

## B&H LINK signs up to the Thumbs-Up Campaign

The LINK recognises it needs to do more to engage with people who have learning disabilities. To help do this the LINK has signed up to Thumbs-Up which is a scheme to improve services to people with a learning disability:  
<http://www.brightpart.org/thumbsup.php>

The LINK has also produced a leaflet about the LINK for people with learning disabilities – if you or someone you know can help us review this information (to ensure it is useful and appropriate) please contact the LINK office. The LINK will also be working with the city-wide learning disability network.

## Director of Public Health talks to the LINK

Dr Tom Scalon, Director of Public Health, attended a question and answer session at the LINK Steering Group meeting in August. Discussions included alcohol, teenage pregnancy and hospital acquired infections.

The LINK is looking forward to working more closely with Dr Scalon and his team.



## B&H LINK now a 10:10 Pioneer

B&H LINK is proud to announce that it is now a Brighton and Hove 10:10 Pioneer.

A 10:10 pioneer is a group or an individual who will work together and fly the flag for Brighton and Hove 10:10. Look out for our case study in Spoke Magazine

Join 10:10 and pledge to reduce your personal or work greenhouse gas emissions by 10% in 2010:

[www.brightonandhove1010.org](http://www.brightonandhove1010.org)



## LINK on the radio

Claire Stevens, LINK Manager, recently took part in a live interview on the out of hours GP service on BBC Radio Sussex. The LINK will be having a meeting with the not-for-profit company that provides the OOH service in September as it has a number of questions and concerns.

If you have called your GP after 18.30, or at the weekend or bank holiday we would like to know your experiences. Was your call answered quickly? Were you satisfied with the service?

Please contact the LINK office to tell us your views or use our website online form.

### What's inside LINKletter?

The latest news and information on health and social care. • Update on LINK activities • Opportunities to take part in surveys & consultations to improve health and social care

## Public Toilets

The LINK is still hearing from people with concerns about public toilets in Brighton and Hove.

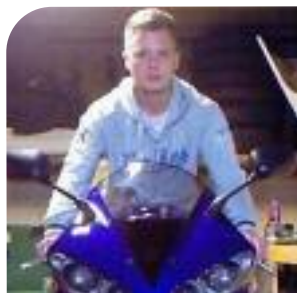
Although Brighton and Hove City Council distributes surveys each year on toilets, the LINK recommended they use the consultation portal to hear peoples' views and the LINK is pleased to report that this was done.

Have you got something to say on this issue?

Contact the LINK office or submit your views online: [www.bhlink.org](http://www.bhlink.org)

# LINK News

## Congratulations!



We'd like to congratulate LINK volunteer Ryan Garcia (20 years old) who recently won a Most Significant Contribution to a Workplace award.

Ryan helped the LINK save £500 by sourcing a great deal on printing and publicity. The LINK is

funded by public money and we always work hard to make our cash go further and Ryan helped us do that. Well done Ryan!

Ryan is part of the Sarina Russo Job Access programme: [www.sarinarusso.co.uk](http://www.sarinarusso.co.uk)

## Visit to Discharge Lounge

Two members of the LINK's Enter and View\* team visited the Royal Sussex County Hospital's discharge lounge to find out more about patients' experiences. The team is due to re-visit the discharge lounge to gain more feedback in September. This is part of the LINK's wider work on hospital discharge. Robert Brown MBE, the chair of the hospital discharge group is now part of a city-wide group. The LINK is pleased to report that its 8 recommendations are now going to be implemented by all Trusts who provide services in the city. If you or someone you know has been discharged from a hospital in Brighton or Hove within the last year please contact the LINK to tell us about your experiences.

\*Enter and View is about observing the delivery of health and social care services and collecting the views of people whilst they are directly using those services. It is a legal right of the LINK to be able to enter publicly funded services.



