

# Sunderland Local Involvement Network (LINK)



## The Vision for LINK is:-

- *“To help create a local system where every section of the community, has the opportunity to say what they want from local care services, with the certainty that the people who plan and run them will listen and respond.”*  
(Local Government and Public Involvement Act - October 2007)



# Intention of LINKs

- Create a stronger more independent voice
- Broaden representation
- Long term provide a single approach to public involvement in Health and Social Care service improvement and development
- Future – may involve more services



# Aims & Expectations

- Health & Social Care Services have an opportunity to improve when local people are more involved in planning those services
- Sunderland LINK will recruit and empower members of the public and groups to evaluate, view and report on local services – feed into Quality Accounts



# Who

Anyone, Individuals, members of groups or organisations

## How you can be involved

On an ad-hoc basis – issue specific participants

or

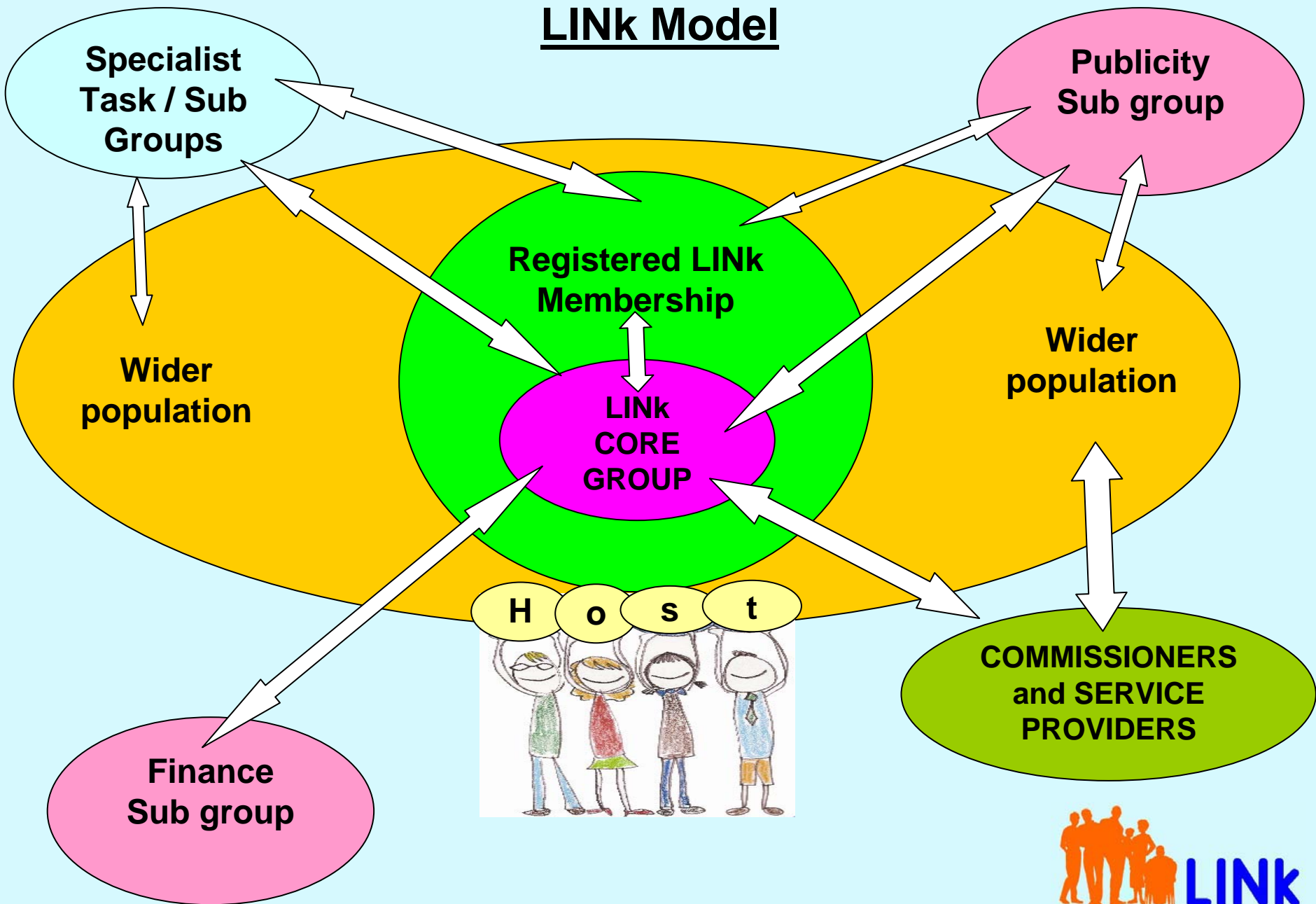
Members – people who give regular commitment to help

Enter and View roles – talking to service users.

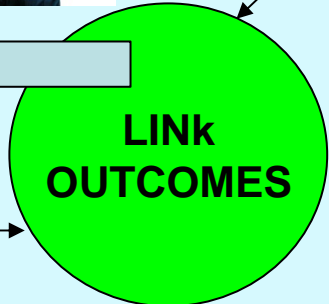
Core group – Management responsibilities



# LINK Model







**ENGAGEMENT**  
 LINK engages with community & receives feedback about health & social care

**FEEDBACK**  
 outcomes to community

**ANALYSIS**  
 LINK analyses feedback & identifies trends & priorities which form basis of work programme.  
 LINK may make visit to validate feedback

**SERVICE CHANGE OR IMPROVEMENT**

**ACTION**  
 LINK writes reports & recommendations based on analysis & sends to Commissioners

**SYSTEM RESPONSE**  
 Commissioners respond to LINK within 20 working days detailing action to be taken & discuss with Provider changes to be made

# What we have been doing so far

- Carrying out surveys for LINK
- For Health and Well Being Review Committee
- Formulating work plans
- Publicity strategy





Your Health  
Your Say



Your Sunderland LINK

All publicity will have this “brand”



- Talking to groups and organisations about issues
- Gathering people's views on highlighted issues
- Asked providers and Commissioners about some issues raised.



# Specific Issues identified

- Vulnerable patients not attending appts
- Patients not attending appts.
- Information on GP's Websites
- Monitoring of home care services
- Smokers at city hospitals
- New Commissioning arrangements for district nursing services.
- Discharge process from hospital



- Annual conference in February
- Confirmed issues already raised
- Raised further issues for Mental Health services
- Services for people with disabilities
- Enter and view training has raised additional issues



## How to contact local **LINKs** office

24 Stockton Road  
Sunderland  
SR2 7AQ

T 0191 565 9045

E [enquiries@sunderlandLINK.org.uk](mailto:enquiries@sunderlandLINK.org.uk)

W [www.sunderlandlink.org.uk](http://www.sunderlandlink.org.uk)

