

# West Berkshire Local Involvement Network Annual Report 2010/11

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The West Berkshire LINK has a statutory duty to

- promote and support the involvement of people in the commissioning, provision and scrutiny of local care services
- enable people to monitor and review the commissioning and provision of local care services
- obtain the views of people about their needs for, and their experiences of, local care services; and
- make such views known to commissioners and providers and regulators of local care services.

In addition we are tasked to produce reports and recommendations about how local care services could or ought to be improved.

## Chairs Report

Welcome to the third Annual Report of the West Berkshire LINK

This has been an eventful year for the LINK. At the end of September 2010, West Berkshire Council terminated the contract of our Host Organisation Help and Care. This move was welcomed by the Steering Group. We have been heartened by the enlightened and constructive attitude taken by West Berkshire Council towards the LINK throughout the year but particularly since September 2010. It was noted that Bracknell terminated their contract with HAC at the same time and that Wokingham and Windsor & Maidenhead acted similarly in March 2011.

We are now faced with the implications of the Health Bill which is proposing some of the most radical reforms to the NHS since its inception. We have been active at many levels in not only ascertaining what this bill will mean for our population but also in expressing our views to the Department of Health at both Regional and National meetings and in written submissions.

Locally, we also have two other major changes. The first of these is the merger through "clustering" of Berkshire West Primary Care Trust (PCT) and Berkshire East PCT and the second is the transfer of the management of our Community Health services to Berkshire Healthcare Foundation Trust., who have historically managed our local mental health services.

The uncertainty and discontinuity caused by these changes represents a major cause of concern for us and we will be doing our best to monitor the situation in 2011/12 on behalf of the community albeit with substantially reduced funding.

This will be our last full year of operation as a LINK as the Coalition Government has indicated that LINKs will be replaced by Local Healthwatch (LHW) at some point in 2012. LHW will have the same responsibilities as LINKs do presently but with the additional duty of providing an information and signposting service to the general public. LHW should, however, be an independent corporate body capable of holding its own bank account and of employing its own staff. We are already discussing the transition process with the local authority in order to minimise any discontinuity once the new arrangements are enacted which will probably not now occur until October 2012.

Activity this year has been inhibited by the turmoil associated with the change of host and we have had very limited support despite the costs incurred by the local authority. Certainly we have had no material support in undertaking project work though we have been supported administratively in terms of minuting meetings and in organising a major public event at Newbury Rugby Club in June 2010.

We have, however, completed a major report on Services for Neurological Conditions in the Berkshire West PCT area and have participated in the implementation of "Putting People First" and in many other activities in the local, regional and national health and social care fields.

Tony Lloyd (W Berks LINK Chair) June 2011

## About our community

West Berkshire lies at the centre of the Thames Valley and is made up of 4 main centres of population ; Newbury, Thatcham, Calcot (nr Reading), Hungerford and Lambourne and a number of smaller communities, each with its own distinctive characteristics.

The population of West Berkshire is estimated at 154,000 (PANSI / POPPI information for 2010). 23.7 % of the local population are under the age of 18, 61.3% are between 20 and 64 and 15% are over 65. The number of residents aged 75 or above is projected to nearly double over the next 20 years from 10,600 in 2010 to 20,700 by 2029. It has by far the most dispersed population in Berkshire.

West Berkshire is ranked as the 24<sup>th</sup> (out of 354) least deprived area in the country (JSNA 2009). However there are some pockets of both urban (in and around Newbury) and rural deprivation. Twelve per cent of the children attending schools in West Berkshire have English as a second language.

The all age, all cause mortality rates for West Berkshire in 2007 were 511 per 100,000 compared to 528 in the SE Region and 579 in England and Wales. Life expectancy in the most deprived fifth of areas in West Berkshire is three years less than in the least deprived areas for men and 4 years for women. However West Berkshire does face some important health issues such as the under diagnosis or incomplete recording of coronary heart disease amongst our Asian Community.

### Local Health Care Services

Four main NHS Trusts currently serve West Berkshire;

- Berkshire West Primary Care NHS Trust
- Royal Berkshire NHS Foundation Trust
- Berkshire Healthcare NHS Foundation Trust
- South Central NHS Ambulance Trust

However in certain areas of West Berkshire, people also access the Oxford Radcliffe Hospital, the Basingstoke and North Hampshire NHS Foundation Trust and the Swindon and Marlborough NHS Trust

West Berkshire has a community hospital in Thatcham that provides a range of services including minor injuries, palliative care and the Rainbow suite for people with long term neurological conditions. . There are 11 general practices in the West Berkshire Council Area.

