

GOVERNMENT NETWORKS ORGANISATIONS SUPPORT COALITION IMPORTANT SOCIAL HEALTH STRONGER

Annual Report 2010//2011



BRADFORD INVOLVEMENT CONCERNS RESPONSIBILITIES CHANGES INFORMATION PLANS VIEWS PEOPLE



Bradford
LINK
connect and make a difference

Bradford LINK's support team tries to produce all reports, newsletters and other documents in plain-English. This means we avoid using jargon or complicated words. This is so everyone in the district is able to read and understand the information, whether they are professionals or members of the public. Bradford LINK's support team also produces information in other accessible formats including audio, Easy-Read and British Sign Language when needed.

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Introduction and summary



- ▶ Bradford Local Involvement Network exists to give everyone in Bradford Metropolitan district a stronger voice on health and social care services in the area.

It has been a particularly important year, as the new coalition government has announced many plans to change health and social care services in the UK. Bradford LINK's support team has been telling people in the district about these plans. The support team has listened to people's views and ideas and fed that information back to the government and local decision makers.

The government also wants Local Involvement Networks like Bradford LINK to change. From 2012, local HealthWatch will be introduced. These organisations will have the same responsibilities as Local Involvement Networks and some new responsibilities too. Bradford LINK has been looking at how it can respond to these changes.

In this report you will read more about the different ways Bradford LINK has helped people in the district influence the health and social care services they used in 2010-2011. You will also read more about the future of Bradford LINK. ◀



Bradford and the surrounding district

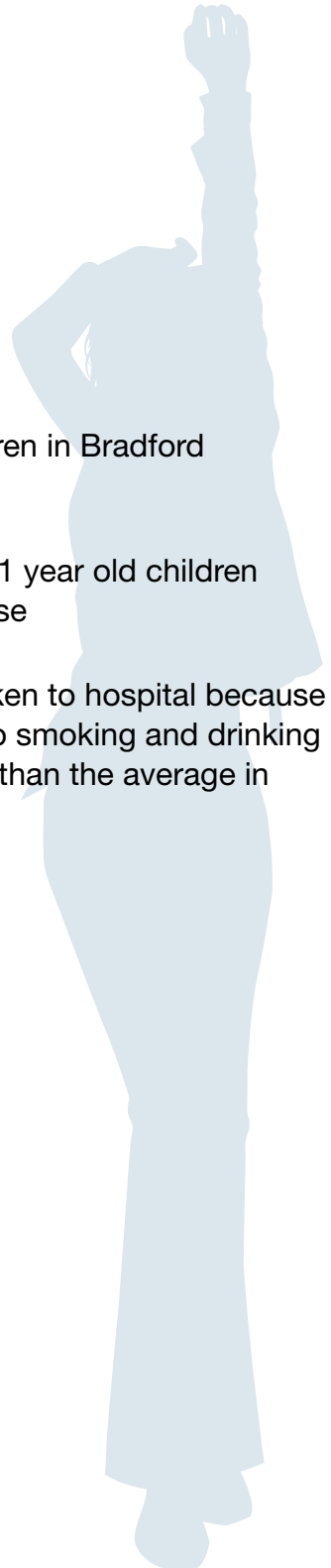


- ▶ Bradford and its surrounding district has a diverse population of around half a million people living in both rural and urban communities.

In June 2011, the NHS and Department of Health wrote a paper called a Health Profile saying what the health needs were for the people of Bradford and district this year. It said that:

- > People in Bradford have worse health than the average in England.
- > People in Bradford are likely to not live as long as the average in England.
- > The number of people in Bradford dying of cancer, heart disease and stroke has fallen, but the number of people dying of stroke is still higher than the average in England

- > Nearly 38,000 children in Bradford live in poverty
- > Nearly 20% of 10-11 year old children in Bradford are obese
- > More people are taken to hospital because of illnesses linked to smoking and drinking alcohol in Bradford than the average in England ◀





► Bradford and its surrounding district has a diverse population of around half a million people ◀

What do LINKs do?



- ▶ Local Involvement Networks or LINKs, have been set up all over England to give people a stronger voice on health and social care where they live or work. Anyone can be a part of Bradford LINK. The government has given LINKs powers to do the following.

- > Question the people in charge of health and social care services in the district and get a response within 20 working days.
- > Send issues to the Council and get a response within 20 working days.
- > Enter and view services like hospitals, GP surgeries and care homes.
- > Connect people and organisations that share concerns.
- > Provide useful information and advice about health and social care services in the district.
- > Put people in touch with those who make decisions about these services.
- > Help you get your voice heard. ◀



Who's who at Bradford LINK?

Bradford Council's Overview and Scrutiny Committee is a group of councillors that look at services offered by the Council to make sure they meet the needs of local people and organisations in the district.

- ▶ The people living, working or using health and social care services in the district run Bradford LINK.

Bradford LINK participants

Bradford LINK participants are people who get involved with the work of the organisation. They might attend meetings, be part of work groups or keep up-to-date by reading newsletters. Anyone living or working in the district can be a participant.

The support team

There is a small support team of paid staff. They help create campaign and work groups by providing them with information and linking them up with other people with similar interests or people who make big decisions. They can also attend meetings of Bradford Council's Overview and Scrutiny Committee for health and social care. At these meetings they can tell the committee about the work of Bradford LINK and raise any issues that have been brought to them.

Governance and monitoring group

The governance and monitoring group has been in place to make sure the LINK is working effectively and the support team is doing what

it needs to. The group met regularly to talk about the work and read reports written by the support team.

The communications group

The communications group worked together to make sure Bradford LINK has been getting its messages across to people living and working in the district by considering good ways to publicise the LINK by telling people about what it can do and how they can get involved.

Keighley and Ilkley Voluntary and Community Action (KIVCA)

Keighley and Ilkley Voluntary and Community Action (KIVCA) is the host organisation. This means it manages the Bradford LINK contract with Bradford Council. Bradford LINK's support team is based at KIVCA's offices in Central Hall, Alice Street, Keighley. ◀

