



# Contents

<b>1. Foreword.....</b>	<b>3</b>
<b>2. Introduction.....</b>	<b>5</b>
<b>3. Promoting &amp; Supporting Involvement .....</b>	<b>6</b>
<b>4. Work Projects .....</b>	<b>12</b>
<b>5. LINK Devon Legacy.....</b>	<b>17</b>
<b>6. Healthwatch Pathfinder outcomes.....</b>	<b>20</b>
<b>7. Healthwatch Devon info</b>	<b>22</b>
<b>8. Key decision makers and active participants.....</b>	<b>24</b>
<b>9. Registered Participants.....</b>	<b>25</b>
<b>10. Staffing and Communications.....</b>	<b>26</b>
<b>11. Core statistics.....</b>	<b>28</b>
<b>12. Finances.....</b>	<b>29</b>
<b>13. Glossary .....</b>	<b>31</b>
<b>14. Contact information .....</b>	<b>32</b>

# Foreword by Chair

I am delighted to be able to introduce the final report of LINK Devon. The report accurately records the final months during a year in which LINK Devon has been progressively outcome driven, clearly focused and increasingly effective.

In a context of changing circumstances and the progressive transformation of the health and social care system our overriding priority has been to enable the emergence and support the development of a coherent and effective vision for Healthwatch in Devon. We have done all we can to ensure that the Healthwatch that emerges is a powerful and credible consumer champion. We worked closely in February and March with the Community Council of Devon, who won the Healthwatch contract, to ensure they benefit from our knowledge and understanding, our experience and our excellent working relationships with key stakeholders.

Integral to LINK Devon's success has been our knowledge and understanding of the policy and practice of both partnership working and of effectively engaging with service users, carers and the wider public.

The production of a series of effective legacy documents will enable Healthwatch Devon to form its first work plan, build on good practice, templates and protocols and continue the strong leadership of lay people and participation of volunteers in its development and in its role as consumer champion.

We have focused on supporting the development of relationships and widening the awareness of the need for public engagement in the emerging health and social care commissioning landscape involving the Health and Wellbeing Board, Public Health, Clinical Commissioning Groups and Patient Participation Groups. Through creating opportunities for people and communities to be involved in decision making about service change and development we hope to have laid a good foundation for influencing commissioning beyond April 2013.

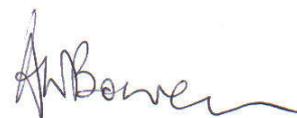
Key pieces of work on aspects of service provision have been completed on young people's mental health services, outpatients' appointments, leaving hospital and access to neurological services. All of these have been welcomed by commissioners and providers. Healthwatch Devon will be expected to monitor progress.

We have carefully enabled the transition from LINK to Healthwatch and achieved a well ordered and careful closure and exit strategy.

We have achieved a good balance between responding to issues raised by the people of Devon and working alongside statutory and voluntary partners to influence and implement changes in service policy, practice and provision. LINK Devon has been recognised nationally for its work on the collection, analysis and use of data and reporting quality evidence to those who monitor, scrutinise, commission and provide services and have been a useful source of good practice in the South West.

## Foreword by chair

In my judgement all those who have been involved can be proud of LINK Devon's achievements in the last five years. However, many of the challenges of seeking to improve health and social care outcomes and the quality of service provision and tackling inequalities remain. In a considerably more difficult context, on behalf of LINK Devon's membership, active participants, Leadership Group and Professional Support Team, I wish Healthwatch Devon every success in its work on our behalf as Devon's consumer champion.



**Allen Bowen, Chair, LINK Devon Leadership Group**

***“Thanks for the work you and LINK colleagues have done over your period of stewardship. The NHS in the South West has been the best performing part of the service in the UK over the last 5 years or so - and many believe this will in retrospect be seen as the period in which the NHS performed best since its inception in 1948, and so you and your colleagues can justifiably take some credit for helping to maintain a climate of accountability and communication in which that could happen”***

David Radford, Chairman, Cluster of NHS Devon, Plymouth and Torbay

# Introduction

LINKs were introduced in 2008 as part of the Local Government and Patient and Public Involvement Act 2007.

LINKs key statutory functions have been to:

- Promote and support the involvement of people in commissioning, provision and scrutiny of health and social care services
- Obtain the views of people about their needs for and experience of health and care services and make those views known to those responsible for commissioning, providing, managing and scrutinising those services
- Enable people to monitor and review the commissioning and provision of services
- Make reports and recommendations about health and social care services could be improved

LINKs end on 31<sup>st</sup> March 2013 and will be replaced across England by Local Healthwatch Organisations as part of the Health and Social Care Act 2012.