### Local Social Care Services

West Berkshire Council has a statutory responsibility to carry out assessments of need for care and support on behalf of any resident over the age of 18 who may be vulnerable and their family or carers and a duty to arrange support to meet assessed needs.

Levels of central funding for local services are providing a challenge to health and social care providers. The council has elected to set the eligibility for statutory social care services to “critical” need only.

## West Berkshire LINK

The West Berkshire LINK is a network made up of individuals and organisations with an interest in local health and social care provision. As at September 2010 we had a database of about 600 participants. Regrettably, at the termination of their host contract in September 2010, Help and Care refused to hand over the database and we have had to rebuild the database from our own resources. As at March 2011 the list of participants totalled about 250 and at June 21<sup>st</sup> about 300.

The LINK is funded by the Department of Health through West Berkshire Council. It has a brief to

- promote and support the involvement of people in the commissioning, provision and scrutiny of local care services;
- enable people to monitor and review the commissioning and provision of local care services;
- obtain the views of people about their needs for, and their experiences of, local care services; and
- make such views known to commissioners and providers and regulators of local care services.

In addition we are tasked to produce reports and recommendations about how local care services could or ought to be improved.

## People involved in the LINK Steering Group during the year

### Steering Group Members

Tony Lloyd, Marika Sullivan – Jakubiszyn, Alice Gostomski, Bryan Slade, Ruwan Uduwera-Perera, David Johnston and Jo Allen

### Co-optees

John Holt (West Berkshire Neurological Alliance), John Prendergast (Bluebird Care) and Kamal Bahia (Newbury GP consortium)

## Host Support – Help and Care

The LINK would like to thank Heather Wyper for attending a number of our meetings prior to September 2010 and for preparing the minutes of those meetings. Her efficiency and cheerful good humour were much appreciated.

# What the West Berkshire LINK has achieved

The LINK has been involved at many levels and with many people on health and social care issues. It was however severely constrained in that, unlike most other LINKs in England, we did not have the services of a development worker at any time during the year under review. We, the Steering Group have had to do nearly everything ourselves.

Our work comes under the following headings:-

**Project work** – mainly surveys and reports but also speaking at public meetings

**Website Development** – creating an independent interactive website.

**Public meeting** – June 25<sup>th</sup> Newbury Rugby Club

## **NHS Berkshire West (PCT) Meetings**

PCT commissioning meetings – representing the public and patients of Berkshire West in relation to dental provision and GP services.

PCT commissioned services quality group - representing the public and patients of Berkshire West in reviewing the quality of commissioned services, mainly at NHS trusts. The group also reviews complaints, issues and enquiries raised through the PCT PALS function

PCT board meetings – generally attending these and the PCT AGM but also acting as the deputy LINK representative at a PCT Board meeting

PCT Health Network Meetings – attending these when available

## **Royal Berkshire Hospital Foundation Trust meetings**

Clinical Governance Meetings – as LINK representative

Dementia Steering Group Meetings – as LINK representative

Medical Panel Meetings – as Panel member (including related voluntary work)

Public and Patient Involvement Steering Group Meetings – as LINK Chair

## **Regional work**

Attending Regional meetings of LINK chairs (SELLNet)

Vascular Surgery Review (S Central SHA)

Stroke Services Review (S Central SHA)

## **National work**

Attending Dept of Health meetings re the Health Bill

Attending CQC meetings re the Health Bill

Attending the National Association of LINK members (NALM) AGM

### **Other meetings**

W Berks Patients Panel

W Berks Council Healthier Select Committee

Berks West 3 LINK meetings – to coordinate activities between the three LINKs

W Berks Council Public Involvement Board

W Berks Independent Living Network – to discuss LHW transition issues.

## **Project Work**

### **Citizens Panel Survey**

Although the bulk of the work on this project had been done in 2009/10, it was not printed or despatched until 2010/11. Hard Copies, incorporating comments from the PCT, the RBH and W Berks Council were sent to all participants without e-mail. Otherwise people received e-mailed copies.