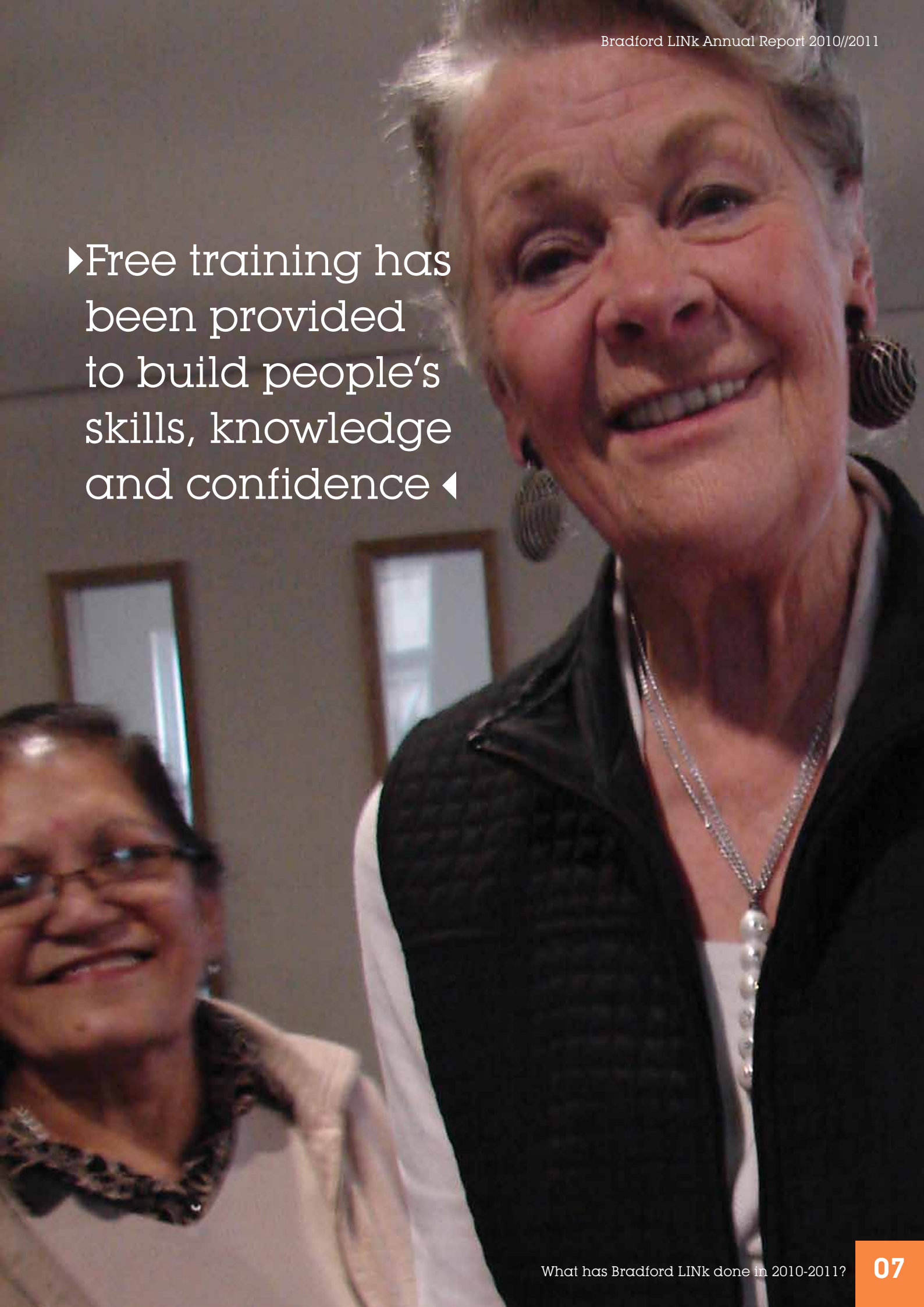
KIVCA is an organisation that gives support and advice to local voluntary organisations, charities and members of the public.

What has Bradford LINK done in 2010-2011?



- ▶ These are some of the things Bradford LINK has done between April 2010 and March 2011.
 - > Helped start a network of advocacy organisations in the district called Advocacy United.
 - > People in the autism and Asperger's Syndrome work group have directly influenced plans for services for those with these conditions in the district.
 - > Members of the autism and Asperger's Syndrome work group have told Bradford Council what they think of plans to give people more control over the care they receive through personalisation.
 - > A work group has been looking at the quality of health services in the district.
 - > The support team has helped organise events where people using health and social care services and the people running them can talk about issues around dignity in care.
 - > A work group has organised a series of events to mark World Mental Health Day to raise awareness and fight negative views of these conditions.
- > The support team has continued to work with an action group called Positive Minds to raise awareness of people over 50 with depression and new ways to help them.
- > Members of the support team have helped people understand and have a say on services for older people in the district.
- > People living in rural communities in the district have come together to find ways of influencing the health and social care services available in their areas.
- > Free training has been provided to build people's skills, knowledge and confidence so they can act on health and social care issues that are important to them.
- > The support team has told people about the big changes the government wants to make to health and social care services by writing plain- English summaries of important papers. We have also helped people in the district have their say on these plans.
- > In 2010-2011 there have been no referrals to the Overview and Scrutiny Committee.
- > In 2010-2011 Bradford LINK has not received or made any Freedom of Information Requests. ◀

►Free training has been provided to build people's skills, knowledge and confidence ◀



The things we have been working on

Advocacy



- ▶ Bradford LINK has done a lot of work around advocacy since 2009. A work group was set up to look at how advocacy can be better organised, supported and promoted in the district.

At these meetings group members said there was a need for Bradford to have its own network of advocacy organisations. Bradford LINK helped to do this and Advocacy United was launched in 2010. Jae Hargan was employed for 6 months to help set up the network and get funding.

Advocacy United currently has 13 members from several advocacy organisations in the district. There are also 20 non-advocacy organisations that have expressed interest in becoming associate members and support the work of the network.

The network wants to:

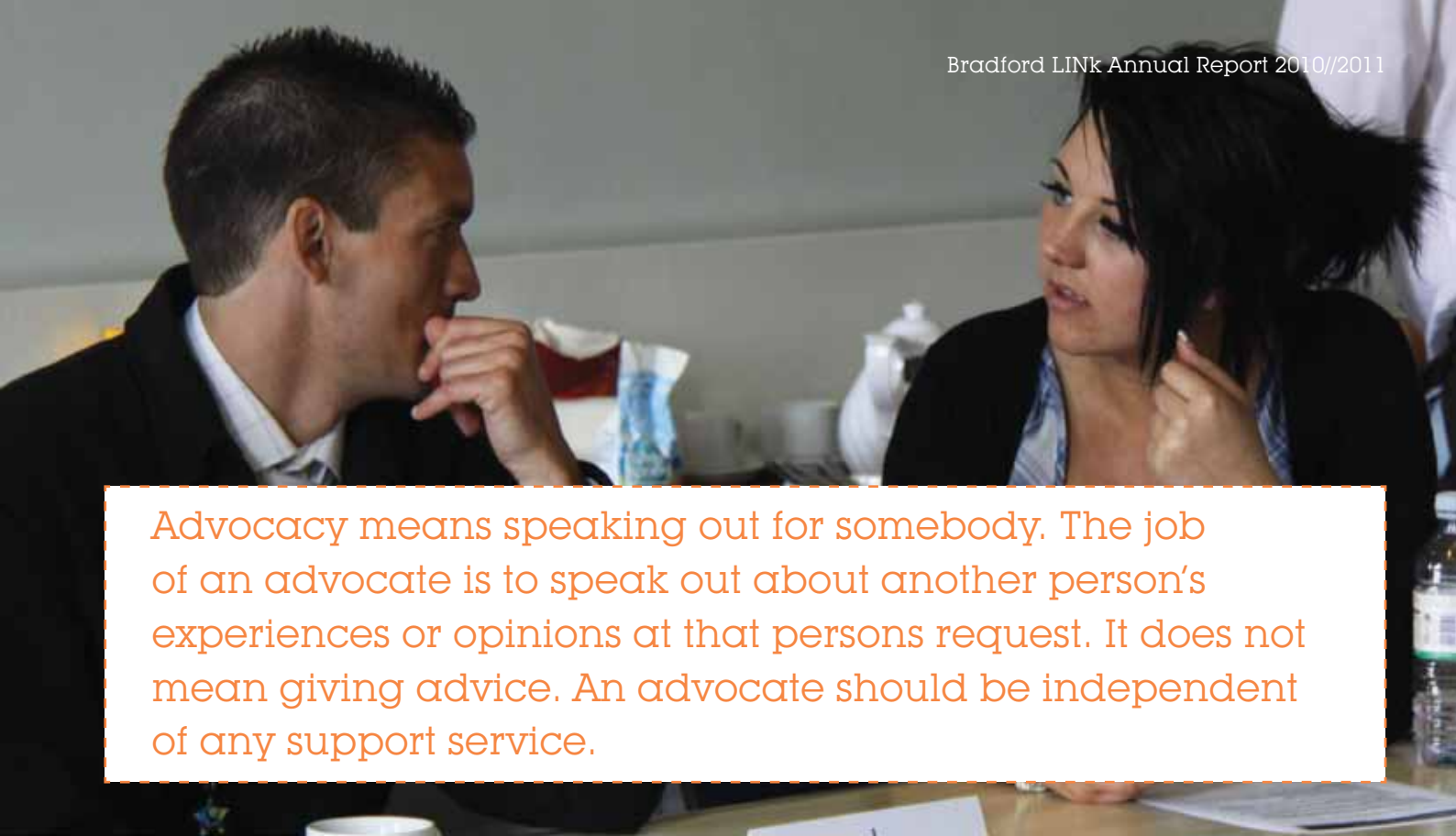
- > Improve the quality of advocacy organisations in the district.

