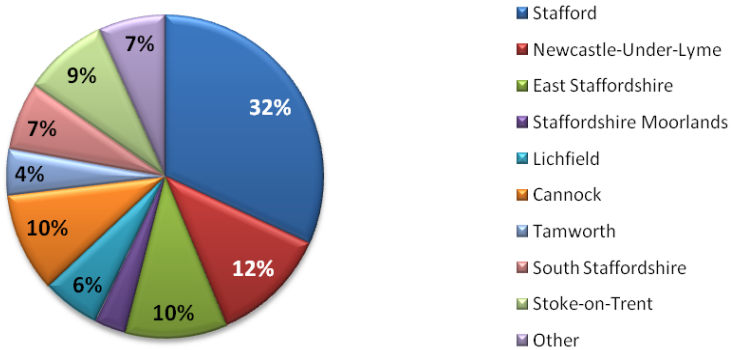


1. Finance

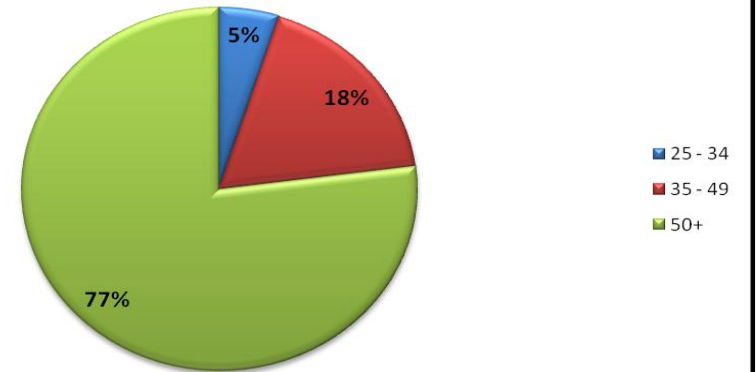
Year spend to 27.10.2011: £115,977

2. Participation

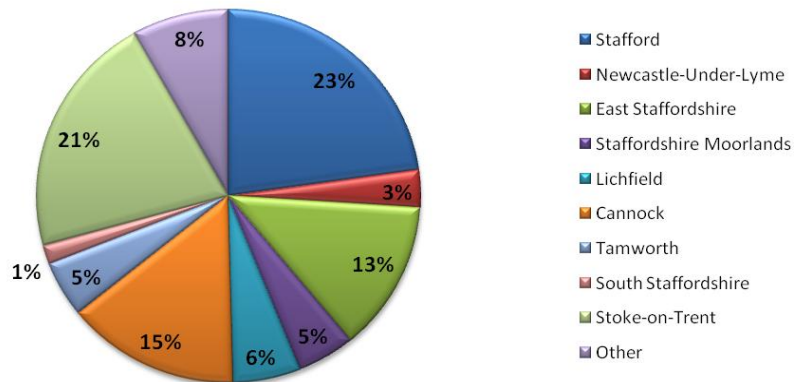
Participants distributed by District: April - September 2011



