

Local Involvement Networks and Commissioning Building the relationships

**1st December 2008
The Assembly Rooms, York**

Notes from the day

On the following pages are copies of the photos that were taken from the work done during the day.

If you would like a paper copy of these notes, please email your postal address to Tricia:

tricia@tricianicoll.com

or telephone 01759 369913.

For information about regional support for LINKs in the North East, please contact:

Malcolm Rutt Malcolm.rutt@nimheneyh.nhs.uk

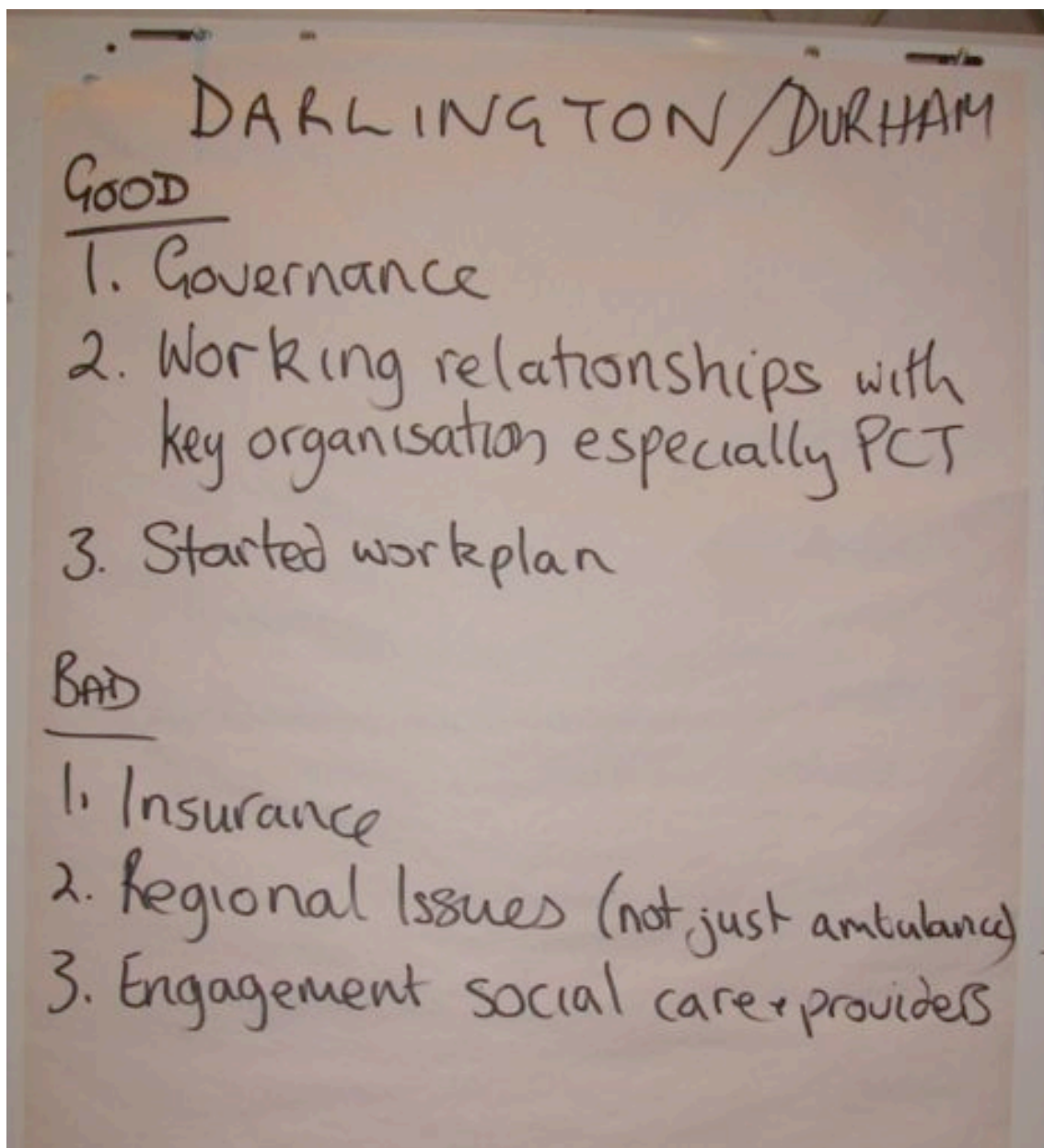
Many thanks for all your hard work and ideas!