- > Build the amount of work these organisations can do.
- > Give advocates and advocacy groups the chance to share their experiences and things they have done well.
- > Be a point of contact for people wanting to be an advocate.
- > Improve the way advocacy organisations work with other organisations like the council or the NHS.
- > Promote advocacy so that people know more about what advocates do and how to get one.

April 2010 – Bradford LINK told Bradford Council’s Overview and Scrutiny Committee about the work it has been doing to set up an advocacy network in the district.

August 2010 – Bradford LINK’s support team met with Tim Sanders, who is head of a group of commissioners from Bradford Council and NHS Bradford and Airedale.

A commissioner is someone who plans how services are developed and paid for and what these services deliver.



Advocacy means speaking out for somebody. The job of an advocate is to speak out about another person's experiences or opinions at that person's request. It does not mean giving advice. An advocate should be independent of any support service.

A commissioner is someone who plans how services are developed and paid for and what these services deliver.

These commissioners look at what health and social care services are needed in the district. People at this meeting talked about plans for the new network and ways it could be funded.

In September 2010, Advocacy United became a constituted group.

A constituted group is one that has a set of rules that members must follow. It also means they have written down what they want to achieve.

October 2010 – Advocacy United secured a £5000 Innovations Grant from Bradford Council. The network decided to use the money to continue to employ Jae Hargan to increase membership and fundraise.

February 2010 – Tim Sanders met with the network to talk about the council's new plans

for advocacy in the district. Members of the network were able to comment on these plans and influence them.

Bradford LINK has also been working with advocacy organisations to look at the future of advocacy in local HealthWatch. Workshops were held in November 2010 and February 2011.

Advocacy United is now independent of Bradford LINK. However, the LINK continues to be an associate member of the network. This means Bradford LINK will continue to be involved with the network and offer support where needed and will keep Advocacy United updated as it prepares to become local HealthWatch. ◀

Interested? Call Becky Mears on 01535 665258 or email becky@bradfordlink.org.uk

A constituted group is one that has a set of rules that members must follow. It also means they have written down what they want to achieve.



Autism and Asperger's Syndrome

- ▶ A group of people affected by Autistic Spectrum Conditions told Bradford LINK support team that they did not think there were enough services and support for them. Bradford LINK held an open meeting to talk about the issue. Over 50 people from across the district came. Many of the people at this meeting said they wanted to meet regularly to find ways of making things better in the district. Bradford LINK helped to set up this group and it now meets every month.

There are 21 people in this group. The members of this group either have an Autistic Spectrum Condition, care for someone who does or work with people on the spectrum.

The group meets regularly talk about health and social care issues. They often meet with people who make important decisions about services in the area. They tell these decision makers what they think and about their own experiences. As a result the group has been successful in influencing some important decisions.

Linda Peacock is the commissioner for Bradford Council who is taking the lead in planning services for people with an Autistic Spectrum Condition. She attends meetings

and talks to the group about how services for people with autism will be planned and delivered in the district. This is called the Local Autism Strategy.

Members of this group also sit on the Autism Partnership Board which was set up in December 2010. This board is responsible for writing the Local Autism Strategy.

July 2010 – The work group spoke with a representative from Bradford University School of Health Care about how people with an Autistic Spectrum Condition and carers can improve healthcare student's awareness of these conditions. Members of the group agreed to be part of this programme.

September 2010 – Members of the work group took part in a Personalisation focus group which Bradford LINK organised with Bradford Alliance on Community Care (BACC). This report from this meeting was sent in to Bradford Council. You can download it from our website – www.bradfordlink.org.uk/ASC

October 2010 – The workgroup talked about the National Autism Strategy called Fulfilling and Rewarding Lives. Linda Peacock wrote a report about what the group had said and sent it to the government. Their views have now

Autism and Asperger's Syndrome are also known as Autism Spectrum Conditions (ASC). People with these conditions have difficulty with social communication and making sense of people's thoughts, feelings and actions. It is sometimes called a hidden disability.

Find out more! Call Becky Mears on 01535 665258 or email becky@bradfordlink.org.uk

been considered as part of the government consultation.

November 2010 – The work group welcomed Mick Snowden and Glen Bowland from the Department of Pensions, Carers and Disabilities (which used to be known as the Department for Work and Pensions) and Sue Webster from Job Centre Plus. Members of the group told these guests about the difficulties they have experienced with benefits systems.

December 2010 – Gill Gourley, communications manager for the Personalisation and Changing Lives Team at Bradford Council attended a workgroup meeting.

January 2011 – The group looked at how young people becoming adults can be better supported by services in the district. These are called transition services. They shared

experiences with some people who work for Bradford Council Adults and Children's Services, Bradford District Care Trust, Shipley College, Grange Technology College and the Connexions service.

March 2010 – The autism commissioner, Linda Peacock presented her first draft of the Local Autism Strategy. Group members had a chance to say what they think of the plans and suggest changes. These ideas have been included in the strategy.

Bradford LINK will continue to support the Autism and Asperger's Syndrome work group by arranging meetings and inviting decision makers to attend. Bradford LINK will also help the group to work towards becoming independent in the future. ◀

Personalisation means having more control over the health and social care services they use. It might mean being given your own budget to buy support or it might mean making decisions about what services are best for you.

Dignity Champions Network

A dignity champion is someone who stands up for the rights of people using health and social care services. They will promise to take some action, no matter how small, to help work towards all services treating everyone who comes through their doors with dignity and respect.

▶ Bradford LINK's Dignity Champions Network is made up of over 140 people. They include professionals who work for health and social care services, people who use these services and carers from across the district.

