the right to ask questions. I also meet monthly with the Director of Primary Care to discuss any issues either of us wishes to bring up. Much of the Board's time in that year was taken up with the Foundation Trust (FT) application which was delayed more than once by financial performance and the need for a more robust business plan. Finally the hospital decided to put the application on ice whilst dealing with the more challenging economic conditions. Part of the process resulted in disbanding the Patient Experience Review Group, the intention being to replace the Group from elected governors in the new FT status hospital. No LINK membership was sought at the time.

A new Day Treatment Centre (DTC) opened in May 2008 where day surgery cases were referred by local GPs and hospital doctors. Coupled with the new building on Magdala Street this DTC has

made a great difference to patients' and visitors' views of the cleanliness and friendliness of the hospital. More plans included the relocation and modernising of the Maternity Day Unit. Last year was not so good for the MRSA infection rates at the Whittington – their target of a maximum of 15 cases was exceeded and ended up just over 20 by year end. C.Difficile was well controlled and only 54 cases were recorded against a maximum target of 109. The Hospital has worked hard to bring MRSA rates down – intensive cleaning hands campaigns, spot inspections by matrons, individual analysis of each infection. As LINK we are very sorry to see Whittington did not get accepted as a nominated local stroke unit. When the Healthcare Commission visited in July 2008 they recorded a strong performance from the Whittington and the Healthcare Commission rating for the previous year gave the Whittington a "Good" for both service quality and use of resources. As LINK we continue to encourage The Whittington to concentrate on quality as well as financial performance."

## **Community Engagement**

Outreach is vital for a project such as Haringey Local Involvement Network as it is all about involving members of the community, listening to what they have to say about Health and Social Services and together improving these services.

Early on the LINK identified the community groups in Haringey, as well as the services available in Haringey, and also identified

During February and March 2009, Haringey LINK held a series of promotional events around Haringey, open to everyone, to promote the LINK and recruit members. In order to gain interest in these events a number of outreaching activities were carried out before each event. These included manning stalls in Wood Green Central Library, Highgate Library, Hornsey Library and St Ann's Library. Adverts were placed in the local newspapers; the Ham & High newspaper & North London Journals, Haringey Independent and Hornsey Journal. Leaflets were posted to residents as well as being distributed by hand around the borough including Wood Green, Hornsey, Seven Sisters, Muswell Hill and Highgate and left in Dentists, doctor surgeries, hairdressers and cafes.

Local voluntary organisations around Haringey were contacted by the LINK about the events. The events held by the LINK were well attended and people's views and experiences gathered at these events have been used to identify local issues which will contribute towards the LINKs priorities and work plan.

## Requests for information and Referrals to the OSC

No referrals have been made by the LINK to the Haringey Overview and Scrutiny Committee

Required Performance Statement	Outcome / Response
How many requests for information were made by the LINK to services – commissioners and providers	Each major health and social care trust serving Haringey was written to by the LINK at the end of March, at which point the LINK were awaiting responses (still within the 20 day response period)
How many referrals were made to the Overview and Scrutiny Committee (OSC)	None during this year – However the LINK had established a good relationship with the OSC and are looking at having a LINK member co-opted on to the OSC
How many reports or recommendations were made to commissioners of services	None made during the year
Which premises, owned or controlled by a service provider, were entered and viewed by an authorised representative of the LINK	None during this year. Enter and view training sessions are planned for LINK members from July 2009

## **LINK Finances**

April 2008 to June 2008

Total human resource cost including development staff cost and outreach in the period amounted to £24,399. Overheads and other direct expenditure for the Interim Host LINK activity in the period amounting to £5,601 was expended on: *general overheads* (£2,076) covering office premises, and volunteer management system cost; and *network support costs* (£3,525) covering meeting facilities, events, stationary and postages, production of press and publicity materials including e-bulletin.

July 2008 to March 2009

The Host organisation (Shaw Trust) received £112100 from Haringey Council.

Of which the host spent £72906 on Staff Costs, Office premises, Administrative expenses and the LINK Discretionary Budget.

## **The next 12 months**

There's a full programme ahead starting with elections to open up the Steering Group membership and increase the number of members so more projects can be handled. A work plan for the year will be finalised and will include time for checking on premises delivering NHS and social services.

Training for "Enter & View" is scheduled for the early part of the year. As part of the learning process we intend to invite guest speakers from health and social care sectors to talk about their work and answer questions.

We will complete the audit of all services provided by NHS Haringey and the Department of Social Services as this will be our foundation for all LINK work. Until we know everything that is being provided we cannot be sure of covering Haringey's needs.

Throughout the year there will be consultations to comment on, such as the follow-up to Stroke/Trauma centres in London. We intend to try and get LINK representation with voting rights, if possible, on the strategic committees that make the early decisions on how health and social services develop. Our other large project will be to reach out to parts of the community who aren't often heard.

## **Understanding the Jargon**

Here is a list of the more frequently used abbreviations and what they mean:

DoH	Department of Health
Host	the organisation supporting the LINK
JSNA	Joint Strategic Needs Assessment
LINK	Local Involvement Network
NALM	National Association of LINK Members
OSC	Overview and Scrutiny Committee
PALS	Patient Advise and Liaison Service
PCT	Primary Care Trust
PPI	Patient and Public Involvement