

Annual Report 2009-2010



LINK
DEVON

Local Involvement Network Devon
Your voice on health and social care



Executive summary

LINK DEVON

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How to get involved

During our first year LINK Devon has gained a reputation for good practice and the Host's achievements in creative engagement with local communities has been recognised nationally.

297 new participants signed up to the LINK this reporting year. Many who have registered have never had the opportunity to be involved in this way before.

The LINK has succeeded in a number of key milestones in this reporting year:

- *Held an Annual Review at which it presented its first Annual Report – this informs the Department of Health about how LINKs are developing.*
- *Developed and tested our guidance and decision-making processes.*
- *Produced a work plan based on the issues gathered that are important to local communities and enabled local people to engage with those issues through Task Groups and consultation events.*
- *Built relationships and agreed ways of working with organisations that commission, provide, monitor or scrutinise health and social care services across Devon.*
- *Encouraged more people to get involved by advertising the LINK in a variety of ways and places.*
- *Provided training to people to enable them to participate in the LINK.*

This has also been a busy year of events and shows for the LINK. We have engaged with thousands of members of the public at the Devon County Show, health information fairs and mole checking events and supported a number of community events, such as the Respect Festival and the St Sidwell's Community Centre Open day in Exeter.

We've also talked to many different people including faith groups, travellers, Chinese and Polish communities, young

people, people with learning disabilities, people affected by homelessness, prisoners and many others who are not normally heard.

The LINK and the Host is part of a successful regional network, which meets regularly to share ideas and good practice. LINK Devon works across geographical boundaries and communicates regularly with neighbouring LINKs, such as those in Torbay, Plymouth and Cornwall.

LINK Devon has adopted the priority areas set out in NHS Devon and Devon County Council's 'The Way Ahead' joint strategic plan, to help record and theme the many views gathered from people in Devon. These priorities were established by commissioners after consultation with local people about what was important to them. This means that LINK involvement is streamlined and more efficient and, most importantly, with a direct route to those who plan and provide services in Devon. This has enabled LINK Devon to monitor how the development of local services are responding to priorities identified by the public.

LINK Devon has established itself as a credible network of people that reach out to those who don't often get asked to share their opinions and supports them to do just that. LINK Devon finds out what is important to local people and shares this with those who plan, run and monitor local health and care services. It puts groups of people in touch with each other so that they can share information and resources and gives them an opportunity to talk directly to those who plan and deliver health and care services.

Participants were recruited and systems put in place to ensure that people across Devon could access the service and easily share their views. The Host's community engagement team work in local areas to ensure that views are gathered from all areas in largely rural Devon.

Views gathered have helped to form a work plan and from this we have developed task groups to look at specific issues. Task groups link in directly to Service Providers and Commissioners to inform and improve services.

In this report we aim to set out the achievements and impact of the LINK's work over the past year.

On behalf of the network I would like to thank everyone who has been involved with its work over the past year.



George-Alfred Husband, LINK Devon Chairman





How we work

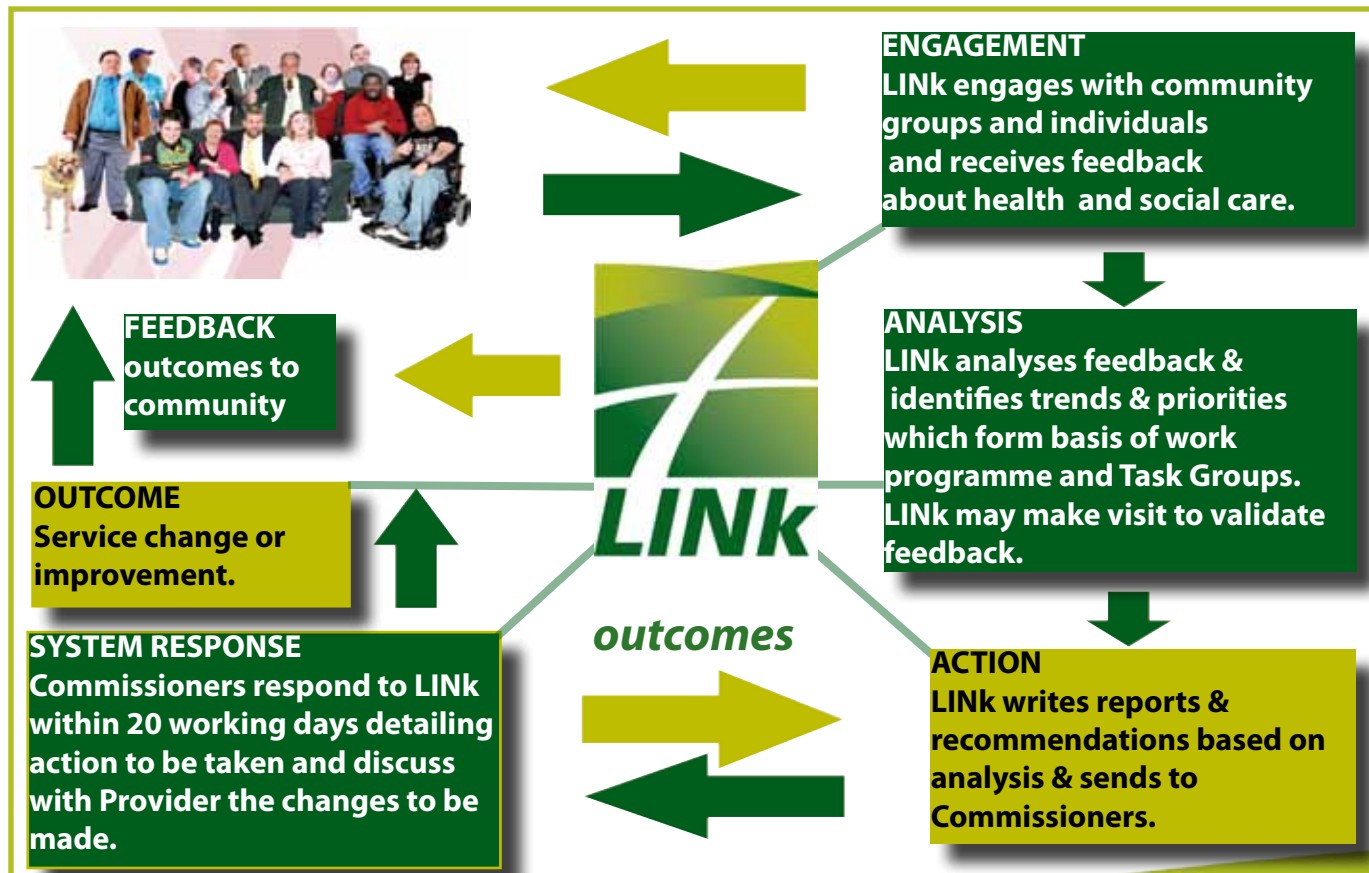
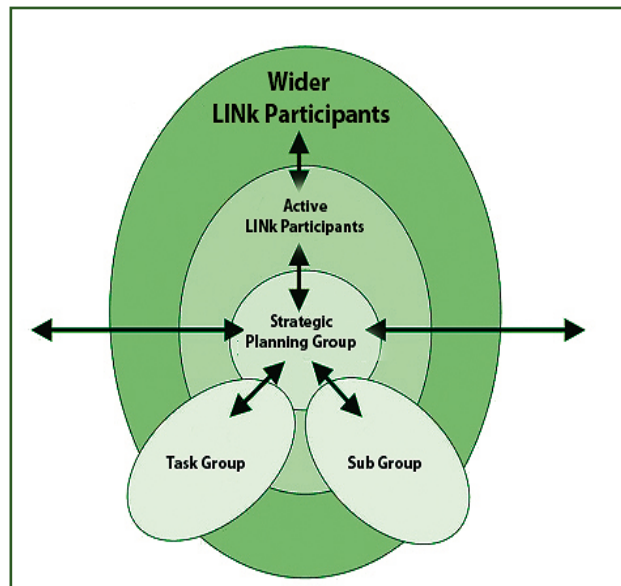
LINK DEVON

