



Work Plan 2010-2011

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Introduction Page

This document outlines the Nottinghamshire County LINK Work Plan for the year 2010-2011. Key strategic priorities included in this work plan comply with the Nottinghamshire County contract. The Work Plan will be managed by the Nottinghamshire County LINK Executive Board and performance managed by The Board and the Host Team Leader within the ISO9000 management review structure.

Executive Summary Page

This plan outlines the planning process for Nottinghamshire County LINK strategic priorities for 2010-11. Detailed feedback from Community and Strategic events provided vital information in planning the priorities, and key targets are outlined against the name of the person/group responsible for the delivery of the Work Plan.

Key Work Plan priorities and Work streams for the year ahead are identified as follow: –

1. Enable people to have their say about local social care and health provision.
2. To invite local people to participate in work streams and committees to create action plans, reports and other key documents to influence change.
3. To inspect local health, social care and transport services where necessary.
4. Refer issues to relevant scrutiny committees, regulators and get responses.
5. Monitor and communicate the changes that have taken place.
6. Identify possible cross boundary projects with the City LINK.
7. Continue to host community events to establish future issues & priorities
8. To improve the End of life choice that is currently not being met in Broxtowe
9. To improve the access to domiciliary dentists in Gedling area
10. Increase engagement with younger people in Mansfield
11. Enable patients to receive information in the correct format - language, print size, easy read etc
12. Identify and improve gaps in BME community services
13. Improve the chain of communication between NHS trusts/Social Care and Third sector
14. Increase support with feeding inpatients. Maintain Red tray scheme
15. To run a consultation on Dementia services at pilot ward NUH
16. To run a consultation on expected information for patients at point of diagnosis

Nottinghamshire County LINK has met with the NHS Trusts in Nottinghamshire, Nottinghamshire County Council, Bassetlaw PCT, voluntary organisations and community groups to discuss opportunities for joint work. Issues highlighted by the residents of Nottinghamshire have established the priorities of the LINK for 2010/11, for further investigation.

Authorisation

This work plan should be signed off by the following:

Name	Designation
Shirley Inskip	Chair

Service Description

Nottinghamshire County LINK is an independent organisation which exists to enable local people and organisations to have a voice and influence the planning, commissioning and delivery of health, transport and social care services to the citizens of Nottinghamshire.

Nottinghamshire County LINK will contribute to ongoing development of these services provided within Nottinghamshire by bringing together all interested parties to lobby for improvement on a local, regional and national basis.

The Nottinghamshire County LINK Board observes the seven principles of public life which are known as the Nolan Principles, these are: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, Leadership, and will encourage all participants to adopt the same.

These issues were discussed at the Nottinghamshire County LINK Community and Strategic events, and are outlined in this Work Plan.

Mission Statement

Nottinghamshire County LINK is an organisation that is striving to ensure better delivery of services across the County. In particular we are developing partnerships with Stakeholders to ensure we deliver on our mission statement below.

"Your Stronger Local Voice"

They are a group of people committed to improving Health and Social Care, by influencing and holding to account, the people who make decisions about Health and Social Care in Nottinghamshire. The Nottinghamshire LINK will listen, act and follow together.

Goals and strategies

Nottinghamshire County LINK will:

1. Improve local services through the active involvement of local residents.
2. Be inclusive and embrace equality and diversity.
3. Raise the profile of the LINK locally.
4. Increase membership to the LINK.
5. Utilise and encourage existing networks and forums.
6. Be open, honest and transparent in all work.
7. Influence and empower local people to take responsibility to effect change.
8. Complete robust and meaningful research that can influence.
9. Work within an externally recognised quality framework.
10. It will publicise its work and results.

How the Host Organisation supports the Work Plan process

In order for Nottinghamshire County LINK to deliver a robust and meaningful Work Plan it requires the help of a Host Organisation, for the Nottinghamshire County LINK this is the Carers Federation.

The Carers Federations role is to support the LINK through a number of administrative procedures and deliver strategic support. The Carers Federation works closely with the LINK's volunteers to develop the following:

1. Annual, quarterly and monthly financial information.
2. The development of the LINK's governance, structure, policies, procedures and guidelines
3. Help to produce their Annual Report.
4. Organise and hold the LINK's AGM.
5. Establish joint working arrangements for cross-boundary projects and initiatives.
6. Develop the LINK's website and produce the LINK's newsletter.
7. Delivering consultation events across all the County's communities particularly the easy to ignore groups.
8. Communicating the activities of the LINK and their outcomes to the local communities.
9. Identify, Develop and implement rigorous training for members e.g. Enter & View, Strategic Planning.

All this work is produced in partnerships and delivered in partnership with Nottinghamshire County LINK.

Identification, Evaluation and Monitoring of Projects

The Projects that have been identified for the Nottinghamshire County LINK organisation work plan are the result of consultation through various sources. This includes:

1. Feedback from Community Events
2. Feedback from strategic workshops
3. Postal and face to face Surveys
4. Board and Issue Specific Meetings
5. Existing Partnerships and Stakeholders issues groups

These consultation routes will continue throughout the duration of the contract. This will enable future Projects to be identified and included in the future Work Plans, ensuring future benefits to the community.