## NHS Dentistry

The LINK recently conducted some research into access to NHS dentistry in the city. The LINK asked each NHS dental surgery in Brighton and Hove if they were accepting new patients and 46% said they were. This is an increase of 4% since February this year when the LINK first investigated this. However, there is an increase in the waiting time for patients to have their first appointment, with 8 dental surgeries saying there is a waiting time of over 2 weeks for a first appointment and the longest waiting time being 2 months.

The LINK has made some recommendations to NHS Brighton and Hove who are responsible for NHS dental services in the city.

Please contact the LINK if you have had difficulty finding an NHS dentist or have any issues you would like to tell us about. Alternatively, you can complete our online survey (you have a chance to win £40 by taking part) <http://www.bhlink.org/get-involved/surveys.phuse>

If you would like to find an NHS dentist please call 0300 1000 899.

Please see the article on page X for more on dentistry.

## LINKletter – help us make it better!



Thanks to those of you who have taken the time to tell us how much you enjoy reading our newsletter. However, we can always do better, so please tell us your ideas on how we can improve LINKletter. Send us your comments or articles on health and adult social care.

If you are a group or organisation you may wish to promote what you do or publicise an event. Please send articles/suggestions to [claire@cvsectorforum.org.uk](mailto:claire@cvsectorforum.org.uk) by the 20th of each month.

The newsletter reaches about 1,000 people each month.

# LINK in the Community

## The Future of the NHS - Viewpoint Event

Thursday 30th September 2010

This joint event run by Brighton and Hove Local Involvement Network (B&H LINK) in partnership with Brighton and Hove Community and Voluntary Sector Forum (CVSF) will be an opportunity to discuss and debate key issues and questions raised in the recent health white paper.

This event is your opportunity to shape B&H LINK's consultation response and input into the debate on how this will affect you.

### *Come along to this event to:*

- feed in your views as part of the consultation
- find out more about the proposals and what it may mean to you

To book your place please call 01273 810 235 or email [charlotte@cvsectorforum.org.uk](mailto:charlotte@cvsectorforum.org.uk)

More details on this event are available at: <http://tiny.cc/klsoo>

### When and Where?

Thursday 30th September  
2010  
12.30 – 14.00  
Open plan space (3rd  
floor), BRIGHTHELM  
North Road, Brighton  
BN1 1YD

### Your chance to have say in Consultations

You can access consultations in all areas of community life in Brighton and Hove from the city-wide consultation portal. Go to <http://consult.brighton-hove.gov.uk/portal>

## Community Café

Val Young, LINK development worker, had a drop-in session at Java Community Café, Woodingdean.

It is a popular café in the heart of Woodingdean community, open six days a week. It is managed by Woodingdean Community Association and as well as offering light snacks, lunches and breakfasts, also has internet facilities (there is a small charge for use of computer but free tuition).

A youth session is also held every Friday night from 7–9, run by volunteer youth workers.

The Java Cafe is at 23 Warren Way, Brighton, BN2 6PH.



### Are you holding an event in your local area?

If so, please let us know as we would like to come along and raise awareness of the LINK and gain local views on local services. Contact us on 01273 810235 or email [info@bhlink.org](mailto:info@bhlink.org)



## Opportunities with Brighton and Hove LINK

### Help make patient transport better

B&H LINK is looking for someone who has recently used or currently uses patient transport who works well in a team and can represent views effectively. We need a representative who can feed into a project to re-tender for patient transport services and who can help monitor the new contract. This role would take less than 2 hours a month of your time. If you are interested, please contact the LINK office.

### Outreach volunteers

Are you passionate about health and social care? Are you good with people and able and willing to go out and about in Brighton and Hove?

If so, we would love to hear from you. We are looking for volunteers who can help at stands and local community events, encouraging people to sign-up to the LINK and listening to their views. This is a real opportunity to socialise with others, gain valuable work experience and even improve your CV.

If you are interested in this role please contact the LINK office. please contact us.

### This month we've been asking service providers about:

- Medicine wastage
- Mental health
- Dentistry
- Hospital discharge
- Smoking Cessation

If you have anything to say about these issues, contact us. The more views the LINK receives the more we can do to help!

