

Greenwich LINK is the Local Involvement Network for health and social care services in the borough. Set up by the Government in 2008, LINKs enable patients, carers and voluntary and community organisations to have a direct say on how local health and social care services are planned, organised and delivered.

LINKs are part of a wider process to help the community have a stronger local voice. [↘ More](#)

Greenwich LINK

UPDATE

↻ **Greenwich LINK Discharge Pathways Project Report**

The Greenwich LINK have now published their Discharge Pathways Project Report.

The LINK distributed over 1,000 questionnaires at the beginning of the year asking patients recently discharged from hospital about their care in hospital, and how they felt being discharged from hospital back into the community.

The Discharge Pathways Questionnaire received a great response and using the information collected from the completed questionnaires, the LINK was able to identify the key issues faced by patients such as lack of communication, food and a sense of abandonment after being discharged from hospital. However, the LINK was also able to identify good examples of positive experiences; patients feeling looked after by the nurses and the surgical early discharge team.

The Greenwich LINK are happy to announce that as a result of their project, South London Healthcare Trust have established an action group (consisting of Trust staff and LINK representatives) focussing on making the necessary improvements in the overall patient experience specifically in relation to discharge arrangements when leaving hospital.

A copy of the Discharge Pathways Project Report is available on the Greenwich LINK website www.greenwichlink.org.uk and hard copies are available on request.

Greenwich LINK

UPDATE

↻ **Volunteers Meet and Greet**

The LINK team would like to thank all those who attended the Volunteers Meet and Greet on 27th July 2011.

It was a great chance to meet some new faces and to see your enthusiasm in becoming more involved with the LINK.

For those who were not able to make it, we still want to hear from you. We have a list of volunteering opportunities including:

- outreach and engagement
- database management
- office administration
- assist with LINK publications
- hospital visits

and much more!

If you are keen to volunteer with the LINK, please contact the team on 020 8853 2857.

↻ **Join the Executive Committee**

The Greenwich LINK Executive Committee are looking to co-opt new members on to the committee to add to the pool of new ideas and wealth of knowledge and expertise.

The Committee currently have 7 Members of a possible 15.

If you are interested in joining the Greenwich LINK Executive Committee and would like more information, please contact the LINK team.

➤ Executive Committee meetings

As agreed at the Annual General Meeting on 27th June 2011, the LINK Executive Committee will hold monthly meetings, two of which will be business meetings (closed) and the third will be open to the public. This would be rotated throughout the year.

Minutes of all meetings (closed or open) will be available on request and on the LINK website.

- **Tuesday 16th August, 10pm - 12pm (closed)**

- **Thursday 29th September, 6pm - 8pm (open – you are welcome to join us!)**

Goschen – Knightley Room
St. Mary's Community Centre
180 Eltham High Street
London SE9 1BJ

If you would like copies of meeting papers or wish to attend the LINK meeting, please contact the LINK office on 0208 853 2857 or rosaline.ha@parkwoodhealthcare.co.uk

➤ LINK to hold 4 workshops in September and October

The Greenwich LINK would thank all participants who have submitted their key interests in health and social care. Because of your positive response, the Executive Committee have decided to hold 4 workshops focussing on your top 4 interests. These workshops will run focus group discussions where you can share your views and experiences; valuable information the LINK needs to help improve services.

We will be looking at:

- Social care
- GP services
- Hospital services
- Mental health and learning disabilities

If you are interested in attending or can help facilitate discussions on the day, please contact the LINK team on 020 8853 2857. Dates and venues are yet to be confirmed. Watch this space for further details!

➤ Cleaning Audits at Queen Elizabeth

Report from Melanie Griffiths, Performance Manager

'As the South London Healthcare Trust continually strive to improve patient care and the environment, I regularly audit the cleaning along with 11 other soft services carried out by our contractors ISS and also the nursing responsibilities. Part of the audit also includes maintenance items that are carried out by Vinci.

In each location there are 49 elements that are checked for cleanliness, although not all items are relevant in all areas. We endeavour to complete each audit within 1 hour and complete 2 audits every Tuesday morning with assistance from Greenwich LINK, Infection Prevention Committee, clinical staff, our PFI partners, contractors and myself. Various auditing is carried out throughout the week for quality and compliance.

We value the LINK involvement in providing 'another pair of eyes' and contributing to the report from the patient's perspective.'

➤ Training on Cleaning Audits at QE

The Greenwich LINK would like to invite you to a training session on cleaning audits to be held on Friday 26th August, 1:30pm - 3:30pm at

Education Room 3
Queen Elizabeth Hospital
Stadium Road
Woolwich
London SE18 4QH

The training session will include

- An understanding of PEAT (Patient Environment Action Team)
- Trust Management Audit Procedure
- Infection control expectations
- Practical demonstration - ward based

If you are interested in attending, please contact the LINK office on 020 8853 2857.

For those who are interested in taking part in the cleaning audits, training is essential.

↻ **New partnership supports choice for end of life care**

A new service partnership between Greenwich & Bexley Community Hospice, Marie Curie Cancer Care and Oxleas NHS Foundation Trust has been launched.