Presentations

Tricia Nicoll talked through presentations prepared by Stephanie Varah and Janet Crampton. There are copies of the presentations with this report.

How it is working in our local area

We worked in small groups to share how things are working in our local area. We thought about the three things that we are proud of that are working well and the three things we are struggling most with.



GATESHEAD

✓ Policies + Procedures
in place + Governance.

✓ +ive relationship between
LINK + Host + L.A.

✓ Promoting the LINK + collecting
info to inform early priorities

~~X~~ No. of "active" members

X Pressure from ext. + National org's
+ maintaining LINKS independence.

X Cost + no. of conferences +
enough notification (restricts
no.s that can attend).

NEWCASTLE

X DIFFICULT TO 'SELL' LINK
TO INDIVIDUAL MEMBERS AS OPPOSED
TO GROUPS (ABSTRACT) (COMMITMENT)

X CAN'T PLEASE EVERYBODY ALL
THE TIME - 'SO MUCH TO DO,
SO LITTLE TIME'

X KEEPING INDIVIDUALS INTERESTED

✓ DIVERSITY AND EXPERIENCE
OF MEMBERS OF TRANSITIONAL
BOARD. 2-WAY COMMUNICATION.

✓ FOCUSSED WORK WITH
WIDE RANGE OF BENEFITS

✓ LINK SUPPORT TEAM NOW
IN PLACE! - SUPPORTING
LINK MEMBERS
EVENTS + INFO.

STOCKTON LINK

WORKING WELL:-

1. POSITIVELY FOCUSED
COMMUNITY DEVELOPMENT
MANAGER (HOST ORGANISATION)
2. GOOD LINKS WITH VOLUNTARY
AND COMMUNITY SECTOR
3. POSITIVE LINKS BETWEEN LINK
AND COMMISSIONERS VIA COMMUNITY
DEVELOPMENT WORKER

STILL WORKING TO IMPROVE:-

1. DEMOGRAPHIC REPRESENTATION IN LINK
2. MAJORITY OF MEMBERS ARE STILL FORMER PATIENTS
- NEED TO INVOLVE WIDER COMMUNITY MEMBERS
3. STILL IN EARLY STAGES - NEED TO INCREASE
NUMBERS INVOLVED

Sunderland

- ✓ good initial governance document developed
- ✓ protocols in place for reporting to Local Authority; PCT + OSC
- ✓ Decision making Core group established

Sunderland

- X Clarity of roles + expectations of host staff + LINK members
- X Clarity re: PCT structure + responsibilities - Commissioner / Provider split
- X engagement of some groups
'been there - seen it before - nothing happens' - need quick wins

MIDDLESBROUGH LINK

- ✓ SUPPORT FROM & WILLINGNESS TO BE PART OF COMMISSIONING BODIES
- ✓ INTEREST & WILLINGNESS TO BE INVOLVED (DIFF. LEVELS) FROM COMMUNITIES/VCS
- ✓ DISCUSSIONS AROUND EQUITY - REAL DEBATE → UNDERSTANDING WHAT/WHY LINK IS
- X SLOWED DOWN BY
- X LACK OF RESOURCES - STAFF EXPECTED TO DO TOO MUCH TOO SOON
- X TIME - NOT ENOUGH!

1 REDCAR

- ✓ Borough Council - supported
- ✓ Wider representation than PPI, + now includes agencies - R.O.C
- ✓ Good balance of public + organisations
75% public - 25% professional.