Tell us what you think of health and social care services in Brighton and Hove and **you could win £25 in M&S vouchers\***.

So not only will you help to improve local services but you will be in with a chance of winning £25.

\*Each month we will select at random one individual who has given us their comments and award the prize.

### Here's what you've been telling us in August

- “my patient transport was cancelled”
- “no water in the diabetes waiting area”
- “the parking at the County Hospital is impossible for blue badge holders”
- “public toilets closed at dusk, a problem for me as I have a bowel disease”
- “had to wait a long time in the discharge lounge and no one to ask what was going on”

Got something to say about local health and social care? Tell us!



# Local Health and Social Care News

disabled

## Every Child Matters

### NHS Brighton and Hove (PCT) pledges support for disabled children

Families with disabled children in Brighton and Hove can expect to receive more help and support, as NHS Brighton and Hove has signed up to the Every Disabled Child Matters (EDCM) campaign charter.

As many as 7 in 100 children in Brighton and Hove have a disability. By signing up to the Charter, NHS Brighton and Hove has pledged to achieve specific objectives in relation to the support offered to disabled children by July 2011.

Commitments in the Charter include:

- Identifying a children's lead with specific responsibility for disabled children
- Demonstrating effective partnerships with local authority partners and adult service providers
- Training all staff in disability equality

[www.edcm.org.uk](http://www.edcm.org.uk)

## Fun in Action for Children

### *Making Friendships for the Future*

*by Charlotte Irtelli*

The LINK would like to thank Ghislaine Picchio for attending the LINK's annual event in July which enabled the public to have free Tai Chi taster sessions.

Ghislaine also works for a local charity Fun in Action for Children which offers a befriending service to children and young people from disadvantaged, lone parent backgrounds across the city.

Set up in 1999, Fun in Action provides an invaluable service to single parents who struggle to provide care for their children.

Parents struggle for numerous reasons; they may be in poor health, disabled, bereaved, in difficult financial circumstances and most of them are very isolated with no family support. The children that are befriended have low self esteem, problems making and keeping friendship and may find it hard to keep up in school or have special needs.

These children do not have the same

opportunities to explore the world as children who come from more privileged backgrounds.

One befriender commented that a rewarding moment of their service was when an anxious five-year-old boy with speech problems said: "Thank you", at the end of his visit.

The befrienders are carefully chosen and vetted (including training, one to one interviews and enhanced CRBs). Befrienders spend three to four hours a week with the child they are matched with to help relieve the pressures. They have a minimum two year commitment to each child they help offering stability, caring

### Learning Disability Services

Brighton and Hove City Council were found to be 'Performing Well' in relation to both 'Choice and Control' for people with learning disabilities and 'Safeguarding' across all adult client groups in Brighton & Hove.

Brighton and Hove LINK contributed to this review earlier this year.

You can read the full report here: <http://tinyurl.com/39I2vt7>

03000 616161

relationships, and to some, a lifelong friendship.

Weekly meetings and group activities ensure the range of support is diverse and engaging. This includes trips to the cinema, swimming, football, cooking, gardening, shopping or group picnics.

This service makes a positive difference to parents and children, improving their lives and wellbeing.

For more information or if you would like to volunteer for this much needed service, please speak to Anne, Sam or Ghislaine 01273 559794 [funinaction@btopenworld.com](mailto:funinaction@btopenworld.com), [www.funinaction.org.uk](http://www.funinaction.org.uk)



# Local Health and Social Care News

## Sussex Partnership NHS Foundation Trust (SPFT) supports Pride



SPFT helped hundreds of people at this year's Brighton and Hove Pride, offering advice on how to reduce the harmful effects of drink and drug use. Over 30 staff from Sussex Partnership NHS Foundation Trust, which provides mental health, learning disability and substance misuse services across Sussex, marched in solidarity with the LGBT (lesbian, gay, bisexual and transgender) communities on the city's Pride Parade.

"This is the first time the Trust's Substance Misuse Service have had a stall at Pride. Our presence is important as we recognise the need to provide real communication and information on services and treatments to the LGBT community which reflects the findings of the two Count Me In surveys of LGB&T community needs in Brighton and Hove.