Called the Greenwich Care Partnership, the new integrated service operated alongside and supports existing core services, such as GPs and district nurses, to provide high quality care for patients with end of life care needs in the London Borough of Greenwich. The service aims to reduce inappropriate hospital admissions and enable more patients to be cared for and to die in their place of choice. ↘ [More](#)

↻ **Eltham sexual health services are on the bus**

Oxleas' walk-in contraception and sexual health (CASH) clinic in Eltham has moved. The clinic for young people under the age of 25, which used to be run out of Passey Palace health centre, is now based in a mobile health clinic in the car park of the Eltham Centre on Archery Road.

The Eltham CASH Bus runs from 2:20pm – 4:30pm every Thursday and no appointment is necessary. It offers free and confidential advice, treatment and support including: all forms of contraception, STI checks and treatment referrals. ↘ [More](#)

↻ **Health Checks Data**

NHS Greenwich are happy to announce that in Quarter 4 of Health Check Local Enhances Services, they have achieved 5046 (including outreach), totalling 9951 health checks done in the first year. NHS Greenwich are also proud to announce that they have exceeded the Department of Health stop smoking target for 2010/11. In the next year, NHS Greenwich will be offering health checks to another 12500 people. ↘ [Contact for More Info](#)

↻ **NHS South East London launch new website**

NHS South East London, a partnership of Primary Care Trusts in Bromley, Greenwich, Lambeth, Lewisham, Southwark and Bexley Care Trust. NHS South East London are responsible for commissioning (buying) the best possible health services for patients across south east London. For up-to-date information about NHS South East London visit <http://www.selondon.nhs.uk/> ↘ [More](#)

↻ **Health secretary announces that Greenwich Clinical Commissioning group has achieved pathfinder status**

Secretary of State for Health Andrew Lansley has announced that the Greenwich clinical commissioning group is ready to lead the way in helping to modernise the NHS. The group, called Greenwich Health, has been named in the latest round of clinical commissioning pathfinders, after it successfully demonstrated to the Department of Health its readiness to start taking on commissioning responsibilities.

As a pathfinder, Greenwich Health will become more fully involved in designing and improving health care services and influencing how money is spent. It will now work towards managing local budgets and directly commissioning services for patients. ↘ [More](#)

↻ **New website is launched to promote a happier, healthier Greenwich**

Greenwich Healthy Living Service (GHLiS) has launched a brand new website that is designed to help Greenwich residents lead a healthier and happier lifestyle. www.greenwichhealthyliving.nhs.uk is packed full of tips and information on how to initiate positive lifestyle changes that can make a big difference – these include giving up smoking, eating well, getting more active and maintaining a healthy weight.

GHLiS, which is part of NHS Greenwich, are a team of health professionals who provide a range of services designed to encourage and support people to make their own healthy choices. ↘ [More](#)

➤ Alzheimer's drug fails to reduce agitation - research shows

An Oxleas clinician has been involved in research that shows that a common Alzheimer's drug fails to reduce agitation in patients. Oxleas' Clinical Director Older People Mental Health, Dr Adrian Treloar, was part of the team led by Dr Chris Fox of Norwich Medical School at University of East Anglia (UEA).

It found that a drug commonly prescribed for Alzheimer's disease does not ease the severe agitation experienced by around half of patients. Presented recently at the Alzheimer's Association's International Conference on Alzheimer's Disease 2011 in Paris, the findings confirm that the drug Memantine can improve cognitive functions of the brain such as memory, but show the drug to be no more effective at reducing agitation than a placebo. [➤ More](#)

➤ Lights, camera, action ... WHATEVER

Young people in Greenwich now have access to an exciting new opportunity to experience working with the arts, thanks to a partnership between Greenwich & Lewisham Young People's Theatre and Greenwich CAMHS.

WHATEVER Youth Arts is a 10 week drama workshop for young people with mental health problems, those who are at risk of developing them, or those who are considered to be vulnerable. Using the power of the theatre, the 10week programme aims to improve the mental health and wellbeing of young people, and to build their confidence, self-esteem and coping skills. [➤ More](#)

➤ Local MPs sign up for World Mental Health Day event

Two local MPs have agreed to visit Oxleas stall in Bexleyheath to mark World Mental Health Day (WMHD) 2011 in October. It will be the fifth year Oxleas have celebrated WMHD in Bexleyheath. David Evenett MP for Bexleyheath and Crayford and James Brokenshire MP for Old Bexley and Sidcup have both agreed to offer their support on Friday 7th October. [➤ More](#)

➤ Secretary of State Andrew Lansley CBE MP officially opens Trust's Hyper Acute Stroke Unit

Andrew Lansley, Secretary of State for Health, visited South London Healthcare's Princess Royal site on 1st August to open the Hyper Acute Stroke Unit (HASU). He was joined by staff, patients and some of our local partners to celebrate the opening of the unit, which will benefit patients across outer south east London.

