



# Newsletter

## A Brave New World with the new LINK Executive Committee

For LINK Participants

### Greenwich LINK update

Welcome to the summer edition of the Greenwich LINK Newsletter! We hope you enjoy reading about the projects and groups we are working with.

Firstly, we would like to unreservedly apologise to all those people who did not receive notification of the cancelled AGM in April. The Greenwich LINK were happy to celebrate their first AGM on the 30<sup>th</sup> June at Charlton House. The LINK are pleased to announce that the new Executive Committee were elected for 2010/11 at the Annual General Meeting (AGM). For more details of the Executive Committee Members please see pages 2-3.

The AGM was successfully attended by 70 participants with lively discussions. The participants were given full details of the work of Greenwich LINK and given information by speakers such as Joyce Phillips (Quality Manager, Greenwich Council, on secondment from the Care Quality Commission) and Members of the Executive Committee. In the break many participants came forward to network with Executive Committee Members which bodes well for positive outcomes over the next nine months. The attendees represented a wide spectrum of both the public and statutory partners from social care and the NHS.

The AGM highlighted the need for the public to be able to speak directly to service providers and commissioners and we look forward to facilitating that discussion. This is reflected in the increased number of people joining the LINK as participants. We now have over 400 participants who receive updates and information from the LINK.

Remember, the Local Involvement Network is your network. If there are any issues you would like more information on or would like the LINK to look into, please do not hesitate to contact us.

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# Welcome to the new LINK Executive Committee

## The Greenwich LINK's Executive Committee is the decision making core of the LINK.

The primary role of the Executive Committee will be to steer LINK activities in order to deliver the agreed LINK Workplan. The Executive Committee will work collaboratively with LINK Participants to involve and engage as many individuals and groups as possible when carrying out its functions and will be accountable and answerable to the Network and its participants. Following the public election at the Greenwich LINK AGM on the 30th June 2010, 12 Members were elected on the Executive Committee. On 6<sup>th</sup> July, a new Member was co-opted onto the Committee bringing the total to 13 Greenwich LINK Executive Committee Members.

### Michael Astbury

I have 30 years business experience to Director level but have spent the last 4 years in the public sector. I spend 2 days a week as a peer mentor at the Drugs Intervention Programme (DIP); sit on the Council's Adults Joint Commissioning Group, act as a representative for Greenwich LINK on Oxleas' Council of Governors and run a 'drop-in' on Saturdays for service users in recovery.



### Balbir Singh Bakhshi

I have been a Member of the Greenwich LINK Executive Committee for the past year. I have previously been a member of the Commission on Public & Patient Involvement in Health for Greenwich PCT. I have actively been involved in various inspections at Queen Elizabeth Hospital. My engagement in various ethnic communities, by virtue of my involvement in three multi-faith forums, can go a long way to bring the communities together in the LINK and work with them.



### Barbara Fitch

I will be representing the Friends of Royal London Homeopathic Hospital. I was born in Greenwich and lived here all my life. I do not think Greenwich residents get value for money. In my opinion, Greenwich Primary Care are so big they do not seem to care for the ordinary 'Mrs Bloggs-type' woman, such as myself. I would like to see the way it works and be proven wrong.

### Sheila Freeman

I have, for over a year, represented Greenwich LINK as Chair and sit on the NHS Greenwich board on a non-voting capacity. As a pensioner, I have a great interest in the care of the elderly within our Borough and believe that LINK has a lot to contribute to the welfare of all of the residents of Greenwich.



### Rosa Goncalves

Through my voluntary work I have gained experience of working and enabling the local community to come together to form a community social enterprise. This community development work has given me the skills to work with a cross section of the diverse communities of Greenwich. I am of Brazilian origin and feel my language skills will enable me to offer these skills to the rest of the communities of Greenwich, which may have been excluded due to language and cultural barriers.



### Brian Haq

I will be representing the Asian Centre for Advice and Learning. Our organisation provides advice, assistance and signposting for the Asian community living, working or studying in Greenwich. I would like to be a Member of Greenwich LINK Executive Committee so I can not only support and have input as a representative of an Asian organisation and community, but have influence for the benefit of the whole community of Greenwich.

# Welcome to the new LINK Executive Committee

## Frances Hook

I will be representing the Pensioners Forum. I have worked in the NHS both hospital and community as a nurse and midwife all my working life and I feel very passionate about the NHS and health services in the community. I am a member of the Greenwich Pensioners Forum and at every meeting issues of the local health service and community care arise. The campaign 'Keep Our NHS Public' is also very concerned about changes of the NHS. I feel with the knowledge of both groups I can have a positive input to Greenwich LINK.