Host

LINK Devon is hosted by East Devon Volunteer Support Agency (EDVSA), which is part of the Devon Association of CVS consortium. The host's role is to promote, support and advise the work of LINK Devon.

Steering group

At the Annual Review public meeting in October 2009 it was agreed to change the name to *Strategic Planning Group*. Members also agreed to change the structure of the group from April 2010 to better reflect their work and increase diversity and participation. Task groups will be invited to put forward a representative to be co-opted to the Group for the life of that task group.





Strategic Planning Group- Members 09/10

Chair – George-Alfred Husband
Governance – Marjorie Brace
Rural Issues – Peter Dunning
Older People – William Jordan
Diversity – Anne Mattock
Community Engagement – Rosemary Whitehurst
Carers – Audrey Campbell
Mental Health – Mike Howdle
Young People - Dawn Dines

Vacancies – Finance, Communications

LINK visits to health and social care services

Under the LINK legislation, certain LINK participants can be authorised to enter, view and observe health and social care activities, to assess the nature and quality of services and obtain the views of the people using those services - these participants are referred to as 'authorised representatives'.

LINK visits are not inspections. Instead, they are a tool to be used by the LINK to enable it to gather information that it would not be able to access in other ways. LINK Devon has established a small team of people who are authorised to act on behalf of the LINK. The team have all undergone CRB checks and received appropriate training:

Jeannette Kemlo
Ann Crawford
Robin Corser-Langford
Rosemary Whitehurst
Margaret Lumb
Elizabeth Russell-Lake
David Abbott
Kay Haywood
Ivy Rees
Maureen Rees
Margaret Ramsden

No visits were undertaken this year.

LINK Training

Free training is offered to all registered LINK participants to give them the skills and confidence to get actively involved in groups such as the LINK Task Groups. The training was adapted to be accessible for the visually impaired.

The modules are:

- **Understanding the System**
- **Being Accountable**
- **Decision Making**
- **Enter and View Visits**

The Enter and View workshop was particularly successful.

Next year, the training programme will be reviewed and will focus on drawing from the modules to deliver training and information in a more flexible way for particular groups and communities.



“The trainer was excellent, approachable and knowledgeable”

“Very inclusive. A lot of what the LINK is about is much clearer”.



About our community

LINK DEVON

The county of Devon served by the LINK consists of the city of Exeter, the 29 market and coastal towns and all the surrounding rural communities.

Excluding Plymouth and Torbay, Devon's population is over 750,000. It is the third largest county in England and the seventh most sparsely populated. There is a growing population.

