



Welcome

We are very sorry that you haven't heard from us for a while. Over the last few months we have been knee deep in reports and statistics! We hope you like our new look bulletin, we thought it would be a good way of keeping in touch more often.

Work Programme Up-date

So what have we been up to over the past few months!

The work plan subcommittee have been hard at work carrying out two audits at New Cross Hospital.

The first audit involved interviewing over 100 patients who attended Eye Casualty at New Cross Hospital. The Board of Wolverhampton LINK decided to carry out this audit following a series of complaints from the public regarding the Eye Casualty service at Accident and Emergency. This followed its transfer from its previous site in Chapel Ash, Wolverhampton and the subsequent transfer of Eye Casualty patients to the general Accident and Emergency department.

The second audit focussed on patients experience of Discharge from New Cross Hospital, again this audit was carried out following complaints received from patients and carers regarding the lack of planning put in place for people on discharge from the hospital.

The findings from both audits have been written up. In the next bulletin we will have met with staff at New Cross Hospital regarding our recommendations and will be able to let you know the results!

Pat Burton - Work Plan Lead, Jane Viner - LINK coordinator

Get Involved.....



With the 2010 – 2011 work programmes near completion, the LINK Board have looked at all of the issues that members of the public have raised and prioritised the issues below. If you would like to get involved in any of these work areas, please contact Jane on Tel: 01902 328973 or via email: jviner@wolverhamptonvsc.org.uk

- **GP Appointment Systems**
- **New Cross Hospital Pharmacy**
- **Older People and Isolation**
- **Patient Privacy and Dignity**

Successes....



Centro have agreed to list all of the buses that travel to New Cross Hospital in their new City Centre Guide and we are hoping that once the new bus station is complete that there will be a stand for the main New Cross Hospital bus.

The Royal Wolverhampton Hospital Trust has devised an action plan in response to the LINKs report and recommendations regarding meal times at New Cross Hospital. The LINK working group plans to carry out a follow up audit in a few months time to check that the actions have been put in place. Some of the things we will be checking to see are, if dependent patients are being supported to eat their meals and that no other activities are taking place during meal times i.e. blood tests.

LINK Staff Out & About

Hi everyone, I hope our new look bulletin finds you well. I have been out and about in the last 5 months and attended **12 events and interacted with over 3700 residents of Wolverhampton.**



I have also visited a number of community groups, women's and men's groups, youth groups, mother & toddler groups, disability groups, day centres and diabetes groups.



May I take this opportunity to say a big thanks to all organisations who are displaying LINK posters, leaflets, newsletters and promoting LINKs work. If you would like me to come to your group, please give me a call on Tel: 01902 328973

Tettenhall Library

Pavitter Kaur Mainn – LINK Community Engagement Worker

News/Policy From LINKs to HealthWatch



The Healthwatch Transition Plan produced by the Government sets out its commitment in strengthening the patient, service user and public voice in health and social care services.

From April 2012 LINKs will evolve into **local HealthWatch** which will have a role in supporting individuals to access information which, in turn, will help them to make informed choices about their health and the care and treatment options available to them.

HealthWatch will have an important role supporting everyone in the community, but particularly those who are vulnerable or often unheard. From April 2013 Local HealthWatch will provide support for people to complain about the quality of NHS services if they do not have a good experience of NHS care. To read the Government Transition Plan for HealthWatch visit:

www.dh.gov.uk/en/Publicationsandstatistics or alternatively visit our website www.wolverhamptonlink.co.uk News and Policy section.

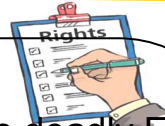
Maureen Campbell - LINK Policy and Research Officer

News Alert



The LINK Annual Report will be published on the 30th June 2011. Available on the website: www.wolverhamptonlink.co.uk

News/Policy E.coli Outbreak



The NHS Choices website: www.nhs.uk have reported on the deadly E.coli outbreak that has hit Germany. To date, the E.coli outbreak has caused 22 deaths and more than 2,400 infections across Europe.

Although none of the cases has originated in the UK, the outbreak is serious and highlights the importance of taking simple food hygiene precautions.

Take Precaution

It is recommended that all fresh fruit and vegetables are washed carefully before being eaten. If you handle unwashed fruit or vegetables, wash your hands carefully afterwards to prevent the possibility of any bacteria on your hands spreading.

The Health Protection Agency (HPA) advises that anyone returning from Germany with illness including bloody diarrhea should seek urgent medical attention and make sure they mention their recent travel history.