"They revealed many respondents would have liked much better and more accessible information and advice on drug and alcohol use"

*Michael Mergler, Deputy Service Director for Substance Misuse Services*

## NHS Brighton and Hove Launch of 'Save Dave' alcohol awareness campaign



Everyone knows a 'Dave', everyone knows someone that drinks more than is good for them.

Brighton and Hove has the highest level of male alcohol-related hospital admissions in the South East of England. Around 50,000 people in the city are drinking at levels that may risk their health. About 12,500 of these people are considered to be at high risk with over 7,500 likely to have an alcohol dependency, yet between April 2009 and March 2010 only 509 people accessed our free local and confidential treatment services.

Men aged 35 and over account for around 45% of all alcohol related hospital admissions, that's just under 7000 a year.

The average Brighton and Hove man dies 12.6 months prematurely due to alcohol related illness.

To tackle these issues NHS Brighton and Hove is launching a year-long awareness campaign to curb hospital admissions and improve residents' health and wellbeing. The campaign began on 21 August.

There are various ways to get information, support and advice on 'Dave's' drinking.

These include attending a free drop in session, visiting the Save Dave web site ([www.savedave.org.uk](http://www.savedave.org.uk)), or calling our advice telephone line on 01273 680714. Help is also available through your GP.

“Alcohol is a serious health issue in Brighton and Hove. Too many lives are being cut short and it's not just the person having the drink who is affected.

There is a real chance to help high risk drinkers if they can be persuaded to change in time. Friends and family can play a very important role in encouraging people to seek help.

”

**Dr Tom Scanlon, Director of Public Health, Brighton and Hove**

# Local Health and Social Care News

## Free swimming for children and older people continues

NHS Brighton and Hove and Brighton & Hove City Council are to continue funding free swimming in the city for all children aged 11 and under until at least March 2011.



NHS Brighton and Hove is committed to tackling childhood obesity by making exercise fun, easy and accessible. Take up of free swimming has proved very popular with the city's youngsters. Over 14,000 have signed up so far and taken over 73,000 swims since the scheme was started.

It's easy to sign up. Each of the city's pools can provide you with a short form to fill out and all that's required is proof of ID.

## Has your health been affected by the credit crunch?



B&H LINK want to know if your health and wellbeing has been affected by the credit crunch. Please complete our survey, you have a chance to win £30: <http://www.bhlink.org/get-involved/surveys.phuse>, or or call our office for a hard copy of the survey.

## Are you an adult\* with diabetes in Brighton and Hove?

Complete the NHS Brighton and Hove (PCT) survey and share your views:

- What do you think of the care you have received?
- What would you like from services in the future?

Your comments will help to shape diabetes services in the city and ensure that resources are focused on where they are needed most.

Visit <http://tiny.cc/bhdiabetes> to access the survey or call Philippa Erasmus on 01273 574680. Closing date for responses is 30 September 2010 (\*This survey is open to anyone aged 17 and over)

## Fulfilling and rewarding lives: autism consultation

The Department of Health wants to make services better for adults with autism.

It is asking people affected by the conditions to say what they think.

It has written a consultation paper about the 7 areas it wants to improve. Closing date: 22nd October

## NHS Shake-up – have your say!

As the LINK reported in our last newsletter, the NHS in England is facing one of its biggest shake-ups in its history:

- All hospital trusts will become foundation trusts, which will be given greater freedoms than they have now
- GPs will be asked to take on responsibility for spending most of the NHS budget
- Hospitals are being encouraged to move outside the NHS to become "vibrant" social enterprises
- Patients will be given a choice of GP practice, consultant-led team and treatment
- Strategic health authorities and primary care trusts will be abolished

To have your say on these changes you can take part in the Government's consultation. See the LINK's website for more information: <http://tiny.cc/laj2n> or contact the LINK office to tell us your views.

## Did you Know...

40% of strokes could be avoided if high blood pressure was controlled?

