



Hillingdon Local Involvement Network

PROVIDING INDEPENDENT SCRUTINY OF LOCAL HEALTH AND SOCIAL CARE

VISION STATEMENT AND WORK PLAN 01/01/2010- 31/03/2011

The strategic vision of the LINK over the next 15 months is to develop patient and public involvement in Hillingdon in light of the major changes taking place in the local health and social care economy. The new regulatory environment, NHS constitution, quality accounts, social care personalisation agenda, polysystems and cross borough/ North West London sector commissioning of services all require a refocused level of public involvement.

Our mandate under section 221 of the Public Involvement Act creates the environment and provides the tools for us to deliver this goal ensuring all sections of the community have the chance to voice their views.

To achieve this goal we have developed the following work plan, which will be delivered with the aid of our new professional support company Groundwork Thames Valley and working in partnership with local statutory bodies.

Section1

Objective	Outcomes	Target Date	On Target
SECTION 1			
Develop Support Infrastructure:	Fill vacant staff posts	March	Green
	Recruit interim admin temp	February 01	Completed
	IT systems functioning	February	Completed
	Temporary web page	Early February	Green
	Commission full website and have functioning	End February	Completed
	Survey software functioning	Mid February	Red
	Secure shop premises in Pavilions	March	Red
	Existing staff to understand and be fully utilising Groundwork project management systems	Mid February	Completed
SECTION 2			
Governance and Protocols:	Hold midterm election for the board	February	Completed
	Elect Chair & Vice Chair	March	Completed
	Volunteer management policies	January	Completed

	<p>Develop revised work plan to 31/03/10 Operating agreement with Groundwork Complete protocols or revised protocols with:</p> <ul style="list-style-type: none"> • LBH • THH • CNWL • LAS • NWLCP • NWL Alliance • PCT • CQC <p>Develop a partnership and protocol with the HAV's health and social care forum and work with them to reconfigure the forum. Review of policies Role description for Board Members and Committee Members</p>	<p>February February</p> <p>March March March March March May February April April</p> <p>August January</p>	<p>Completed Green</p> <p>Red Green Completed Amber Completed Red Completed Completed Green</p> <p>Completed</p>
SECTION 3			
Training:	<p>Enter and view training Level 1 Enter and view training Level 2 Programme to enable individuals and groups to voice their views both collectively and individually to better effect by a greater understanding of the regulatory, complaints and local engagement environment</p>	<p>July July May</p>	<p>Green Green Red</p>
SECTION 4			
Sector Based Work:	<p>Develop North West London LINK Chairs forum into cohesive and influential body Influence the London LINK Chairs Network to be a more cohesive force and ensure it</p>	<p>May</p> <p>May (not current)</p>	<p>Completed</p> <p>Red</p>

	promotes LINK and influences NHS London, London Councils, GoL and the London Assembly Seek to influence future development of LINK's adequate future funding	viable organisation) Ongoing	
SECTION 5 – Current Local Community Projects			
HESA Clinic and Hayes Town Medical Centre: (2009 programme already completed)	Improve language line access and signage Improve Somali access Launch and support Patient Group Support bid for extra consultancy space Support local community and GP practice to ensure PCT successfully secures extension to the site in preference to Paddy Power book makers	Completed January March March March	Completed Completed Completed Completed
Daniel Ward, Mount Vernon:	Ensure patients and relatives views are heard at all levels of the PCT and a fair and equitable process of review is undertaken Ensure patients and families can access advocacy and support services Ensure patients are moved to appropriate and high quality alternative care or remain in their current environment Make appropriate representation if evidence indicates this is not the case	March February April	Completed Completed Green
Yiewsley Health Centre:	Support the local community and GP's to ensure a new Local Health Centre is commissioned	April/May	Amber
Porters Way/The Green:	Support the local community to ensure GP services are retained on The Green if a new GP building/health centre is developed at	March/April	Completed

Local Community Concerns about increasing KHAT usage in the South of the Borough and the implications for Health and Social Care Services:	<p>Porters Way</p> <p>Hold meeting of community groups to explore the issues and collate views and evidence</p> <p>Examine existing service provision and identify areas of weakness or gaps in services</p> <p>Develop evidenced proposal for recommended improvements in service provision</p>	February	Completed
		March	Completed
		June/July	Green
SECTION 6 – Committee Representation			
Develop existing committee representation and identify further opportunities:	<p>Ensure committee/board representative are productive and are able to evidence examples of influencing and promote the LINK agenda</p> <p>Identify appropriate further representation opportunities</p>	May	Green
		May	Green
SECTION 7 – Long Term Ongoing Projects			
Poly System Development:	<p>Ensure patient and public involvement in patient pathway redevelopment</p> <p>Ensure infrastructure meets local needs of patient, GP and public input into RMC and UCC reconfiguration</p>	July	Green
Hospital Discharge:	<p>Involvement in hospital outpatients project including the booking centre</p> <p>Involvement in elderly discharge and reduced re-admission multi-agency project</p> <p>Social Services assessment procedures</p> <p>Patient strategy and working group representatives to assist in development of improved and greater patient experience data</p>		Green
GP's and PBC:	<p>Develop a good working relationship with GP's and their local bodies with appropriate representation</p>		Green