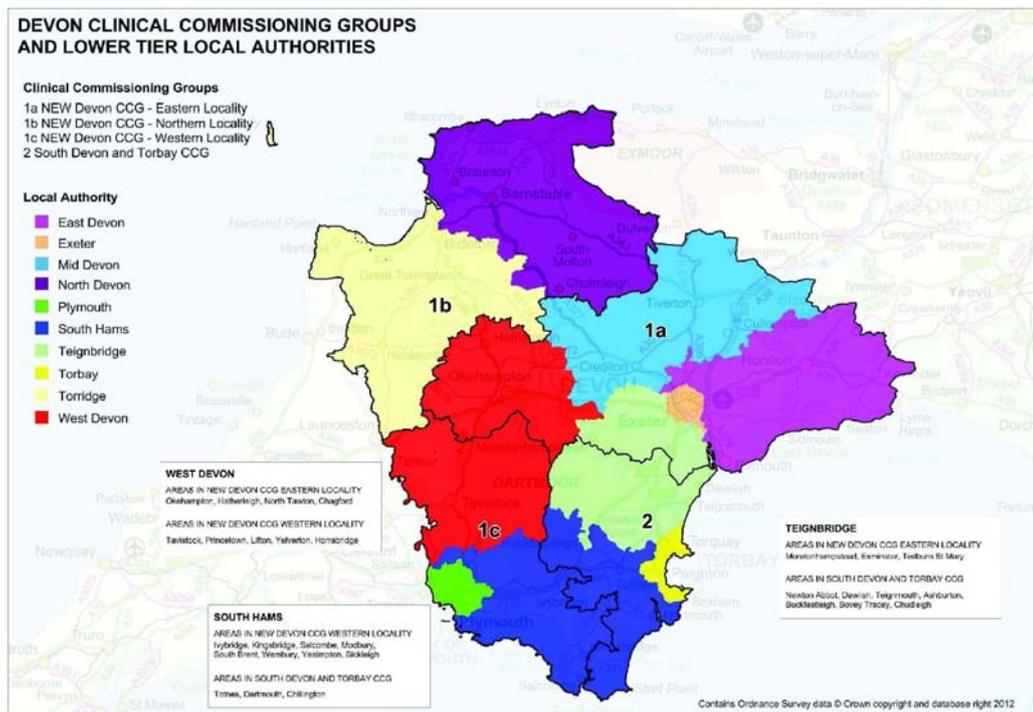
The Department of Health issued directions to LINKs in August 2012 regarding the requirement to produce an annual report. The Department understood that some LINKs would struggle to produce an annual report covering the whole period as they would be closing down and in some cases losing staff and volunteers during the transition to Healthwatch. Of the options given by DH, LINK Devon chose to report in 2 periods. The Interim Annual Report for the period April 2012 to September 2012 was published earlier this year and can be found here <http://bit.ly/11wiib5> This allowed for a shorter and less detailed report to be produced for the remaining period of October 2012 – March 2013 although the report still addresses all the requirements in the Directions set out in the LINK legislation 2007.

The LINK has collected thousands of views, experiences and case studies from people in Devon about health and social care services over the past 5 years. These views have all been fed back to those organisations that provide services, those who pay for them and those who regulate them. Often LINK does not hear how your views have made a difference to services except if it has undertaken a specific topic based piece of work and produced a report with recommendations that must be responded to. It is therefore hard to quantify exactly what impact the LINK has had. NHS Trusts, the Local Authority, other providers and the Care Quality Commission use LINK evidence in their planning and engagement cycles but are often not as good at feeding back to us! This challenge has been made all the harder because of the changes taking place in the health and social care field locally. CQC is amending their feedback mechanisms in readiness for April 13 so that Healthwatch can receive regular reports of where its evidence has made a difference.

LINK Devon's strength was its approach to community engagement and its investment in a team to undertake engagement across a large county. Hosting engagement events, health fairs, partnership events, meetings, forums, and attending shows and festivals has meant that we have spoken to and reached thousands of people – often people who would not normally engage with such an organisation.

# Promoting & Supporting Involvement

## The new Clinical Commissioning Group areas in Devon



## South Devon and Torbay area

### ***Patient Participation Groups (PPGs) in South Devon***

LINK Devon has finalised the setting up of a Patient Participation Forum in the South Devon area. It has taken almost a year of extensive engagement by Community Involvement Coordinator Jill Perry to bring this about. Each GP Practice in the area now has the opportunity to send a PPG representative to the Forum to discuss health issues at a local and community level. Terms of Reference have been established and a representative from both Teignbridge and South Hams has been elected to act as spokesperson for the Forum at the Strategic Public Involvement Group (SPIG) attached to the Clinical Commissioning Group, click here for more information <http://bit.ly/12bm3li>

***“The work that Jill has done particularly has made such an impact on how PPGs can feed into the CCG and given us a better start, more quickly than I ever imagined”.***

Jo Curtis, Patient Engagement Lead (designate)  
South Devon and Torbay Shadow Clinical Commissioning Group

***“Thank you for all your help, you have made a real difference to a lot of people in this area”.*** LINK participant

**Outcome** – Significantly increased patient and public involvement and ensured that a managed and supported mechanism is in place for feedback directly from PPGs to the CCG to influence commissioning.

# Promoting & Supporting Involvement

## ***Influencing South Devon and Torbay CCG***

LINK Devon has supported the development of the CCG's Strategic Public Involvement Group (SPIG) which has now been set up with representation from the Voluntary Sector, the new PPG Forum, LINKs in Devon and Torbay and elected members of the public. An election was held in October for 2 LINK Devon representatives and 2 deputies. Our LINK Devon representatives are Teignbridge: Hans Zebrowski and deputy Lydia Darbyshire. South Hams: Barry Wheeler and Deputy John Hood.

LINK representatives have attended three SPIG meetings to date. These meetings will allow information to be given to and received from the South Devon and Torbay Clinical Commissioning Group. The meetings take place on a monthly basis and whilst it is still early days, the meetings are taking on an optimistic and positive approach and building on what engagement is currently in place in the area.

It is hoped that the new Healthwatch Devon organisation will support the current LINK Devon representatives to continue in their roles on the SPIG after April 2013.

**Outcome** – The CCG has a wider forum with strong representation which will enable a two way process of information and feedback to improve commissioning decisions in the CCG area. This has increased patient and public engagement and stronger influence.



## ***Torbay and Southern Devon Health and Care NHS Trust – Shaping Community Services consultation***

LINK promoted this consultation about 'Options for care in Ashburton, Buckfastleigh and Bovey Tracey communities' widely and gathered public feedback on behalf of the Trust.

***“The consultation has given us valuable information about the things that most worry people, such as transport and the difficulty of visiting their loved ones in the evening. This important feedback will not be lost.”*** Dr Sam Barrell, Chief Clinical Officer South Devon and Torbay CCG

**Outcomes** – LINK was asked to independently chair 2 of the public meetings. LINK provided independent verification of the public feedback and analysis. The Trust decided to 'pause' its decision pending further analysis of the feedback to the consultation which closed in March. LINK made recommendations about the consultation process which will improve future consultations.

