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LINK activities – find out more, get involved

To register your interest or to find out more about any of the activities listed here contact the Kent LINK office.

1. Get more involved in your LINK

Action: Volunteers needed

Do you want to get more involved? Would you like to be a LINK Governor, a member of its Priorities Panel, an Authorised Visitor or Mystery Shopper or represent the LINK on external bodies?

The LINK is recruiting more people to get more involved in its work. Are you interested in any of the above roles? If so and you want to know more contact the LINK. We can also arrange for you to speak with a volunteer who already carries out the role you are interested in.

A selection event is being held on Thursday, 21 July 2011 so you need to act now!

Training will be provided and expenses whilst on LINK business in these roles is paid.

LINK Contact:

Name: Janine Judd

Telephone: 01303 297050

Email: janine@kmn-ltd.co.uk

2. Kent LINK Annual Meeting held on 19 May 2011

Action: More volunteers needed

The LINK held its third Annual Meeting on 19 May 2011 at the County Cricket Ground in Canterbury.

Around 100 people attended and heard about the LINK's last year – its work carried out on your behalf, how it has spent its money (public funds) and what it plans to do on your behalf in the coming year. To find out more keep a look out on the LINK website where we will load the draft minutes and provide updates as often as we can. If you do not have access to the internet then we will keep you informed through this monthly Bulletin and the LINK's quarterly newsletter - Kent LINK News.

At the Annual Meeting LINK Governors committed to providing more detail on the money spent on the LINK's projects. This will appear in the next Bulletin, as well as the LINK website in due course. In the meantime, if you want to get more involved just contact us and we will let you know what opportunities there are, the type of work and the projects that need more volunteers.

LINK Contact:

Name: Heather Wells

Telephone: 01303 297050

Email: heather@kmn-ltd.co.uk

3. Changes in the NHS – what will it mean for YOU and your doctor?

Date for your diary

The LINK is pleased to be hosting a Community Engagement Event in Dover on Wednesday, 22 June 2011 at The Ark, Noah's Ark Road, Dover, CT17 0DD.

Speakers at the Event will include:

- Ann Sutton, Chief Executive, Kent and Medway PCT Cluster
- Local GP – to be advised
- Margaret Walker, LINK participant and participant of Whitstable Medical Practice Patient Participation Group (PPG).

The event will start at 5.45pm (arrival and light buffet from 5.00pm) and end by 8.30pm. Please contact Anna to book your place in advance and advise any dietary or special requirements at time of booking.

LINK Contact:

Name: Anna Artlett

Telephone: 01303 297050

Email: anna@kmn-ltd.co.uk

4. Lead the Way with Ambassadors

Action: Volunteers needed

Volunteers are needed to be part of a project group to help oversee this exciting project working with diverse communities.

**Are you interested in volunteering, recruitment or training?
Do you want everyone to have a voice – even if they have
not been heard in the past?
If so, this is the project for YOU!**

The project group will help determine its aims and objectives and how it will work. It will then oversee how it is running and report to the wider LINK on its progress.

The project aims to recruit and train volunteers from diverse communities to help develop links between those communities and the LINK, to ensure that all communities have a say about their health and social care services.

If you would like more information or to get involved contact the LINK.

LINK Contact:

Name: Louise Murrell

Telephone: 01303 297050 / 07976 596913

Email: louise@kentlink.org

5. Hospital Feedback Questionnaires

Update

Thank you to those of you who took the time to complete the hospital feedback questionnaires.

We had a great response and have used the information provided by you to contribute to the Kent LINK's commentaries on Quality Accounts. NHS Trusts in Kent and Medway have to produce a Quality Account annually, which is a document aimed at the public discussing quality of services and priorities for the coming year. The Kent LINK is given an opportunity to comment on these documents, and its commentary is published with the final document.

The Quality Accounts and commentaries will be published on the Kent LINK website next month.

LINK Contact:

Name: Heather Wells

Telephone: 01303 297050

Email: heather@kmn-ltd.co.uk

6. Kent LINK – Learning Disability Awareness Day

Date for your diary

The Kent LINK is hosting an awareness day on Friday, 1 July 2011 from 10.00am to 1.00pm at Margate Gateway Plus, Cecil Square, Margate, CT9 1RE. The theme will be around support and information available from local organisations for people with learning disabilities, their families and carers.