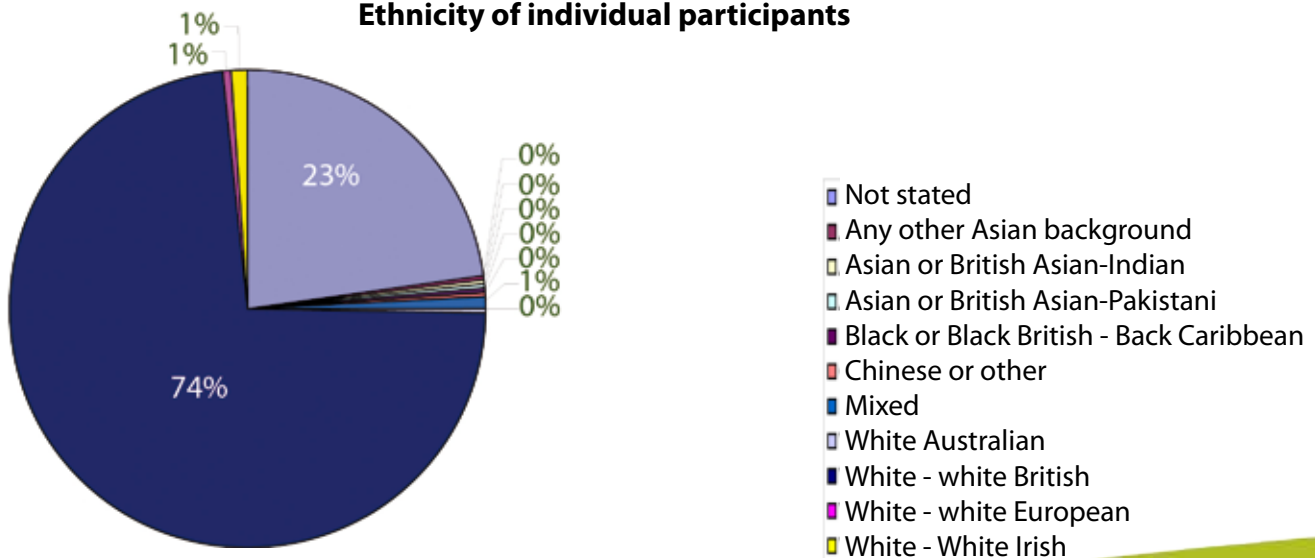
We have a greater proportion of people in the older age groups than most of the country, and a lower proportion of younger people.

Although Devon has a healthy population, there are significant health inequalities between the affluent areas and the most deprived areas of Exeter, North Devon and Torridge. These areas are among the most deprived in the country.

The drive times and distances in such a big county mean it can take an hour or more by car to get to one of the larger acute hospitals. Public transport is variable and journey times to GP practices and hospitals are significantly higher than the national average.

MOSAIC profiles are used by NHS Devon to understand lifestyle factors for a population, and for Devon almost 22% of households fall into the group Rural Isolation. Nationally only 5% of households fall into this category. Some 24% of Devon households are in the pensioners category¹.

Ethnicity of individual participants



¹ taken from the 'Way Ahead', NHS Devon/Devon County Council Strategic document

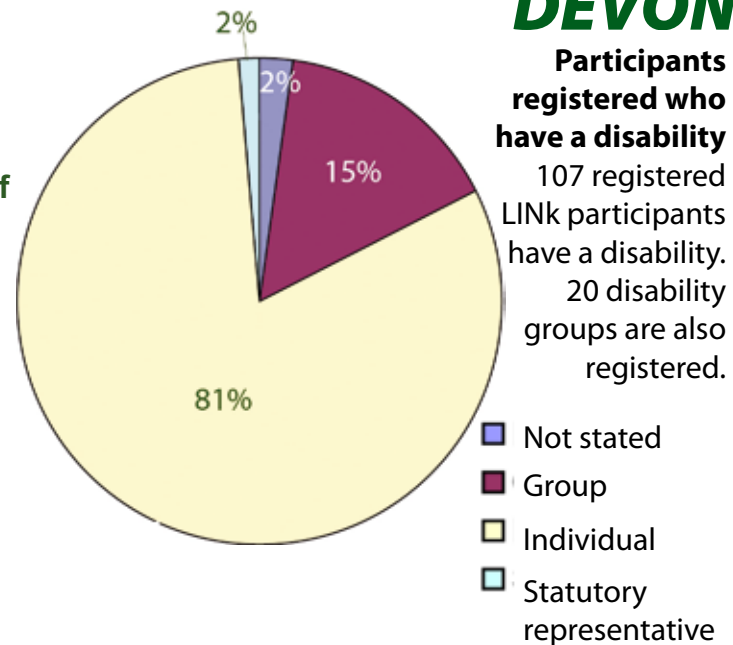
The year in numbers



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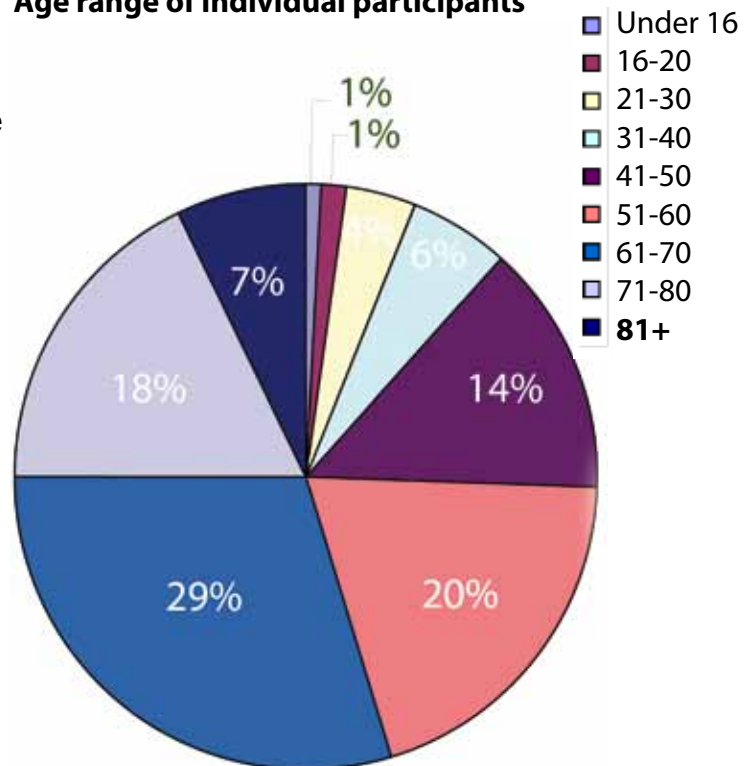
Participants registered who have a disability

107 registered LINK participants have a disability. 20 disability groups are also registered.