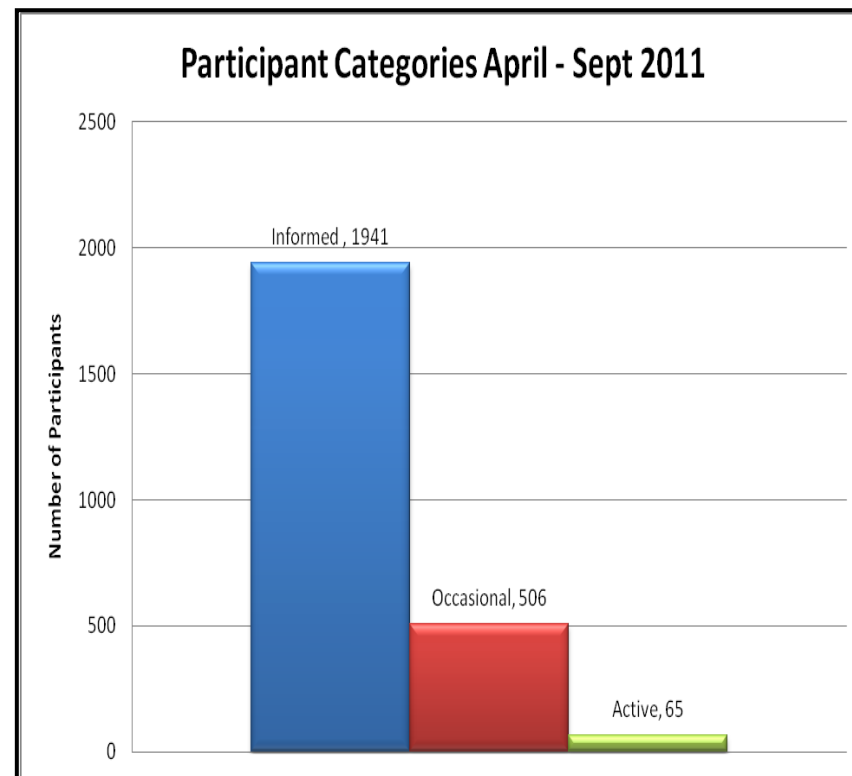
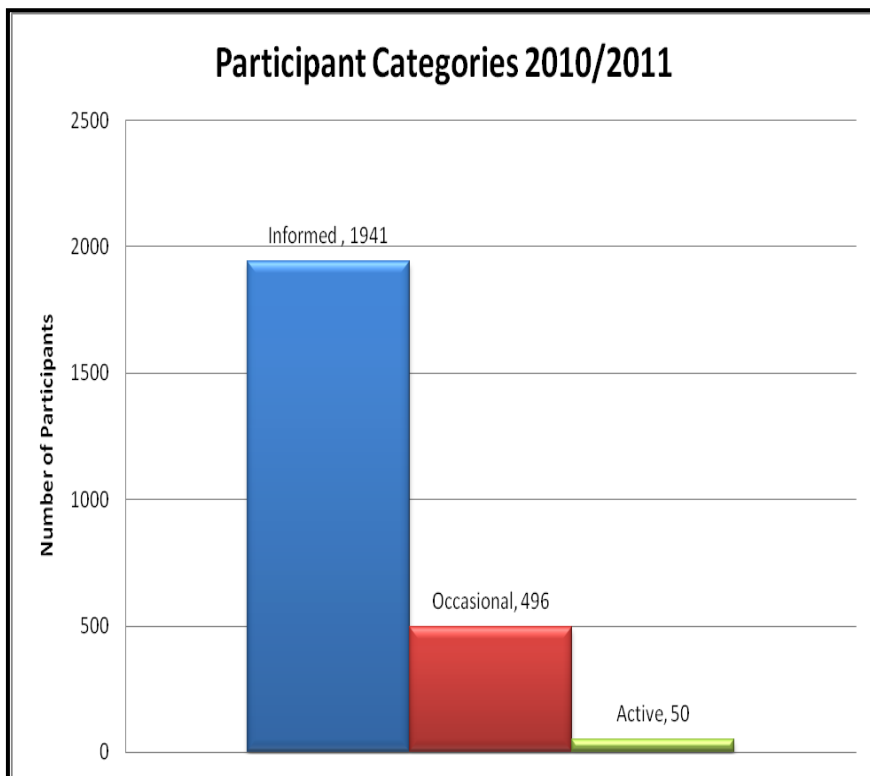
Participants by Age



Organisations by District



No current change in numbers from April – September and September – October 2011.