The support team worked with Bradford Council Adult Services Department to help start the network in 2009. We helped arrange network meetings and encouraged people to become dignity champions. The people in Bradford's Dignity Champions Network come together to find ways of making this happen. It is an energetic forum where people can share good ideas, make suggestions and come up with actions that will help make a difference.

Over 100 dignity champions came to a full network meeting in April 2010 at East Riddlesden Hall in Keighley. They talked about dignity in relation to end of life care, dementia care, leaving hospital and how to be involved with staff training. Bradford LINK collected the notes from each discussion and wrote a report based on what people said. This report was shared among the all the champions and made it available on our website.

A smaller group of dignity champions met in July 2010 to find ways of acting on some of the

things that were discussed at the last big network meeting. The group came up with suggestions including:

- > Hospital discharge teams should share information and work with voluntary and community groups that can help to give support to people discharged from hospital.
- > Dignity should be included in all training for staff volunteers and students. Patients and services users should be involved in this training.

In February 2011, Bradford LINK wrote and sent out a special edition e-bulletin to mark National Dignity Action Day. It told people about some of the good work that has been happening in the district to improve dignity in care.

You can read any reports from these meetings and dignity newsletters, on our website – www.bradfordlink.org.uk/dignity

The support team is arranging a series of Enter and View training sessions which will give people the skills and knowledge to visit health and social care services and assess their quality on behalf of Bradford LINK. If Bradford LINK receives reports of a service that is not treating all its patients with dignity and respect, dignity champions who have completed the training can arrange a visit and make suggestions on how it can improve. ◀

Get involved! Call Marcella Celli
on 01535 665258 or email
marcella@bradfordlink.org.uk

► The support team
is arranging
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training sessions ◀

Care quality working group

A health service provider is an organisation that is responsible for making sure there are services that the public need like hospitals and doctor's surgeries. They will often buy and design the services we use. In Bradford and district these providers include:

- > NHS Bradford and Airedale. This is our Primary Care Trust (PCT).
- > Bradford Teaching Hospitals. This runs Bradford Royal Infirmary and St Luke's Hospital
- > Airedale NHS Trust: This runs Airedale Hospital
- > Bradford District Care Trust: This runs mental health services in the district such as Lynfield Mount Hospital.

► The Care Quality Working Group looks at the how the organisations that provide health and social care services are accountable to all the people who use or could use these services. In particular this group looks at the quality of care offered and the way that providers talk to patients and improve the experience they have when using their services.

Last year providers were asked to produce Quality Accounts.

In 2010-2011 this working group looked at the Quality Accounts produced by the three main NHS provider trusts in the district: the Airedale Foundation Trust, Bradford Teaching Hospitals Trust and Bradford District Care Trust. From June 2011, all healthcare providers will send quality accounts to Local Involvement Networks like Bradford LINK by law.

This group also looks at quality of care issues that have been raised by patient groups in the past. Members of this group visited the catering facilities at Bradford Royal Infirmary to try the food offered to patients and look at whether it is providing a good service. Overall the group were satisfied but it raised a few issues in a report that was given to the hospital.

The group is also taking an interest in the government's plans to make big changes to the NHS. The government asked people to tell them what they thought of their ideas before MPs voted on whether to introduce them. The group has responded to these questions. ◀



Find out more! Call Mike Quiggin
at Bradford Resource Centre on
01274 779003

A Quality Account is a report that a health care provider has to write so people know it's doing a good job. It tells people about the quality of their services. It also tells people how they intend to improve the quality of care. In these reports providers are asked to consider three things:

- > Whether patients have had a good experience.
- > Whether the services are safe.
- > Clinical effectiveness. This is a measure of how effective particular treatment is.



Mental health



- ▶ Bradford LINK has continued to do a lot of work on mental health services in the district.

In 2010-2011, the support team helped a work group wanting to raise awareness of and fight negative perceptions of mental health conditions. This group is made up of people who use mental health services, volunteers and professionals who work for NHS Bradford and Airedale, Community Health Services, Bradford District Care Trust, Bradford Council.

The group first came together in March 2010. Bradford LINK organised a meeting to bring together people interested in mental health issues. From here, it evolved into a planning group for World Mental Health Day in October 2010.

Group members worked together to arrange events on or around World Mental Health Day including:

- ▶ Celebration of Wellbeing for all Communities on October 10th at Victoria Hall in Saltaire. People from across the district came along to learn more about services available and mental health conditions. There were also chances to take part in activities such as relaxation, dance and singing.

- ▶ Time to Change at Bradford College on October 11th. This was a chance to see the film *Some Voices* and debate some of the issues surrounding mental health that it raised. This was aimed at both the public and health and social care students. Follow-up sessions were arranged to give trainee nurses, social work students and counselling students, a chance to talk to people using mental health services about their experiences.

Following the success of these events, the work group members want to continue their work to raise awareness and reduce the stigma of mental health conditions. Bradford LINK will continue to offer support to these groups and service users where appropriate. ◀

Interested? Call Marcella Celli on 01535 665258 or email marcella@bradfordlink.org.uk



▶ Group members worked together to arrange events on or around World Mental Health Day ◀

Older people and depression

▶ Bradford LINK has supported Positive Minds, a group raising awareness of depression among people over the age of 50 and influencing decisions made about services available to help them.

Positive Minds started in 2009 following a report by Age Concern suggesting that older people do not use talking therapy services when diagnosed with depression.

Bradford LINK worked with Bradford Older People's Alliance (BOPA) to start the group. It is now made up of people who represent many organisations across the district and some people who have experienced depression in later life. The group looks at ways to raise awareness of how depression can affect people over the age of 50 and promotes talking therapies.

In 2010-2011, Positive Minds has taken several steps towards improving things for people over 50 with depression in the district. The group has now written its plan for how it will try to improve services in Bradford and Airedale.

Members of the group worked with amateur film maker David Halsall, to produce a film called Out of the Shadows. It features real stories from

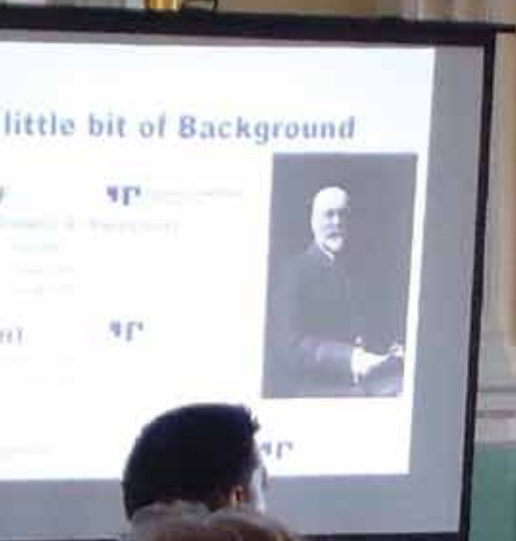
older people who have experienced depression. It wants to raise awareness, remove stigma and encourage people to seek help. It is also aimed at encouraging professionals like GPs and health workers to consider alternative ways of treating older people with depression. This film was officially launched at an event to mark World Mental Health Day in October 2010 and will be given to people and organisations across the district.