- We have **851 registered LINK participants**, 297 more than last year.
- **273** of those registered are **community groups or organisations** who consult with their members, **significantly increasing the reach of the LINK to over 10,000 people in Devon.**
- **186** registered participants have an interest in **social care issues.**
- **360** registered participants are **actively involved** in LINK work (task groups and sub groups, boards) attending meetings and events, promoting the LINK and completing consultations.
- **10** active participants regularly **attend statutory meetings** on behalf of LINK Devon.
- **22 active participants received training** to increase their skills and knowledge to participate in LINK work.
- Over **1000 LINK Devon newsletters** are routinely posted to participants and their groups and cascaded, achieving coverage of at least **3000 people across Devon.**
- **513 separate views and comments** were processed by LINK Devon this year and communicated to Commissioners, **78 related to social care issues.**
- **17 requests for information** from commissioners or service providers were made by the LINK.²

Age range of individual participants



² see page 23 for details



Communicating

LINK DEVON

We celebrated our first anniversary with a comprehensive rebrand which has widened our participation and given us an identity unique to the county.

- Our new website was rewritten to reflect feedback from participants. It was launched in October and has become an information portal for the LINK with many documents available online in a clear easy format. Visits to our website doubled since the relaunch, of which 60% are new visitors.
- Our new bi-monthly newsletter has increased the transparency of LINK activities and increased stakeholder and group communications. Compliments about the content and readability of the newsletter have been received from many different organisations including the Care Quality Commission, Local Authority and key regional health providers.
- Editions of the newsletter are also distributed through
 - 120 GP surgeries**
 - 126 Dentists**
 - 147 Pharmacies**
 - 70 Libraries**
- 'Have your Say' surveys in digital, easy read and freepost formats increase accessibility for people to share their views about health and social care in Devon.
- Social networking methods are now used in response to widening participation including blogging, Bebo, Facebook and Twitter. Twitter has especially very quickly attracted interest.
- LINK leaflets are available in Mandarin, Cantonese and Polish in response to requests from participants of these communities.
- We have been careful to accommodate those with literacy or visual impairments and take guidance from partner support groups such as Royal National Institute of Blind People (RNIB) and Living Options.

- A new 'easy read' PowerPoint presentation was designed for the LINK AGM that was based on symbols and pictures to illustrate the work of the LINK. This was developed with people with learning disabilities.

- Telephone conferencing has been introduced to our groups as an alternative to meetings. This has been of most benefit to task groups who have access issues or caring responsibilities as well as reducing costs.

- Our newsletter is available in a talking format for those with a visual impairment.

Our wide range of publicity has extended to bus stops, pop-up stands, table top displays, postcards, on-line downloads, weblinks, surgery screens, flags, building banners, sun cream and head thermometers.



In response to views gathered active LINK participants have been supported by the LINK to scrutinise areas of health and social care with a view to improving services across Devon.

Alcohol Group

The focus of this group is to look at the lack of available day services in the community and affordable dedicated and local residential rehabilitation services for those with an alcohol dependency. There are over 18,000 dependent drinkers in Devon and the group is engaged with the Alcohol Needs Assessment Panel which has recently been set up to look at the needs of dependent drinkers and how best to target services and address health inequalities across Devon.

Personal Care Task Group

This was established in response to issues surrounding the quality and availability of care assistance services in the home. The group plan to address issues of rurality and also challenge the definitions of care which do not appear to take into account the importance of social interaction and isolation. They are looking to develop a feasible model of community support which could be delivered in rurally isolated areas which would enable people to access quality support for when they are in need.

Visual Impairment Task group (VIPs)

The Devon VIPs have been investigating the communication needs of people with visual impairment and have joined up with the RNIB's *Losing Patients* campaign which aims to raise awareness of the needs of those with sight loss and how the NHS communicates with them. They have found that patients are not being given information in a form that is suitable for their needs and so appointments are not met as people with sight loss may not be aware of correspondence. The group ran a successful awareness raising day at the end of March. Having planned an enter and view, recommendations will be made early in the next reporting year.

The Counselling and Related Therapies Group (CART)

This emerged in response to many comments made to the LINK concerning long waiting lists, access to services for young people, depression and anxiety services, particularly the Improving Access to Psychological Therapies programme and patient choice. The increased demand for dementia services and the impact this has on existing mental health provision is also being considered.

"I must admit I was a bit sceptical that LINKs might be just another talking shop with no teeth, but I have been proved wrong. Six months after forming our group we are sitting on a needs assessment panel that will inform what alcohol services are commissioned in the next few years. This is in no small measure due to the excellent level of support, enthusiasm and expertise we've received from our LINK co-ordinator and EDVSA as an organisation."

Tom Gard LINK Devon Alcohol Strategy group Chair



Engaging

LINK DEVON

The Host Community Engagement Team cover the whole of Devon and provide outreach for the LINK to enable people that are hard to reach to share their views and get involved with the work of the LINK.

Under represented groups that have been targeted for LINK community engagement:

- **Gypsy/traveller networks, Asian elders and migrant workers.**
- **Prisoners.**
- **People in rurally isolated and deprived areas.**
- **People with a visual and/or hearing impairment.**
- **Young people due to our focussed engagement work with schools, youth councils and youth groups, youth workers and their networks.**

Many LINK participants work alongside the Community Engagement team to seek views and promote the LINK.

