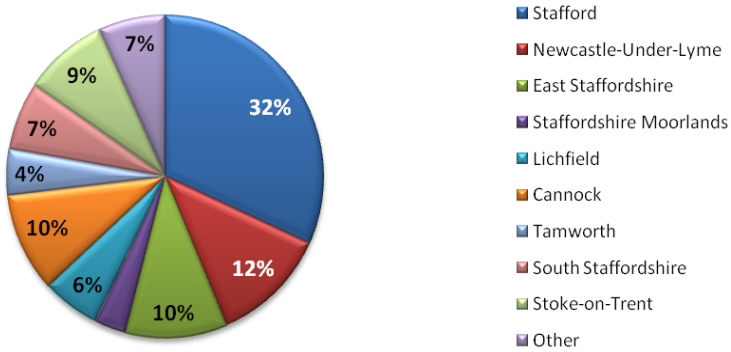


1. Finance

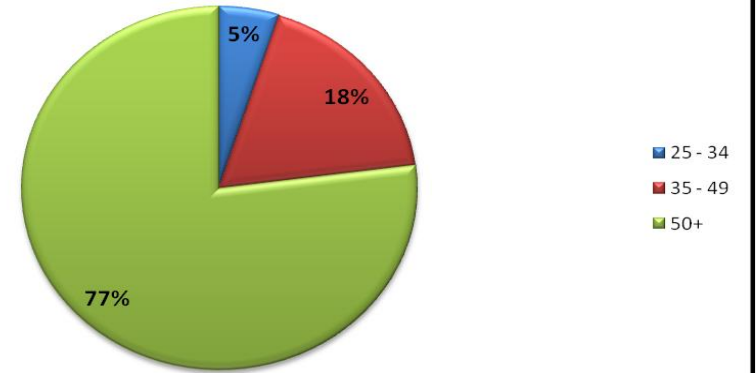
Year spend to date: £65,291 (31st August 2011)

2. Participation

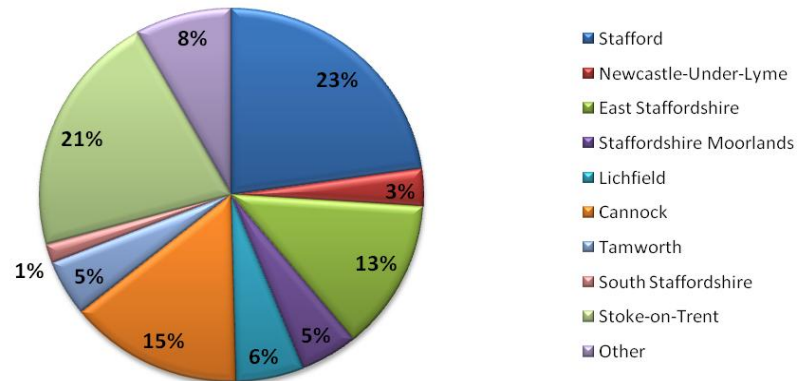
Participants distributed by District: April - September 2011