## Lesley Muscat

I will be representing Action for Blind People. Part of my remit is to engage with local communities and support blind and partially sighted people to ensure that they are included and updated with any new initiatives/projects. I am currently a Greenwich LINK Executive Committee Member and I am very keen to continue my involvement with the Greenwich LINK and have represented the Greenwich LINK on the Transformation Project Board for Greenwich Adult and Older People's Services. The LINK is valuable in providing my organisation with information on new consultations and projects that impact on the lives of blind and partially sighted people and local communities.

## Ayozie Daniel Ogechukwu

It is my desire to be in the Executive Committee so as to bring in my wealth of experience and diversity to the activities of the Greenwich LINK as well as to bring up the aspirations and problems of some African migrants to the LINK and to make them an integral part of the LINK. I want to contribute culturally to Greenwich and increase the diverse economy and policies of Greenwich. I am glad to offer my time and efforts to the Greenwich LINK.

## George Rodgons (co-opted Member)

As a Greenwich resident I feel that when people access services they should be treated fairly and with respect. Being HIV positive, in my experience this hasn't always been the case. As some consultants still have the "one size fits all" attitude and are quick to blame the patient when things go wrong with medication instead of treating us as individuals.

## Sabiha Shahzad

I have lived in Greenwich all my life and have over 25 years experience in the voluntary sector, during which time I have built extensive links with grass root community groups, many of which I have helped to develop. I am fluent in three Asian languages which have meant that I am able to raise issues with the wider community and feed it back to the providers.

## Harbhajan Singh

As I live in Greenwich, I would like to be involved actively in health issues. I have good interpersonal and communication skills which will help to bring the diverse ethnic, faith and race communities together to address the issues around health. I would like to empower the people who are less powerful, isolated, elderly or disabled.

## Rita Stephen

I will be representing the Queen Elizabeth Patients User Group. I am an NHS patient committed to discovering and improving the quality of service that patients experience. I should like to see through to completion the ongoing LINK Executive Committee project that seeks to discover and express to providers the views of stroke patients on their treatment in hospital and after discharge and how it might improve.

# LINK Participants

Have your say on how health and social care services can meet local needs!

If you have yet to register with the Greenwich LINK, why not do it today?!

## Why get involved?

- Highlight issues that you think need more attention
- Help to influence people who make decisions about new or existing health and social care services
- Join forces with others with similar concerns
- Hold service providers to account on behalf of local people
- Help your community have a stronger voice

## How do I register?

You can register a number of ways:

- Visit our website [www.greenwichlink.org.uk](http://www.greenwichlink.org.uk) and register with us online
- Call the LINK team on 020 8853 2857 for a registration form
- Visit us at a number of community events where we will be holding a stall
- Visit us at a number of regular outreach surgeries we are holding across the borough

More information can be found on [www.greenwichlink.org.uk](http://www.greenwichlink.org.uk)



# LINK Maternity Project

Gathering local people's views on current maternity provisions

A recent review of maternity services undertaken by Greenwich Council Healthier Communities and Older People's Scrutiny Panel had identified a number of concerns with the maternity services in Greenwich including, the late presentation of young women already known to social services and those from the African and Caribbean community.

The LINK Maternity Project aims to identify if the current maternity provisions are effectively meeting the needs of the changing population in Greenwich. We aim to do this by gathering local people's views on current maternity provisions and how services can be improved by holding a series of workshops with focus group discussions. In these workshops, you will be able to discuss your, your partner or your family member's experience of local maternity services and will focus on the availability and accessibility of pre-natal and anti-natal care to women in the London Borough of Greenwich.

We will be spending the next few months outreaching to a number of baby and toddler groups, children's centres, mothers groups, breastfeeding groups, health visitors... everywhere we can think of! We are also keen to talk to those seldom heard such as the BME (Black and Minority Ethnic) groups about their experiences. Support such as the availability of interpreters and translated material will be available on request.

If you would like to support or have some input on the project we would love to speak to you and have you at one of our workshops. Please contact the LINK team on 020 8853 2857.

# Volunteering Programme

Anyone can volunteer with the Greenwich LINK. It doesn't matter what your skills, experience or background are, or how much time you have to give. Even if you only have a couple of hours a week to spare, there will be something to suit you.