Ask your GP or for your nearest free blood pressure checks in September see: <http://tinyurl.com/399yjjja>





## Mental Health Rights

Would you know what to expect if your rights were restricted under the Mental Health Act?

The Care Quality Commission (CQC) has published new information about what to expect and what to do if you're not satisfied with the care you have received.

The new guidance on mental health issues for service users and carers includes documents explaining detention in hospital, electro-convulsive therapy, and community treatment orders.

Most people receiving mental health care do not have their rights restricted. However, in some instances this happens to protect the person receiving treatment and others.

The CQC monitors the use of the Mental Health Act and protects the interests of people whose rights are restricted under that Act. More information at:  
<http://tinyurl.com/33prake> 03000 616161

## Talking therapies

A review of the nationwide Improving Access to Psychological Therapies scheme found a drop-out rate of 22% and disappointing outcomes for patients.

The previous Government said the scheme would help 25,000 people reduce their reliance on sick pay and benefits by 2011. However researchers at Durham University found no significant increase in employment after treatment and only a small decrease in benefit dependency.

The review also revealed patients received far fewer therapy sessions than National Institute for Health and Clinical Excellence guidelines recommend. Patients diagnosed as needing low intensity treatments received an average of two sessions with Improving Access staff, while National Institute for Health and Clinical Excellence (NICE) guidelines recommend at least six.

Those judged to need high intensity treatments were only seen on average three times, compared with a minimum of 16 sessions recommended for treating depression or anxiety.

In August B&H LINK recommended to Sussex Partnership NHS Foundation Trust that the number of sessions be increased from six.

Please tell the LINK's mental health action group your views. Contact Val Young, [val@cvsectorforum.org.uk](mailto:val@cvsectorforum.org.uk) or call 01273 810 236



## Self-harm Care Inconsistent

The Royal College of Psychiatrists (RCP) has released a report warning of inconsistent NHS provision of mental health care which may leave those at risk of self-harm vulnerable.

The report outlines practising psychiatrists' views and ability to provide care for people who self-harm.

Out of 1,500 psychiatrists surveyed, over half felt that they and their team did not have sufficient training to assess people who had harmed themselves.

<http://tiny.cc/6znbm> 020 7235 2351

## Enter Sussex Partnership NHS Foundation Trust photography competition

Mental illness affects one in four of us - far more than you would think. Yet people still face ignorance and discrimination. Your photos could inspire others to think positively about mental health and wellbeing. There are some great prizes and the more photos we get, the more powerful the message will be!

You don't have to be a professional photographer, just submit your photo online and tell us how it challenges stigma. Enter and view the photos at: [www.sussexpartnership.nhs.uk/positivimage](http://www.sussexpartnership.nhs.uk/positivimage)

Competition runs 1 September - 15 October 2010.



# National Health & Social Care News

same-sex  
accommodation:  
your privacy, our responsibility

## End of mixed sex wards by start of 2011

Health Secretary, Andrew Lansley MP, announced that mixed sex wards in hospitals would be virtually eliminated by the beginning of 2011, as the government tightens controls on fines and public disclosure of hospitals with mixed sex accommodation.

Mixed sex accommodation means separate sleeping areas for men and women, segregated bathroom and toilet facilities for men and women and, in those trusts providing mental health services, safe facilities for those with mental health problems.

This is part of the commitment to privacy and dignity by the NHS.

Have you been treated in a mixed sex ward in a Brighton and Hove Hospital in the last year? If so, the LINK wants to from you. You can contact the LINK office or complete our quick survey at <http://tiny.cc/eh0dy>

## Care Quality Commission (CQC)

New publication informs patients and families what standards to expect from the regulation of their NHS hospital.

Following the introduction of a new law, all NHS hospitals in England must now be licensed by the Care Quality Commission (CQC).

To be licensed, hospitals must show that they are meeting new essential standards of quality and safety. Now CQC has published a leaflet which informs patients, their carers and families, what they can expect from the essential standards.