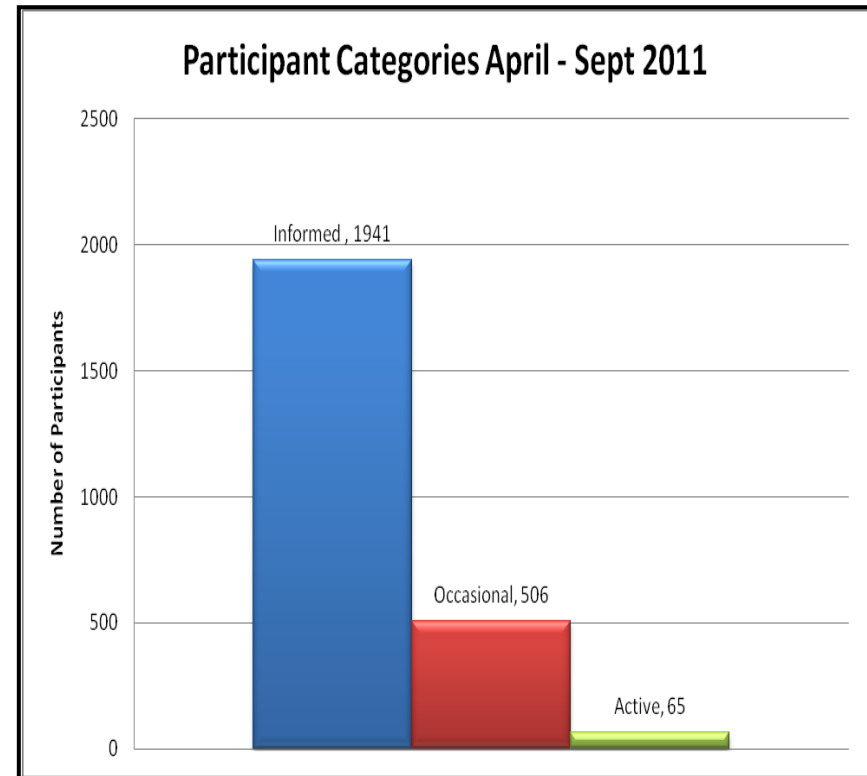
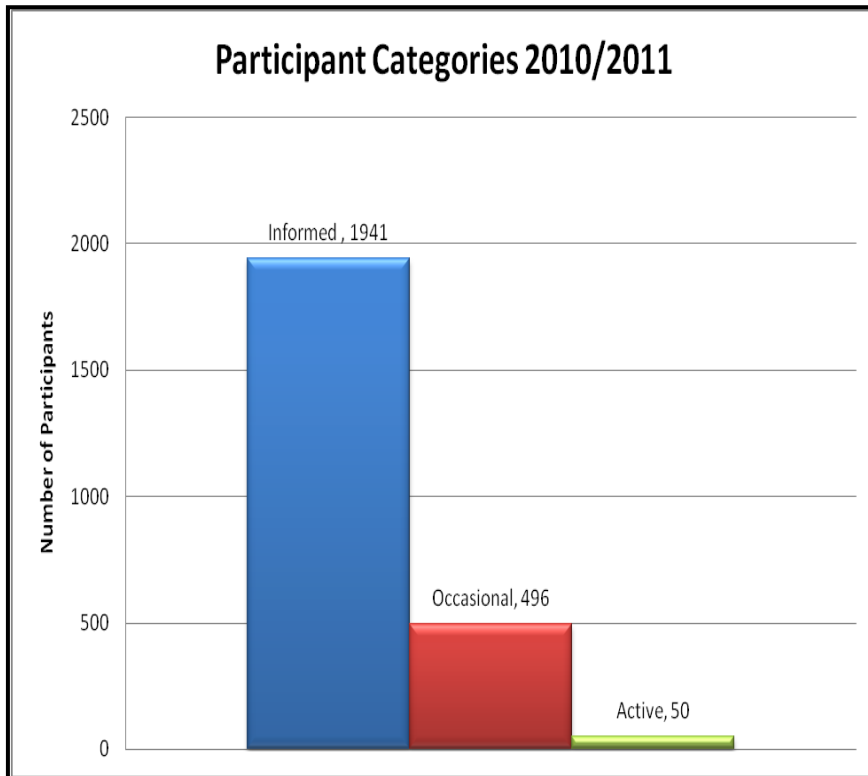