# Promoting & Supporting Involvement

## NEW Devon area

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### ***GP based patient participation survey and event***

In December, the LINK sub group, set up to develop relationships with PPGs and CCGs, wanted to hold public meetings in order to encourage people to get involved with their local PPG. As part of wider engagement around participation in the newly emerging health structures it was felt necessary to find out how much people understood the new NHS landscape and how they could get involved locally. A survey was devised and cascaded through Twitter and the LINK website in order to gauge people's understanding prior to planning any meetings.

31 people responded to the survey.

Findings showed that although most people had heard about the new structures, PPGs and Healthwatch they wanted to hear more about why the NHS reforms had been introduced, how they would affect them locally and how they could get involved.

22 people attended a public meeting held in Exeter on 19<sup>th</sup> December. The meeting heard a presentation from NHS Devon about the new commissioning structures, an overview of co-production principles and how collaboration in participation is effective. There was also a consultation about how people would like to be involved in the new structures (including Healthwatch).

Presentations can be viewed here

<http://linkdevonlee.wordpress.com/2012/12/20/presentations-from-our-exeter-patient-and-public-involvement-meeting-19th-december/>

The survey and the subsequent public meeting helped to inform the 3 events held by LINK and the NEW Devon CCG in February and March (see below).

***Outcomes – Increased public understanding of new structures and how to get involved at various levels. Shared understanding of the principles behind communities and statutory bodies working together to achieve the best outcomes for health and social care. Informed the planning of future events.***

### ***Appreciative Inquiry events with NEW Devon Clinical Commissioning Group***

As part of LINK's Pathfinder work priority to develop relationships with the newly emerging Clinical Commissioning Groups in Devon, LINK Devon hosted 3 events during February and March. The events were planned and led by a small LINK sub group of active participants, LINK staff and key NHS Devon/ shadow CCG staff.

(Considerable work had already taken place with the South Devon and Torbay CCG last year as they were in the first stage of authorisation).

These events enabled NEW Devon to begin their process to promote and engage with the public.

# Promoting & Supporting Involvement



The need for the events was identified following a LINK survey of GP Surgeries in 2012 about how their Patient Participation Groups were evolving. A need for a greater understanding of representation and how PPGs could influence commissioning and service needs in their local areas was highlighted by both PPG members and practice managers.

The aim of the events was to provide the public and key stakeholders with the opportunity to hear from NEW Devon commissioners, to enable the public's input into the CCG's engagement strategy and to develop future public involvement in commissioning and provision of services.

Events were held in Exeter, Ivybridge and Barnstaple with a total of **184** people attending.

The events had presentations from key local CCG leads and GPs involved in future commissioning to set the scene and a presentation about co-designing services led by Caroline Lee of the LINK team.

The LINK team led the consultation using the Appreciative Inquiry technique.



## Effectiveness and impact – a response from NEW Devon CCG

“Each of the events produced valuable feedback from which the CCG intends to learn from. There was a real focus on finding local solutions to involvement and engagement, partly because of people's obvious desire to be heard at this early stage in the development of the CCG – but also due to LINKs' use of the appreciative inquiry methodology. This enabled everyone at the events to be heard, helping the CCG to hear about what was already working well or not so well – and what needed to be built upon or indeed built from scratch.

There was a reality in the feedback received during the events that will prove invaluable to the CCG in making sure we improve the way the public and other groups have their say.

# Promoting & Supporting Involvement

GPs attending reported them to be really useful in helping them to understand the issues important to the public – and they are eager to receive the full report.

In advance of receiving this, the head of communications has updated the Governing Body on initial feedback”.

## Next steps

***“When the final report is received, the head of communications will be presenting the findings to each of the three localities that make up the CCG. These will then be fully considered prior to a draft engagement and communications strategy being written for further consideration by the public and CCG Governing Body in the summer. Feedback on the draft strategy via further public events will be sought prior to its final approval”.***

Nick Pearson, head of communications

A full report and analysis of feedback has been produced and will be available on the NEW Devon CCG website [www.newdevonccg.nhs.uk](http://www.newdevonccg.nhs.uk)

Healthwatch Devon will be expected to continue the work as part of their function of promoting and supporting the involvement of people in the commissioning, provision and scrutiny of health and care services.

***“A big thank you for all you have done to represent patients and build meaningful engagement with the new organisations”.*** Event participant

**Outcomes** – Attendees gained an increased understanding of the new commissioning landscape. LINK facilitated a focused engagement plan which will inform the CCG’s future engagement and communications strategy and ensure that people can truly influence local commissioning and provision of services. The CCG gained invaluable feedback from people and were enabled and encouraged to work together to create a culture of involvement and engagement in the future.

# Promoting & Supporting Involvement

*The NIHR CLAHRC for the South West Peninsula (in partnership with LINK Devon)*



LINK Devon partnered with the South West Peninsula Collaboration for Leadership in Applied Health Research and Care (CLAHRC) to provide 2 events in Exeter and East Devon for 30 LINK Devon participants.

The aim of the events was to evaluate the evidence behind health news and media stories and to equip people with better research awareness and evidence based reasoning when reading health stories.