The leaflet can be read at CQC's website at [www.cqc.org.uk](http://www.cqc.org.uk) 03000 616161



## UK is best place to die

Research by the Economist Intelligence Unit (EIU) concludes that the UK is top of a list of 40 countries for end-of-life care. The network of hospices, NHS provision of palliative care and access to pain killing drugs are listed as the main reasons for the UK's top placing.

## Health visitors can help with baby blues

A study from the University of Leicester found three in ten cases of postnatal depression could be avoided if health visitors were properly trained to cope with their clients' mental health. Postnatal depression is thought to affect about one in 10 mothers, or about 70,000 women per year.

## Campaign win on the provision of nappies/pads

Mumsnet and the Every Disabled Child Matters (EDCM) campaign told David Cameron that in some areas the NHS does not provide enough nappies/pads for children with disabilities. Cameron took action and told Primary Care Trusts (PCTs) that: "Pads (nappies) should be provided in quantities appropriate to the individual's continence needs. Arbitrary ceilings are inappropriate."

This is good news for families with children with disabilities as some PCTs place blanket restrictions on the supply of nappies – providing just three or four per day - which can be insufficient to meet a child's needs. <http://tiny.cc/r4yda>

## Older people lose out on cancer care

A survey in The Oncologist journal shows that nine out of ten specialists said they think women over 65 are at risk of losing out on treatments for breast cancer such as drug therapy, surgery and chemotherapy. Researchers have called on the National Institute for Health and Clinical Excellence to set minimum standards for older patients. <http://tiny.cc/333de> 020 7210 4850

# Health and Wellbeing

## Healthy food, healthy city



The Brighton & Hove Food Partnership believes that healthy people make a healthy city and that all residents should be able to enjoy food that is nutritious and produced in ways that respect the environment, animals and people.

Our work addresses a range of issues including healthy eating, food growing, local food, cookery skills and how we dispose of our food waste.

Food is a valuable resource – it takes lots of energy to grow, transport and prepare food but in the UK we currently spend a whopping £12 billion on buying then throwing away good food. In Brighton & Hove we're trying to change this. *Here's how...*

## Love Food Hate Waste

Did you know that 35% of domestic waste in the city is food? Everyone throws away more food than they think they do, whether because they've bought too much, cooked too much, or the food has gone off before you've got round to eating it.

The Food Partnership and Brighton & Hove City Council are running a campaign to reduce food waste in the city. From September we will be visiting community venues, workplaces and public venues to share the Love Food Hate Waste messages.

These interactive sessions will include a practical 'love your leftovers' cookery demonstration, information about how to reduce food waste and handy recipe cards.

You will need to provide the venue and people but the sessions are free of charge.

If your group or workplace is interested in one of these demos please get in touch on 01273 431700.



## Community Composting

We also want to support the development of Community Composting in the city. With so many people living in flats it can be hard to compost at home, and this is where community composting comes in.

We have a vision of a network of sites across the city where people can take their food waste and produce lovely compost.

If your street, workplace, school or community centre would like to be a community compost site please contact Liz or Vic on 01273 431700 and we'll come and talk to you about what's involved in setting up a scheme.



## Get involved

Are you interested in food and how it impacts on our health and the environment? Join the Food Partnership and keep up to date about food issues and events around the city.

You'll receive our fortnightly email Harvest newsletter and our quarterly printed newsletter, City Food News. Membership is free and open to anyone living or working in Brighton & Hove. Visit [www.bhfood.org.uk](http://www.bhfood.org.uk) for more info.

## Harvest Project

Our Harvest project is all about helping people grow more of their own food and eat local.

Visit the Harvest website, [www.harvest-bh.org.uk](http://www.harvest-bh.org.uk) to find out about our training courses, places to volunteer and lots of info on growing, cooking and buying local food.



# What's On in August

## 5 to 11 Migraine Awareness Week

[www.migraine.org.uk](http://www.migraine.org.uk)

The debilitating condition affects people of every age and background.