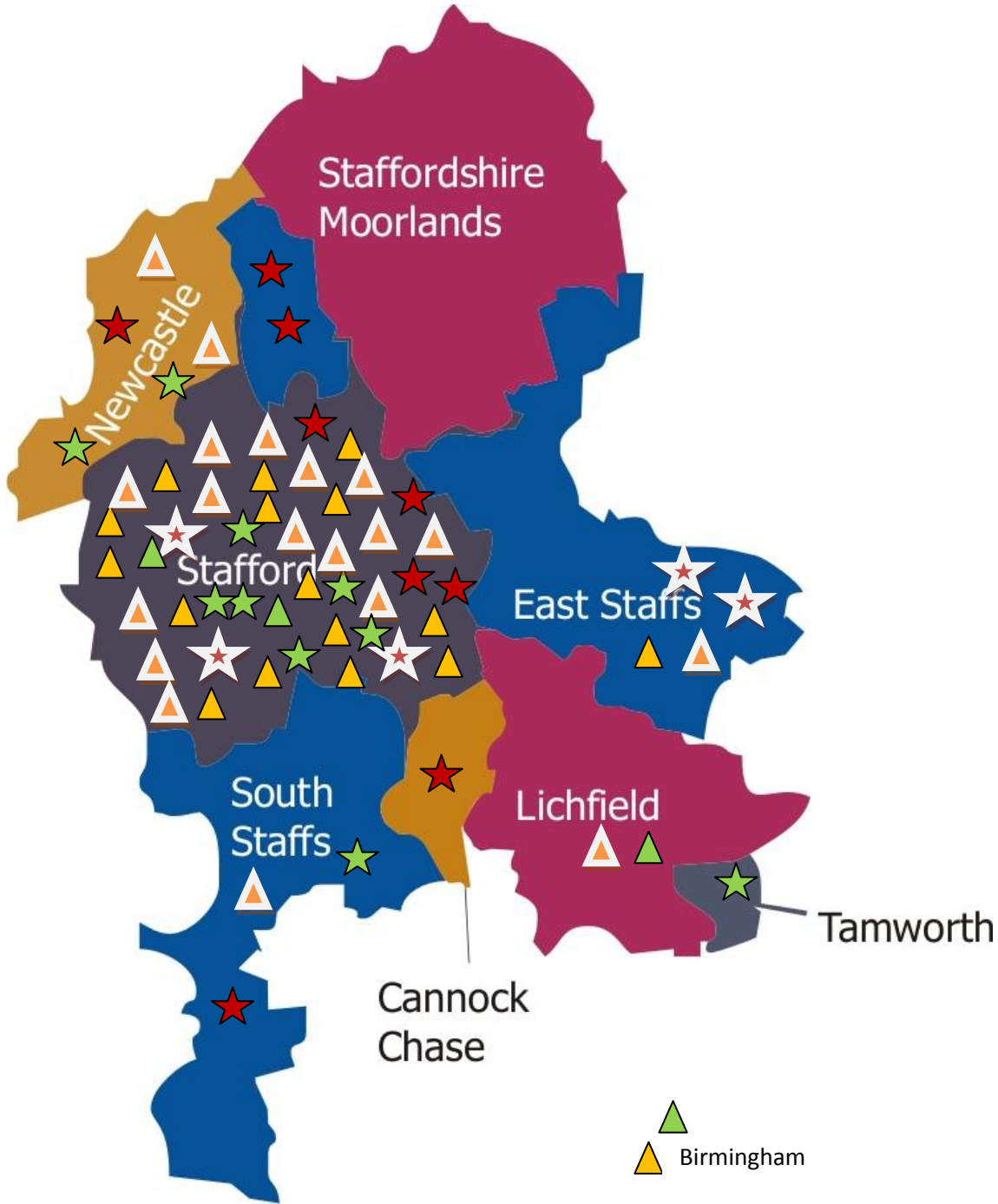
Increases from 2010/2011 to April – Sept 2011 - Occasional = 2% Active = 30%

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

★ ▲ NEW ENGAGEMENTS

Increase in CG representation from September – October 2011:

4 Engagements




Increase in LINK Participant representation from September – October 2011:






10 Engagements

Numbers and data taken from the Staffordshire LINK calendar – NOT individual engagement forms

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	18.08.2011	None required.		
Cannock Hospital - Littleton Ward	NHS	23.08.2011	Being produced			

UHNS - A&E and FEAU	NHS	5.09.2011	Being produced			
UHNS – Ward 19	NHS	06.09.2011	Being produced			
UHNS - Ward 121	NHS		Being produced			
Stafford Hospital – A&E	NHS	19.09.2011	Being produced			
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		
Roller Mill Day Service	DS	06.10.2011	28.10.2011	None to be made		
Hilcote Hall	NH	25.10.2011	Being produced		Post Meeting: 03.11.2011	
George Bryan Centre	NHS	27.10.2011	Being produced			

Scheduled Visits from Sept- Dec 2011: please see the next page.

Service	Service Type	Date of Visit	Date of Report	Recommendations Made	Follow up Activity	Status
South Staffordshire						
Oaken Terrace	CH	09.11.11				
Edge View						
Stafford						
Stafford Hospital: Ward 10	H					
Maple Court	NH					
Stafford Hospital T&O Unit	H					
Maple Lodge	CH					
Staffordshire Moorlands						
Cheadle Hospital	H	03.11.11				
Beech Lodge						
Newcastle-Under-Lyme						
Bradwell Hall	NH	8.11.2011				
Ashley House						
UHNS: A&E	H					

East Staffordshire						
Highfield Court	LD	14.11.11				
Margaret Stanhope Hospital	H					
Hermitage	CH					
Cannock Chase District						
Marquis Court	CH					
Horngarth						
Lichfield						
Beatrice Court	NH	16.11.11				
Samuel Johnson Hospital	H					
Tamworth						
Meadowyrthe	CH					



Enter and View Authorised Representatives

Key:

 **Authorised Visitor**

 **Trainee**

  **NEW TRAINEE/AR**


Total Representatives October:

 **Authorised Representatives: 20**

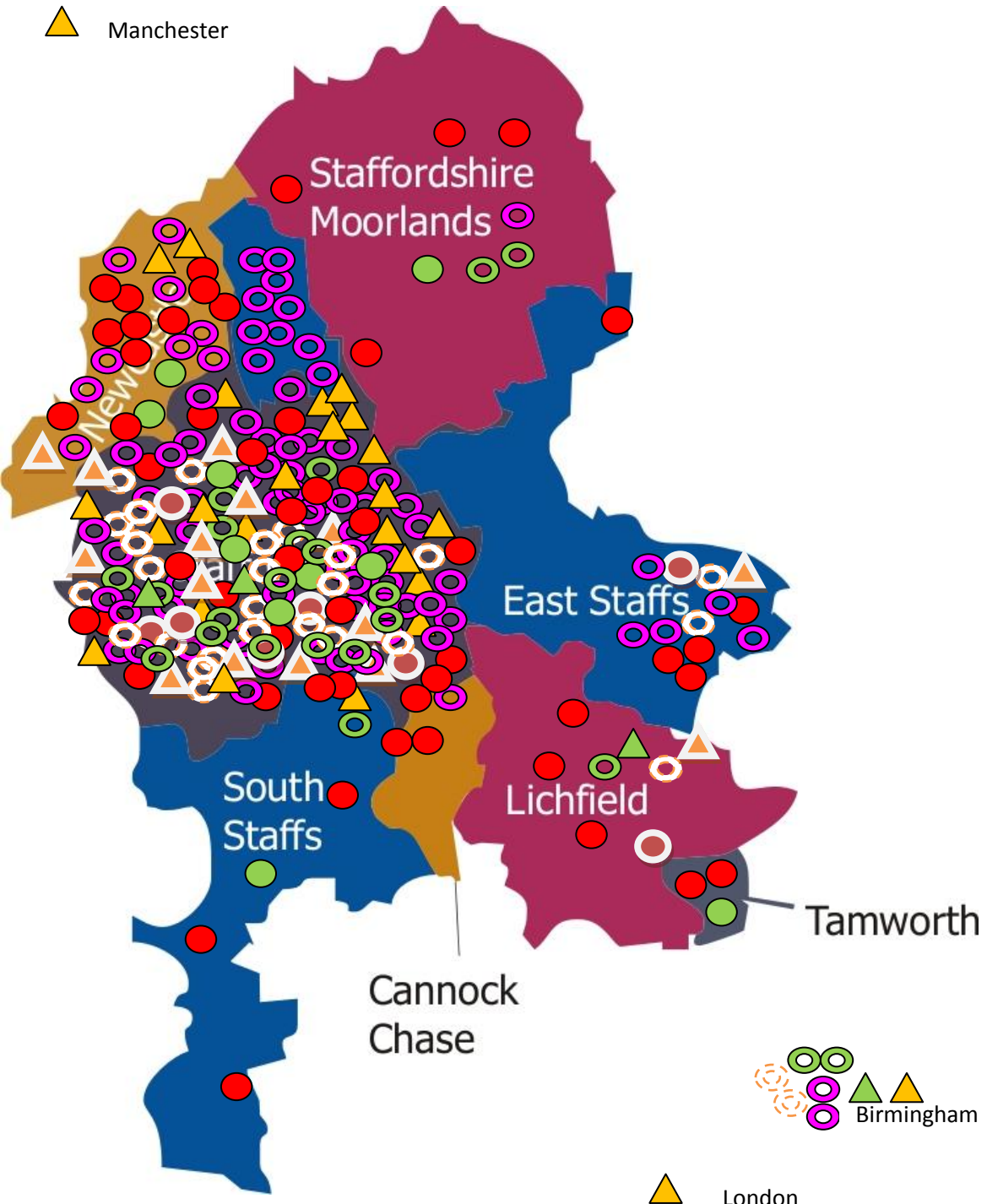
 **Trainee Representatives: 4**

Total representative September:

 **Authorised Representative: 16**

 **Trainees: 8**

▲ Manchester



Engagement and Outreach April – October 2011

Key:

- Support Team
- ▲ Co-ordinating Group
- Development Workers
- Regular meeting/event
- Adhoc
- ▲ ○ NEW ENGAGEMENT

Additions from September – October 2011

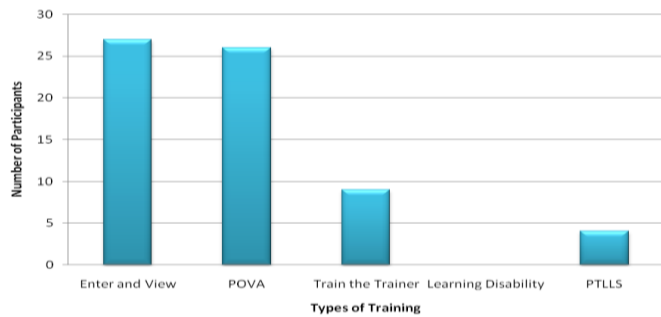
Support Team: **21 Engagements**
 Development Workers: **10 Engagements**
 Co-ordinating Group: **4 Engagements**

Numbers and data taken from the Staffordshire LINK calendar – NOT individual engagement forms