The Projects (and all future Projects) have been evaluated by the Nottinghamshire County LINK organisation to establish their priority within the Community and remit of the Nottinghamshire County LINK organisation. This has been done through regular meetings of the issues group.

The Projects (and all future Projects) will continue to be monitored through the ISO9000 Quality Management Framework within the Nottinghamshire County LINK organisation and progress against each Project (and all future Projects) will be reported by the relevant Task and Finish Group on an ongoing basis using Project management software

Monitoring and Evaluation of the Plan

The Work Plan will be monitored and evaluated through the ISO9000 Quality Management Framework within the Nottinghamshire County LINK organisation and progress against each activity will be reported to the Nottinghamshire County LINK Board and relevant Task and Finish Group on an ongoing basis.

PRIORITY	DETAILS	TIMELINE	RESPONSIBILITY	Outcome overview	Detailed Outcome
Consultation on the experience of patients and carers on the pilot dementia ward at Nottingham University Hospital (NUH) and the standards of nursing care for dementia patients. (Referral from JHC)	Consult with patients and carers who have used this facility via paper/email/enter &view. Analyse results Produce report Action findings	April 2010 – December 2010	Consultation Group Host support – Katy Jeffery	Improved patient and carer experience Standards of nursing care for dementia patients are improved and maintained	
Consultation on the expected information that is required by patients at point of diagnosis	Consult with county members/volunteer services/stakeholders via paper/email Analyse results Produce report Action findings	June 2010- Sept 2010	Consultation Group Host support – Julia Karoly	Expected information is available at point of diagnosis	
To improve the end of life choice, so that all people have options. (Issue raised by community in Broxtowe)	Establish Task & Finish Group to gather and analyse data to show where there is a lack of choice and the possible reasons for this. T&F group to recommend actions/next steps, including ways of measuring achievement.	April 2010 – Sept 2010	Task & Finish Group Host support – Alison Rae	End of life choice is more readily available to people.	

<p>To improve the access to domiciliary dentists in Gedling area (Issue raised by community in Gedling)</p>	<p>Establish Task & Finish Group, gather and analyse data on access to domiciliary dentists and the reasons for this and make recommendations on improvements/action plan</p>	<p>June 2010 – August 2010</p>	<p>Task & Finish Group Host support – Alison Rae</p>	<p>Access to domiciliary dentists is improved in Gedling area</p>	
<p>Increase engagement with younger people in Mansfield (Issue raised by community in Mansfield)</p>	<p>To engage with the under 25's in Mansfield using a variety of methods</p>	<p>July 2010 – Sept 2010</p>	<p>Task & Finish Group Host support – Inderpal Dhillon</p>	<p>Increased engagement with younger people in Mansfield Improved membership of Under 25's Improved awareness of LINKs with Under 25's</p>	

DDA Compliant Surgeries in Nottinghamshire (Continuation from 2009/2010)	To investigate what efforts GP surgeries make in the way of DDA compliance and making surgeries more accessible to disabled service users and what improvements had been made since the PPI forums report was created in 2007.	C/F 09/10 – to complete July 2011	Task & Finish Group Lead – Glen Swanwick Host support – Inderpal Dhillon Working in partnership with Disabled Go	disabled users are aware of the facilities available in their local area when choosing a GP and also to encourage surgeries to be more conscious of the efforts that need to be made to ensure that all users are able to enter and use the surgery independently and without discrimination	
Carers respite services (Continuation from 2009/2010)	To investigate what services are available to carers in rural areas of Nottinghamshire focussing on Bassetlaw, Gedling, Newark and Sherwood and Rushcliffe.	C/F 09/10 – to complete July 2011	Task & Finish group Lead – Mark Hunter Host support – Inderpal Dhillon	The general public, carers and 'hidden carers' be better informed about services in the area and make accessing the services easier. To	

				highlight where there are gaps so that there is potential for providers to increase capacity.	
Consultation on Newark Strategy	Links involvement in planning the consultation for Newark Service	c/f 09/10 to complete July 2010	Task & Finish Group Host Support – Katy Jeffrey	Services in Newark and Sherwood are developed with consultation from the public	
Identify and improve gaps in BME community services	Establish Task & Finish Group, adopt scheme of delegation, gather initial data relating to the project, analyse initial data draw out initial findings, produce report presenting findings, publish findings and conclude work stream or determine next steps	April 2010– Dec 2010	Task & Finish Group Host support – NEW CEW BME	Gaps in services are identified and improved	.

<p>Increase support with feeding inpatients. Red tray scheme</p>	<p>Establish Task & Finish Group, adopt scheme of delegation, gather initial data relating to the project, analyse initial data draw out initial findings, produce report presenting findings, publish findings and conclude work stream or determine next steps</p>	<p>April – Dec 2010</p>	<p>Task & Finish Group Host support – Julia Karoly</p>	<p>Increased support is given to patients requiring feeding help. Red tray scheme is maintained</p>	
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Communication of the Work Plan

It is the intention of the Nottinghamshire County LINK Board that this plan, once ratified, will be circulated widely to enable local stakeholders to engage with the activities outlined should they wish to do so. A communication list for this Work Plan will be written by the Nottinghamshire County LINK. This will be completed and distributed March 2010.

Communications Strategy & Community engagement plan

Both of these documents are available on request from LINK office.