<p>Sector Commissioning:</p>	<p>Promote, support and empower Patient Groups Promote better relationships between GP's and other health and social care agencies and representatives to enable improved services particularly in the area of health prevention Ensure appropriate public accountability and involvement with the NWLCP, SLC Group and NWL Alliance and compliance with the NHS Constitution and other public involvement legislation As an outlying borough, ensure local views are heard at sector level and promote local service provision where appropriate Promote local views at London wide level to ensure local opinion is heard and considered when health and social care strategies are developed</p>		<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p>
<p>Personalisation (SDS):</p>	<p>Ensure consultation with the public at development stage Ensure appropriate monitoring and safeguarding measures are put in place Work to ensure appropriate public involvement in the commissioning of services within the preferred provider framework Ensure the appropriate advice information and advocacy services are put in place Consult with initial clients from August 2010 to establish lessons that need to be learnt and make recommendations</p>	<p>Completed</p> <p>Green</p> <p>Completed</p> <p>Green</p> <p>August</p>	<p>Completed</p> <p>Green</p> <p>Completed</p> <p>Green</p>

SECTION 8 – Consultations and Engagement

<p>Undertake National Consultations where appropriate delivering a Borough-wide response: Deliver Engagement Strategy:</p>	<p>6 Consultations</p>	<p>March 2011</p>	<p>Green</p>
<p>Increase the active Volunteer Pool:</p>	<p>Appoint CE Office CE Officer to produce:</p> <ul style="list-style-type: none"> • Detailed plan with LINK manager support based on existing high level strategy including targets on membership and public participation <p>CE Officer to deliver plan Appoint membership officer LINK Manager to create action plan Recruit and provide appropriate training and support for 80 active volunteers</p>	<p>Red</p> <p>March 2011 March May</p> <p>Red Red Completed</p> <p>March 2011</p>	<p>Red</p> <p>Red</p> <p>Completed</p>
<p>Local Projects in Progress:</p>	<p>Development of LGBT forum to provide a voice for the community and representation within LINK – needs assessment Evidence highlights lack of provision. A proposal from LGBT was presented to the Board and signed off to commence in June.</p>	<p>June</p>	<p>Green</p>
	<p>BME Elders health workshop in partnership with Age Concern EMAP. To identify health issues with a particular emphasis on prevention of depression/mental health problems due to isolation. LINK to support event with resources and provide training for facilitators/focus group leaders. Ensure collated views and evidence</p>	<p>June</p>	<p>Green</p>

<p>Quality Accounts:</p>	<p>are made known to commissioners and other interested parties. Event now taking place. Report being produced.</p> <p>New Work Plan item proposed is 'Integration of CNWL and HCH:</p> <ul style="list-style-type: none"> • Action: 1st meeting on 20th May • Public meeting – involvement on integration plan via joint integration committee – group to be formed. <p>Establish Working Group with following objectives:</p> <ul style="list-style-type: none"> • Respond to: <ul style="list-style-type: none"> • Acute Trusts Quality Accounts 2009/10 • Hillingdon Hospital • Central NWL • Royal Brompton • Discuss Hillingdon Community Health priorities 2010/11 • CNWL • Hillingdon Hospital • Royal Brompton • CQC submission • Social Care 	<p>December</p>	<p>Green</p>
<p>Annual Report:</p>	<p>H.LINK Annual Report in production.</p>	<p>June</p>	<p>Green</p>

Note:

Detailed outputs will be included in individual project reports and the annual report. This will detail data such as information requests, visits, reports etc.

Long term projects will develop additional work streams as they develop.

Issues may arise at short notice such as The green medical practice requiring immediate action, similarly this could apply to visiting, consequently an element of capacity needs to be held in reserve, it can be utilised on the major projects elsewhere if not needed.

There are some ongoing strategic workstreams which the LINK is progressing. These include:

- Working with the Collaborative Learning and Health Research Council (CLAHRC) to give a patient perspective on medical research proposals; and to progress and develop a working approach to patient and public involvement in research prioritisation and commissioning (for example, influenced choice of research programmes so that selected proposals were aligned to the Health and Wellbeing Strategy of the NSP)
- Monitoring the proposed merger of Hillingdon Hospital with Hillingdon Community Health