Participants by Age



Organisations by District





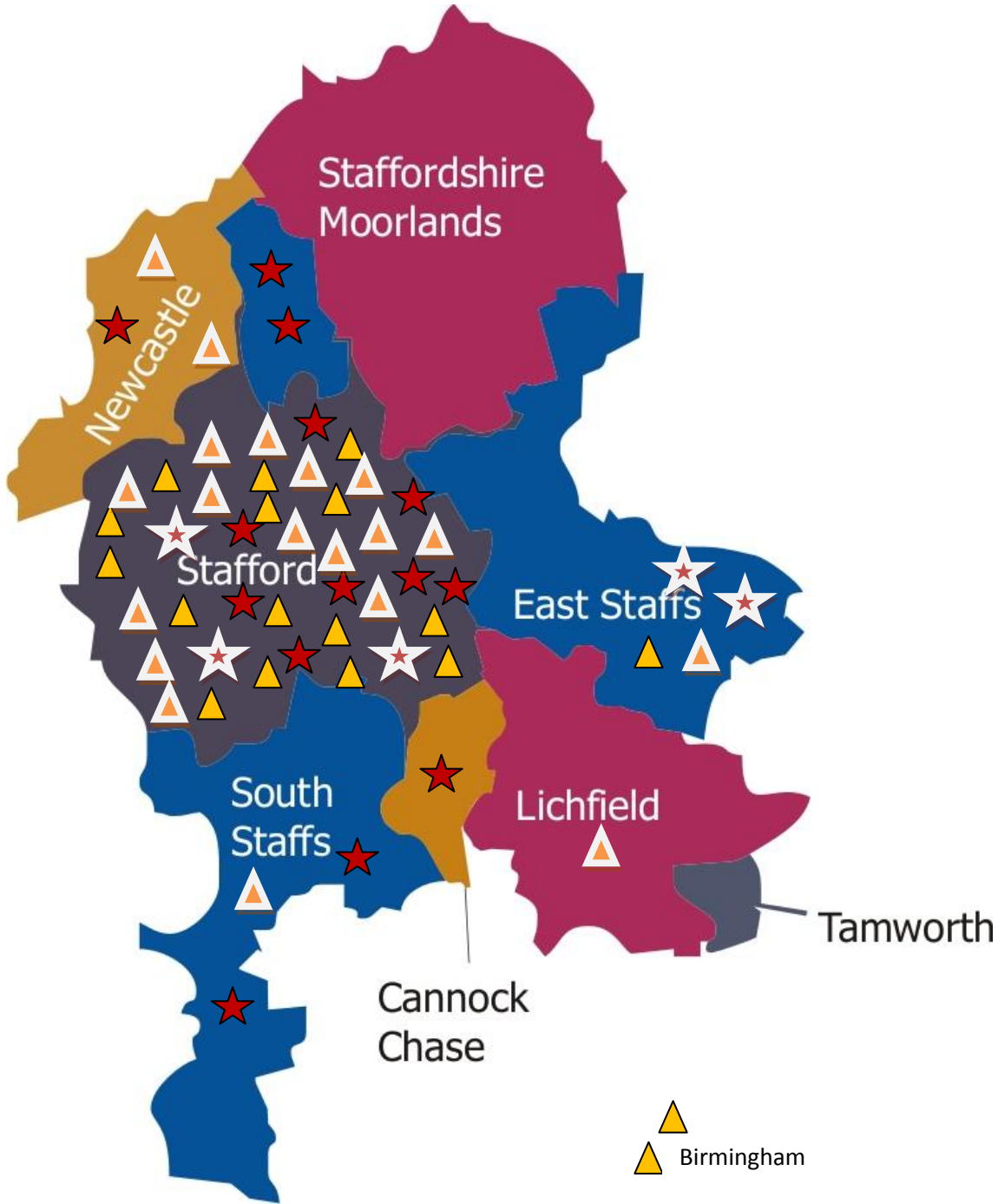
Increases from 2010/2011 to April – Sept 2011 - Occasional = 2% Active = 30%

Informed Participants: are groups and individuals who register their interest in the LINK and receive information, whether general updates and/or thematic interest.

Occasional Participants: are informed participants who also respond to a particular LINK issue, or attend a workshop or meeting on a specific topic, occasionally once or twice throughout the year.

Active Participants: are groups or individuals who have a high level of participation, for example someone who takes part in an activity at least once a month, including workshops, meetings, training and representing the LINK externally.

▲ Manchester



3. Representation

Group Members and LINK Participants Representation

Key:

▲ CG Members




★ LINK Participants






★ Regular Basis

★ Ad-hoc

Enter and View:













Visits that have taken place:











Service	Service Type	Date of Visit	Date of Report	Recommendations Made	Follow up Activity	Status
Burton Hospital – Ward 8 & 20	NHS	28.03.2011	06.04.2011	<ul style="list-style-type: none">• Increase levels of social interaction• Providing access to radios or other sources of music to be explored• Whether there was a need to reintroduce the WRVS trolley that provides papers, magazines and sweets• To assess the extent to which isolation might be increase feelings of depression• To assess the impact of the reduction in domestic staff		
WMAS – Halo	NHS	18.07.2011				
Cannock Hospital - Littleton Ward	NHS	23.08.2011				