▲ London

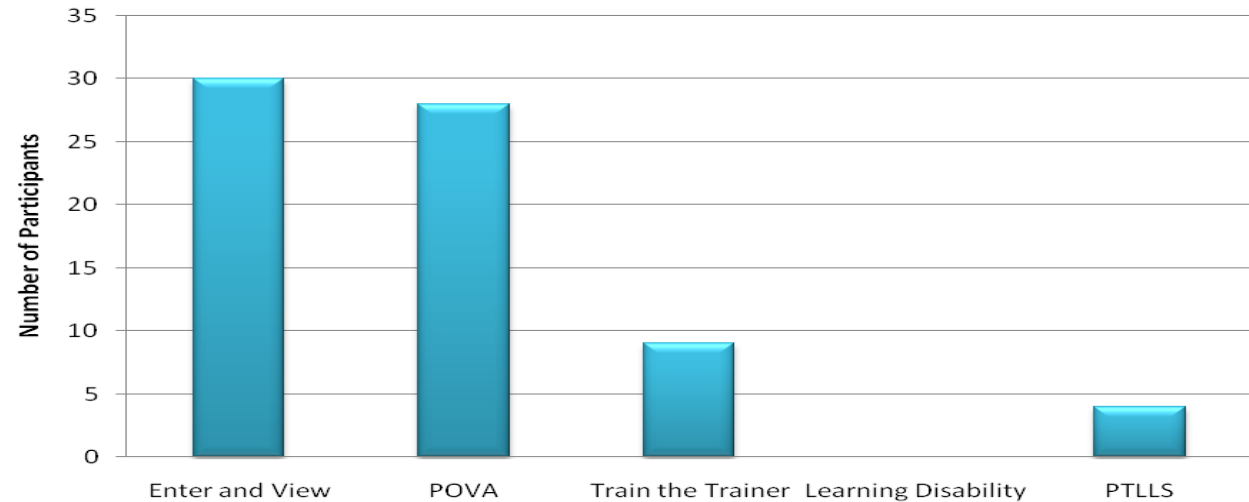
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 Birmingham

Training carried out by LINK Participants



April – September 2011

Training carried out by LINK Participants



September – October 2011

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

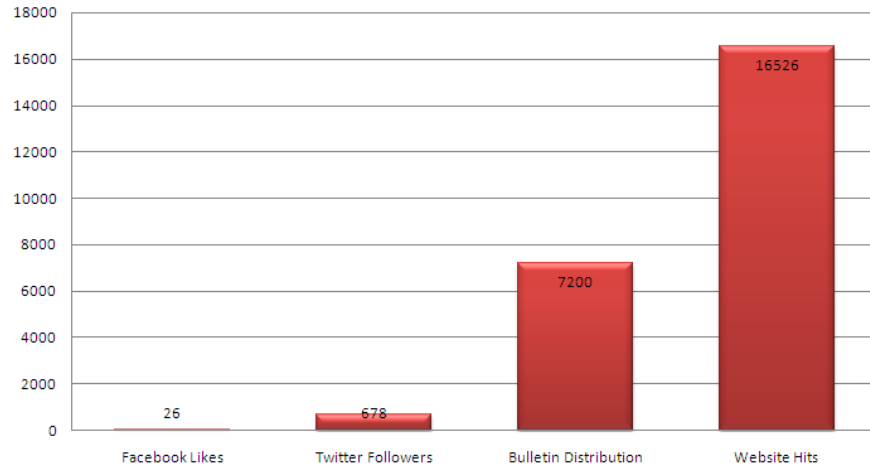
PTLLS: Preparing to teach in the lifelong learning sector

Enter and View training increase from April – September to September - October 2011: **3 participants = 11% increase**

POVA training increase from April – September to September - October 2011: **2 participants = 8% increase**

