

NEWSLETTER

Autumn Issue 2009

Total Membership:

255 - Organisations

342 - Individual Members



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Have your say

Make a difference

Tell us your views



You can Influence Local Services by

- * **Joining Sutton LINK - tell us your views**
- * **Attending Sutton Councils Local Committee's - Have your say**
- * **Attending Safer Neighbourhood Team Meetings**
- * **Contacting your local Councillors**
- * **Contacting your MP**



For further Information on Sutton Link please contact: Janice McCulloch, Sara Thomas or Chris Gallagher at the host organisation SCVS on 020 8644 2867 alternatively email: info@suttonlink.org.uk

Hosted By

supporting voluntary and community action

“Transforming Social Care” in Sutton



A LINK working group has been set up to look at Transforming Social Care in Sutton. To explain what this is we are re-producing part of a guide produced for service users and carers in Sutton by Lee Hanken of Sutton Mental Health Action Group.

What is Social Care?

Social Care covers a wide range of services provided by local authorities and the independent sector to older or disabled people either in their own homes or in care homes. It includes helping people with daily living and activities e.g. day centres.

How does Social Care work now?

The council decides if you need help and what help you need. They pay for your help if you meet their criteria. What they offer you may be quite limited. If your needs change you may have to start again.

Could Social Care be improved?

What if people had more choice about their care? What if people were helped to live a full life as members of the community? What if groups of people could support each other?



Self-Directed Support or Personalisation is a new system of social care. It's about people being in control of the support they need to live their life as they choose. Those who need support will have their own budget to pay for it. Some people will manage all their support on their own. Others will need help - from family or friends or people who are paid to arrange this.

What is happening in the UK?

Prompted by feedback from people who

use services, carers and social care workers, the Government expects local councils to “personalise” the way they help people, to give them more choice, independence and dignity in their lives. To find out more visit:

www.in-control.org.uk

What is happening in Sutton?

The Council and local organisations are looking into how they can give carers and individuals more choice and better support in the future. They are guided by the Government Report “Putting People First” written in 2008.

If you use services or are a carer, ask your provider about their involvement in the Transforming Social Care Programme.



For more information please contact:
Barbara Duncan, SCVS on Tel: **020 8644 2867** or email
Barbara@suttoncvs.org.uk



Steering Group Member Vacancies

Would you like to represent your local community in the following areas?

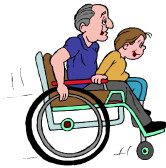
- **Children and Families**
- **Environmental issues**
- **Hospitals**

For more information contact Janice McCulloch on **020 8644 2867** for an informal chat or email
Janice@suttoncvs.org.uk



18 Week Promise

By December 2008, the longest you will wait from being referred by your GP and starting your treatment will be 18 weeks.



What is the 18 week promise?

The NHS are changing the way they book appointments, promising to offer you fast convenience appointment times. This means you will be seen and treated more quickly.

Most patients who need non-emergency treatment provided by a consultant or their team, will start treatment within 18 weeks from being referred by their GP. Where possible patients will be treated more quickly.

However, **there may be times when you cannot begin treatment within 18 weeks**, such as:

- When **you choose a later appointment for your treatment**, perhaps because of work commitments or a holiday
- When **you are not medically fit to be treated**, for example if you are too overweight for surgery to be carried out safely
- When your condition requires an **extended period of testing and observation** before a diagnosis can be made. This will only apply to a very small number of patients. You can be reassured that if you need treatment for urgent conditions like cancer and heart disease you will be seen and receive treatment more quickly.

If you would like more information on the 18 Week promise please visit www.18weeks.nhs.uk/endwaiting

Choose and Book

Choose and book is a service that lets you choose your hospital/clinic and book an appointment. At the moment you can only book your first appointment in this way.

How does Choose and Book work?

When you and your GP agree that you need an appointment, you can choose which hospital or clinic you go to and the date and time of your appointment. If you know where and when you would like to be seen you may be able to book your appointment before you leave the surgery, your GP will then give you a confirmation letter.

Alternatively if you wish to think about where you would like to go you will be given an appointment request letter, you will then be able to book an appointment at a later date with the reference number given. You will also be given a password which you will need when booking your appointment.

How do I book my appointment?

You can book your appointment by:

- Phone (the appointment line—0845 60 88888)
- On the internet (www.healthspace.nhs.uk/chooseandbook)
- At your GP surgery, or
- by phoning the hospital you choose directly

What happens after I have booked my appointment?

You will receive:

- Details of the hospital or clinic
- The date and time of your appointment, and
- any special instructions e.g. if you are not allowed to eat or drink before your appointment

Can I change the date or time after I have booked the appointment?

Yes, you can do this by:

- Phone
- On the internet, or
- by phoning the hospital you chose directly

For more information see

www.chooseandbook.nhs.uk/patients

Stroke and Major Trauma Consultation - Results

Sutton LINK members looked at the Shape of Things to Come consultation over the summer and gave comments. Following the consultation, a joint committee of primary care trusts (PCTs) agreed to introduce four major trauma centres, eight hyper-acute stroke units and better local services across London. The four major trauma centres will be located across London with the local centre being St Georges Hospital, Tooting.

Eight hyper-acute stroke centres will provide specialist care to patients following a stroke, after which they will be transferred to one of 24 local stroke units to continue their recovery. The local hyper-acute centre will be St George's Hospital, Tooting

TIA services for people who have had a transient ischaemic attack (or 'mini-stroke') will also be provided alongside the stroke units. People attending a TIA service will be rapidly assessed and treated, to reduce their chance of having a full stroke in future.

For more information visit
www.healthcareforlondon.nhs.uk

LINK Working Groups

Sutton LINK have set up the following working groups to look at specific areas of work. If you are interested in joining a working group contact Sara Thomas on 020 8644 2867 or email

sara@suttoncvs.org.uk

- **Hospitals**
- **Older Peoples**
- **Mental Health**
- **Transforming Social Care**



The Independent Complaints Advocacy Service (ICAS) provides advocacy support to people who wish to

make a complaint about the service that they have received from the National Health Service (NHS).

ICAS is:

- Free
- Independent
- Confidential

ICAS Can:

- Generally support you with your NHS complaint
- Provide a self help pack so you can deal with your own complaint
- Put you in touch with other people who can help

ICAS Cannot:

- Help you to claim compensation
- Give legal advice
- Help you with complaints about private medical treatment
- Give medical advice

For more information contact POhWER ICAS on 0845 337 3061 or email

pohwericas@pohwericas.net

Or visit www.pohwer.net

Dates for your Diary



Mental Health working group

- 10th September 09 - 10am to 12pm
Salvation Army, Sutton, SM1 4DD

Hospital working group

- 1st October 09 - 10.30am to 12.30pm
Salvation Army, Sutton, SM1 4DD

Older People working group

- 12th October 09 - 10am to 12pm
Granfers Community Centre, Sutton,
SM1 3AA