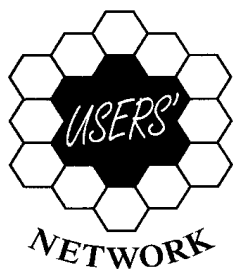


**WILTSHIRE  
& SWINDON**



1991—2011

# Wiltshire & Swindon

## Users' Network

In Our 20th Year of Supporting Service User's To Speak Out

# Newsletter - Spring 2011



## **Louise Rendle— Head of Network Services**

When you receive this I really hope that the worst of winter is behind us and we can all look forward to the coming spring, better weather and lighter evenings, all of which should help to lift the winter gloom.

This year is undoubtedly going to be a difficult year for all of us. We read in the newspapers or hear on the TV nothing but cuts to public services. While it is true that there are big changes coming to the way services in Wiltshire and Swindon are going to be delivered, I do believe that the local authorities and Wiltshire NHS will do everything they can to minimise the effect on service users.

Our funding is still an issue. We know that we are going to receive funding from our main sources but the security of that funding is considerably lessened. As I write I am still awaiting concrete levels of funding from our three main funders. This delay has been inevitable as Wiltshire NHS, Wiltshire Council and Swindon Borough Council are faced with making very difficult budget considerations themselves.

To try and ensure our funding we have been spending a lot of time seeking grants from big funders like 'Big Lottery Fund'. We are getting involved with training to best equip WSUN to write bids for grants and tenders. We are also in the process of applying for PQASSO which is a quality mark awarded to companies and which is often a requirement when applying for a tender.

So, a busy and very different year ahead of us. We will face difficulties over the coming months but I am confident that we have the team, both staff and Management Committee, to rise to the challenges ahead.

# **Dorothy Roberts—Co-Chair of WSUN**

Writing for the Newsletter for the first time as co. chair of WSUN, I would have loved to be in a position to report a glowing year ahead for the Network but like everyone else we will have to make cuts. At the moment we are only holding essential meetings other than ones we have specific funding for like the Stonehenge project. We have also been holding meetings with C.I.L. and Wiltshire People 1st to explore areas where we could possibly work together.

I have had to do something I would prefer never to do again and that is to make a member of staff redundant. At the time of writing this we are awaiting confirmation of our funding for next year from Wiltshire Council and the Primary Care Trust, but as their funding has been reduced there is the possibility that ours will be too. When we know how much money we have to work with we can start making plans for the future.

Dorothy Roberts

## **Management Committee**

We are sad to report the death of Trevor Bailey who died on 26 January 2011. Trevor was on our Management Committee for a number of years until our last AGM in 2010. He was very involved with the Network attending a variety of meetings/consultations.

He will be sorely missed by the Wiltshire & Swindon Users' Network (staff and members). Our thoughts are with his family.



---

### **Away Day**

On Wednesday, 16<sup>th</sup> February the Management Committee met at Market Lavington Community Hall, along with Louise, for a Management Committee Away Day.

The objective was to give the Committee time to reflect on the issues facing the Network at present and to come up with a plan to move forward.

It was a useful meeting which generated some ideas to bring together a business plan to ensure that the Network is able to meet the challenges and opportunities ahead.

# Development Outreach Team



**From left to right: Dot Kronda, Nick Crane, Denise Cooper**

Newsletter time again and as always, it reminds us just how busy we have been. Over the past few months, we have been involved in all kinds of activities - attending meetings, facilitating consultations and trying to keep abreast of all the changes going on! We have also been very busy searching and applying for grants. This has not been an easy task so the search goes on...

The Stonehenge project, trying to find out why so few disabled people visit the stones compared to other English Heritage sites, is still working hard. At the last meeting, the group put together a set of questions for a questionnaire to go out to all disabled groups in the region to try and find some answers to their question. Towards the end of summer, we undertook two consultations on the proposed new visitor centre for Stonehenge. Then last month, English Heritage asked us to bring members of the group together again to look at the proposed cafe and shop. At this very productive meeting, lots of suggestions were made to make both those places more accessible.