Devonwide Health and Care events

LINK Devon's Altogether Healthier events have taken place across the county in Okehampton, Exeter, Tiverton, Newton Abbot and East the Water, Bideford.

These have been set up with the Host Community Engagement team to promote the LINK, to gain views and give information.

- **More than 1000 people have attended these events to receive information from a wide range of health and social care providers, demonstrations on healthy living and information from community groups and organisations.**

LINK Devon works with a variety of partners in order to host these events for example NHS Trusts, schools, voluntary sector organisations and local councils.





Spk up 4 ur health

22 young people from urban and rural areas of Devon were invited to attend a youth event run by LINK Devon.

We wanted to find out views on health services and ways in which young people and children would like to engage with the LINK in the future.

- All views registered on the LINK database and reported to NHS Devon.
- Access to counselling and talking therapies for young people was highlighted as an issue led to the formation of the Counselling and Related Therapies task group.
- Several of the attendees wished to become more involved in youth health and care services.
- Further work is being piloted in North Devon in 2010 in partnership with Young Devon, to create a Young LINK Health Representatives' group.
- LINK Facebook, Bebo and Twitter sites have been set up in response to feedback about youth access to LINK news and information.



"We have a voice and can make a difference with our views"

"Children CAN have a say about health"

Cafe Corner



"I liked being listened to"

"I would like to get more involved"

A regular 'café corner' LINK drop in has now been established at an Exeter community centre which has enabled the LINK to host stakeholder surgeries, face to face engagement and an on-line have your say centre, giving people who are seldom heard, the opportunity to give their views on health and social care services in the city.

This was developed as a direct response in order to include the views of harder to reach groups such as minority, ethnic and migrant communities.

- We now have regular feedback from a wider range of people in the community and can also ask for views on current consultations and surveys.
- Many people who had previously not had the opportunity to have their say are now involved.

LINK Networking Day

Hosted by LINK Devon this event aimed to bring participants together with healthcare providers and voluntary organisations for dialogue and information sharing.

- **Over 80 representatives from voluntary groups and healthcare providers from across Devon attended.**
- **Free training tasters, information seminars and speed networking gave an opportunity for LINK participants to learn more about local groups and gain information on a wide range of health and social care topics.**
- **The open debate prompted the discussion of hot topics, including addressing hospital signposting, community transport, disability equality work and sheltered housing. The range of questioning reflected how the network is working with commissioners and providers.**

NHS Devon, Devon County Council and the Care Quality Commission joined the LINK to host workshops exploring different ways of how the public can have a say in developing future services.



"A very helpful and rewarding day"



Annual Review



"A good chance to share and exchange information, very worthwhile."



A successful Annual Review event was held at Sandy Park, Exeter with over **100** groups and individuals attending. A busy 'market place' gave participant groups the opportunity to showcase their work and network with others.



**LINK
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Local Shows

LINK Devon's presence at Devon County Show in May 2009 attracted huge interest. The stand was run by 27 volunteers and Host staff over the 3 days.

- The LINK ran a café style area that attracted over 1,100 visitors over 3 days and we invited people to stop by for a cuppa and cake to discuss health and social care issues.
- Over 144 new participants joined the LINK as a result and 440 feedback postcards were received.



"An ideal way to give my views and be listened to."

The LINK also ran a stall at the Exeter Respect Festival, in June 2009 which celebrates diversity, and attracted hundreds of visitors.

Beach Mole Patrols



"This is a much easier way of getting help and advice"

LINK Devon's unique Mole Patrols were oversubscribed.

The aim was to give people the opportunity to access specialist services easily and raise awareness of skin cancer and the work of the LINK.

- Run in partnership with local NHS dermatological teams, nearly 200 members of the public have been able to have their skin moles checked on beaches around the region.
- 15 people were referred for further treatment after their mole checks.
- 81 people shared their views of local health and care services.
- 27 new LINK participants signed up.



The LINK has written a report recommending that more proactive events are hosted by the NHS Trusts to enable easier access to services for people who may not normally go to their GP.



Gathering views

LINK DEVON

As well as gathering views in meetings, focus groups and in workshops, LINK have developed a Devonwide 'Have Your Say' survey. This was designed to address specific services and providers for more useful and targeted feedback. The surveys have also been adapted for use in prisons and for those with visual impairments.

- **Feedback is shared with the relevant authorities so that services can be improved.**
- **Topic specific surveys have also been developed, distributed and many completed, targeting groups such as and Parents and Young Children and Young People. A future survey is being developed on maternity services which are due for review in 2010.**

The host organisation provides research and monitoring for the LINK. Some examples of research undertaken during the reporting year in response to feedback received by the LINK includes;

- **Chaplaincy services**
- **Gynaecological cancer services**
- **Personalisation**
- **Upper GI cancer surgery relocation**
- **Out of county mental health placements**
- **General hospital issues**
- **Community hubs**
- **Minor injuries services**
- **Proposal to externalise Care Home provision**
- **Access to Counselling services**



Most of the above issues have been investigated and are ongoing.

All comments received by the LINK are forwarded verbatim quarterly to NHS Devon, CQC, DCC and relevant NHS Trusts and service providers and help to inform their work.

“This is so very helpful. I’m aware that the burden of reporting is extreme, but these comments make the graphs and the purpose of LINK come alive. We routinely present reports to the Patient Experience Review Group and to the Patient Quality and Safety Group (which reports directly to the Board) and the work of LINK towards communicating the quality of the patient experience is core to these reports”.