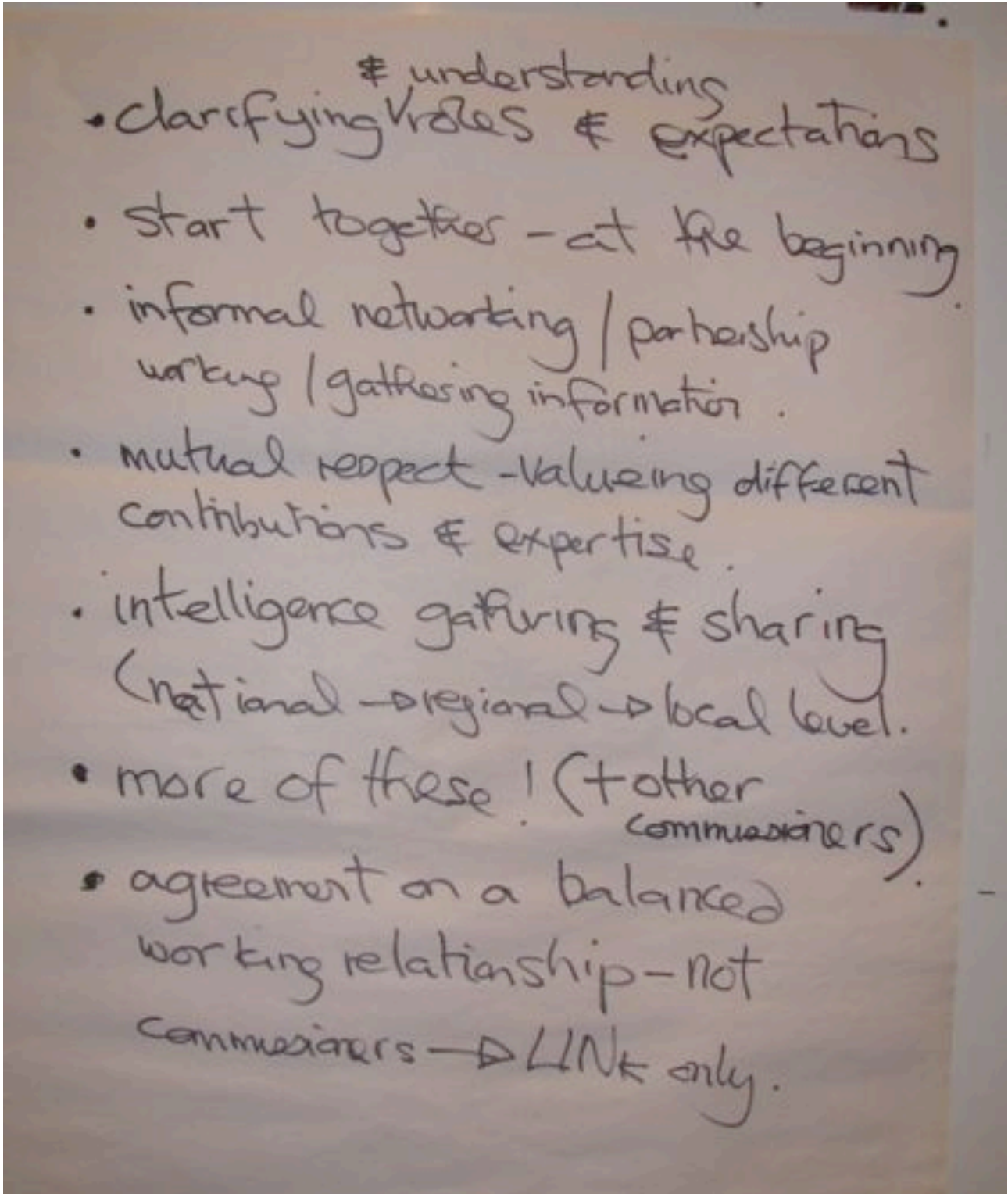
- x lack of continuity

- x lack of cross section representation

- x Early day - where do we go from here?