Following on from the work we did with English Heritage last summer we were commissioned by Salisbury and South Wiltshire museum to put a group of people together to look at the development of their archaeological gallery to make it more older people and people with disabilities friendly. The meeting took place at the museum on January 25<sup>th</sup> with some very productive discussion taking place.



## Older People Groups

In previous newsletters, Nick mentioned that funding for the Older People's Groups from Wiltshire Council would finish at end at the March. Much discussion has taken place since then and we are hopeful that a way forward to keep the groups going, in a similar form, is now a distinct possibility. A number of our older people members have been very heavily involved with Wiltshire Council's new proposals for adult social care within the county. This customer reference group have been looking at the council's proposals, making suggestions and then getting involved with the tendering process. The involvement of the reference group has been invaluable to the Council in forming its decisions.

## **Mental Health Update - What's happening in Wiltshire?**

The Avon and Wiltshire Mental Health Partnership (AWP) continues to work on the redesign of mental health services, which intends to make it easier for people with mental health conditions, Carers and GPs to access support. With the introduction of a dedicated telephone number, managed 24 hours / 7 Days a week, a re-entry route for people who have used mental health services before, it will be easier to access specialist support.

The AWP are keen to develop their work with Carers (unpaid) and develop more community support to enable people to receive treatment in their social environment rather than hospital admission. Although there has been a reduction in the number of beds, AWP assert that a bed will be available if this specialist treatment is needed.

We have heard from *Our Time To Talk*, that there are ongoing issues and WSUN would like to thank Service User Reps, Denise, Samiha, Amanda and Neil for their dedication and commitment in taking forward service user issues to the relevant Manager's meetings. We try to make the meetings friendly and informal with an opportunity to talk to guest speakers. We are keen to hear



of any barriers that prevent you from getting involved and your suggestions on how we can increase involvement especially from people who do not usually attend group meetings.

If you would like to come along to *Our Time to Talk* (North, East and West Wiltshire) or the *User Friendly Group* (South Wiltshire), please contact us and we can send you further information.

### **The Wheelchair User Group (WUG), Wiltshire**

There are a number of service users who regularly attend these meetings to highlight issues from a 'customer' perspective. This input has been instrumental in driving forward improvements to the service. The introduction of customer feedback surveys and proposed time-slots to hear a customer's story, reflect the commitment to increase customer satisfaction levels. They are looking at more ways to improve the service so watch this space. The Patient Advice and Liaison Service (PALS) offers you another way to talk to someone (in confidence), if you have any individual queries or concerns (0800 389 7671 / [pals@wiltshire.nhs.uk](mailto:pals@wiltshire.nhs.uk)).

## **Learning Disability Update**

Wiltshire Council has introduced the new Learning Disability Partnership Board which is made up of people with learning difficulties, Carers and professionals. As well as 3 formal meetings a year, there will be 3 Action Events to focus on specific areas such as jobs, health and housing. Wiltshire People 1st, Open Minds and Salisbury Independent Advocacy Group, feed into the Partnership Board and would be happy to provide you with more information about their work.

The South Wiltshire Learning Disability Development Group decided that it wanted to keep going as an independent group. Now known as the **SOUTH WILTS LEARNING DISABILITY NETWORK** it intends to meet four times a year at the Methodist Church in Salisbury. Free membership is open to all people with learning difficulties, their Carer's and supporters and to organisations serving people with learning difficulties in South Wiltshire.

## **Cuts in Support**

You may have heard that Wiltshire Council staff are visiting people to review support needs. If support has been reduced and you are not happy, Wiltshire Centre for Independent Living, Swan Advocacy and Citizen's Advice Bureau can provide information and support. Mencap have put together a very useful, easy to read leaflet of what you can do (Mencap Helpline 0802 808 11/ [www.mencap.org.uk](http://www.mencap.org.uk)) and Scope Response offers free, impartial advice and support to disabled people and their families (Freephone: 0808 800 33 33 / [response@scope.org.uk](mailto:response@scope.org.uk)).

## **Have you heard of Area Boards?**

Wootton Bassett & Cricklade Area Board would like to hear people's ideas of how areas can be improved and what needs to change to make it easier for local people to share concerns, issues and suggestions. If you live in the area and would like to join us in Wootton Bassett for refreshments and a chance to find out what's going on in your local area, please contact us so we can send you more information.