***“It [behind the headlines training] needs to be given to many more people. The message is very important for the general public.”*** Event Participant

***“This session was great with some interesting discussion and I came away armed with some useful resources”.*** Event participant

**Outcomes** – Participants gained increased critical thinking skills to see past sensationalised reporting when gathering and sharing information. Future collaboration with the CLAHRC could be explored in order to provide training for active participants working as community champions for Healthwatch Devon

**North Devon Healthcare Trust  
Equality Delivery System**

Northern Devon Healthcare   
NHS Trust

Incorporating community services in Exeter, East and Mid Devon

In October, LINK Devon was approached by NDHT to assist them with their Equality Delivery System grading. The Trust had planned an engagement event to get public feedback but due to poor uptake had to cancel. LINK had limited resources or time to undertake any consultation on NDHT's behalf but put together a short online survey to gauge people's opinions about how the Trust achieves in respect to equality.

Through Twitter and the LINK website 22 people responded to the survey. LINK fed back the results to inform the Trust's self assessment of their Equality Delivery System.

# Work Projects

## North Devon District Hospital Outpatients visit Report

In the interim annual report, LINK reported on its engagement activity and subsequent report following a visit to the outpatient departments at North Devon District Hospital last year.

390 people shared their views with LINK participants over 2 days of intense engagement.

Formal responses have been received from Northern Devon Healthcare NHS Trust and NHS Devon, Plymouth and Torbay. Northern Devon Healthcare Trust is already working to address some of the recommendations made within the report following the LINK visit and LINK Devon is positive that the report will influence other outpatient departments in Devon.

In a formal response to the report, the Commissioner, (NHS Devon, Plymouth and Torbay Cluster) said

***“The 6 recommendations in the LINK report are extremely helpful”*** and

***“NHS Devon, Plymouth and Torbay Cluster welcome this focus on patient experience and would wish to thank LINK active participants for providing these helpful patient insights, supported by data and observational information. We will share the key messages of this LINK report within the commissioning team in order that learning points for outpatient services can be taken into account”.***

The report and formal responses can be found here <http://bit.ly/Zf4T5H>

The work has been passed to Healthwatch Devon who have been invited back to North Devon Hospital to visit and monitor the recommendations in June 2013.



# Work Projects

## Access to Neurological Services in Devon

Following an initial meeting in October with service users, carers and professionals, a Devonwide survey was undertaken by LINK to find out the views and experiences of people with a neurological condition.

87 responses were received and the report was published in January. You can view the report here <http://bit.ly/Zf4T5H>

LINK has received a formal response from the commissioning body, NEW Devon CCG. An extract is below.

***“NEW Devon CCG welcomes the report from LINK Devon in respect of accessing neurological services... There are clear messages in the patients’ comments in the report about the feelings of isolation and lack of support that may come from not having a diagnosis. We are committed to developing patient-centred services and bringing those services that are clinically appropriate closer to the patient’s home or community.... This report has been shared with both the commissioner for urgent care, and for long-term conditions to ensure that, where we can, the needs of this group are incorporated into clinical developments. We will work with LINK and Healthwatch on future monitoring of this issue”.***

The findings are consistent with similar work undertaken across the South West by both LINKs and Neurological Alliances and there is potential for a real joined up approach to be taken regionally to improve services.

***“LINK in Cornwall has sent me a copy of your helpful survey, and I am writing to say how much CAN-DO welcomes receiving information of this kind - across the Tamar. In 2011 we commissioned an audit entitled "Taking Stock and Moving Forward" which was well received and came up with many of the key findings your survey identified. You can find more detail on [www.candoweb.org](http://www.candoweb.org)”***

Roger Weatherly, Chair, CAN-DO

After consultation with the core group of users and carers involved, we decided to handover the follow up work to Healthwatch Devon.

### **Outcomes –**

An excellent evidence base to build on for future engagement. The report findings have informed commissioning.

Representatives from the South West Association of Neurological Organisations warmly received the survey results and will take the lead in contacting Healthwatch Devon to

1. Ensure the results of the survey are fed in to the future commissioning and delivery of neurological services in Devon
2. Provide a framework and support for the formative Devon Neurological Alliance

The report was also published on the South West Specialised Commissioning Group website <http://www.swscg.org.uk/consultation/>

# Work Projects

## Children and Young people's emotional health and wellbeing

To complement the LINK report on access to adult emotional health and wellbeing services published last year, LINK Devon consolidated all its previous evidence from young people. This included evidence from peer led consultations (led by LINK LOGO's young people in 2011) with children in schools and youth clubs, evidence from young people's surveys and case studies undertaken by the Community Involvement Team.



*One of the peer led workshops undertaken by LOGO (LINK Devon's youth group) at Braunton school where they consulted with 95 young people about health and wellbeing.*

A further survey called Seeking Help was carried out in 2012 to gain a wider range of views, with 61 completed surveys returned. Many of the respondents had direct experience of seeking help for emotional problems.

The report was published in February and can be found here <http://bit.ly/Zf4T5H>

5 recommendations were made in the report and a formal response from the commissioner was received.

***“Thank you for sending me this report which I found very interesting and informative. It will also be extremely useful to me in my work over the next few months as I will be working to develop a CAMHS Strategy for Devon.***

***The main points that immediately become apparent are the need to consider emotional and mental health and wellbeing in its widest context being in the community, i.e. schools, children's centres, etc to the specialist end of CAMHS intervention. The importance of the transition period into adult mental health services as I am well aware was also keenly identified. I will be sharing this report with my colleagues working in adult health who will be working on an Adult Mental Health Strategy as this will be keen for us to consider in our work. The report has clearly illustrated the need for a whole system approach and I will ensure representatives from the county schools etc and young people themselves are involved and that their voice is heard”.***

Gwen Pearson, Children and Young People's Commissioning Lead, NHS Devon, Torbay and Plymouth

**Outcomes** - A LINK led multi agency task group has developed to take forward the work. The findings have been included in the Mental Health JSNA. Work Undertaken directly by young people (LOGO) has influenced service review.

# Work Projects

## Joint Strategic Needs Assessments outcomes

LINK Devon has been represented at the JSNA Development Group of the Health and Wellbeing Board in Devon to help with the development of the Joint Strategic Needs Assessment.