Positive Minds has worked with Seniors Show the Way to develop a training programme for Community Health Champions. This programme uses both the Out of the Shadows film and an information sheet written by the group to help people understand depression and how to get help.

In the future, Positive Minds wants to produce a booklet to accompany the DVD which will tell people what services are available for older people with depression. It is working on developing links with Bradford District Care Trust. The group will continue to raise awareness, identify where there is a need for new or improved services and find ways to getting services and professionals to work together. ◀

A talking therapy is a way of helping people overcome depression, by talking things through with them instead of giving them anti-depressants or other medication.

Seniors Show the Way is a project that gives older people the information they need to promote positive health messages to family, friends and others in their communities. These people are called Community Health Champions.



Get involved! Call Marcella Celli on 01535 665258 or email marcella@bradfordlink.org.uk

Older people's strategy in the Bradford district



Find out more – call
Daniel Park on 01535 665258 or
email daniel@bradfordlink.org.uk

- ▶ Bradford Council and NHS Bradford and Airedale wrote a paper on how they are going to improve the way they look after older people from 2011-2014. The Council asked Bradford LINK's support team to help older people know about the paper and give their views.

In February 2011 Bradford LINK's Information and Research Officer, Daniel Park, wrote a shorter version of the paper in plain-English to help people understand it. In March and April 2011 Daniel went to three meetings for older people to tell them about the paper. He also gave older people some information about what questions Bradford Council and NHS Bradford and Airedale wanted answers to.

Daniel has written a report about what older people had to say, and recommendations on what should be done next. He plans to go back to the meetings where he visited and tell them what he found out. Daniel will also report back what changes Bradford Council and NHS Bradford and Airedale made to their plans after listening to the views of older people. ◀



Personalisation means being in control of your own health or social care. It might mean you decide what services you use rather than a doctor or social worker. It might mean you are in control of your own budget for these services. Different people can use personalisation in different ways.

Personalisation



Find out more –
call Alison Eagle on 01535 665258 or
email alison@bradfordlink.org.uk

- ▶ Bradford Council wants to make it easier for people to be in control of their own health and social care. Bradford LINK is working with other organisations in the voluntary sector and listening to what people think about it. Members of the support team are talking to other organisations about personalisation, such as the Health Partnership Project, Bradford Alliance on Community Care and Bradford Resource Centre.

Members of our Autism and Asperger's Syndrome work group have also had their say on the plans. They took part in a consultation in September 2010. Their views and experiences have been listened to and considered by Bradford Council. ◀

Rural LINKs

- ▶ Bradford LINK wants to make sure people living in rural communities in the district have a voice on the health and social care services they use. Rural areas in the district include Ilkley, Oxenhope and Silsden.

The support team has been talking to people in these communities. We have also arranged

a series of events to find out about issues that people living in these areas are concerned about.

In February 2011, we held two meetings in Ilkley for people living and working in the Wharfe Valley. 20 people came. They talked about several issues including dentistry services in Ilkley, mental health services and concerns over Coronation Hospital. The people who came to these meetings said they want to continue to work with Bradford LINK to tackle some of the issues that they talked about. Bradford LINK is now planning to arrange some follow up meetings and will ask representatives from Bradford Council and NHS Bradford and Airedale to attend.

Bradford LINK also wants to arrange similar meetings in other rural communities. The support team is arranging a larger meeting for people from all rural communities to attend. It will be a chance to meet people who make decisions about and run health and social care services in the district. They can talk openly about important issues and find ways of working together to make things better. ◀

Training



- ▶ One of Bradford LINK's jobs is to develop people's knowledge and skills so they can connect and make a difference to the health and social care services they use in Bradford and Airedale. The support team arranged a series of free training courses to empower people and give them the confidence to act on the issues important to them.

Facilitation Skills

Bradford LINK provided two free courses to give people the skills and confidence to lead groups.

The first two-day course taught people some theories behind different ways to run and lead groups. 20 people attended this course.

The second two-day course taught people practical skills to lead groups and meetings. 17 people attended this course.

Outcomes training

As health and social care services become more focused on results and targets such as hospital waiting times, league tables

and the number of operations being carried out, Bradford LINK wanted to help people understand what this means and how it will affect services. The support team arranged a one-day training course which was delivered by Enigma Solutions.

It helped people understand:

- > What outcomes are.
- > The difference between outcomes, outputs and user satisfaction.
- > How the NHS measure outcomes for users.
- > How to identify and measure outcomes related to particular services.

15 people attended this course.

Championing Change

This one-day training course was designed to teach people effective ways of influencing decisions that are being made about health and social care services. The people who came to this course learnt:

- > How to lead successful campaigns.
- > Better understand structures of health and social care services and how to influence them.
- > Understand how to use evidence to influence change.

23 people attended this course.

Bradford LINK wants to continue offering training courses to develop people's skills, knowledge and confidence to influence decisions made about health and social care. This may mean arranging our own free courses or it may be sending volunteers and staff on courses organised by outside organisations. ◀

Enter and View training



- ▶ Bradford LINK's support team is developing a training programme for people who want to carry out Enter and View visits on behalf of the LINK.

Local Involvement Networks have the power to visit health and adult social care services to look at what they provide. The people carrying out these visits will listen to the views of those using the services, their carers and staff members working there. The representatives can then make suggestions on how things can be improved and highlight the things that work well in a report.

These visits should be carried out by members of the public. Anyone wanting to become authorised representatives who can carry out these visits must:

- > Provide suitable references.
- > Undergo a Criminal Record Bureau (CRB) check
- > Successfully complete a training course.

Entry to the course is by application only. The first training-day is expected to take place in July 2011. There will be Bradford LINK representatives authorised to carry out Enter and View visits from this date. ◀

Find out more! Call Marcella Celli
on 01535 665258 or email
marcella@bradfordlink.org.uk



How does Bradford LINK work?

Bradford LINK participants

- ▶ The people living, working or using health and social care services in the district run Bradford LINK. Bradford LINK participants are people who get involved with the work of the organisation. They might attend general meetings, be part of work groups or keep up-to-date by reading newsletters. They tell the support team about health and social care issues that matter to them and can work with the team to find ways of making a difference to the services they use.

Anyone living or working in the district can be a participant. Bradford LINK currently has 1,121 participants registered on its database.

The Support Team

Bradford LINK's support team are paid members of staff who help people make a difference to health and social care services in the district. They work with Bradford LINK participants as well as people who work for the NHS and Bradford Council.

Caroline Schwaller – KIVCA Chief Executive

Caroline is the Chief Executive of KIVCA, the organisation that hosts Bradford LINK. Caroline is working closely with the support team to make sure the day-to-day running of the LINK is smooth. She is also meeting with people who make decisions about health and social care services to talk about how they work with Bradford LINK.

Melvyn Newton – Project Manager

Melvyn's job was to manage the day-to-day running of Bradford LINK. Melvyn left this job in February 2011. A new project manager has now been appointed.

Marcella Celli – Networks Co-ordinator and Becky Mears – Networks Officer

Marcella and Becky are the eye and ears of Bradford LINK. They go to meetings to listen to health and social care issues people are concerned about. They find ways of connecting people with others who share those concerns and the people to run health and social care services.