## **Physical Impairment Strategy**

During Wiltshire Council's restructure, planned meetings for 2010/11 were cancelled. The Council would like to thank members for their previous involvement in consultations and / or meetings which have supported and contributed to Wiltshire Council's Physical Impairment Strategy.

# Martin Fortune

**Research & Academic Liaison Officer**



## **Why the Government says Health care needs to change**

Much of the health and social care system is good but England falls behind many of its neighbours on a number of key health measures so it needs to deliver an improved service with better results for patients, disabled people and service users.

## **What does it mean for Patients and service users'?**

'*No decision about me without me*' will be the principle behind the way in which patients and service users' are treated – patients and service users' will be able to make decisions with their GP about the type of treatment that is best for them. Patients, disabled people and service users will have more control and choice over where they are treated and who they are treated by.

## **What does it mean for the public?**

The public will be able to have more influence over what kind of health services should be available locally. They will also have greater opportunities for holding to account local services that are not performing well. They will be able to get more information about how their local health services are performing. There will be more focus on preventing people from getting ill.

## **What does it mean for GPs and other primary care professionals?**

GPs will be responsible for designing local services for patients and service users. Working with other local clinicians, GPs will take over from managers in Primary Care Trusts as the people who buy health services for patients and service users. GPs will also be more directly accountable to patients who will be able to choose any GP practice they like, regardless of where they live.

## **What does it mean for hospitals and other health service providers?**

Providers of hospital and other services will have greater freedom and fewer centrally set targets. They will be paid according to their performance and payment will reflect results. If they provide a good service that is popular with patients and service users, they'll be able to grow and expand.

## **What does it mean for local authorities?**

Councils will have a much greater leadership role in local health services – they will be responsible for local health care priorities, joining up health and care services and ensuring they meet the needs of their local communities. They will work with GPs and others to define what local health priorities should be.

## Why Health Care needs to change?

If you have access to the internet and would like more information about this topic, please visit [www.wsun.co.uk/id109.html](http://www.wsun.co.uk/id109.html)

---

## Consultations

As you may know, since the change of Government, there have been lots of consultations. Since the last newsletter, some of our members who agreed to complete surveys or questionnaires on their Options Form, kindly completed written consultations as requested.

Can I take this opportunity to thank all our members who gave their views on these. Your support enabled WSUN to respond to the following Local and Government consultations:-

- “Equity and Excellence – Liberating the NHS” Information Revolution
- Social Care – “Transparency in Quality and Outcomes”
- Wiltshire’s Transport Plan 2011 to 2026
- Department of Work & Pensions (DWP) – “Disability Living Allowance (DLA) Reform.”

To read responses on line visit:

Our website [www.wsun.co.uk](http://www.wsun.co.uk) (and click on consultations)

Facebook [www.facebook.com](http://www.facebook.com)

Twitter [www.twitter.com/WSUsersNetwork](http://www.twitter.com/WSUsersNetwork)

If you would like a paper copy of the responses then please contact us.

---

## **Inquiry into the implementation of the right of disabled people to independent living**

The Joint Committee of Human Rights, chaired by Dr Hywel Francis MP, is conducting an inquiry into the implementation of the right to independent living for disabled people, as guaranteed by Article 19, UN Convention on the Rights of Persons with Disabilities. The Committee invites individuals and groups to submit evidence on this issue and would welcome written submissions by Friday 29th April 2011.

Copies of this can be obtained by contacting the Committee on 020 7219 2384.

This article can be found on [www.parliament.uk/business/committees/committees-a-z/joint-select/human-rights-committee/news/right-of-disabled-people-to-independent-living-call-for-evidence/](http://www.parliament.uk/business/committees/committees-a-z/joint-select/human-rights-committee/news/right-of-disabled-people-to-independent-living-call-for-evidence/)



## Swindon—Lisa Chadwick

Although we are without a permanent office in Swindon, we are still very much involved in the support of the community.

