

## Gloucestershire LINK Annual Report 2009-2010

### EXECUTIVE SUMMARY

Gloucestershire Local Involvement Network (LINK) is a 'network of networks', listening to and gathering the views of the public on local health and social care services, allowing people to help influence, improve or change the way these services are planned and delivered.

In 2009/2010, we increased our membership by 153% and we have also significantly raised local awareness of the organisation. We are now members of the Care Quality Commission Advisory Group.

Relationships with our key stakeholders – the Gloucestershire NHS Trusts, Great Western Ambulance Service, Community and Adult Care Directorate and the Health Community and Care Overview and Scrutiny Committee – have also strengthened and matured. We have been asked to have representatives on over 20 groups, some in relation to the commissioning cycle and some multidisciplinary service reviews.

Our work is shaped by our membership and, in 2009/ 2010, we held task groups to look at the problems in the discharge pathway and on access to podiatry services across the county. We also implemented focus groups on mental health and the Ambulance Service, as these were two of the priorities raised at community engagement events held across Gloucestershire.

All the views we collect from the public and our members are given to the providers and commissioners of the services and are used to help influence any necessary changes. One of the outcomes of this process is illustrated by a case study about administration of medicines in the hospital.

The end of the year brought the challenge of proposed hospital bed closures in Cheltenham and Gloucester and we represented the views of our members during the discussions and consultation. The next year will bring financial restraints and inevitable cuts in some services leading to a number of contentious issues for the community with more discussions and consultations.

Finally, we hope that if you are not already a member of Gloucestershire LINK, you will consider joining us to help us influence and shape the way services are planned and delivered in Gloucestershire.

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#### PRIORITIES FOR 2010/11

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Gloucestershire LINK will continue to:

- Gather the views and opinions of the residents of Gloucestershire
- Increase LINK membership across the county
- Deliver the LINK work plan focusing on patient transport, accessing services for self-harm and suicide prevention, access to services by the visually impaired
- Increase the involvement of the LINK in the commissioning of health and social care services
- Continue to develop cross-boundary working with neighbouring LINKs.

For a full copy of this report, please contact the Host organisation GRCC at:

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