UHNS - A&E and FEAU	NHS	5.09.2011				
UHNS – Ward 19	NHS	06.09.2011				
UHNS - Ward 121	NHS					
Stafford Hospital – A&E	NHS	19.09.2011				
Stafford Hospital – Ward 10	NHS	05.05.2011	02.06.2011	<ul style="list-style-type: none"> • Corridors to be cleared of clutter for the safety of patients and visitors • Better response times to call bells, within reasonable time period with better monitoring of this • Development of the day room as an activities hub and somewhere for patients to interact or socialise • A more streamlined system for staff to capture information without constant repetitiveness. • Review of communications between the ward staffs and pharmacy 	<ul style="list-style-type: none"> • Team to return in 6 months to assess improvement and changes implemented, in particular to look at whether the transition to a dementia ward has taken place, that the day room is fully utilised and activities planned. 	

				staff to improve patient discharge process		
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Scheduled Visits from Sept- Dec 2011:

Service	Service Type	Date of Visit	Date of Report	Recommendations Made	Follow up Activity	Status
South Staffordshire						
Oaken Terrace		09.11.11				
Edge View						
Rolling Mill Day Service		6.10.2011				
Stafford						
Stafford Hospital: Ward 10						
Maple Court						
Stafford Hospital T&O Unit						
Hilcote Hall		October 11				
Maple Lodge						
Staffordshire Moorlands						
Cheadle Hospital		03.11.11				
Beech Lodge						
Newcastle-Under-Lyme						
Bradwell Hall						
Ashley House						

UHNS: A&E						
East Staffordshire						
Highfield Court		14.11.11				
Margaret Stanhope Hospital						
Hermitage						
Cannock Chase District						
Marquis Court						
Horngarth						
Lichfield						
Beatrice Court		16.11.11				
Samuel Johnson Hospital						
Tamworth						
Meadowyrthe		16.11.11				
George Bryan Centre		27.10.11				



Enter and View Authorised Representatives

Key:

■ Authorised Visitor

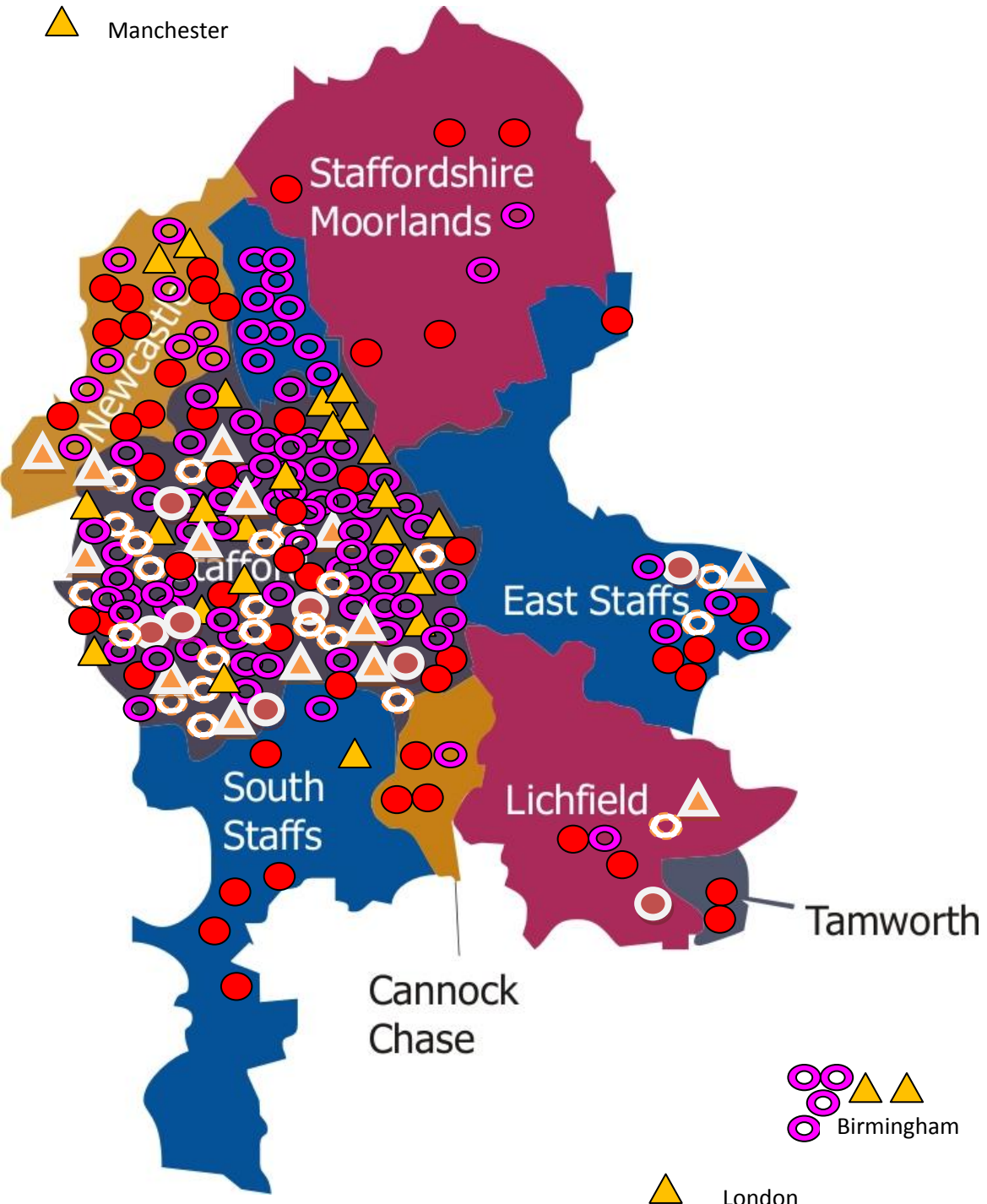
● Trainee

Total Representatives:

■ Authorised Representatives: 16

● Trainee Representatives: 8

▲ Manchester

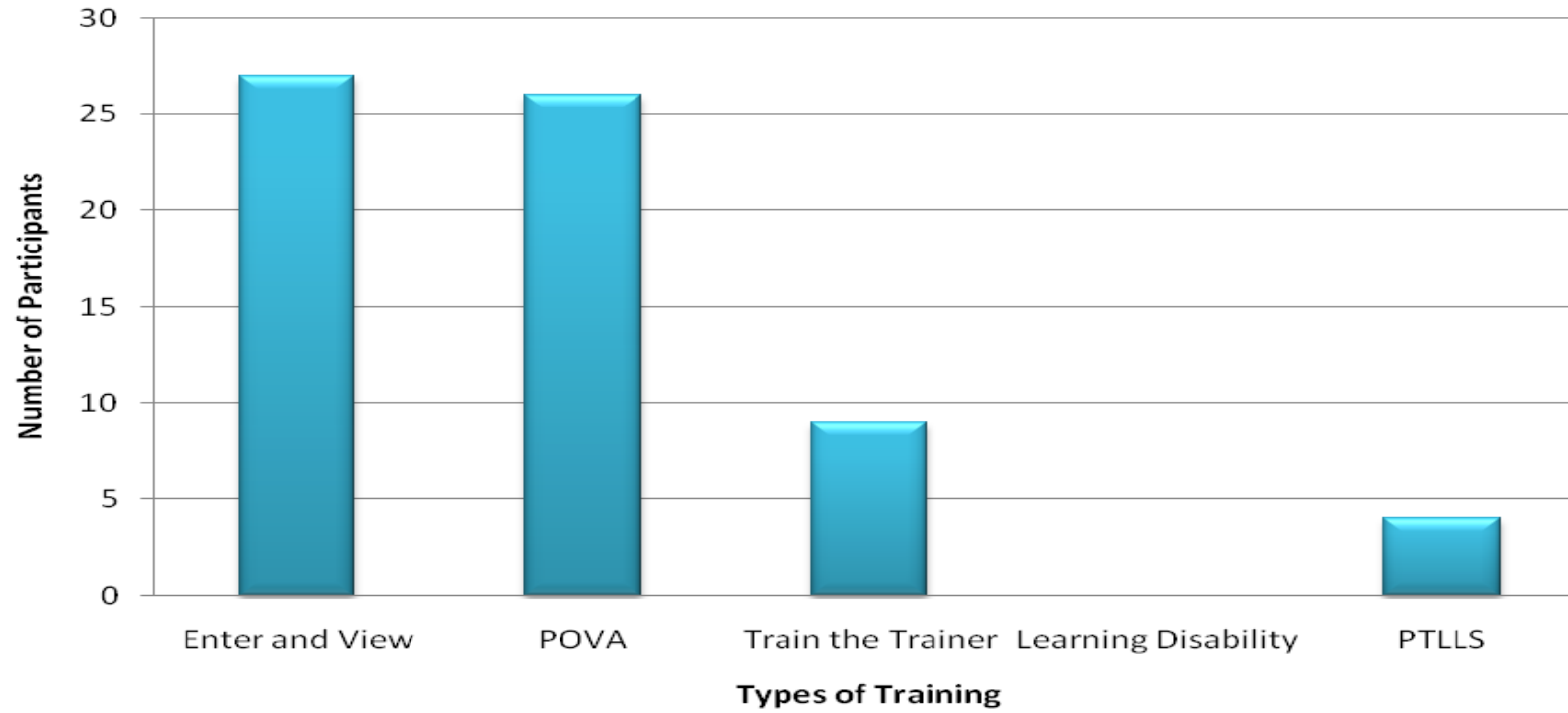


Engagement and Outreach

Key:

- Support Team
- ▲ Co-ordinating Group
- Development Workers
- Regular meeting/event
- ▲ ● Adhoc

Training carried out by LINK Participants



Key:

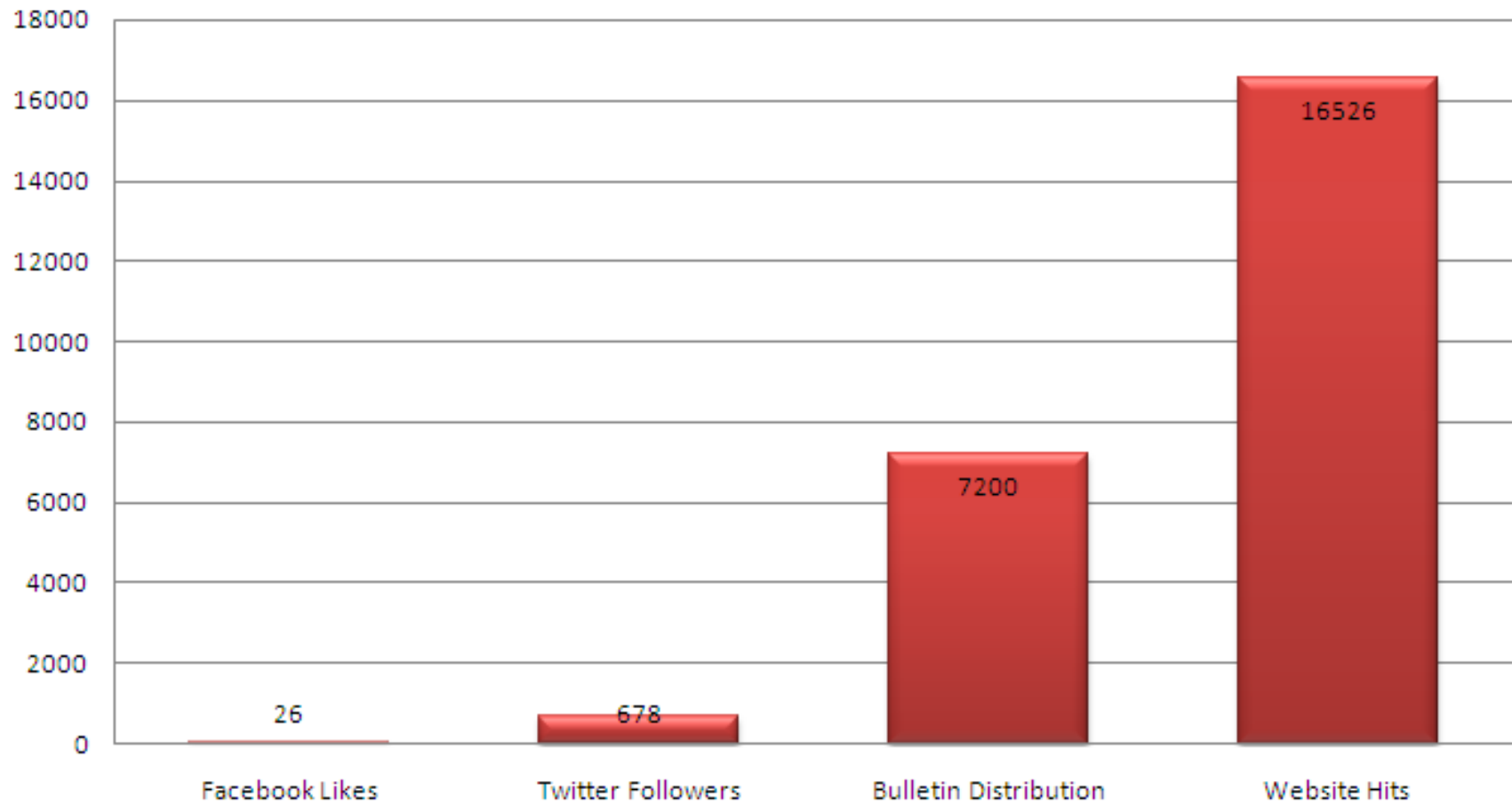
POVA: Protection of Vulnerable Adults – Safeguarding training for Enter and View Representatives