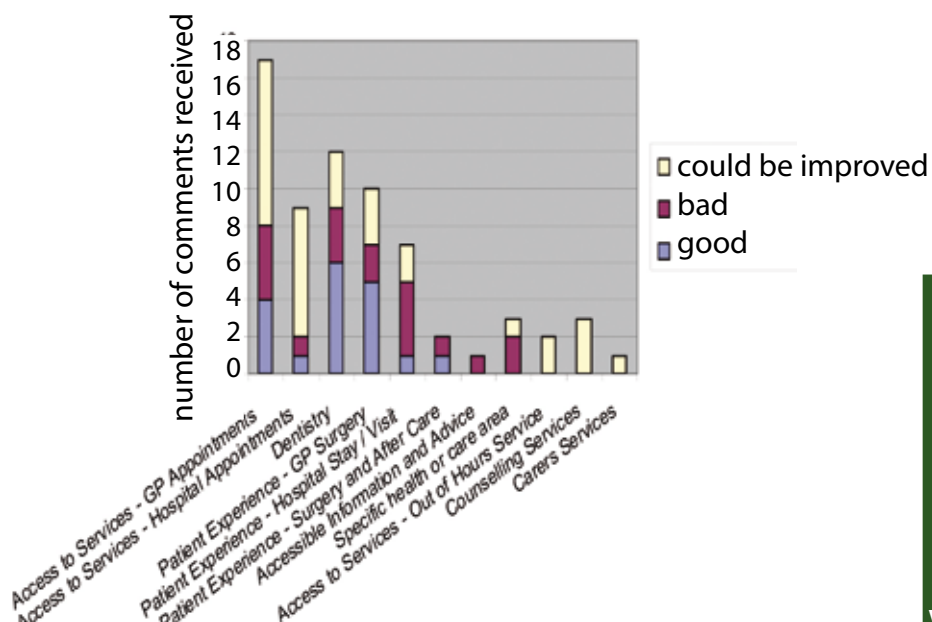
Liz Hankin

Assistant Patient and Public Involvement Lead, NHS Devon



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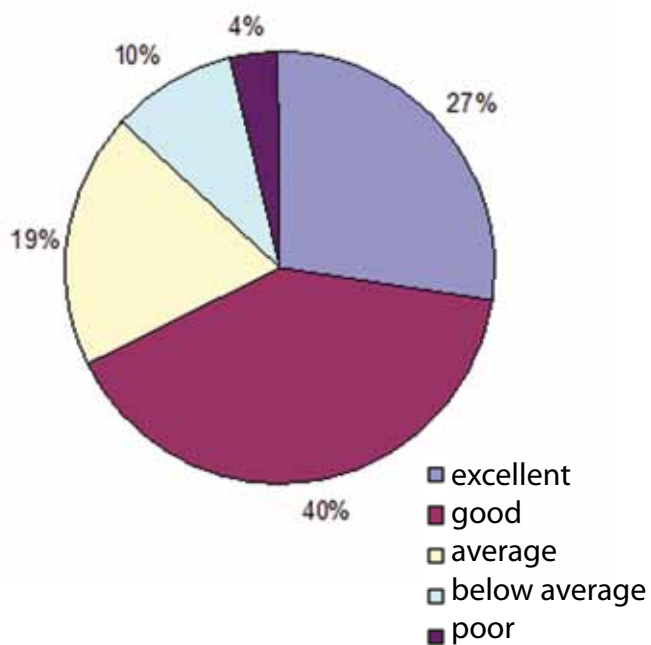
Comments received by LINK Devon



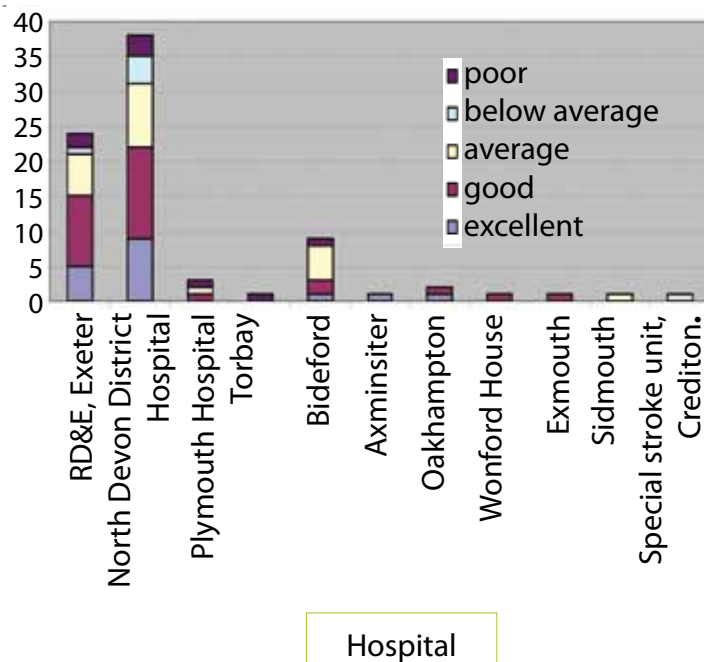
Views are collected on-line, at events and through face to face engagement.

162 LINK Devon surveys were completed in February and March 2010. LINK Devon will continue to collect views using this survey until December 2010.

GP surgery ratings by participants



Hospital ratings by participants





Working in partnership

LINK DEVON

Patient and Participation event with North Devon Healthcare Trust

The aim was to explore how participation could work better for patients and the Trust, by focusing on ‘the big picture’, sharing and developing ideas with others.

A total of **71** people attended the jointly hosted event, and of the 58 lay participants, approximately half had been recruited through LINK Devon.

The core feedback included:

- The need for much better communication, clear, current and comprehensive feedback and information dissemination.
- The need for real involvement - being involved at the beginning and a full and equal part of the process and decision making.
- The need to see evidence of outcomes, that views are listened to and valued.
- The need to better partnership working - between professionals, local communities, commissioners and providers.