The report was referred by the PCT to the Commissioned Services Clinical Quality Group. It was stated by the deputy Chief Executive that this was “good soft intelligence” but as far as we are aware no specific action was taken as a result by the providers or commissioners though we are aware of significant improvements in maternity services that have been made over the past two years. This had been the area where we had had most adverse comments. One specific issue raised by a local GP about psychiatric care after childbirth was however dealt with after the PCT confirmed that they had no record of the original complaint.

### **Service Provision for ten Neurological Conditions in Wokingham, Reading and West Berkshire**

*West Berkshire Neurological Alliance*

This is a joint project between the West Berkshire LINK and the West Berkshire Neurological Alliance (together with financial support from the Wokingham LINK) and has required an enormous amount of work from both parties. The project commenced in Feb 2010. 1332 questionnaires were sent out to patients with a range of neurological conditions and to their carers and 254 were returned from patients and 153 from carers.

The interim report was produced in Feb 2011 and circulated to the PCT, the RBH, Berkshire Healthcare Trust, the 4 GP consortia and all three local authorities.

We have still not had complete responses from two of the major players 12 weeks after they received the report.

In essence we asked patients and, separately, their carers about whether key service providers understood their conditions and needs and whether they were effective in managing their conditions.

Once we have the full set of comments back from providers and commissioners we will produce a final report that will be circulated to stakeholders throughout England. The methodology and logic of the report has been scrutinised by Professor Gillian Parker of the Social Policy Research Unit at York University and we hope that she will also write a brief foreword to the final report once we have incorporated her suggestions for improvement.

### **Putting People First**

Marika Sullivan – Jakubiszyn, a Steering Group Member, has been working closely with West Berkshire Council and Sovereign Housing to develop the “Putting People First” agenda. Marika has spoken at Public Meetings and chairs a group organised by Sovereign. She has received many plaudits for her work

## **Website Development**

David Johnston, another Steering Group member has developed an excellent interactive website [www.westberkshirelinks.com](http://www.westberkshirelinks.com). This website, based as it is on a database system, has huge potential for communicating with patients and the public. The challenge as ever is to populate it and bring it to the attention of the local population.

## **Public meeting – June 25th Newbury Rugby Club**

At the instigation of W Berks Council a major public meeting was arranged at the Newbury Rugby Club on June 25<sup>th</sup>. This was organised by Help and Care who brought in staff from Hampshire to manage the event. Presentations were given by the W Berks Corporate Director for Community Services, by Bluebird Housing and Marika Sullivan – Jakubiszyn and by the Berks West Improved Access to Psychological Therapies (IAPT) team. There were workshops in the afternoon.

## **NHS Berkshire West (PCT) Meetings**

- **Dental Commissioning.** This group monitors the performance of the NHS dentistry contracts in the area and supervises the expansion of NHS dentistry capacity. Tony Lloyd attends
- **GP Commissioning.** This group monitors the performance of the local GP contracts in the area. Tony Lloyd attends from time to time as substitute for the Wokingham LINK member
- **Commissioned Services Clinical Quality.** This group monitors all aspects of the quality of clinical services commissioned by the PCT Tony Lloyd attends.
- **PCT board meetings.** Tony Lloyd attends these from time to time and has also attended the AGM. He acts as deputy for the permanent representative,

a Reading LINK member.

- **PCT Health Network Meetings.** Various members of the Steering Group have attended these meetings and participated in the discussions.

## Royal Berkshire Hospital Foundation Trust meetings

- **Clinical Governance.** The RBH agreed to permit a LINK member to attend the main Clinical Governance meeting at the RBH. This gives a much broader oversight of clinical quality monitoring and reporting than would otherwise be the case. Tony Lloyd alternates with David Shepherd of the Reading LINK on this committee. We would like to commend the RBH for this concession which goes some way towards achieving full transparency at the RBH.
- **Medical Panel.** This is an RBHFT led panel involving patients and the public in developments in the medical division of the RBHFT Tony Lloyd is a member
- **Dementia Steering Group.** This is a multidisciplinary panel chaired by Dr Chatterjee covering all aspects of the care of patients at the RBH who also have dementia or delirium. It is to the RBH's credit that they encourage public and carer involvement in this influential panel Tony Lloyd is a member
- **Cross Panel Dementia Group.** This is the first RBH panel that spans more than one division. Members pursue issues associated with the main dementia support matters including nurse and care worker training, literature for relatives and carers, "Memories" books etc. Tony Lloyd is a member
- **Patient and Public Involvement Steering Group.** This panel brings together all strands of patient and public involvement in the activities of the RBH into one meeting. Tony Lloyd represents West Berkshire.