LINK Contact:

Name: Sally Denley

Telephone: 01303 297050 / 07875 286999

Email: sally@kmn-ltd.co.uk

7. Kent LINK Governors' Group – meeting dates

Dates for your diary

Governors' Group meetings are open to the public to observe the process. The next meetings are scheduled for:

- Wednesday, 15 June 2011 from 10.00am to 1.00pm
Maidstone Community Support Centre, 39 - 48 Marsham Street, Maidstone, ME14 1HH
- Wednesday, 20 July 2011 from 10.00am to 1.00pm
Osborne Room, Lenham Community Centre, Groom Way, Lenham, ME17 2QT.

All previous Governors' Group meeting papers are available to view on the Kent LINK website: www.thekentlink.co.uk/kent-link-governors-group.html

The agenda for future meetings will be available on the website one week prior to the meeting date.

Please note that expenses cannot be claimed for attendance at these meetings in accordance with Kent LINK Governance.

LINK Contact:

Name: Steph Moir

Telephone: 01303 297050 / 07875 260724

Email: steph@kmn-ltd.co.uk

8. Priorities Panel – issues update

Issues and dates for your diary

A meeting was held on 25 May 2011 to discuss new issues raised to the Priorities Panel. The following issues were raised:

1. GP surgeries using premium rate 0844 telephone numbers
2. Closure of three wards at Kent and Medway NHS and Social Care Partnership Trust sites in East Kent and reduction of in-patient beds.

If you have experience of these issues which you would like to share, or if you would like to make a comment as to what action should be taken by the LINK, please contact Steph Moir.

Priorities Panel meetings are open to the public to observe the process (please note expenses cannot be claimed by the general public in accordance with Kent LINK Governance). The next meetings are scheduled for:

- Wednesday, 6 July 2011 from 1.00pm to 3.30pm
Cobtree Room, Salvation Army Centre, 74 – 80 Union Street, Maidstone, ME14 1ED
- Wednesday, 3 August 2011 from 1.00pm to 3.30pm
Upstairs Lounge, Salvation Army Centre, 74 – 80 Union Street, Maidstone, ME14 1ED.

All previous Priorities Panel meeting papers are available to view on the Kent LINK website: www.thekentlink.co.uk/kent-link-priorities-panel.html

The agenda for future meetings will be available on the Kent LINK website one week prior to the meeting date.

LINK Contact:

Name: Steph Moir

Telephone: 01303 297050 / 07875 260724

Email: steph@kmn-ltd.co.uk

9. LINK External Representatives – News in Brief

Report updates

The Kent LINK External Representatives have represented the LINK in April and May 2011 at the following meetings:

- Royal College of Nurses Fringe Conference – Roger Kendall
- Kent Brokerage Network – Cate Jackson and Jane Cooper
- Gateway Partnership Forum 2011 – Ray Harris
- Kent and Medway NHS and Social Care Partnership Trust – Jim Hancock.

If you wish to read the full reports of these meetings, please visit the Kent LINK website:
www.thekentlink.co.uk/external-representatives.html

We would very much like to hear from you if you have any experience in these areas, good or bad, and would especially like to hear from people who wish to get involved.

If you would like hard copy documents of any reports, please contact us:

LINK Contact:

Name: Steph Moir

Telephone: 01303 297050 / 07875 260742

Email: steph@kmn-ltd.co.uk

Website: www.thekentlink.co.uk

10. Health and Social Care Integration

Get involved – have your say!

James Lampert, Efficiency Team Manager, Families and Social Care, Kent County Council presented on 'Bold Steps to Integrated Working – Health and Social Care Together' at the Kent LINK Annual Meeting on 19 May 2011. The subject stimulated a lot of debate and it is not too late to comment – see below. The presentation is now available to view using the following link:

www.thekentlink.co.uk/assets/files/Annual_Meeting_2011/JLampert_Presentation_LINK_Annual_Meeting_19052011.pdf

If you have any thoughts or comments that you would like to make, these may be submitted by email to efficiencyteambx@kent.gov.uk

If you would like a hard copy version of this presentation, contact the LINK.

LINK Contact:

Name: Becky Alvey

Telephone: 01303 297050

Email: becky@kmn-ltd.co.uk

Further enquiries relating to the above information can be addressed to Kent LINK, Unit 24, Folkestone Enterprise Centre, Shearway Business Park, Shearway Road, Folkestone, CT19 4RH, email info@kentlink.org or telephone 01303 297050.

Notices – for action or information

If you are interested in any of the subjects covered in this section of the Bulletin, please contact the agencies listed directly.

1. Kent and Medway NHS and Social Care Partnership Trust – Peer Support

Information

Meetings for service users looking at how peer support for mental health service users can help each other are being arranged. This new initiative is being developed in mental health services in the UK and beyond.