## 7-13 September Know Your Numbers Week

More than 1400 venues are offering free blood pressure checks across the UK to raise awareness of high blood pressure. You can find your nearest free blood pressure check at: <http://tinyurl.com/399yja>

## 10 World Suicide Prevention Day

[www.iasp.info](http://www.iasp.info)

Calls attention to suicide as a leading cause of premature and preventable death.

## 13 to 19 Sexual Health Week

[www.fpa.org.uk](http://www.fpa.org.uk)

## 15 World Lymphoma Awareness Day

[www.lymphomacoalition.org](http://www.lymphomacoalition.org)

Increases awareness of this widely unknown cancer of the lymphatic system, which is one of the fastest growing cancer types worldwide.

## 21 World Alzheimer's Day

[www.alz.co.uk](http://www.alz.co.uk)

A day on which Alzheimer associations concentrate their efforts on raising awareness about dementia.

## 23 (10:00-13:00), South Downs Health NHS Trust Annual General Meeting

Hanover Room, Brighthelm Centre, North Road, Brighton BN1 1YD

This will be the last AGM for South Downs Health before they integrate with West Sussex Health on 1 October to create the Sussex Community NHS Trust. They will report on the progress they've made this year and the outlook for the new Trust as well as celebrating the achievements of the last year and thanking staff, partners and community members who have contributed to improving healthcare to the population they serve. If you would like to attend please call 01273 242092 or email [steven.young@southdowns.nhs.uk](mailto:steven.young@southdowns.nhs.uk)

## 26 World Heart Day

[www.worldheart.org](http://www.worldheart.org)

Informs people around the globe that heart disease and stroke are the world's leading cause of death, claiming 17.1 million lives each year.

## 25 Local Food Picnic

[www.harvest-bh.org.uk/events](http://www.harvest-bh.org.uk/events)

11-4, Preston Park. An event where you can swap excess crops and chutneys, watch cookery demonstrations, try local produce or take part in fun activities about food!

## 28 South East Coast Ambulance Service NHS Trust (SECAMB) AGM & Open Day.

Lingfield Racecourse.

[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

## LINK Steering Group and Participant Meetings

16 Steering Group (12.15-14.30, Stanmer Room, Brighthelm) –meeting in public. If you would like to attend this meeting please contact the LINK office. Presentation on LINK outreach work with Gypsies and Travellers.

**Health or social care...**

**Is something**

**bothering**

**you?**

**Tell Brighton and Hove's LINK all about it. We can make change happen.**

**Call 01273 810235**

**[www.bhlink.org](http://www.bhlink.org)**





## Complaints

Brighton and Hove LINK is not a complaints service, we look at wider issues affecting people rather than issues that solely affect individuals. If you have a concern about an NHS service your first point of contact should be the Patient Advice and Liaison Service (PALS) at the relevant Trust. If you want to make a complaint but are unsure how to do this contact the Independent Complaints Advocacy Service (ICAS). They can help provide more information about the NHS complaints process and what it involves and they can offer you support.

NHS Brighton and Hove PALS: 0800 013 0251 (primary care, eg GPs, dentists)

Brighton Sussex University Hospitals NHS Trust PALS: 01273 696955 ext 4029

ICAS: 01424 437491 Social Care: 01273 295555 (access point)

Sussex Partnership PALS: 01273 716588

# LINK Newsletter

## Accessibility

We try to write this newsletter as clearly as possible. To ensure the information is accessible we:

- avoid jargon
- use plain English
- explain all acronyms
- provide easier to type links to webpages
- provide a telephone number, not just a website link
- produce the newsletter in other formats (on request)
- provide the newsletter as a download from the LINK website

## Contributions

Brighton and Hove's LINK newsletter is issued every month, if you have an article that you would like considered for inclusion please email or post by the 20th of each month.

## Making it better

We want to know how the newsletter can be better, we are always trying to improve. Let us know by contacting [claire@cvsectorforum.org.uk](mailto:claire@cvsectorforum.org.uk)

## Saving Resources

After you have read the newsletter please forward on to anyone who you think would find it useful. Wherever possible we email the newsletter to save resources.