Daniel Park – Research and Information Officer

Daniel's job is to find out information for people who contact us. He also does research on important issues that are brought to Bradford LINK like day services for people with mental health conditions. This involves going out and talking to people about their views and experiences, then writing up his findings in reports. These reports are given to the people who make decisions about health and social care services and are also available to the public. Part of Daniel's job is also to make sure people can understand complicated information about health and social care services.

Bethan Davies – Communications Officer

Bethan's job is to tell people about Bradford LINK and Bradford LINK's work. She's responsible for producing quarterly and fortnightly newsletters, radio shows on Bradford Community Broadcasting and keeping the website, Facebook and Twitter sites up-to-date. Everything is written in plain-English and we make sure as much information as possible

is produced in different formats like Easy-Read, audio and British Sign Language.

Other people have also been paid to help the support team work on some of the issues brought to Bradford LINK and co-ordinate some activities. ◀



The Governance and Monitoring Group



▶ Bradford LINK's governance and monitoring group met regularly in 2010-2011 to talk about the work of the support team. Its job was to make sure the team was doing the work people in Bradford wanted it to do, and that this work conforms to the governance policy of Bradford LINK. ◀

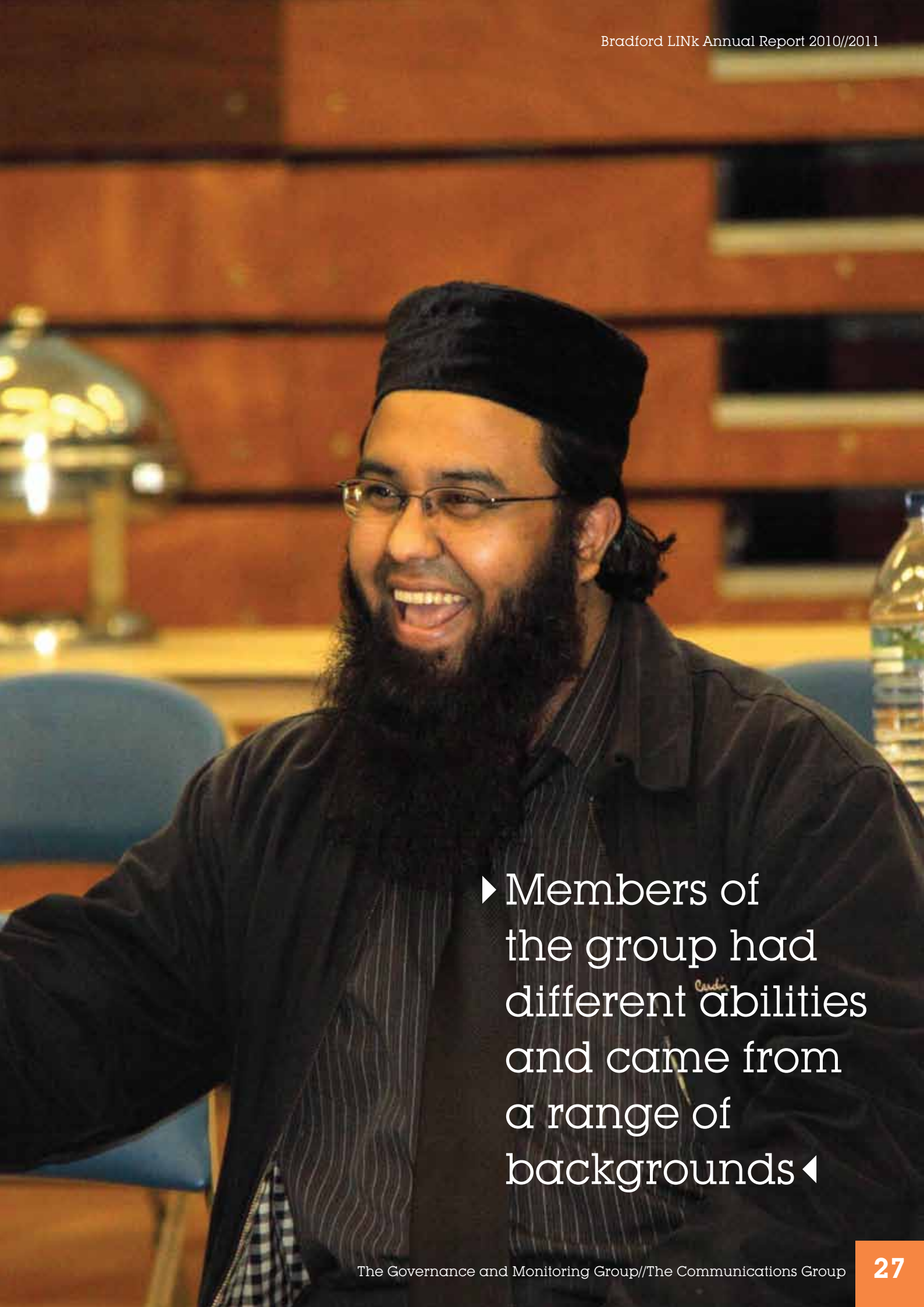
Emmerson Walgrove was chair of the Governance and Monitoring Group.

Pam James was vice-chair of the group.

The Communications Group

▶ The communications group met to talk about the best ways to telling people living and working in the district about Bradford LINK. It talked about whether the information that has been produced is accessible to a wide range of people. Members of the group had different abilities and came from a range of backgrounds. ◀





► Members of the group had different abilities and came from a range of backgrounds ◀

Volunteers

- ▶ Bradford LINK's support team wants to make sure people living and working in the district also get the chance to be involved in the day-to-day running of the organisation. In 2010-2011 we have offered a number of opportunities for volunteers to get involved and work closely with members of the support team.

Volunteering opportunities were advertised through V-Involved and Bradford Volunteer Centre. They include doing things like administration work, helping with communications, helping to organise and run events and supporting work groups. Members of the support team also spoke to groups of volunteers at Bradford Volunteer Centre about these opportunities.

There was a good response to these adverts and a programme to make sure volunteers get the support they need to help the LINK team has been developed. There are now five regular volunteers who help the support team with their tasks. Each person works closely with one member of the team and has received inductions and training. This volunteer programme compliments the hard work of many LINK participants who, as part of our work groups and in other ways, are helping to improve health and social care in the district. Bradford LINK will continue to work with volunteers and hopes to recruit more people to help support team tasks and attend work group meetings.