Making LINKs work effectively

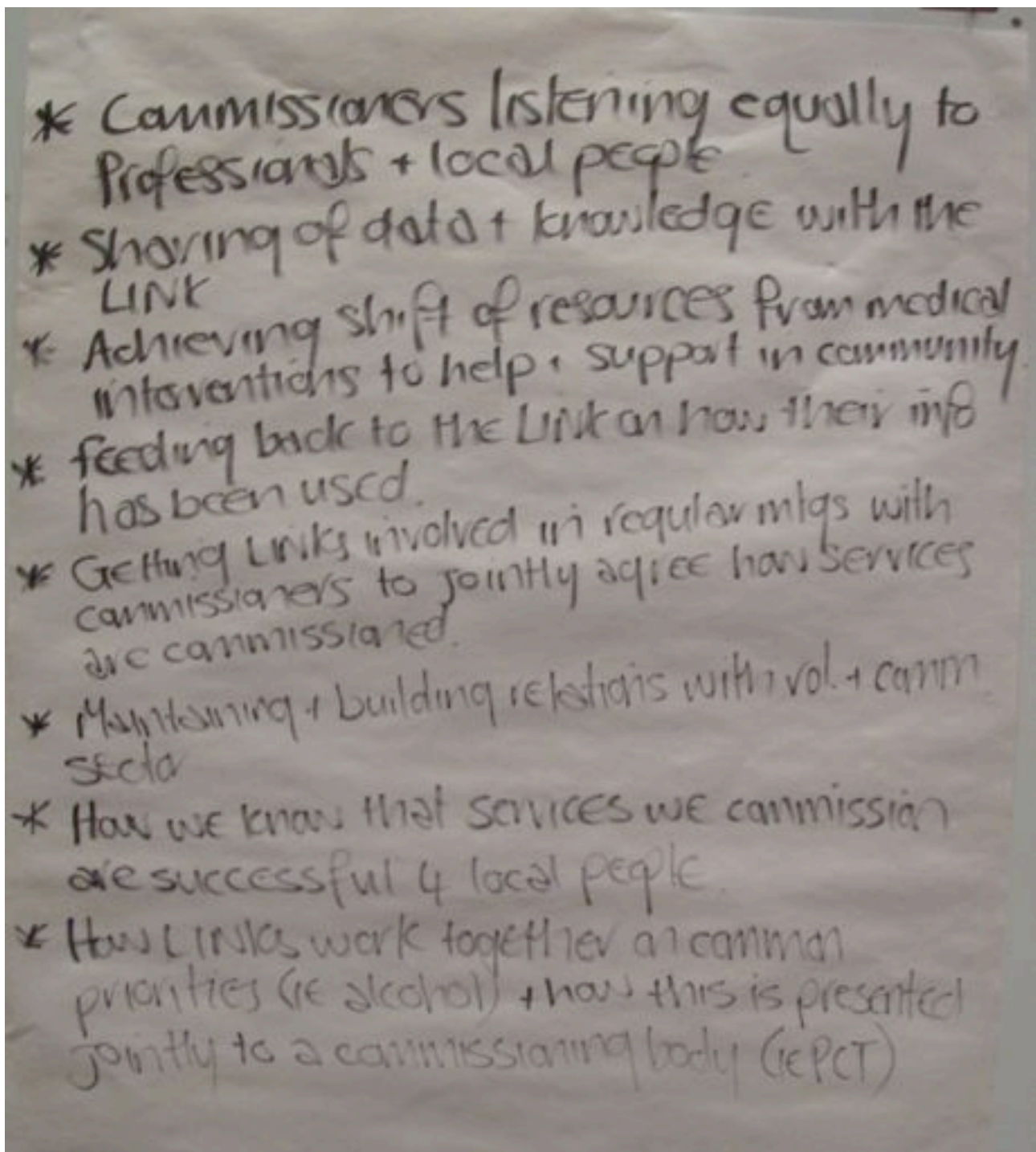
We shared our top ten tips for ensuring an effective LINK. We also thought about the support we need to work effectively as Hosts and LINKs:



Top 10 - Making LMOs Work

1. Open, honest + realistic
2. Plan the Process (Strategic Thinking)
3. Feedback + Demonstrate Outcomes
4. Develop strong relationships (positive)
5. Provide evidence - whose views?
6. Involvement at all stages of commissioning cycle
7. Adaptable - accept different solutions to a "problem"
8. Partnership working / multi-agency approach
9. Broad overview + involvement across + within all stakeholders / organisations
10. Dissemination of information / data → promotion / education / avoid duplication

- ESTABLISH IDENTIFIED INDIVIDUALS WITHIN COMMISSIONING SECTIONS / DEPTS ACROSS ALL SECTORS - BUILD POSITIVE WORKING RELATIONS.
- CASCADE INFO. ON LINKS TO ALL PEOPLE INVOLVED IN COMMISSIONING - NOT JUST STRATEGIC LEVEL
- ESTABLISH REALISTIC OBJECTIVES FOR ANY PIECE OF WORK
- LINK WORKPLAN + PRIORITIES - BALANCE BETW. NATIONAL 'MUST DO'S' + LOCAL PRIORITIES WHEN COMMISSIONERS + LINK WORK TOGETHER
- BETTER COMMUNICATION + CO-ORDINATION BETW. LOCAL COMMISSIONERS + THE LINK - FORE WARNING OF WHAT SERVICES ARE COMING UP FOR TENDER
- ALL ROUND COMMUNICATION + CO-ORDINATION BETW. ALL PARTIES TO AVOID DUPLICATION + USE LIMITED RESOURCES BETTER
- REGULAR REGIONAL MEETINGS BETW. COMMISSIONER + LINK (ROTATE LOCATION)
- LINK ANNUAL REPORT - CLARITY ABOUT THIS FOR COMMISSIONERS + PARTNERS



(the photo from one group didn't come out)

- Fact-finding
- Communication
- Open
- Honest

- Clear guidelines
- Realistic
- Plan process
- Don not promise what can't be delivered
- Quality standards
- Involved from the start of the process