## Disclaimer

The views expressed in this newsletter do not necessarily represent the views of the Brighton and Hove LINK. The LINK accepts no liability for any inaccuracies or omissions in this newsletter. Content of the newsletter is for general information.

Tell us what you think of health and social care services in Brighton and Hove and you could win £25 in M&S vouchers\*. So not only will you help to improve local services but you will be in with a chance of winning £25.

*\*Each month we will select at random one individual who has given us their comments and award the prize.*



[linkadmin@cvsectorforum.org.uk](mailto:linkadmin@cvsectorforum.org.uk)

01273 810 235

You can also text us on 07833

591795

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Brighton & Hove Local Involvement Network

BRIGHTON

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# What does it mean?

A glossary of health and social care terms

|                                 |  |
|---------------------------------|--|
| <b>Advocate</b>                 | a person who supports someone and can act on their behalf  |
| <b>Clinical</b>                 | of, or for, the treatment of patients  |
| <b>Commissioning</b>            | the means by which the best value is secured for local citizens and taxpayers ie the best possible health and wellbeing outcomes, and health and social care provision, within the resources available                                 |
| <b>Health provider</b>          | an organisation which offers services to improve people's health   |
| <b>Intermediate care</b>        | alternative to general hospital admission for treatment. Also provided to allow patients to be safely discharged from hospital & complete their recovery at home or other suitable place, such as a community hospital or nursing home |
| <b>Joint commissioning</b>      | usually refers to NHS and social services working together to agree spending plans to get the best service for those who use their services, such as mental health service users, physically disabled people, older people             |
| <b>LINK Action Group</b>        | a small group of people who meet to discuss issues and agree actions on a defined topic  |
| <b>LINK Steering group</b>      | the group of 15 elected people who lead and coordinate the activities of the LINK (Local Involvement Network)  |
| <b>NHS</b>                      | National Health Service  |
| <b>NHS Trust</b>                | could either be a commissioner or a provider trust. Primary care trusts are often both commissioners & providers   |
| <b>PALs</b>                     | Patient Advice Liaison Service – an in house service providing information & help to NHS patients  |
| <b>Primary care</b>             | care provided by GP's and the team who work with them in their surgeries, health centres & by dentists, pharmacists & opticians  |
| <b>Primary Care Trust (PCT)</b> | the main commissioning body in the NHS. PCT's have replaced health authorities. The PCT in Brighton & Hove is now called NHS Brighton and Hove   |
| <b>Providers</b>                | Hospital Trusts, GP's voluntary organisations & sometimes private institutions who provide health care according to their contract with the PCT  |
| <b>Social care provider</b>     | an organisation which offers services to help support people   |

## Providers in Brighton and Hove

|   |   |
|---|---|
| <b>Brighton &amp; Hove City Council (BHCC)</b>                      | provides <b>Social Care Services</b> (commonly known as Social Services) to protect, care for and support vulnerable people to enable them to live as full and independent lives as possible.           |
| <b>Brighton and Sussex University Hospitals (BSUH)</b>              | <b>regional teaching hospital</b> ; provides general and specialist acute hospital services working as one teaching hospital across two sites, Royal Sussex County Hospital and Princess Royal Hospital |
| <b>Children and Young People's Trust (CYPT)</b>                     | <b>brings together</b> education, health and social care for all 0-19-year-olds (and up to 25 years for those with special needs)   |
| <b>South Downs NHS Health Trust (SDHT)</b>                          | <b>provides</b> community, rehabilitation, specialist and, in co-operation with the Children and Young People's Trust, children's services for people living mainly in the Brighton and Hove area       |
| <b>South East Coast Ambulance Service (SECAMBS)</b>                 | <b>responds</b> to 999 calls from the public, urgent calls from health professionals and in Kent and Sussex, and provides non-emergency patient transport services                                      |
| <b>Sussex Partnership NHS Foundation Trust (Sussex Partnership)</b> | <b>provides specialist</b> mental health, learning disability and substance misuse services in and across Sussex.   |