LINK's involvement in 3 JSNA work streams has helped to develop a model template for future service user involvement. This will ensure that qualitative evidence of how people experience services will become an integral part of the JSNA to enhance the statistical 'hard' data they already have. It will also highlight service need in the community and therefore bring about better services. There is still some way to go to improve and develop this process and LINK has produced a legacy document for Healthwatch Devon in order to help them to progress the work.

**Mental Health needs assessment** – LINK's 2012 report on Access to Emotional Health and Wellbeing and the 2013 report on Young People's Health and Wellbeing Services have both been used as evidence to enhance the JSNA.

**Substance misuse needs assessment**– LINK has worked with the Devon Drug and Alcohol Team and user led organisations The Recovery Consortium and SURRF (Service User Recovery and Representation Forum) to support a short piece of work to improve service user input into the JSNA. This work complemented the work LINK were doing to develop a qualitative data template or model in order to ensure the community and service user voice is included.

A coffee morning and a service user focus group were facilitated by LINK and the findings shared with the JSNA team at a strategic level.

### **Outcomes and recommendations –**

- Improved representation of the needs of people with substance misuse issues at a strategic level
- LINK cited a contributor to the draft Substance Misuse JSNA
- Strategically a recovery journey qualitative survey could be developed to gain more experiences of or need for services, co-designed with service users
- Potential to signpost service users to opportunities to share their experiences of services across the whole spectrum of health and social care

***"I've really enjoyed my involvement in the group. As an ex-service user myself, it's been fantastic to contribute, to be involved with LINK and to be able to contribute my expertise to the JSNA".*** Hans Zebrowski (Active LINK Participant and SURRF representative).

LINK took part in a Qualitative Data Workshop with the Devon Health and Wellbeing Board's JSNA Development Group in February which focussed on how views from the community can be consolidated from a number of different sources including Healthwatch and the voluntary sector.

# Work Projects

## LINK representative on Shadow Health and Wellbeing Board

Hilary Ackland continued to represent the LINK at its place on the shadow board. All minutes and plans can be found at their website [www.devonhealthandwellbeing.org.uk](http://www.devonhealthandwellbeing.org.uk)

Hilary will maintain representation for Healthwatch Devon until they are in a position to elect a new representative.

# LINK Devon's Legacy

## 'What is learned will not be lost'

It was the Department of Health's intention that LINKs would evolve into Local Healthwatch organisations. All of LINKs previous statutory functions as set out in the Local Government and Public Involvement in Health Act 2007 (section 221) will continue to be carried out by local Healthwatch.

LINK Devon has worked very hard to ensure that the learning and experience gained over the past 5 years will not be lost and will be used and developed by Healthwatch Devon. The main focus of the final quarter has been to support the transition from LINK to Healthwatch.

7 Legacy documents have been completed and can be viewed here <http://bit.ly/Zf4T5H> The transition support worker facilitated workshops for staff and volunteers to map the journey of LINK over the past 5 years and to identify:

- Key recommendations for Healthwatch
- Work undertaken by LINK and key outcomes
- Strengths of LINK work and what has helped
- Limitations of LINK work and what has hindered
- Potential threats to future work
- Key contacts
- Further reading and information

All legacy documents were accompanied by an electronic reference library of key documents, tools, procedures, best practice and reports. These have been passed to Healthwatch Devon.

Topics covered were

- Community Engagement
- Working with Young people
- Enter and View
- The JSNA
- Key relationships and emerging structures
- Working with the CQC
- Data capture and information

**"...excellent transition work and a really good legacy"** Trish Stokoe - Development Consultant - Inclusion, Health and Wellbeing LGA Associate

# LINK Devon' Legacy

## Ongoing work

LINK also handed over an ongoing work folder with key issues to be followed up by Healthwatch to inform their first workplan. This included follow up work on:

- Neurological Services – working with SWANO to set up and develop a Neurological Alliance in Devon; to progress the recent LINK report findings regionally by collaborating across the patch of Neurological Alliances and Healthwatch Organisations.
- Northern Devon Healthcare Trust Outpatients report – follow up Enter and View visit after June 2013 to monitor progress of the recommendations made in the LINK report 2012.
- Recovery Consortium (JSNA) – continue to develop and support user involvement, building on LINK progress
- Mental Health – follow up and monitor the recommendations made in the LINK reports on mental health (Adults and Young People)
- Shaping Community Health Services – keep up to date with the possible reconfiguration of community services in the South Devon area following the recent consultation.
- Continue to support the Strategic Public Involvement Group members (LINK representatives) to ensure continuity at the South Devon and Torbay CCG.
- Follow up the report on the LINK/NEW Devon CCG Meaningful Engagement events. Report to be published on CCG website and action supported and monitored by HWD.
- Quality Accounts – respond to all Trusts quality accounts 2012/13
- Quality Surveillance Groups – Ensure membership as a core stakeholder in the newly formed groups facilitated by the local area team of the NHS Commissioning Board.

LINK Devon's database of evidence from the past 5 years has been shared with Healthwatch Devon along with all the project reports and outcomes.

## Volunteers

LINK work would not have been successful without the involvement and leadership of active participants. It is vital that their experience, skills, knowledge and goodwill is not lost in the transition from LINK to Healthwatch.

Registered LINK participants were informed that their contact details would be passed to Healthwatch Devon unless they opted out. This ensured compliance with the Data Protection Act.

108 participants opted out. The data was handed to Community Council of Devon (Healthwatch contract holders) on 28<sup>th</sup> March and was password protected. All data held by EDVSA on behalf of LINK Devon will be securely destroyed in April.

It is important that volunteers are supported effectively to carry out their engagement and this was clearly outlined in our legacy work.