Some of the work we have been involved in since we last wrote to you has included the following:

**The Wheelchair Focus Group** is still in its early stages and bi-monthly meetings are held locally. Dial-A-Ride was invited to the November meeting, to answer the many questions that were raised by the group, which proved a very productive exercise. If you have any questions you would like answered please contact me and I will gladly try to answer them for you. Additionally, if you would like a Dial-A-Ride leaflet let me know and I can pop one in the post. We do need more wheelchair users to be part of the group and share their views and opinions, so if you would like to join please contact me on the number below.

As part of our work with **Swindon Borough Council** we have recently completed two consultations in February to discuss the information and support our members currently receive. These were held at Park South Community Hall and The Pilgrim Centre, Swindon. The consultations were extremely successful in



gaining the relevant information from you, our members. There was excellent group participation and we would like to take this opportunity to thank you again for taking the time to attend. We recorded all the information discussed, and a report is now being compiled and will be sent to Swindon Borough Council.

In February, I was invited to a very interesting conference called Neurology Matters Day at Stratton Community Centre. There were talks given on seven different conditions including:

- Motor Neurone Disease
- Multiple Sclerosis
- Progressive Supranuclear Palsy
- Acquired Brain Injury
- Parkinsons Disease
- Huntingtons Disease



This gave a very interesting insight to these conditions and if you would like leaflets regarding any of these please contact me and I will let you know how you can get to access these.

On 29<sup>th</sup> January WSUN went to an Equalities Forum event with our promotional material and a stand. There was a main speaker from the National Black Students Union representative. Then we all took part in workshops, looking at the impact on “One Swindon” priorities and the need to be inclusive of all groups.

Swindon has four agreed priority areas, these are:

- We can all benefit from a growing economy and a better town centre
- I like where I live
- Everyone is enjoying sports, leisure and cultural opportunities
- Living independently, protected from harm and making a positive contribution

**Lisa is available on:**

Tel: 07592034480 Monday & Thursday pm / 01380 871800 (Head Office) Tuesday

Email: [swindon.wsun@virgin.net](mailto:swindon.wsun@virgin.net)

## **Wiltshire Independent Travel Support (WITS)**

The team is back to full strength, with Wayne home from his travels and we continue to be very busy, training users to travel to all parts of Wiltshire. We have had some journeys that have taken us in to pastures new; to Banbury, Oxfordshire, Southampton, Cirencester and Gloucestershire. We are still receiving regular referrals to keep the numbers ticking over.

In March we will start Intensive College Training, with students travelling to their colleges by bus and train. We will provide daily support and training, so that they become able to manage their journey themselves.

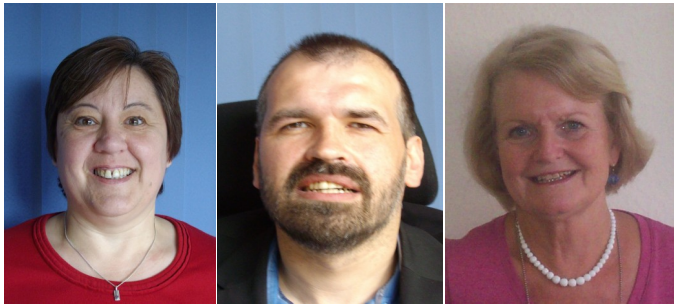
We continue to seek further funding, so that we can help more service users. We have been informed that we will be moving on to a 3 month rolling contract, which means that our funders would give us 3 months notice but that could be anytime, when this has been given the service will go out for tender, although we are looking into other avenues of funding, but these do take time.



From right to left:

Christine Keepence,  
Indie, Lisa Hawkins,  
Peter North, Sally  
Cobb, Wayne Martin

# Wiltshire Involvement Network



From right to left:

Dot Kronda (WIN Officer), Martin Fortune & Mary Rennie (WIN Support Officers)

## HealthWatch Update

2011 will bring significant changes for the NHS and local authorities and the people they serve. Over the next 12 months LINKs (WIN) will be transformed into a Local HealthWatch. The NHS white paper '*Equity and Excellence: Liberating the NHS*' sets out the future direction of changing LINKs into a Local HealthWatch, with an expanded range of functions to be carried out by the new 'consumer champion'.