By becoming a volunteer with Greenwich LINK you can:

- attend meetings representing the Greenwich LINK
- support a LINK project by joining a task group
- conduct outreach activities by attend health fairs, surgeries and join outreach surgeries
- help us compile commentaries from local people by completing our questionnaires
- take part in workshops and focus group discussions

Greenwich LINK can offer:

- free training to give you the skills you need to help fulfil the remit of the LINK
- paid travel expenses
- the opportunity to become a champion your issue or organisation
- a sense of satisfaction and achievement
- the opportunity to make new friends and contacts with diverse backgrounds and experiences
- the chance to meet people at events and to engage in social networking

## Become a Greenwich LINK Volunteer!

If you would like to join our voluntary programme, just follow these **5** simple steps:

**Step 1** - Read our leaflet and newsletter to learn more about what the LINK do, complete our registration form and become a participant.

**Step 2** - Apply to join the programme by contacting Maloo Patel 020 8853 2857 / 07710 633 456, where some basic details will be taken down.

**Step 3** - Meet and Greet. Come and meet with me when you are free or we can go through details of your interests over the phone.

**Step 4** - Attend our training / Induction programme, where you will as a volunteer, first receive full training in the skills needed to carry out your role.

**Step 5** - Do the job. Following the training, you'll be ready to help people and be the voice for Greenwich LINK in your community.

The volunteering programme will commence in August 2010. You will be notified of the volunteers induction and training day in due course.



# Your Healthcare Services

## Greenwich Community Health Services

### Single Point of Access

Greenwich Community Health Services (GCHS) is excited to announce the launch of a new 'single point of access' for its adult community services directorate, commencing Thursday 1<sup>st</sup> July 2010. The new service brings together, for the first time, a single point of contact to speak to a team or staff member, make a referral, cancel an appointment or ask a question about certain adult community services provided by GCHS. This is just one initiative GCHS is undertaking to streamline access to services and improve the patient/carer experience and experience of professionals making referrals.

The following services, which until now have all had their own access points, have been working tirelessly to ensure the new 'single point of access' works for everyone – that means patients and service users, their carers, members of public, referrers and you.

- Cardiac Community Matrons
- Chronic Obstructive Pulmonary Disease (COPD) Team
- Community Matrons
- Continence Advisory Service
- Diabetes Team
- District Nursing Service
- Podiatry and Lower Limb Service
- TB Services
- Tissue Viability Team

The new 'single point of access' will be open Monday to Friday from 09:00 to 16:45. The team are contactable by phone on 020 8836 8622 or fax on 020 8856 6722. You can also email the team with any queries at gre-pct.SPAGreenwich@nhs.net. The district nursing out of hours service is also available between 18:00 and 22:45 Monday to Sunday on 020 8856 5237 and between 09:00 and 17:00 on Saturdays, Sundays and public holidays on 020 8854 8888 – please ask for the district nursing service.



## Oxleas

### Friends and more “Big event” 25th June 2010 at Charlton football ground

“Wow, fantastic, when’s the next one?” were comments throughout the day and most days since.

The event was arranged jointly between Oxleas LD, Mencap and staff from the Relating games project in mental health as part of a relationship network which was set up about a year ago. The aim was to have fun, make friendships and find out what is out there, what is missing and what help people need to have friends and more. The clear message from most was that they were not confident to try things alone, they wanted someone to go with them but they didn't want it to be family or carers and not in a segregated setting.

Service users spoke about their social networks, were able to try line dancing and speed dating. Throughout the day new friendships were made and old acquaintances renewed. In the evening, after time to freshen up, it was back for a disco which was provided by the relating game. Service users from LD and MH services danced the night away.

Where do we go from here? The relationship network will continue to strive to develop the ideas from the day, help people to organise more activities e.g. getting a football team together, going to the cinema, etc. The hope is a development worker post will be created. Lots of ideas, lots of needs and some very motivated people wanting it to happen.

# Local services for you

## Greenwich and Bexley User Partnership Group

This volunteer group brings together people affected by cancer (service users) with health care professionals to work on projects and pieces of work which will improve the patient experience of cancer. In Southeast London we have three groups working within their local NHS Trusts.

The groups comment on information leaflets, design information sheets (eg on mobility aids and local services) and work to improve transport and parking facilities for cancer patients who become very fatigued by their treatment. The members also contribute to the quality assurance processes for cancer services as assessment team members through the national cancer peer review process. They have also made a DVD – sharing their experiences of being given a cancer diagnosis – which is now used as part of the training for health care professionals.