# LINK Devon' Legacy

## Local learning

LINK's experienced Community Involvement Team were approached by engagement leads at the NEW Devon Clinical Commissioning Group to help them design training and tools for staff about engaging with patients and the public. This is a testament to the skills and experience developed by LINK Devon over the years and how valued their approach to engagement in the community has been.

***"The involvement of the LINK staff in the development of training materials and support tools for CCG has been invaluable. Their experience and expertise in this area has supported the drafting of tools that are locally specific and real and which will provide CCG staff with the knowledge they need to engage effectively with the people they serve".*** Sally Parker, Community Relations Manager, NEW Devon CCG, Western Locality

## National legacy contribution

LINK Devon took part in a survey commissioned by the Department of Health to identify good practice from LINKs across the country. We were proud to be selected to be interviewed in more depth about how we have carried out Community Engagement, Representation, Governance and Influencing. The report will be published during May and will be part of a range of good practice guidance documents gathered from across the country to inform the effective development of local Healthwatches.

## Local Government Association Event in Taunton – LINK Legacy

LINK Devon took part in one of five LINK Legacy events that took place across England in February which were delivered in partnership by Voluntary Sector Strategic Partners, Local Government Association, Healthwatch England, Care Quality Commission and Department of Health. During the event at Taunton, the theme of the morning session was 'What has been learned will not be lost', during which, LINK Devon delivered a presentation around 'Working with Partners' which referred to the successful working relationship that LINK Devon has developed with Care Quality Commission, on a local and national basis. LINK Devon highlighted the importance of good working relationships which was illustrated with its experiences, such as establishing two way communication and information sharing methods, working together nationally to share good practice and working with Authorised Enter and View Representatives to develop further tools and information for Enter and View Training.

# Healthwatch Pathfinder Outcomes



## Healthwatch Pathfinder

In 2011 Devon County Council and LINK Devon were awarded 'Pathfinder' status by the Department of Health in order to prepare for local Healthwatch. LINK received no extra funding or support for this work.

LINK Devon's key objectives within the pathfinder were:

1. Develop an understanding of patient participation groups and develop relationships and explore feedback routes with emerging clinical commissioning groups
2. Ensure a robust and effective relationship with the CQC locally and nationally through project work
3. Improve the feedback of LINK evidence to influence CQC inspections and to contribute to action learning sets for local Healthwatch organisations.

### Outcomes of pathfinder work

1. There will be 2 clinical commissioning groups in the LINK Devon area from April 1<sup>st</sup> 2013.

NEW Devon (Northern, Eastern and Western Devon including Plymouth)

- LINK Devon Report following a survey and engagement with GP practice managers and Patient Participation Groups
- LINK Devon website pages dedicated to PPG and CCG information including an interactive page for people to find their local PPG and how to get involved
- LINK participation in the Authorisation process for NEW Devon CCG regarding engagement and involvement
- 4 LINK public events to bring people together to hear about the emerging CCG and how to influence and be engaged in the future. Outcomes from the events will help to inform the CCG's engagement and communication strategy

South Devon and Torbay

- LINK helped to plan and facilitate the CCG's first public engagement event in the summer of 2012
- LINK supported and led the development of a Patient Participation Forum in the South Devon area, eventually establishing routes for PPGs to feed directly into the CCG to influence service commissioning decisions
- Played a major role in establishing the CCG's Strategic Public Involvement Group, affectionately known as the SPIG
- Elected LINK representatives to sit on the SPIG to help develop routes for public engagement and feedback to inform commissioning decisions
- Worked extensively with GP practice managers to support PPGs to become more representative and provided advice about representation and engagement

# Healthwatch Pathfinder Outcomes

2. LINK continued its effective local relationship with the CQC Compliance manager and inspection team
  - Fed back regular evidence from LINK work and public comments, concerns and compliments directly to compliance managers which have been used in both planned reviews and compliance inspections throughout Devon. CQC has valued LINK evidence and has been encouraged to improve its systems locally so that better feedback can inform LINKs of where their views have had an impact. This is planned for when Healthwatch organisations are in place.
3. Worked closely with the National Involvement Team to develop action learning sets for local Healthwatch organisations.
  - LINK Devon featured in 3 of the 4 CQC publications relating to Enter and View Visits and CQC Inspections; Sharing Information about Health and Care Services; Working Together where we have Concerns for People's Safety.

***“We very much look forward to continuing to build our local relationships with LINKs and to use the learning from this as we prepare to work with local Healthwatch”.***

Lucy Hamer, Involvement Team at CQ

# Healthwatch Devon



On 30<sup>th</sup> January Devon County Council announced the award of the Healthwatch contract. The Community Council of Devon (CCD) will develop and deliver the new consumer champion over the next 3 years.

***“It is crucial that we have a strong consumer voice in Devon and across the country so that we make the most informed decisions about health and social care services. In Devon we have very well developed networks of people who access health and social care services working alongside the current Local Involvement Network and the new Healthwatch Devon will continue to strengthen these relationships.*”**

***“The formation of Healthwatch Devon will establish a new powerful consumer voice which aims to involve the general public and networks of service users, such as older people, on a whole range of health and social care issues; and work alongside local organisations to ensure that health and social care developments are kept to the forefront.”***

Devon County Council's Cabinet Member for Adults' Social Care, Cllr Stuart Barker

Dawn Eckhart of the Community Council of Devon and project Manager of Healthwatch Devon has been working closely with the LINK staff team and leadership group since CCD were awarded the contract.