As plans for HealthWatch become clear we will see changes to WIN and what is expected of us. There will be a national body located within the Care Quality Commission called HealthWatch England and a Local HealthWatch commissioned by the Local Authority, all to be in place by April 2012.

HealthWatch England will provide advice to: The NHS Commissioning Board, Monitor and the Secretary of State. HealthWatch England will strengthen the collective voice of patients and the public locally and nationally by acting as a new consumer champion.

They will provide direction, leadership and support for Local HealthWatch. They will also be able to escalate concerns about the quality of health and care services to the Care Quality Commission. The Local HealthWatch will ensure that the views and feedback from patients and carers are an essential part of local commissioning across health and social care services, independently of the Local Authority. They will be involved in obtaining the views of people about their needs for, and their experiences of, local care services, supporting and involving local people in the commissioning, provision and scrutiny of local health and care services.

A Local Healthwatch representative will sit as an equal partner on the Health and Wellbeing Boards that Local authorities will have a duty to establish. The Board will advise and encourage the commissioners of Health & Social Care in Wiltshire to work closely together.

# Healthy Lives, Healthy People– Public Health White Paper

The Government is planning radical new ways for tackling public health challenges. Public health is about everything society does to prevent people getting ill, rather than treating sickness. The White Paper proposes that a new integrated public health service — **Public Health England** — will be created and that funding and responsibility for public health outcomes will be transferred to Local Authorities.

Read the full consultation document at [www.dh.gov.uk/en/Consultations/Liveconsultations](http://www.dh.gov.uk/en/Consultations/Liveconsultations)

## Transforming community services in Wiltshire



November's announcement that Great Western Hospitals NHS Foundation Trust has been appointed 'preferred provider' for community-based health services in Wiltshire, the Transforming Community Services project has moved into transition mode. Detailed workstream plans are now agreed between Great Western Hospitals NHS Foundation Trust, NHS Wiltshire and Wiltshire Community Health Services.

There are detailed project plans for a whole range of component parts, including finance, human resources, patient safety, quality and governance, estates and facilities, and communications and engagement. The plans have been produced as a result of close work between the relevant specialists at the organisations involved in the Transforming Community Services project, and are being coordinated into one main project plan by the TCS project manager on the joint Project Support Team.

The project plan includes key milestones and delivery dates, and progress will then be monitored by the Transforming Community Services Project Overview Group, meeting fortnightly. As part of the transition process, each workstream is now headed up by a Great Western Hospitals member of staff, with significant support from a deputy counterpart based in Wiltshire Community Health Services or NHS Wiltshire. From January 2011, each workstream lead will be required to produce a weekly summary of progress, in order that the Project Team can be 100% certain that the project is being delivered according to plan.

For more information on this please contact NHS Wiltshire's Patient Advice and Liaison Service (PALS) Tel 0800 389 7671 (freephone) or email [pals@wiltshire.nhs.uk](mailto:pals@wiltshire.nhs.uk)

Louise Rendle  
**Head of Network Services**

## Community Development

Denise Cooper  
Dot Kronda  
Nick Crane

**Development Outreach Workers**

Martin Fortune  
**Research & Academic Liaison Officer**  
Caroline Snow, **PA to Martin Fortune**

## Wiltshire Independent Travel Support

Peter North  
**WITS Co-ordinator**

Christine Keepence  
Lisa Hawkins  
Sally Cobb  
Wayne Martin

## Swindon

Lisa Chadwick  
**Admin Assistant**

## Finance

Claire Selway  
**Finance Officer**

## Wiltshire Involvement Network

Dot Kronda  
**WIN Officer**  
Martin Fortune  
Mary Rennie  
**WIN Support Workers**

Lucie Woodruff  
**WIN Administrator**

## Admin Team

Gemma Holdway  
**Office Manager, Company Secretary &  
PA to Head of Network**

Jessica Johnston, **Admin Assistant**

## Wiltshire & Swindon Users' Network's Contact Details



01380 871800



Wiltshire & Swindon Users' Network, Independent Living Centre, St.  
George's Road, Semington, BA14 6JQ



[info.wsun@btconnect.com](mailto:info.wsun@btconnect.com)