This event was seen as a day that had sparked ideas and some key phrases emerged as a baseline for future work.

- **Improvements in the way patient and public involvement influences Trust policies and service development are being made as a result of this event.**
- **A local reference group is to be developed to be directly involved in the early stages of service development in North Devon.**



“Being involved in patient and public participation definitely means I have a useful voice in patient care.”

“Thank you so much for all your hard work and commitment ... It was really good working together on this and it did feel to me that it was done in the true spirit of partnership working.”

Jenny Jacobs, Patient and Public Involvement Manager, Northern Devon Healthcare Trust

Joint Engagement Strategy

LINK Devon is working in partnership with NHS Devon, Devon County Council, Children and Young Peoples Services, Young Devon and Fusion to help establish a Joint Engagement Strategy. LINK will assist in its consultation, and enable engagement in other consultations as appropriate, as a way of coordinating user engagement to make it more effective for both NHS Devon, Devon County Council and the people of Devon.

West Devon Connect



LINK Devon works with West Devon Connect, an outreach service organised by West Devon Borough Council, working in partnership with over 30 public services, not for profit organisations and voluntary sector agencies to share information in rural parts of West Devon.

It provides the opportunity for the LINK to regularly engage with communities in isolated locations, including Bere Alston, Belstone, Exbourne, Hatherleigh, Chagford, Lifton and Spreyton to gather views about health and social care services.

There has been a 135% increase of participants joining LINK Devon in West Devon during the last year. Due to the success of the outreach services, other district councils in Devon are using the 'Connect' brand to roll out similar services.

Patient Support Scheme for Newton Abbot

Teignbridge Community Voluntary Service, Newton Abbot Community Interest Company, Kingscare League of Friends and the LINK identified that the area has four GP surgeries, but no voluntary sector support scheme to help vulnerable people with tasks such as shopping, transport to appointments or just to offer a friendly face.

The four organisations worked together to develop a project plan and identify funding to support the first 2 years of the scheme and recruit a part-time Project Co-ordinator. The project should be up and running in June 2010, initially from the Albany Street and Buckland Surgeries. The LINK continues to provide support, information and member feedback to ensure the service develops to meet the needs of patients in Newton Abbot.



"I would like to see improvement in care for older people in Devon."



Making a difference

LINK DEVON

Responding to NHS/Adult and Community Services consultations

The LINK has been active in the following:

- An increase NHS Dental Treatment.
- Dental procurement panels for Sidmouth and Ivybridge.
- The NHS Constitution.
- South West Ambulance Service Trust Public engagement.
- Changes to services for older people in East Devon.
- Joint Public consultation with Northern Devon Healthcare Trust.
- LINK focus groups on the Putting People First agenda.
- Devon County Council's Ageing Well programme and Modernisation of Services.
- Proposed relocation to provision of Upper Gastro-Intestinal cancer services.
- Department of Health public consultation on the proposed framework for Quality Accounts.
- Development of the Care Quality Commission's registration and engagement framework.
- LINK participants took part in several Patient Environment Action Team Inspections at hospitals across Devon.



Working together agreements



LINK Devon has established working agreements with the NHS Trusts in Devon as well as Devon County Council Adult and Community Services.

These agreements work as they enable a clear pathway for views and recommendations from the LINK to reach those who need to know within the relevant organisation. There is also a two way communication that enables the LINK to feedback any improvements made due to feedback received.

At a South West Ambulance Service Trust Patient and Public Involvement event held in March, the Trust Chairman and the LINK Chairman signed a working agreement to ensure that a close working relationship develops between the two organisations so that the LINK can help to develop appropriate services.

Externalisation of Residential Care Homes in Devon

The LINK requested information from Devon County Council on two occasions and the Community Engagement Team gathered views from local people who would be affected by the transfer of ownership and participants were asked to contact the LINK with their views through the newsletter, to which several people responded.

- **LINK participants attended focus groups and consultation events organised by Devon County Council, to look at the Ageing Well Agenda across Devon.**
- **LINK Devon will continue to work closely with Devon County Council regarding the care homes transfer and will continue to involve participants in this work.**

The LINK has established a focus group in North Devon which is looking at the externalisation process in that area. The LINK is looking to extend the focus groups to other areas across Devon that will be affected and hope to liaise with other agencies to enable effective collaborative working on this issue.



Working with the Devon Overview and Scrutiny Committee

The LINK provided participant feedback and intelligence to the following OSC reports:

- **Older People’s Mental Health report.**
- **Rural Access to Health report.**
- **Submitted a report on Respite Care, from the Personal Care Task Group to feed into their Task Group set up to review Services for Carers.**
- **Provided Participant feedback in response to Upper GI cancer service surgery.**

There have been no direct LINK referrals to the OSC this year.

Dentistry

The LINK received 58 comments and views suggesting that there were not enough NHS Dental places in Devon.

A formal LINK request for information was sent to NHS Devon raising the issue.

- LINK participants were invited to become involved on Dental Procurement panels in Sidmouth and Ivybridge, as two of the areas highlighted as needing more places.
- LINK participants were also involved in tender processes for new providers.
- NHS Devon has promised 20,400 new NHS places in Dartmouth, Sidmouth and Ivybridge available from summer 2010.
- A recent survey undertaken by LINK is indicating that people are getting increased access to the service.



“NHS Devon considers it is important to have a patient perspective during the procurement of new dental services. The involvement of LINK during the recent procurement of new practices for Ivybridge and Sidmouth has reflected the importance of having the view of a service user involved during the process. It has ensured due consideration is given to issues which are important to patients including accessibility, quality and customer focus and ensures the process is both open and fair.

I believe involvement also provides the participating LINK member with a better understanding of the procurement process and the tests that are applied by the NHS to ensure the best provider of service is selected”.