Currently the groups are keeping the patient experience central to the development of radiotherapy services for outer London, development of chemotherapy services more locally and are working with Macmillan Cancer Support and the CAB service to ensure that people affected by cancer get appropriate financial support.

Greenwich and Bexley User Partnership Group need more people to help with this increasing workload; maybe you would like to come along and see how we work! The group meet approximately every 6 weeks and you are assured of a friendly welcome. Please contact our facilitator, Caroline Doherty on 020 7188 7089 or [c.doherty@nhs.net](mailto:c.doherty@nhs.net) for more information.



## AGM Photo Gallery



# Translation Options

This document contains important information. If you would like a transformation of the document, please tick the box on the right and return this whole page to the address shown below.

ਇਸ ਚਿੱਠੇ ਵਿੱਚ ਖਾਸ ਜਾਣਕਾਰੀ ਦਿੱਤੀ ਗਈ ਹੈ। ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਚਿੱਠੇ ਦੀ ਆਪਣੀ ਬੋਲੀ ਵਿੱਚ ਅਨੁਵਾਦ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਤੁਸੀਂ ਸੱਜੇ ਪਾਸੇ ਜੋ ਬੋਕਸ ਹੈ ਵਿੱਚ ਟਿੱਕ ਕਰੋ ਅਤੇ ਇਹ ਸਾਰਾ ਵਰਕਾ ਸਾਨੂੰ ਥੱਲੇ ਲਿਖੇ ਐਡਰੈਸ ਤੇ ਵਾਪਸ ਭੇਜੋ। (Punjabi)

Qoraalkan waxaa ku kooban macluumaad muhim ah. Haddii aad dooneysid in luqaddaada laguugu tarjumo, fadlan xariiq koobaabinta midigta, booggan oo dhanna u soo dir cinwaanka hoos ku yaalla. (Somali)

Bu belge önemli bilgiler içermektedir. Belgenin kendi dilinizde çevirisini istiyorsanız, lütfen sağdaki kutuyu işaretleyip bu sayfayı aşağıdaki adrese gönderiniz. (Turkish)

此文件包含重要的信息内容。如果你需要一份关于你自己的语言的翻译文本，请在右侧的方格内划钩，并将此页交到下列地址处。 (Chinese)

Tài liệu này có chứa những tin tức quan trọng. Nếu bạn muốn bản tài liệu này được dịch ra ngôn ngữ của bạn, xin hãy gạch vào ô ở tay phải và gửi lại cả trang đó đến địa chỉ sau đây. (Vietnamese)

এই মলিলাটিতে মূল্যবান তথ্য রয়েছে। যদি আপনি আপনার নিজের ভাষায় এটির অনুবাদ পেতে চান, তাহলে ডান পাশের বাক্সটিতে টিক দিয়ে পুরো পৃষ্ঠাটি নিচের ঠিকানায়ে ফেরত পাঠিয়ে দিন। (Bengali)

આ દસ્તાવેજમાં મહત્વની માહિતી સમાવેલી છે. જો તમને તમારી ભાષામાં આ દસ્તાવેજનું ભાષાંતર જોઈતું હોય તો, મહેરબાની કરી જમણા હાથના ખાનામાં ટીક (નિશાની) કરો અને આખું પાનું નીચે આપેલ સરનામે પાછું મોકલો. (Gujarati)

يحتوى هذا المستند على معلومات هامة. إن أردتها مترجمة إلى لغتك فالرجاء وضع علامة في الخانة التي في اليمين وإرجاع الصفحة بكاملها إلى العنوان المذكور في الأسفل. (Arabic)

اس دستاویز میں ضروری معلومات فراہم کی گئی ہیں۔ اگر آپ کو اپنی زبان میں اسکا ترجمہ درکار ہو تو برائے مہربانی دائیں طرف جے باکس میں نشان لگا کر یہ پورا صفحہ درج ذیل سے روانہ کیجئے۔ (Urdu)

Iwe yi kun fun awon àkíyèsí pàtàkì. Ti ẹ ba ẹ ki a tùmọ ẹ fun yin, ki ẹ fi àmìn si inu àpótí kekere ti o wa ni apa ọtun akiyesi yi, ki ẹ si fi iwe yi ranşẹ si wa ni àdírẹ̀sì ti n bẹ̀ nì isàlẹ̀ yi.



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