***“Working in partnership with the LINK team to prepare for the launch of Healthwatch has been invaluable – HWD has been able to inherit a lot of good practice guidance, procedures and policies that LINK have already tried and tested, we have also transferred their network of supporters over to HWD, many of whom are active volunteers, and of course crucially important has been the transfer of key staff from LINK to HWD to ensure the expertise and continuity of work plans are carried forward”.***

Dawn Eckhart, Healthwatch Devon Project Manager

## Contact details

Freephone: **0800 520 0640**

Email: [info@healthwatchdevon.co.uk](mailto:info@healthwatchdevon.co.uk)

Website: [www.healthwatchdevon.co.uk](http://www.healthwatchdevon.co.uk)

Postal Address: **First Floor, 3 & 4 Cranmere Court, Lustleigh Close, Matford Business Park, Exeter, EX2 8PW**

# Healthwatch Devon

## Healthwatch Devon will launch in April and will:

- have the power to enter and view services, not just care homes, but hospitals, surgeries too
- influence how services are set up and commissioned by having a seat on the local health and wellbeing board.
- produce reports which influence the way services are designed and delivered.
- provide information, advice and support about local services.
- pass information and recommendations to Healthwatch England and the Care Quality Commission.

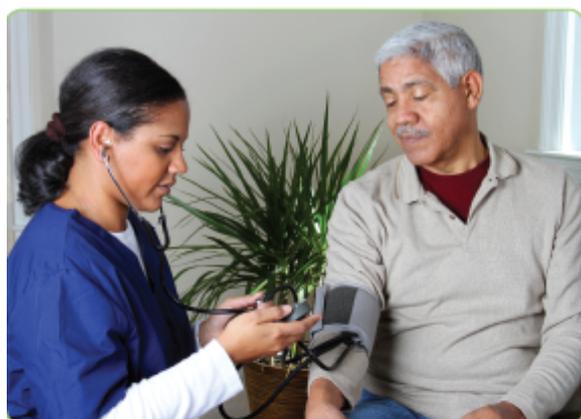
**We can create a better health and social care system for all of us**

**The best health and social care services will be based on respect, compassion and excellence, and driven by you.**

**This is an opportunity for us all to create a health and care system that really meets our needs. Every voice counts when it comes to shaping the future of services and improving them for today.**

**Services should be and will be based on people's needs and experiences and accountable to local people. You can be involved in shaping local services according to what your community wants and needs.**

**Healthwatch makes health and care providers answerable to you, the people who use their services.**



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## Milestones

- **Transition planning with LINK Devon – happening now!**
- **Independent chair and shadow lay led board to be recruited in March / April 2013**
- **Healthwatch Devon to “go live” from the 1st of April 2013 with website and Freephone telephone advice line**
- **Membership recruitment campaign from the 1st of April**

## England's health and social care services need to deliver more for less.

This is a time of enormous change. Health and social care professionals face:

- uncertainty and change and a challenging economic climate
- higher demand for services, but less money to fund them
- the needs of an ageing population
- more primary care and more focus on patients and their right to choice
- more patient participation and accountability

Health and social care need to be increasingly integrated. There are challenging times ahead but Healthwatch wants what you want - to benefit patients and the people who use services.

## Keep informed

If you would like to be kept informed about Healthwatch Devon, you can sign up to the electronic mailing list: <http://www.devonrcc.org.uk/rc/92/healthwatch-devon-newsletter>

If you would prefer to receive information in an alternative format please register your interest by emailing your details to [info@devonrcc.org.uk](mailto:info@devonrcc.org.uk) or calling 01392 248919.

# Core LINK Information

## Key decision makers and active participants

The LINK Leadership Group remained at full strength during the last 6 months of LINK. Made up of active volunteers, members of the group continued to steer the work of LINK and oversee the legacy and transition work.

### LINK Leadership Group membership

Chair – Allen Bowen	Vice Chair - Rosemary Whitehurst
Voluntary & Community Partnerships – Anne Mattock	Strategic Overview – Hilary Ackland
GP Commissioning/HealthWatch – Bob Bryant	Equality & Diversity – Babs Tolley
Locality Representative East – Helen Duff	Locality Representative South - Byron Carnell
<b>Co-Opted Members</b>	
Katherine Crompton	Cllr Simon Harvey
Fiona Halstead	Allin Bewes
Mac Hood	

### Authorised Representatives for Enter and View

Ann Crawford	Lynn McElheron
Jeanette Kemlo	Richard Cope
Rosemary Whitehurst	Dinny Cope
Margaret Lumb	Roger Hallam
Margaret Ramsden	Evelyn Assey
Pam Inkson	Katherine Crompton

### Strategic Public Involvement Group Representatives

Hans Zebrowski	Lydia Darbyshire
Barry Wheeler	John (Mac) Hood

# Core LINK Information

## Registered Participants

**Total Registered Participants as at 31 March 2013: 1235**

Of that number:                   **Individuals:                   829**  
    **Groups/Organisations:       339**  
    **Statutory Representatives:   67**

ETHNIC ORIGIN	No
White - White British	426
British	6
White - White Irish	7
White - White European	5
Mixed	5
Any other Asian background	2
Asian or Asian British - Pakistani	2
Chinese or other	2
Any other ethnic background (please specify)	1
Black or Black British - Black African	1
Black or Black British - Black Caribbean	1
Romany Gypsy	1
White - Australian	1
English	2
Scottish	1
Caucasian	1
European	1
White not UK	1
Not stated	363

# Core LINK Information

## Staffing (as of 31<sup>st</sup> March 2013)

Host Manager	37hrs per week
Research and Project Coordinator	37hrs per week
Community Involvement Coordinator Exeter and East	27hrs per week
Community Involvement Coordinator – Northern Devon	22hrs per week
Community Involvement Coordinator – Mid Devon, West Devon, Kingsbridge and Ivybridge	37hrs per week
Community Involvement Coordinator – South Hams and Teignbridge	26hrs per week
Transition Support Worker (short term contract)	21 hrs per week (Nov – Mar)
Administration	37hrs (job share) per week
Administration assistant (short term contract)	8hrs per week (Feb and Mar)

## Communications and social media

Newsletters and e-bulletins were produced to keep people up to date with LINK work projects, outcomes and Healthwatch developments.

