

A Change of Attitude

St Helens LINK has been looking into the issue of attitudes of staff, particularly in GP practices.



This was one of the priority issues for people in St Helens when LINK was developing its workplan. LINK set up a task group, carried out a survey of Practice staff and did several 'mystery shopping' visits at GP practices. It also collected evidence from the public through a postcard campaign.

Its findings are produced in a report which recognises

that staff can also face abuse from patients and recommends that there should be more training in conflict resolution for Practice staff. Under changes to the NHS, GP practices will soon have control of buying services for their patients so LINK

will be meeting with them to discuss the issues in the report. It also plans to carry out more mystery shopping visits. The report can be downloaded from the LINK website www.linksthelens.org.uk or contact us for a paper copy on **01744 457119**.

If you have an issue with the attitudes of staff at your local GP practice and you would like to discuss it in confidence with the LINK team, contact **01744 457119** or email: sthelenslink@sthelenscvcs.org.uk

Volunteers needed

Do you enjoy organising events? The Alzheimer's Society is looking for fundraising volunteers to join the St Helens Fundraising Group. For more information, email Jo Burton at joanna.burton@alzheimers.org.uk or call **0160 678 1291**.

Win a £10 gift voucher

If you have followed up any information in this newsletter, we would like to hear from you. This could be getting involved in LINK, attending an event, applying for funding or making contact with a group featured. All replies have the chance to enter a draw for a £10 gift voucher of your choice if proof can be shown.

This newsletter has been produced by St Helens LINK. If you would like it in another format, please let us know. If you need any more information about the work of LINK, contact:

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The Voice

The Newsletter of St Helens LINK



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More dementia support needed

People in St Helens and Halton who are affected by dementia feel they don't receive enough support, according to a report published by St Helens LINK.

Several consultation events were organised by St Helens and Halton LINKs, The Alzheimer's Society and Age Concern Mid Mersey as part of local work being carried out for the National Dementia Strategy.



At these events, people said there was not enough support after a diagnosis, services were not working together and there was not enough specialist

awareness of dementia. The report contains the findings of these events and recommendations for the future.

It is available on the St Helens LINK website at www.linksthelens.org.uk/news

For people without internet access, contact LINK on **01744 457119** for a paper copy.

What's been your experience in hospital?

The Local Involvement Networks (LINKs) of St Helens, Halton and Knowsley are working together to collect information from people who have recently been to hospital. This evidence will go into a study of patients' experiences in the Merseyside area.

St Helens LINK will be collecting views at the main entrance of Whiston Hospital between 10.30am-4pm on Thursday 24 March. Come and have your say or complete a form online at www.linksthelens.org.uk/websurveys/link_patient_experience.htm

New bus to hospital

A new bus service is taking passengers directly to St Helens Hospital for the first time.



The Number 28 bus, run by Nip On buses, will enter the hospital grounds off Marshalls Cross Road. From 21 March, people who need to attend hospital appointments regularly will be able to buy daily and weekly tickets. There will also be a through service from Knowsley to link with the number 28.

For travel information, contact Traveline on **0871 200 2233** (calls cost 10p per minute) or see www.merseytravel.gov.uk

£10,000 grants available from Awards for All

Awards for All gives grants of up to £10,000 to voluntary and community groups, schools and hospitals. One of its aims is to encourage people and communities to be healthier.

In the North West, there is an underspend

on grant giving so organisations are being asked to apply for this funding by 31 March 2011.

For more information about Awards For All, contact **0845 410 20 30**, email: general.enquiries@awardsforall.org.uk or see www.awardsforall.org.uk

Access to GPs

NHS Halton and St Helens is carrying out a survey to find out how easy or difficult it is for people to access their GP. It can be filled in online at www.surveymonkey.com/s/gpaccesshsthpt or a paper copy can be downloaded from the LINK website at www.linksthelens.org.uk/consultations/local-consultations

The closing date is 28 February 2011.

Alcohol Awareness Sessions

There will be two free sessions on alcohol awareness. They will take place on Wednesday 23 February between 9.30 am - 12.30pm and 1- 4pm at Lowe House Resource Centre, Crab Street, St Helens.

For more information and to book a place, contact Lynn Saunders on **01744 621860**.

Give the gift of time

On Dignity Action Day, members of the public and staff who provide care are being encouraged to do something which would make a difference to others. 25 February 2011 is an opportunity to help an older neighbour, share time or show respect to someone who is isolated or may not feel valued.

Dignity Action Day is part of a wider Dignity in Care Campaign which aims to:

- **Raise** awareness of dignity in care

- **Inspire** local people to take action
- **Share** good practice
- **Transform** services by supporting people and organisations in providing dignified services
- **Reward** and recognise those people who make a difference.

For more information, see www.dignityincare.org.uk

If you are interested in becoming part of a task group looking at dignity issues in health and social care, contact St Helens LINK on **01744 457119**.

Saving Lives with Cancer Strategy

A new Cancer Strategy has been produced which aims to save an extra 5,000 lives a year.

It will provide funding to screen more people, diagnose them earlier and make sure that people have access to the best possible treatment, care and support. It also sets out ways in which the government, NHS and public can prevent cancer by leading healthier lives.

'A Strategy for Cancer' is only available online from www.dh.gov.uk

Keep Healthy and Creative

A website has been set up to give health professionals information on how creative activities can help people with long-term health conditions.

It contains research, local creative activities and stories from organisations that have used creative activities.

Patients with conditions such as depression, stroke and heart disease who may benefit from writing, dancing, painting and drawing are encouraged to tell health professionals about the website www.healthysocialcreative.org.uk