## Regional work

### SELLNet

Tony Lloyd has attended a series of meetings called by the Department of Health SE Regional team to engage with LINKs in the Region. At the instigation of Cliff Bush of the Surrey LINK these meetings have resulted in the formation of SELLNet (South East LINKs Network). With the transfer of Milton Keynes to the Northampton cluster, the chair of the network resigned and Tony Lloyd was elected Chair by the group.

### Vascular Surgery Review

At the invitation of the SHA, Tony Lloyd and other LINK chairs/ members from South Central attended a high level Vascular Surgery Review to determine the location of the core Vascular Surgery unit in the Thames Valley. There were three candidates and formal presentations were given by each. The outcome was something of an anticlimax as the decision appeared to have been taken by clinicians and little account was given to the opinions of lay representatives



**Stroke Services Review** (S Central SHA) A similar exercise was conducted in retrospect, after legal advice, on the decision made already about the location of emergency stroke services in South Central. The meeting confirmed the original decision. Again Tony Lloyd attended together with other LINK chairs.

## National work

### **Dept of Health**

Tony Lloyd attended a National Stakeholders meeting at Richmond House ( Dept of Health) on Feb 8<sup>th</sup> 2011 to discuss the Health Bill. This was addressed by Joan Saddler and Earl Howe. TL had the opportunity of referring two key points to Earl Howe as part of the consultation.

### **CQC**

Tony Lloyd also attended a national meeting on Dec 15<sup>th</sup> 2010 organised by the Care Quality Commission (CQC) about the Health Bill, Healthwatch England and Local Healthwatch

### **NALM**

Tony Lloyd also attended the National Association of LINK Members (NALM) AGM on July 6<sup>th</sup> 2010 in London

## Other meetings

### **Patients Panel**

A number of Steering Group members have attended meetings of the West Berkshire Patients Panel at the Community Hospital in Thatcham. The Panel brings together representatives from all of the Patient Participation Groups at the 11 surgeries in West Berkshire and is supported by the PCT.

### **Healthier Select Committee**

Tony Lloyd has attended a few meetings of the West Berkshire Council Healthier Select Committee in Newbury. [ This would be referred to as the Health Overview and Scrutiny Committee in other Councils ]. On learning that this committee was to be disbanded from March 31<sup>st</sup> 2011, TL made representations to the Council and put a case for its retention. This may have contributed in some small part to the decision to continue with a Health Scrutiny Panel for 2011/12

## Quality Accounts – RBH and BHCFT

NHS Trusts have a responsibility to produce a Quality Report and request comments. The LINK commented on the Royal Berkshire Hospital Foundation Trust Quality Report for 2009/10 and has done so again at length for 2010/11. A similar request has been made by Berkshire Healthcare NHS Foundation Trust for 2010/11 and we have also responded to this.

## Steering Group meetings

Some effort has been made during the year to bring guest speakers to Steering Group meetings and to open the meetings to the public.

The meeting with Ed Donald, the CEO of the RBH, was very popular and packed the meeting room at the Community Hospital.

The meeting with Maureen Burton from the CQC also attracted new attendees.

The meeting with the Newbury GP consortium representatives gave us an early introduction to the thinking of the consortium that has been maintained due to the attendance at some subsequent Steering Group meetings of Kamal Bahia.

The following guest speakers attended :-

May 11 <sup>th</sup> 2010	Ed Donald – recently appointed CEO of the Royal Berkshire Hospital.
July 8 <sup>th</sup> 2010	Maureen Burton - CQC area manager
Aug 12 <sup>th</sup> 2010	Kamal Bahia and Angus Tallini – Newbury GP consortium
Sept 9 <sup>th</sup> 2010	Garry Nixon – Berkshire Healthcare
Jan 13 <sup>th</sup> 2011	Janet Fitzgerald – Care for the Future
Feb 17 <sup>th</sup> 2011	Jan Evans – Head of Adult Social Care West Berks Council re changes in adult care provision in W Berkshire
March 17 <sup>th</sup> 2011	Andy Ferrari – Update on progress on the Summary Care Record Implementation in Berkshire West.

