



# Lambeth LINK



E-Bulletin from your Local Involvement Network

March, 2010

*Giving YOU a voice in how your local health and social care services are delivered*

## Welcome to the monthly e-bulletin for Lambeth LINK.

Lambeth LINK is one of 150 independent networks of local people and organisations created by the Department of Health in England to give everyone the chance to say what they think about their local health and social care services – what's working well and what's not. Any Lambeth resident or organisation can join and it is independent of statutory authorities such as NHS Lambeth and Lambeth Council.

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## Lambeth LINK invites you to a Public Meeting on Dignity in Care

**HOW CAN WE ENSURE THERE IS DIGNITY AND RESPECT FOR EVERYONE USING  
HEALTH AND SOCIAL CARE SERVICES?**

### Speakers will include:

Eammon Sullivan, Senior Nurse and Dignity Lead and Andrea Winkley, Patient Experience Manager, Guy's and St Thomas' NHS Foundation Trust.

### Meeting Details

Wednesday, March 24, 2010  
6pm to 7.40pm  
Lambeth ACCORD, 336 Brixton Road, SW9 7AA

To find out more contact the Lambeth LINK Team on 020 7274 8522 or  
e-mail: [info@lambethlink.org.uk](mailto:info@lambethlink.org.uk)

**Refreshments will be provided.**

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## Design for Patient Dignity

The Design Council is inviting **former patients** to view and feedback on ground-breaking new products and services to improve patient dignity and privacy in hospital.

The preview is part of the Design for Patient Dignity, a project from the Design Council and Department of Health. Sessions are being held specifically for former patients to give their views on **March 24, 1pm to 5pm** and **March 25, 9.30am to 1pm** at the Design Council, 34 Bow Street, WC2E 7DL.

Click here to find out more [and book a place for the preview.](#)

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## Lambeth LINK Work Plan Update

The LINK has been busy with the four Task and Finish Working Groups looking into the range and standard of services provided for;

- children and young people with diabetes;
- older people with mental health problems;
- deaf community and newly deaf;
- and safeguarding adults.

Other activities include LINK members attending and contributing to Boards and Working Groups in the borough including Lambeth Council's Health and Adult Services Scrutiny Sub-Committee. We are also in the process of organising authorised LINK members to enter and view health and social care services as they are being provided.

Click here for further information by reading the [Lambeth LINK Work Plan](#)

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## Welcome to the new Lambeth LINK Steering Committee

Elections for the new Lambeth LINK Steering Committee for 2010-2011 have now taken place. The new Committee will have their first meeting on Wednesday, April 21, where they will elect a Chair and Vice-Chairs.

Remember our monthly Steering Committee Meetings are open to the public, so why not come along and hear what the LINK is up to and meet the Steering Committee. Refreshments are provided.

Click here to view the Lambeth LINK website and our new [Steering Committee Members](#)

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## National Voices - Users Shaping Health and Social Care

As part of the material they are gathering to support their 2010 campaigning activity, **National Voices** is keen to hear your views about voicing complaints and feedback. The responses gathered through the survey will feed into their campaign material and Autumn 'White Paper' publication.

The survey closes at 12 midday on Tuesday, April 6, 2010. You can access the short survey by clicking below. [National Voices Feedback Survey](#)

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## Summary Care Records Come to Lambeth

As part of a national programme, NHS Lambeth will be creating summary care records for all patients registered with a Lambeth GP.

The Summary Care Record (SCR) programme intends to improve the quality and safety of your care through better management of health records.

The SCR is an electronic summary of your key health information. It will contain important information such as any medication you are taking, details of allergies and any bad reactions to prescribed medicines you have had in the past. In the future, every time you use an NHS services, information may be added to your summary care record. Click here for more info on the [Summary Care Records](#) or you can call the NHS Care Records Service Information Line on **0845 603 8510** or the Patient Advice and Liaison Service (PALS) at **0800 587 8078**.

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Do you use adult mental health services in Lambeth, or care for somebody who does?

Do you think these services could better meet the needs of users and carers?

**Vital Link** is a new group that aims to make positive change happen. To get involved, call Vital Link on **020 7501 2314** or

email: [naomi.graham@mst-online.org.uk](mailto:naomi.graham@mst-online.org.uk)

Click here for further info on [Vital Link](#)

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Guy's and St Thomas' **NHS**  
NHS Foundation Trust

## Help Guy's and St Thomas' Create their Patient Information Strategy

Guy's and St Thomas' NHS Foundation Trust are currently developing a Patient Information Strategy so that they can improve the information they give to patients about health conditions, treatments and hospital services. They are keen to hear the views and experiences of patients and Lambeth residents to make sure they understand what patients want and need when they come to hospital.

Rachael Twomey, Patient Information Lead is keen for a member of the LINK to join the Patient Information Strategy Steering Group.

The group is made up of different staff members, a patient governor and at least one other patient or public representative. It monitors progress, investigates ideas and agrees the final draft of the Strategy. If any LINK members are interested in joining the Patient Information Strategy Steering Group then please contact Jeanette Threadgold at Lambeth LINK: 020 7274 8522.

Click here for further info on how you can get involved in creating the [Patient Information Strategy](#)

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## Launch of the Free NHS Health Check for people aged 40 – 74, living in Lambeth

NHS Lambeth launched their Health Check programme last week with help from journalist and broadcaster Henry Bonsu, local DJ Mistri and Lambeth GP Dr Neil Vass.

Lambeth residents aged 40-74 will be invited for a free health check this April, where they will have the chance to discuss lifestyle changes and explore ways to reduce their risk of developing heart disease, stroke, diabetes and kidney disease. The programme will be rolled out across GP Practice's, selected pharmacies and community venues.

Click here for the NHS Lambeth website and further info on the [Health Checks](#)

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CareQuality  
Commission

## Care Quality Commission Publishes Outpatients Survey

Guy's and St Thomas' and King's College Hospitals feature in a national survey by the Care Quality Commission on the views of adult outpatients most recent visit to an outpatient department.

The survey includes questions on waiting for the appointment, hospital facilities, seeing a doctor, any tests and treatment undertaken during the appointment, as well as any medications prescribed.

Click here to read the [survey results](#) in full.

## Health Talks at King's College Hospital

King's College Hospital Foundation Trust is running a programme of lunchtime talks which cover all sorts of health related issues such as diabetes, stroke, cancer or less common health conditions such as Motor Neurone Disease or Sickle Cell. The talks are presented by our clinical nurse specialists or consultants and provide lots of useful information, as well as the chance to ask questions.

The talks take place in the Weston **Education Centre, King's College Hospital, Denmark Hill**, which is fully accessible. They last for around an hour and you are provided with handouts.

Below are the talks planned for the next couple of months

### **Breast Cancer**

**Tuesday, April 13, 1pm**

Terri Baxter, Clinical Nurse Specialist will talk about breast cancer including causes, symptoms and the service they provide at Kings.

### **The Haven at King's**

**Wednesday, May 26, 1pm**

Jo Delaforce will be talking about the work of the Haven which offers a confidential service for victims of sexual assault and rape in South London.

If you would like to go along to the talks then please call **Xanthe Henson** on **0203 299 8888** or e-mail: [xanthe.henson@kch.nhs.uk](mailto:xanthe.henson@kch.nhs.uk)

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