The website continued to be a valued source of information and a place for people to share their views during the final period.

### Website Archive

Our website will continue to be accessible (but not active) until the end of April. It is being archived by the British Library for the Health and Social Care Act 2012 – NHS Reforms Special Collection so will become a small part of history! You can view the collection at <http://www.webarchive.org.uk/> and this link will take you directly to the archived LINK Devon site <http://bit.ly/17slU0m>

### Social media

Social media has continued to be a key part of sharing information, signposting people to consultations and keeping people informed.



Twitter followers total – **1312**

@LINKDevon – 817

@linkdevonlorna – 135

@Crowlineuk – 360



Facebook likes total - **544**

LINK Devon page - 461

LOGO Youth page - 83

All LINK accounts will be closed in April.

# Core LINK Information

Requests for Information (Oct – Mar)	
Requests for information	4
Answered within 20 days	2
Related to social care	2

Enter and View (Oct – Mar)	
Visits	0
Related to health care	0
Related to social care	0
Announced	0
Unannounced	0

Reports and Recommendations (Oct –Mar)	
Reports to commissioners and health and adult social care services	3
Recommendations	28
Reports led to, or are leading to, service review	3
Reports led to, or are leading to, service change	0
Recommendations led to, or are leading to, service review	9
Recommendations for Healthwatch Devon	128
Notes	
<p>Neurological Services – Recommendations to be reviewed by Healthwatch            CYP Emotional Wellbeing report – Fed into JSNA to influence commissioning            NEW Devon events report – Recommendations will influence CCG Engagement Strategy thereby strengthening patient and public voice in future commissioning decisions.</p>	

Referrals to OSC (Oct – Mar)	
Referrals	0
Acknowledged	0
Led to service change	0

# LINK Devon Finances

## Finances

### LINK Devon Financial Statement April 1<sup>st</sup> 2012 – March 31<sup>st</sup> 2013

EDVSA, as the Host organisation supporting the LINK, receives funding from Devon County Council who manage the contract. There is a separate budget for LINK activity which is overseen by the Leadership Group.

#### Income for 12 month period

Amount allocated to Devon County Council by the Department of Health	<b>£288,100</b>
Amount of funding received by EDVSA from Devon County Council	<b>£288,100</b>
Amount of funding received by the LINK	<b>£33,304</b> (included in above)
Amount carried forward from 2011/12	<b>£24,328</b>
Other income	<b>£0</b>
Total budget for 12 month period 2012/13	<b>£312,428</b> (including carry forward)

#### Spending in 12 month period 2012/13

Total spend by Host (EDVSA)	<b>£261,923</b>
Total spend by LINK	<b>£37,199</b>
Total project spend	<b>£299,122</b>
Total underspend at project end	<b>£13,306</b>

#### Breakdown of expenditure

##### Host costs

<b>Salaries, on costs and pension</b>	<b>£196,797</b>
<b>Staffing costs - £56,785</b>	Staffing costs include: staff travel, recruitment, IT/equipment, staff training, redundancy/transfer provision, rent, management fees, legal TUPE advice
<b>Administration - £8,341</b>	Administration costs include: website maintenance and development, stationery, printing, postage, telephone and closedown/transfer costs incurred by the Host

# Core LINK Information

## LINK costs

<b>Participant costs - £1,255</b>	These include CRB checks, training for participants and translation and accessibility costs
<b>Participant expenses - £8,180</b>	These include travel, carers and childcare costs to enable volunteers and public to participate in LINK activity
<b>Administration - £11,470</b>	These include stationery, printing for LINK material, postage and telephone
<b>PR/Recruitment - £4,343</b>	Promotional materials, advertising and recruitment
<b>LINK activity - £11,951</b>	LINK events, meetings, consultancy and expertise

# Glossary

CAMHS	Children and Adolescent Mental Health Services
CCD	Community Council for Devon
CCG	Clinical Commissioning Group
CLAHRC	Collaboration for Leadership in Applied Health Research
CQC	Care Quality Commission
CYP	Children and Young People
DH	Department of Health
DCC	Devon County Council
EDVSA	East Devon Volunteer Support Agency
GP	General Practitioner
HW	Healthwatch
HWBB	Health and Wellbeing Board
JSNA	Joint Strategic Needs Assessment
LINK	Local Involvement Network
LOGO	Learn Organise Gain Observe (Young LINK)
NHS	National Health Service
NIHR	National Institute for Health Research
NDDH	North Devon District Hospital
NDHT	Northern Devon Healthcare Trust
NHS	National Health Service
OSC	Overview and Scrutiny Committee
PPG	Patient Participation Group
RDE	Royal Devon and Exeter Hospital
SPIG	Strategic Public Involvement Group
SURRF	Service User Recovery and Representation Forum
SWANO	South West Alliance of Neurological Associations

## Who we are

**LINK Devon**  
**FREEPOST RRXT-TSRC-YRLC**  
**Ridgeway House, Ridgeway,**  
**Ottery St Mary, Devon, EX11 1DT**  
**Tel 01404 549 045**  
**Email [linkdevon@edvsa.org.uk](mailto:linkdevon@edvsa.org.uk)**  
**Website [www.linkdevon.org.uk](http://www.linkdevon.org.uk)**



**EDVSA (Host)**  
**Ridgeway House, Ridgeway,**  
**Ottery St Mary, Devon, EX11 1DT**  
**Tel 01404 549 045**  
**Email [admin@edvsa.org.uk](mailto:admin@edvsa.org.uk)**  
**Website [www.edvsa.org.uk](http://www.edvsa.org.uk)**



East Devon Volunteer Support Agency  
Registered Charity 1134611