A review of this structure is currently taking place to give more power to the public as Bradford LINK plans for local HealthWatch. ◀

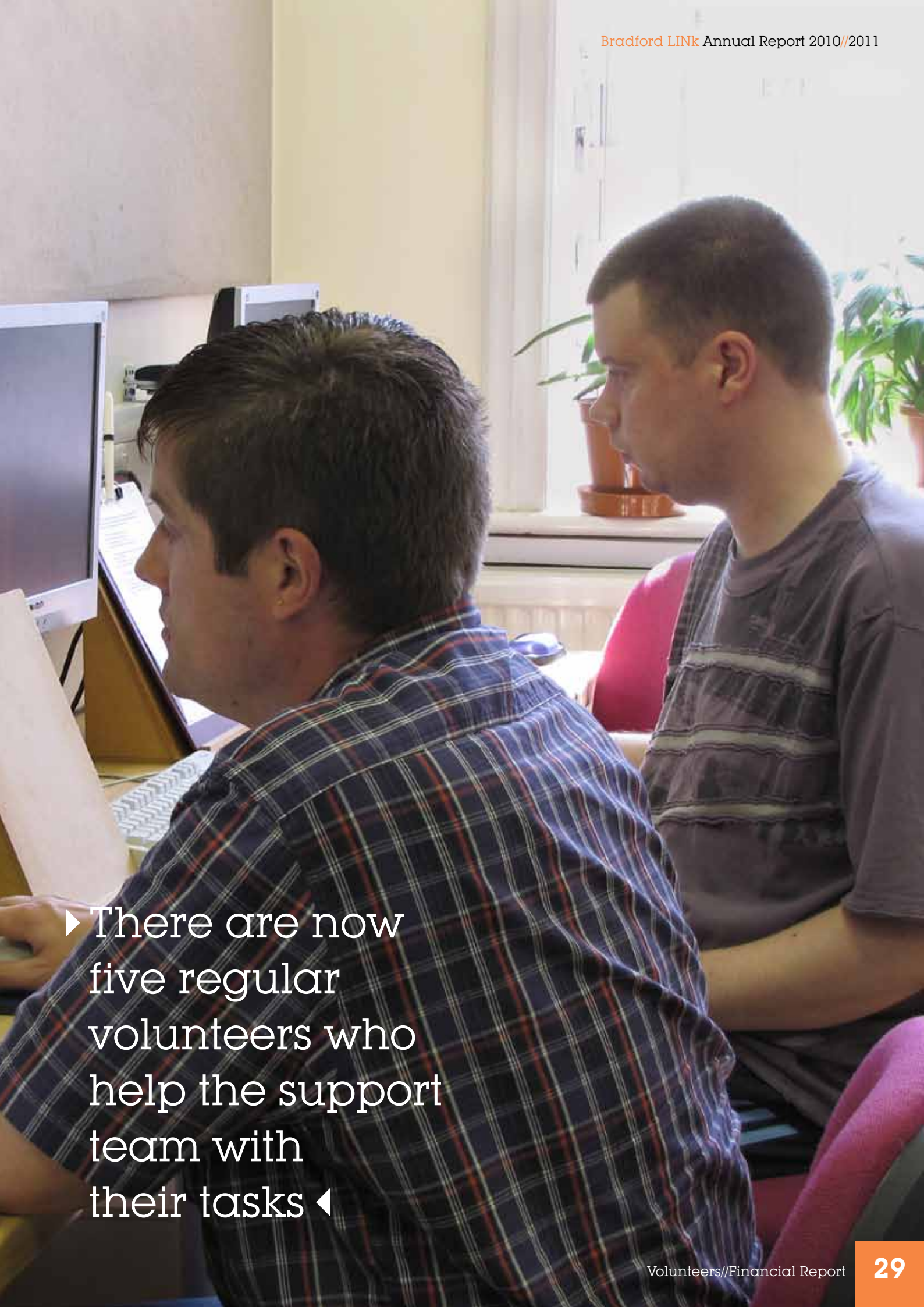
Financial report

- ▶ In 2010-2011 Bradford LINK spent £262,707. This money is given to KIVCA by Bradford Council. This is the third year of a three year contract between Bradford Council and KIVCA.

KIVCA spent this money on two things. It spent £199,812 on people who work for Bradford LINK, including things like salaries, pensions, travel expenses and support from other people at KIVCA. It spent £62,895 on the activities of Bradford LINK – these are things like hiring meetings rooms, paying volunteer expenses, running the website and telling people about the LINK through publicity. ◀

- ▶ [You can read more about the changes to the structure of Bradford LINK on page 36](#)





▶ There are now five regular volunteers who help the support team with their tasks ◀

Looking to the future



► The government wants to introduce big changes to the NHS. It will create new structures and organisations that will make important decisions about health and social care services. Bradford LINK has been looking at how it can make sure the people who use these services get a voice.

Telling people about the changes

Bradford LINK's support team is making sure people know about the changes and know how they can have their say. The government have written several papers which explain what changes they want to make and why. They also wrote consultation papers which ask people for their opinion on these ideas.

These papers can be very complicated and long, so Daniel Park, Bradford LINK's Information and Research Officer, has written summaries of many of the papers in plain-

English. These summaries are available to download from the website. People have also been kept up-to-date with the plans in Bradford LINK newsletters, radio shows and online.

The support team held an open event on 6th September 2010 to ask people what they thought of the White Paper. We wrote a report about what we were told and sent it to the government. Some of the opinions and ideas discussed were also included its response to the government's *Establishing HealthWatch* consultation paper.

Members of the support team also visited several groups in the district to talk about the *Greater Choice and Control* consultation paper. This paper told people about government ideas to give the public more choice on what health services they can use. For example choosing which GP they see or which hospital they visit.



A government consultation paper is a list of ideas for changes the government is thinking of making to a particular service (like the NHS). It asks people to comment on these ideas. These comments are then considered and might influence the plans.

Looking to the future **continued**

Patient Participant Groups (PPGs) are made up of people who use particular GP surgeries. These people are able to talk directly to GPs and managers running a surgery about issues that are important to patients.

Once the consultations ended, the government wrote up their ideas and put them before Parliament in a Health Bill. This can still be changed. Once it is agreed by Parliament it becomes law. The Health Bill will be considered in the autumn. Bradford LINK has also written summaries of the Health Bill which were sent out in our newsletters and talked about on the radio shows.

All these summaries are available to download from our website www.bradfordlink.org.uk/healthbill

Bradford LINK's support team has also been keeping people up-to-date with the changes through newsletters, radio shows and the website.

NHS Reform

The government wants to introduce some new structures to the NHS which means important decisions could be made by different people. For example, GP Consortia are groups of GPs who will buy and design services (commission) for people in specific areas.

Bradford LINK's support team is keeping up-to-date with these plans. Staff members are reading information, attending events and networking with other organisations in the district. They are thinking about ways to work with these new structures in the future.

Patient Participation Groups (PPGs)

Bradford LINK was asked to look at how PPGs are working in the district to help patients have a say on how their GP services are running. These groups will be very important when GP consortia become responsible for buying and designing services (commissioning). The support team has been making links with people involved with PPGs and asking them about things that can be done in the future to make sure these groups can influence decisions being made about the services available to them.

A member of the support team has met with the Head of Patient Experience at NHS Bradford and Airedale to talk about how they have supported these groups in the past. The team has also talked to members of some PPGs in the district about ways they could be supported by Bradford LINK. Some of these people said it would be useful to have a district wide meeting to talk about this with more groups.

The support team has been exploring different ways of bringing PPG groups together. We met with the Project Manager of the Health on the Streets (HOTS) team. It runs a shared patient group covering five GP practices and works to recruit people who would not normally put themselves forward for such roles.

As we wait to hear more about how the new NHS structures like GP Consortia will work, Becky Mears and Mike Quiggin are looking at ways of working closely with PPGs in the future.