Kent and Medway NHS and Social Care Partnership Trust has commissioned a user led review of current research on peer support. The meetings will highlight the results of this review and seek to take this important aspect of service improvement forward.

The meetings will be held on:

- Thursday, 30 June 2011 from 11.30am to 2.00pm at Maidstone Community Support Centre, Marsham Street, Maidstone, ME14 1HH
- Monday, 27 June 2011 from 11.30am to 2.00pm at St. Peter's Church, St. Peter's Street, Canterbury, CT1 2BE.

A sandwich lunch will be available at both events.

For more information contact Nick Dent, Kent and Medway NHS and Social Care Partnership Trust, St Martin's Hospital, Canterbury, CT1 1TD, telephone 0800 7839972 / 01227 812020, email Nicholas.Dent@kmpt.nhs.uk or visit the website: www.kmpt.nhs.uk

2. Kent and Medway NHS Cluster announces appointment of Chairman

Information

Colin Tomson has been appointed Chairman of the new NHS Kent and Medway Cluster Board. His appointment will run from 1 June 2011 until March 2013.

The cluster is made up of three Primary Care Trusts (PCTs) - NHS Eastern and Coastal Kent, NHS West Kent and NHS Medway.

For more information contact Emily Teller, NHS West Kent, Wharf House, Medway Wharf Road, Tonbridge, TN9 1RE, telephone 01732 375 200, email emily.teller@wkpct.nhs.uk or visit the website: www.westkentpct.nhs.uk

3. Thanet Disability Forum Roadshow

Information

A meeting will be held on Thursday, 23 June 2011 at The Winter Gardens, Fort Crescent, Margate, CT9 1HX offering advice, support and information from many representatives of charities, clubs, caring organisations and the Council.

For more information, contact Thanet Disability Forum, telephone 01843 584393, email thanetdf@hotmail.co.uk or visit the website: www.thanetdisabilityforum.org.uk

4. Counselling for Victims of Serious Crime

Information

Rubicon Cares are providing a helpline service to enable people to improve the quality of their lives through therapeutic intervention. One to one specialist counselling is available to help people overcome traumatic events through a specialist helpline for victims and professionals to provide support and counselling.

The helpline is contactable by telephone on 07505 709876 on the following days:

- Wednesday, 7.00pm to 9.00pm
- Thursday, 12.00pm to 2.00pm
- Saturday 12.00pm to 2.00pm.

For more information contact Mr R G Whitfield, Maidstone Community Support Centre, 39 – 48 Marsham Street, Maidstone, ME14 HH, telephone 01622 230736, email Contact@rubiconcares.org or visit the website: www.Rubiconcares.org

5. Pharmacy Application Approved: Deal

Information

The Pharmaceutical Regulations Committee approved the application by Paydens Ltd to open a pharmacy for at least 100 hours in Queen Street, Deal.

For more information contact Debra Bell, Pharmacy Contracts Manager, Kent Primary Care Agency, 11 Station Road, Maidstone, ME14 1QH email Debbie.bell1@nhs.net or telephone 01622 655148.

Consultations - have your say

1. Care Quality Commission launches consultation on excellence in social care

Consultation: Response by Monday, 1 August 2011

The Care Quality Commission (CQC) has announced the start of a consultation on a new excellence award for adult social care services in England. The new voluntary award, due to launch in April 2012, will be delivered by third party organisations under licence to CQC. The consultation document asks the following questions:

- Do you agree with Social Care Institute for Excellence's definition of excellence?
- What sort of evidence should be gathered to demonstrate excellence?
- Should the scheme offer a pre-screening process for providers?
- How long should the award last?
- Under what circumstances would a provider lose the award?

The consultation runs until Monday, 1 August 2011 for further information contact CQC National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA, telephone 0207 448 9401, email excellenceconsult@cqc.org.uk or visit the website: www.cqc.org.uk/yourviews/consultations/excellenceaward.cfm

Expenses

Please note that in accordance with the LINK's Governance, expenses are not reimbursable for attendance at events shown in this publication.

If you are attending a LINK Event and are able to offer transport to another attendee it would be greatly appreciated. The LINK is unable to accept any responsibility or liability for such an arrangement, but it will act as a facilitator to pass on details. Please contact us for further information.

Contact Information

The Kent LINK may be contacted via the Host Organisation as below:

KMN, Unit 24 Folkestone Enterprise Centre, Shearway Road, Folkestone, CT19 4RH

Tel: 01303 297050

Email: info@kentlink.org

Office Hours: Monday – Friday 8.30am – 4.00pm

(Answerphone available out of hours)