## Membership

**Participants:** are groups or individuals who register their interest in the LINK

As stated earlier, we had a mailing list of participants containing about 600 names as at Sept 30<sup>th</sup> 2010.<sup>1</sup>

When HAC lost the contract, they refused to hand over the names of these participants on the very dubious grounds of Data Protection. We are advised that they contacted everybody on the database to permit their names to be transferred to West Berkshire Council but only succeeded in getting about 50 permissions returned.

Fortunately this had been anticipated by the Steering Group and we had already captured the names of some 250 individuals from the two main surveys that we had done. We believe that this constituted the bulk of the names of individuals who had signed up to the LINK database. We have all of their signed authorisations.

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<sup>1</sup> As at 18 May 2010, HAC confirmed 255 individuals and 338 organisations on their database

## Summary of Activity

<b>Requests for Information in 2010-11</b>	
How many requests for information were made by your LINK?	21
Of these, how many of the requests for information were answered within 20 working days?	19
How many related to social care?	2
<b>Enter and View in 2010-11</b>	
How many enter and view visits did your LINK make?	0
How many enter and view visits related to health care?	0
How many enter and view visits related to social care?	0
How many enter and view visits were announced?	0
How many enter and view visits were unannounced?	0
<b>Reports and Recommendations in 2010-11</b>	
How many reports and/or recommendations were made by your LINK to commissioners of health and adult social care services?	26
How many of these reports and/or recommendations have been acknowledged in the required timescale?	7
Of the reports and/or recommendations acknowledged, how many have led, or are leading to, service review?	0 <sup>2</sup>
Of the reports and/or recommendations that led to service review, how many have led to service change?	0
How many reports/recommendations related to health services?	22
How many reports/recommendations related to social care?	4
<b>Referrals to OSCs in 2010-11</b>	
How many referrals were made by your LINK to an Overview & Scrutiny Committee (OSC)?	0
How many of these referrals did the OSC acknowledge?	0
How many of these referrals led to service change?	0

<sup>2</sup> In fairness, the bulk of these recommendations were made in mid Feb 2011 which did not leave much time for a response, let alone service review or change.

## Our Finances

### LINK funding allocation 2010/11

	Host	LINK	Total
	£	£	£
<b>Expenditure</b>			
2010/11 6m expenditure <sup>3</sup>	35,813	3,800	39,613
2010/11 settlement contract cancellation	26,268	0	26,268
Total expenditure via host	<b>62,081</b>	<b>3,800</b>	<b>65,881</b>
add			
Expenses paid via W Berks Council		1,340	1,340
Total expenditure	<b>62,081</b>	<b>5,140</b>	<b>67,221</b>
<b>Analysis of Expenditure</b>			
<b>Host</b>			
<b>LINK</b>		<b>in year</b>	<b>Total</b>
Projects		1,406	1,406
Advertising, Printing, Postage and Stationery		1,122	1,122
Expenses, training and venues		1,504	1,504
Newbury Event			
Annual Report 2010/11		1,108	1,108
Total (see above)		<b>5,140</b>	<b>5,140</b>
<b>West Berkshire Council - grant allocation</b>			
	£	£	
Funds provided by Central Government 2010/11		95,000	
Accruals as at March 31 2010		0	
<b>Total funds available to HAC and the LINK</b>		<b>95,000</b>	
HAC expenditure 2010/11	62,081		
LINK expenditure 2010/11	5,140	67,221	
Admin Fee - W Berks 2010/11		5,000	
<b>Total expenditure</b>		<b>72,221</b>	
<b>Surplus retained by West Berkshire Council at 31/03/2011</b>		<b>22,779</b>	

<sup>3</sup> The LINK expenditure is based on the Feb 2011 accounts (p5). HAC did not provide accounts to the LINK for p6.

<b>Cumulative Position</b>				
	2008/09	2009/10	2010/11	Total
Funding from Dept of Health	95,000	95,000	95,000	285,000
allocated as follows				
West Berks Council Admin charge	5,000	5,000	5,000	15,000
Envolve (host organisation)	25,000			25,000
HAC (host organisation)	40,312	77369	62,081	179,762
LINK	1,993	9217	5,140	16,350
	72305	91,586	72,221	236,112
Surrendered to West Berkshire Council	<b>22,695</b>	<b>3,414</b>	<b>22,779</b>	<b>48,888</b>