Train the Trainer: Training for Trainers who wish to administer Enter and View Training – To allow the LINK to train their own trainers to save on costs for Enter and View

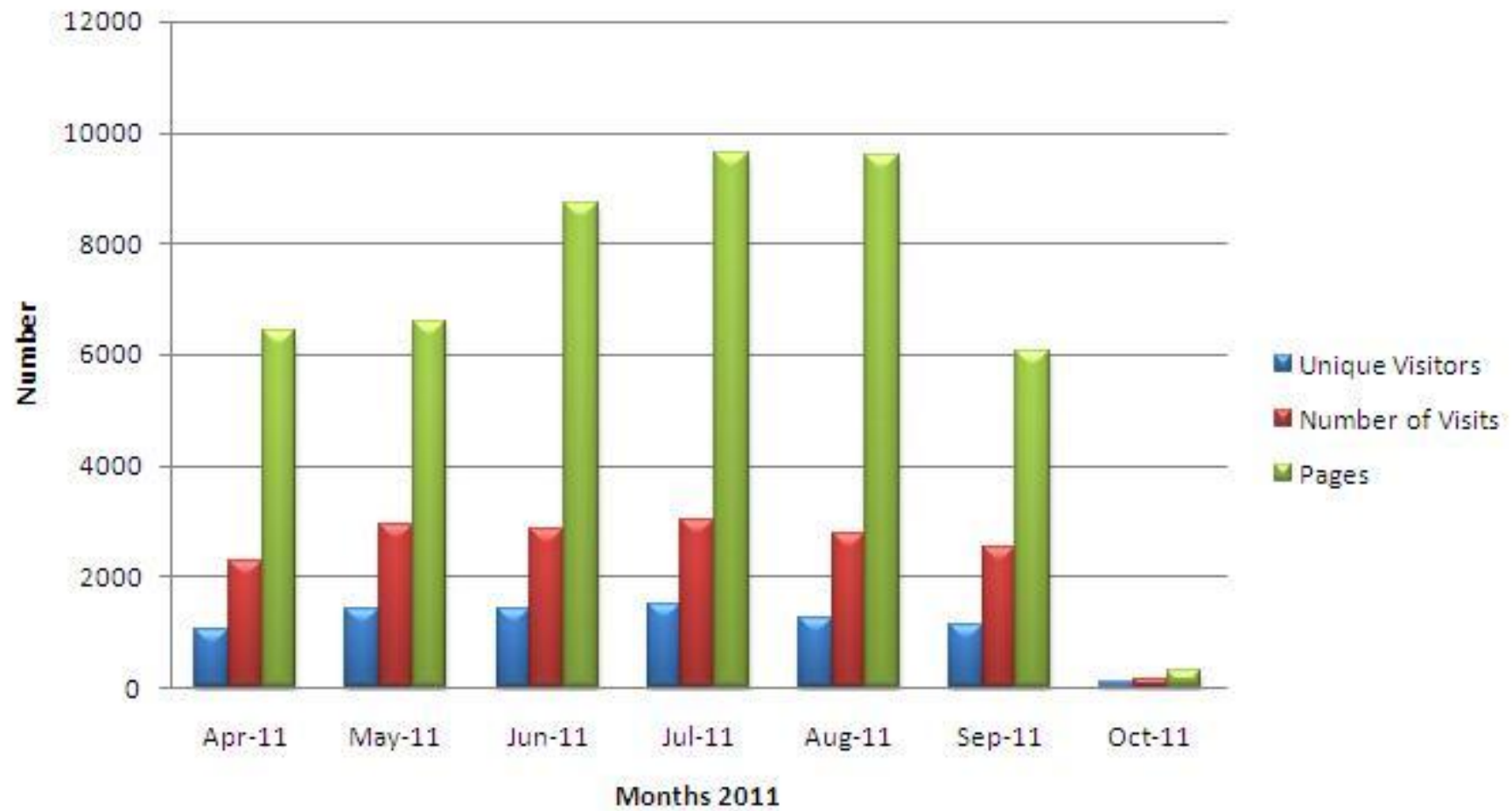
PTLLS: Preparing to teach in the lifelong learning sector