"We are very proud of our new HASU and delighted that the Secretary of State helped us celebrate the opening of the unit," said Chris Streather, Chief Executive of the Trust. *"The HASU is already making a real difference to people locally, providing specialist stroke care, including the potentially life-saving clot-busting thrombolysis drugs, to people in the first crucial hours after their stroke."* [➤ More](#)

➤ Maternity Improvements

Maternity at SLHT has been praised in a recent NHS London review into the implementation of the temporary changes which saw the closure of the maternity unit at QMS before Christmas. The review praised progress in substantially reducing the midwifery vacancy rate, greatly improving maternity staffing levels and the increased consultant presence. It stated that the view of its Clinical Quality Group is that "quality of services is increasing" and there has been a notable reduction in serious incidents.

"There was a [total] lack of information on what to expect"

Orthopaedic clinic in Queen Elizabeth Hospital

Do you have a similar view that you would like to share? We want to hear your views on Health and Social Care services in Greenwich. Please call us on 020 8853 2857.

➤ Supporting personal assistants working in adult social care

A new 'Framework for Personal Assistants' aims to make it easier for people with disabilities to employ PAs to help them to live as full a life as possible.

The new framework will:

- Provide employers with an up to date toolkit to make the practical side of employment easier to understand including job descriptions and interviewing.
- Develop an induction framework so all PAs have the same basic introduction to the role based on the Common Induction Standards developed by Skills for Care.
- Create a clear, national toolkit including templates for contracts and other legal aspects of employment. This will be regularly reviewed and updated.
- Use Local Authorities to assist in background and reference checking where requested.
- Work with Job Centre Plus to make all staff aware of PAs as a career option for job seekers. [➤ More](#)

➤ Driving up organ donations

More than 10,000 people in the UK currently need an organ transplant. Of these, 1000 each year will die waiting as there are not enough organs available. Ninety percent of people in the UK have expressed their support for organ donation but only 29 percent of people in the UK have registered to donate their organs.

From 1st August, people will have to answer questions about organ donation before they can complete their driving licence application through the DVLA website. [➤ More](#)

➤ Apply now for funding to support voluntary projects in health and social care

Applicants are invited to submit proposals to develop new, innovative approaches to health and care, actively share excellent practice or improve integrated care and greater efficiency. [➤ More](#)

➤ A stronger voice for patients

Patients will today have a stronger voice under plans set out by Health Secretary, Andrew Lansley. 75 Local HealthWatch pathfinders, introduced as part of the Government's plans to modernise the NHS have been announced. These new learning networks will champion patients' views and experiences, promote the integration of local services and improve choice for patients through advice and access to information.

Local HealthWatch will provide a collective voice for patients and carers, and advise the new Clinical Commissioning Groups on the shape of local services to ensure they are informed by the views of the local community.

[➤ More](#)

➤ CQC published their second annual report

The Care Quality Commission (CQC) have now published their annual report covering the year to the end of March 2011.

During the year, the CQC have moved almost 12,000 organisations running services such as care homes, care in the home agencies and private hospitals into a new system of regulation. The scale of CQC's regulatory work saw a huge increase as they also began work on bringing 9,000 dentists and independent ambulance services into this same system.

As well as the drive to bring all these organisations into the regulatory system, wthe CQC have continued their work monitoring how well NHS trusts were meeting essential standards of quality and safety. [➤ More](#)

➤ Improving Public Awareness and Understanding of Guidance

The National Institute for Clinical Excellence (NICE) is conducting a survey to collect information on what patients and the public think of the way their current guidance is presented. They would be very grateful if you could complete a short questionnaire asking about your knowledge and experience of using the clinical guidelines. [➤ More](#)

What's On?

EVENTS

- 16th August: LINK Executive Committee Business Meeting ➤ [Contact For More Info](#)
- 26th August: Cleaning Audit Training ➤ [Contact For More Info](#)
- 29th September: LINK Executive Committee Public Meeting ➤ [Contact For More Info](#)
- 7th October: World Mental Health Day ➤ [More](#)
- 10th October: Greenwich CAMHS conference ➤ [Contact For More Info](#)

Useful Websites

LINKS

- Care Quality Commission ➤ <http://www.cqc.org.uk/>
- Community Care ➤ <http://www.communitycare.co.uk/Home/Default.aspx>
- Department of Health ➤ <http://www.dh.gov.uk/en/index.htm>
- Greenwich Council ➤ <http://www.greenwich.gov.uk/Greenwich/HealthSocialCare/>
- Greenwich Local Involvement Network ➤ <http://www.greenwichlink.org.uk/>
- LINKs Exchange ➤ <http://www.lx.nhs.uk/>
- National Institute for Health and Clinical Excellence ➤ <http://www.nice.org.uk/>
- NHS Greenwich ➤ <http://www.greenwichpct.nhs.uk/>
- NHS London ➤ <http://www.london.nhs.uk/>
- Oxleas NHS Foundation Trust ➤ <http://www.oxleas.nhs.uk/index.html>
- Social Care Institute for Excellence ➤ <http://www.scie-socialcareonline.org.uk/>
- South East London Sector ➤ <http://www.selondonsector.nhs.uk/>
- South London Healthcare NHS Trust ➤ <http://www.slh.nhs.uk/>

This Bulletin

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say!

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Healthcare, working in partnership with
Greenwich Council

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