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Looking to the future **continued**

A pathfinder organisation is one that starts planning and trying out the new structures to see how well they work before they are introduced across the country. It means the government can test the new organisations and see what changes need to happen to make them better.

HealthWatch

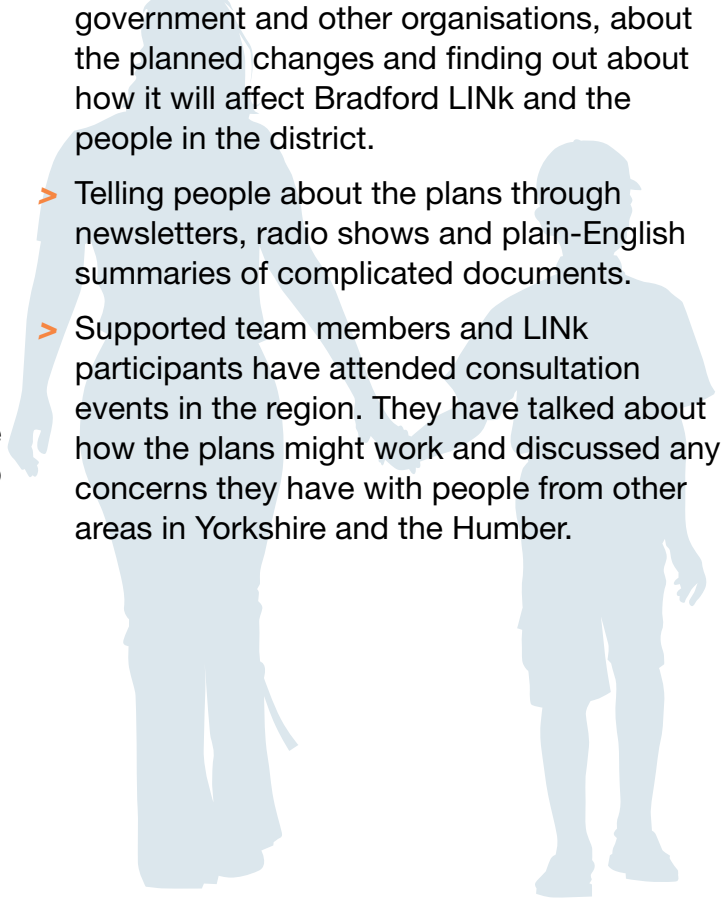
The government wants to build on the success of Local Involvement Networks like Bradford LINK in giving the public a say on health and social care. It plans to change Local Involvement Networks in to local HealthWatch. These organisations will have all the same powers as LINKs to help people influence the health and social care services they use.

They are likely to have some new responsibilities too. This includes helping people to make choices about which health and social care services they can use. It also includes helping people who want to make complaints about health and social care services – this is called complaints advocacy. This might mean providing an advocacy service or it might mean telling them where they can go to make a complaint.

There is also going to be a national consumer champion for health and social care services called HealthWatch England. This will support local Healthwatch and also coordinate information from them to give the public a national voice.

We are still waiting to know more about local HealthWatch but Bradford LINK is working hard to prepare for the changes. Some of the things the support team and our participants have been doing include:

- > Reading all the information received from the government and other organisations, about the planned changes and finding out about how it will affect Bradford LINK and the people in the district.
- > Telling people about the plans through newsletters, radio shows and plain-English summaries of complicated documents.
- > Supported team members and LINK participants have attended consultation events in the region. They have talked about how the plans might work and discussed any concerns they have with people from other areas in Yorkshire and the Humber.





The events we have attended include:

Establishing HealthWatch – Regional LINKs Conference (23rd September 2010)

Regional LINKs Meeting (21st February 2011)

- > Responding to consultations on behalf of Bradford LINK participants. Through plain-English summaries Bradford LINK's support team has asked people some of the important questions the government wants them to answer, collected their responses and written reports which have been given to the government. These consultations include:

Equity and Excellence: Liberating the NHS
Establishing HealthWatch
Greater Choice and Control

- > Talking to advocacy agencies in the district about some of the new responsibilities local HealthWatch is likely to have. Bradford LINK's networks officer Becky Mears, attended meetings to tell these organisations about these new

responsibilities. As a result representatives from these agencies said they want to create a steering group to look at how local HealthWatch will provide advocacy services.

- > Members of the support team have been to meetings with Bradford Council and NHS Bradford and Airedale to talk about ways we can work together to prepare for HealthWatch and make sure the public will get a strong voice as part of these changes to health and social care services.
- > The support team has also worked with Bradford Council and NHS Bradford and Airedale on a proposal to become a pathfinder for local HealthWatch. ◀

Find out more – call Becky on
 01535 665258 or email
becky@bradfordlink.org.uk

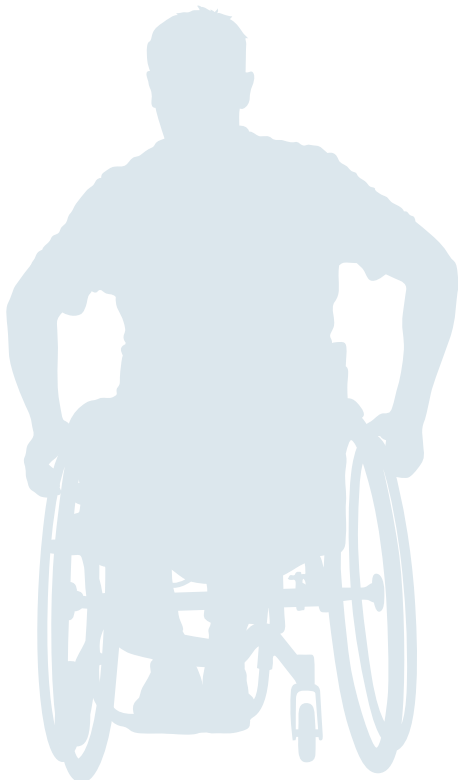
How Bradford LINK will work over the next 12 months



Bradford LINK is changing its structure to give the people we work with, a greater say on the work we do. We are creating a new advisory group. A nominated member of each of Bradford LINKs work groups will sit on the advisory group. At quarterly meetings they will hear about the progress of each of our projects, have the chance to share advice, information and good practice and make recommendations and suggestions for the work of Bradford LINK.

There will also be a number of co-opted members sitting on this group. These members do not need to represent a work group, but will be representing others in the community.

The support team is asking LINK participants and people representing other organisations we work with what they think of this idea at the moment. The team is also thinking of ways we can use this new structure as plans for local HealthWatch develop. ◀



Connect and make a difference



- ▶ Bradford LINK is always looking for people to get involved. The support team wants to help people in the district to connect and make a difference to the health and social care services they use. There are many ways you can get involved with Bradford LINK:
 - > You can join one of our work groups that already meet.
 - > You can tell us about the issues that affect you. We might be able to link you with people who share your concerns and help you form a new work group to make change happen. We can put you in touch with the people who make decisions about these services and the people who run them.
 - > You can get involved in the work of the Bradford LINK support team and become a Bradford LINK representative. ◀



Get in touch today!

www.bradfordlink.org.uk

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