Communication




Types of communication



Website Statistics



Workstream	Activity	By Whom	Update
Dementia	<ul style="list-style-type: none"> Analysis of report and identify follow-up action from recommendations. Check if Dave Bassett has spoken to Sheila Crosby – if not ask HP to take this up. 	HP	
Respite care	<ul style="list-style-type: none"> Consultation meeting taking place on 7th July 2011 at Rising Brook. Chase up Andy Halden for the 7 areas of evidence referenced in his report. 	JO attending.	
Consultations	<ul style="list-style-type: none"> Bucknall Hospital Combined Healthcare Consultation. PCT cluster legacy documents. South Staffs PCT – Margaret Stanhope Consultation. 	JO SB Cyril Burton. Awaiting details from SSPCT.	
Enter and View	<ul style="list-style-type: none"> Development of a programme of enter and view activities for the year to include social care contracted services (meeting with Amy Jones). Learning Disabilities – to look at 2 strands of work ie. access to services/hospital and enter and view those services. Development of enter view ‘experts’ for learning disabilities – Caroline Goodfellow, Brian Kitchen and Roxburghe (via Paul Jay). Ambulance service – non-urgent transport and enter and view. 	LG LG LG BB/HP (Lea Washington)	
Training	<ul style="list-style-type: none"> Meeting with Paul Jay 1st July 2011 to discuss options. 	JO	

Workstream	Activity	By Whom	Update
Transition	<ul style="list-style-type: none"> • First meeting with Dave Ellis, Zoe Booth, Paul Carpenter on 30th June 2011. • Events to take place early October: suggest large event for organisations and small road show type events to promote HealthWatch and seek views. 	JO/SB/KFR BB/HP	
Quality Accounts	<ul style="list-style-type: none"> • All completed now for 2010/11 Accounts and LINK commentary submitted and included for the following: • Burton Hospitals NHS FT • Mid-Staffs NHS FT • UNHS NHS Trust • Combined Healthcare NHS Trust • South Staffs PCT Provider Services • South Staffordshire and Shropshire NHS FT • North Staffs Community Health Services • Stoke-on-Trent Community Services • Katherine House Hospice • West Midlands Ambulance Service NHS Trust 	SB	
Engagement	<ul style="list-style-type: none"> • Ongoing engagement activities including website road shows, talking to groups, Leek Show, Midsummer Mayhem, Kings Bromley show, Approach Cafes, libraries and travelling libraries. 	BB/HP/JO/SB/KFR	

	<ul style="list-style-type: none">• Development of further activities throughout the year to include the promotion of HealthWatch.		
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