Maureen Campbell - LINK Policy and Research Officer

Members

Who will be the 500th member!



We now have **498** members, so help us to reach our target of over 500 members by telling your friends and family about the LINK.

Upcoming Events



Compton in the Park Fun Day - West Park, June 26th 2011

City Show 9th & 10th July at West Park

Joint Dementia strategy consultation –
16th May 2011 to the 8th August 2011

Consultation into Foot Health services –
completion date 16th September 2011

*For more info about the dementia and foot health consultation contact
Tracey Cresswell Tel: 01902 445894*

You're Experiences.....

We would like to hear from you, please contact us about your good and not so good experiences of local health and social care services.



We are interested to hear from you about your experiences of local Nursing Homes, Day Centres and Home Help.

ThankYou

We would like to thank all of our members for their continued support, and a special thank you to Pat and Brian for all of their hard work leading on the recent audits.

Contact the LINK



Phone the LINK Office Tel: 01902 328973



iviner@wolverhamptonvsc.org.uk



Wolverhampton LINK



www.wolverhamptonlink.co.uk



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FREEPOST, MID 14051, WOLVERHAMPTON, WV2 4BR

If you need help to understand this information in another language or you would like this information in another format, including audio tape, Braille, large print please call 01902 328973.

Arabic

اذا كنت تريد المساعدة لفهم هذه المعلومات بلغة أخرى أو تريد هذه المعلومات بصيغة أخرى مثل شريط صوتي، عبارات أو نطق بصورة أحرف كبيرة، الرجاء اتصال بـ 01902328973

French

Si vous avez besoin d'aide pour comprendre ces renseignements dans une autre langue ou souhaitez les obtenir sous une autre forme, telle qu'en cassette audio, en Braille ou en gros caractères, veuillez appeler le 01902 328973.

Gujarati

તમને આ માહિતી સમજવા માટે બીજી કોઈ ભાષામાં મેળવવી હોય તો અથવા બીજી કોઈ રીતે દાખલા તરીકે, ઓડિયો ટેપ, બ્રેઈલ કે મોટા અક્ષરોમાં મેળવવી હોય તો 01902 328973 પર કોલ કરો.

Polish

Jeśli życzyysz sobie tych informacji w innym języku lub zapisanych w innym formacie, na przykład w wersji audio, alfabetem Braille'a lub dużą czcionką, zadzwoń pod numer 01902 328973.

Kurdish

ئەگەر پێویستت بە یارمەتی هەبێت بۆ تێگەیشتنی ئە زانیاریانە بە زمانێکی دیکە یان حەز دەکەیت ئە زانیاریانە بە شێوەیەکی دیکە بێت وەک کاسەت یان خۆنەندەوی نایبنایان یان نووسینی گەورە، تکایە پەیوەندی بکە بێم ژمارەیە 01902328973.

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਸੂਚਨਾ ਨੂੰ ਸਮਝਣ ਲਈ ਕਿਸੀ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਚਾਹੀਦੀ ਹੈ ਜਾਂ ਇਹ ਸੂਚਨਾ ਤੁਹਾਨੂੰ ਬਦਲਵੇਂ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ ਜਿਸ ਵਿੱਚ ਸ਼ਾਮਲ ਹੈ ਆਡੀਓ ਟੇਪ, ਬ੍ਰੇਲ ਜਾਂ ਵੱਡੇ ਅੱਖਰਾਂ ਵਾਲਾ ਪਿੱਟ ਆਂ ਕਿਰਪਾ ਕਰਕੇ 01902 328973 'ਤੇ ਟੈਲੀਫ਼ੋਨ ਕਰੋ।

Slovak

Ak potrebujete pomoc s porozumením tejto informácie v inom jazyku, alebo ak chcete túto informáciu v inom formáte vrátane audio kazety, brailového písma, veľkej tlače, prosím volajte na číslo: 01902 328973

Urdu

اگر آپ کو یہ معلومات سمجھنے میں مدد چاہیے یا آپ اسے کسی اور زبان یا فورمیت جیسا کہ سننے والی ٹیپ، بریل، یا بڑے پرنٹ میں چاہتے ہیں تو براہ مہربانی 01902 328973 پر فون کریں۔

Further Information:

If you would like more information about any of the items mentioned in the bulletin, please contact the LINK office.



Wolverhampton Voluntary Sector Council

This project is supported by

Wolverhampton
City Council



citizens
advice
bureau