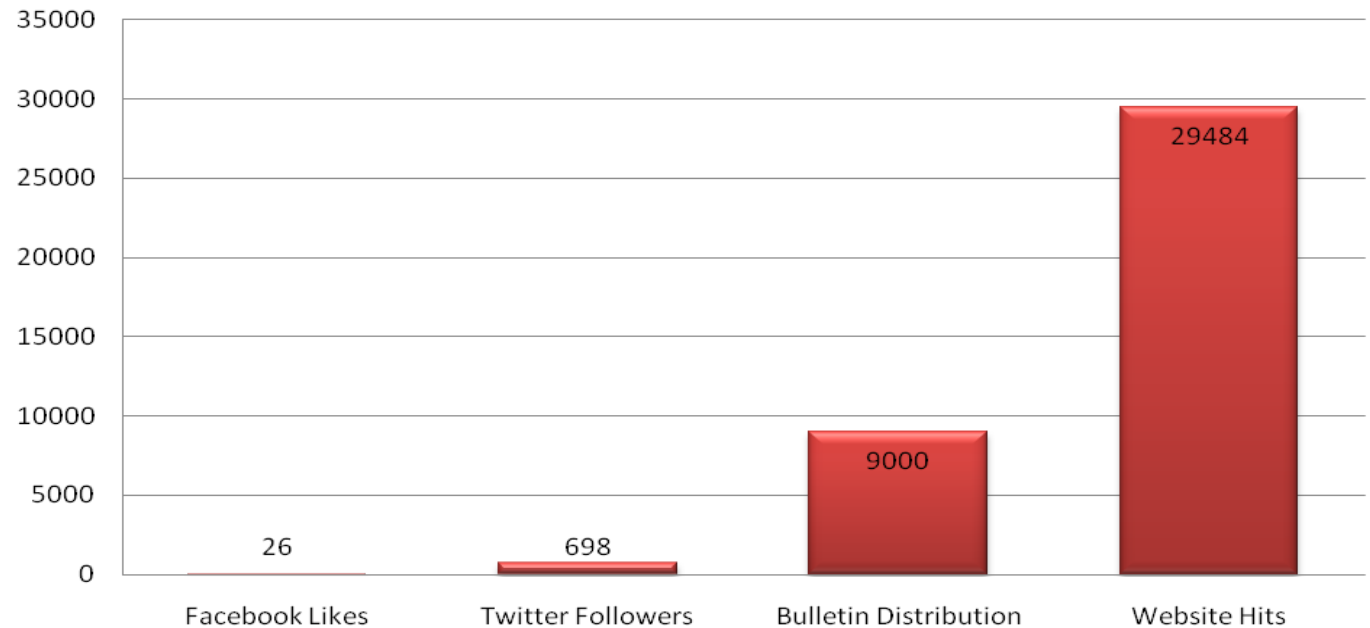
Communication

Types of communication



April – September 2011

Types of communication



September – October 2011

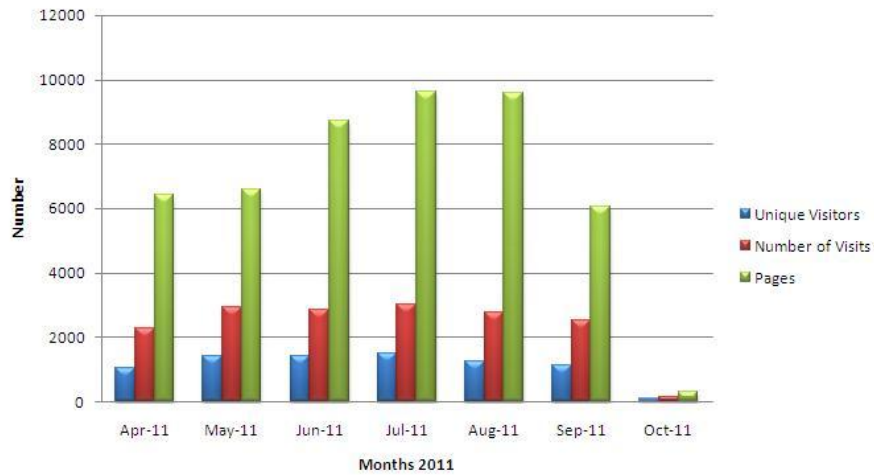
Facebook increase: 0%

Twitter increase: 3%

Bulletin increase: 25%

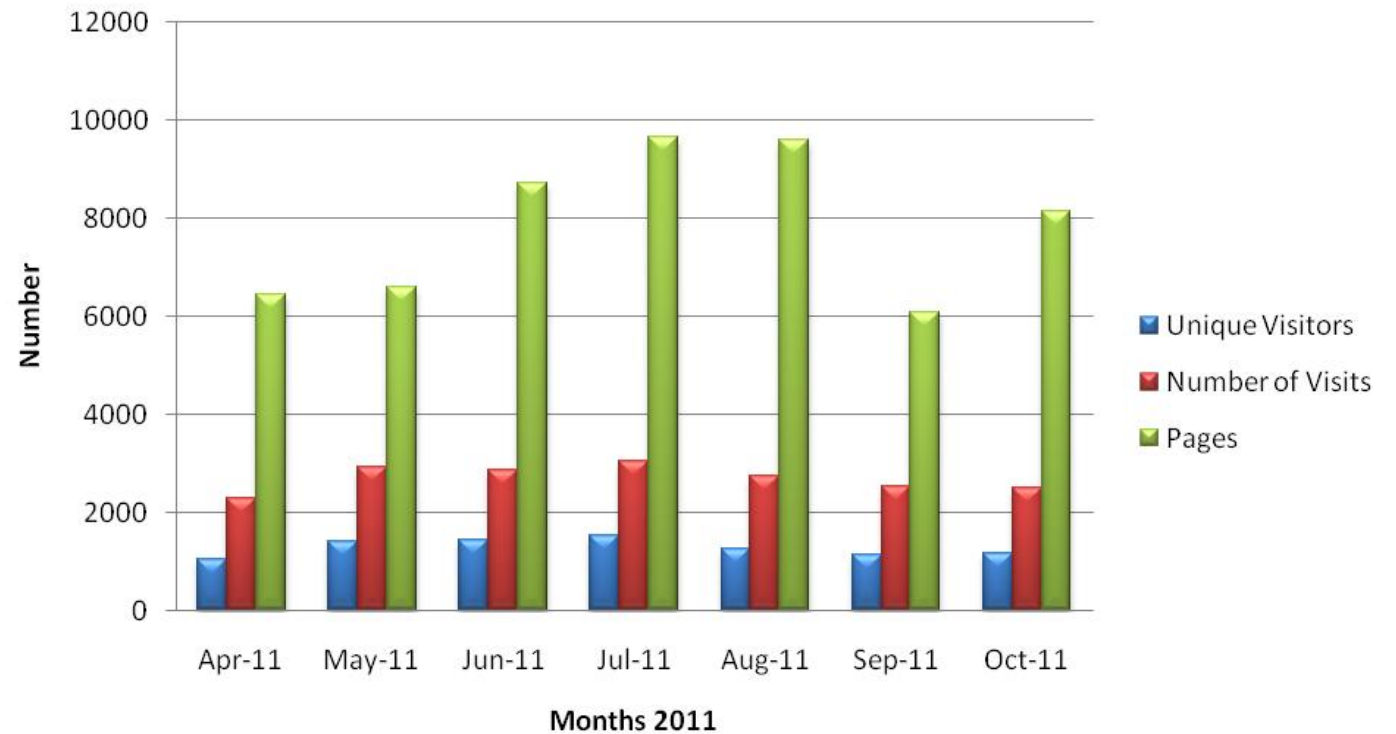
Website hits increase: 78%






Website Statistics







Website Statistics

September – October 2011



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 Roxburgh (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. Meeting with Paul on 26/10/2011 	JO	

Workstream	Activity	By Whom	Update
Transition	<ul style="list-style-type: none"> Events to take place early October: suggest large event for organisations and small road show type events to promote HealthWatch and seek views. 	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: <ul style="list-style-type: none"> 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. Development of further activities throughout the year to include the promotion of HealthWatch. 	BB/HP/JO/SB/KFR	

Annual Report and AGM Preparation for 2011/12.	<ul style="list-style-type: none">• Data being collected throughout the year in line with report headings for ease of reference.	SB/KFR	
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