Andrew Harris
NHS Devon Dentistry Lead

Upper Gastro-intestinal Cancer Services

Feedback was received from the public detailing concerns that NHS Devon propose to move established, specialist services to Plymouth.

- A LINK report and recommendations were sent to NHS Devon.
- LINK recommendations are to be addressed when the independent review is complete during the next reporting year.



We hope to influence a wider range of health and social care services across Devon, as more people get involved in the LINK network. In the coming year the LINK will continue to develop engagement in a range of services in a variety of ways:

- Making recommendations to the Overview and Scrutiny committee regarding respite care provision.
- Highlighting issues that affect people with a visual impairment through Enter and View visits at the Royal Devon & Exeter Hospital and North Devon District Hospital with report and recommendations to follow.
- Involvement in the Alcohol Needs Assessment panel.
- Working towards a report and recommendations for Counselling and Related Therapies services.
- Working with NHS Devon to ensure people have the opportunity to give their views regarding Maternity Service changes in Honiton, Okehampton and Tiverton.
- Topic specific surveys and targeted engagement with young people, carers, offenders and new or expectant mothers.
- Focus on the externalisation of residential and day care services in Devon having established a focus group in North Devon, with potential to roll out in other areas.
- Giving user views to NHS regarding Devon Minor Injuries Services.
- LINK Annual Review Day.
- Gathering feedback and evidence to feed into the Devon Adult Health and Community Overview and Scrutiny Committee. LINK task groups focus on Access to Services for people with Learning Disabilities and Carers Services.
- A Young LINK to be established across Devon.
- Continue engagement work with long term prisoners.



Finances

LINK DEVON

LINK Devon

Participant expenses £5,715

Travel and parking

Carer costs

Subsistence

Participant costs £4,104

CRB

LINK training

Translation and accessibility

Administration £11,527

Stationery and Printing

Postage

Telephone

Promotion £40,549

Promotional materials

Advertising

LINK activity £16,595

Events

Meetings

Consultancy and expertise

LINK Sub Total £78,490

HOST

Host staffing £197,884

Salaries, pensions and oncosts

Staff Recruitment

Overheads £39,865

Staff travel

Staff training and development

ICT and office equipment and rental

Management Fees

Administration

£9,328

Website maintenance

Stationery and Printing

Postage

Telephone

Audit

Host Sub Total

£247,077

Grand Total

£325,567

Summary of results

Under the legislation that established the (Local Government and Public Involvement in Health Act 2007) LINKs are funded by the Department of Health via a local authority area based grant.

Amount allocated to Devon County Council by the Department of Health	£299,000
Amount retained by DCC for contract monitoring	£5,000
Amount received by the host	£231,991
Amount received by the LINK	£62,009
Amount of funding carried over from the previous year	£68,828
Total spend by host	£247,077
Total spend by LINK	£78,490

Formal and research requests for information to service providers/commissioners

Nature of request	To whom request directed	Response received within 20 days
Request update re: Upper GI services	NHS Devon	Yes
Re: development of secure mental health placements in county	Devon Partnership Trust	Yes
Mapping pharmacy activity	NHS Devon	No
Mapping pharmacy activity	NHS Devon	Yes
Alcohol strategy delivery	NHS Devon	Yes
Threatened closure of Honiton Bungalow, requests for facts	Devon Partnership Trust	Yes
Details of IAPT programme/performance progress update	Devon Partnership Trust	Yes
Request timescales and details of plans to withdraw funding for respite at John Parkes unit	NHS Devon	Yes
Funding for carers breaks	NHS Devon	No
Out of county placements	NHS Devon	DCC held the information
Alcohol services	NHS Devon	No - Request withdrawn
Chaplaincy services	NHS Devon	No
Chaplaincy services	Northern Devon Healthcare Trust South Devon Healthcare Trust Royal Devon and Exeter	Yes
Continuing healthcare funding	NHS Devon	Yes

Glossary of terms

AGM

Annual General Meeting

CRB Check

Criminal Records Bureau check

GP

General Practice doctor

Host

Voluntary sector organisation that support the work of the LINK

IAPT

Improving access to psychological therapies

LINK

Local Involvement Network made up of participants interested in improving health and social care

MOSAIC

A marketing system used to profile households and populations

NHS

National Health Service

Service Provider

Organisation that provides health and social care services

Commissioner

Organisation that pays for health and social care services

OSC Overview and Scrutiny Committee

A group of Devon County Councillors who scrutinise health and social care services

Get Involved

Why get involved?

Nearly 1000 groups and individuals already benefit from being involved in the LINK by:

- Getting attention for neglected issues or ideas.
- Influencing those who make decisions about new or existing services.
- Helping the community speak with a stronger local voice.
- Helping services provide better care.
- Improve confidence through speaking to people at groups and promotional events.

How much of your time will it take?

Active participants are people or groups who make a commitment to take part on a regular basis. Some active participants will be able to visit services to see what they do.

You can give as little or as much of your time as you want to:

- Occasional participants are people or groups who choose to dip in and out of the LINK as it suits them.
- Informed participants are people or groups who just wish to be kept informed via the LINK Devon newsletter.

How can you get involved?

Tell us your views and experiences of health and social care services in Devon.

- Share information that your group has collected.
- Be an ambassador of LINK Devon.
- Join a task group about a particular issue that interests or has affected you.

Contact the LINK team to find out what's happening in your area.

CONTACT



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www.edvsa.org.uk
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It's free to join our network and get your views heard. Join today!

You don't need to be an expert to get involved, just enthusiasm!
We can offer you free training to help you get involved,
build your skills or give you more confidence.

Register as an individual or as a group.
Contact the team for a registration form or visit us online.