

## **Hello and welcome to the fifth LINK Bulletin**

We are really pleased to let you know that we have a new website - [www.linkincornwall.org.uk](http://www.linkincornwall.org.uk) is now a fact filled website with updates, reports, case studies, pictures and our handbook! You can also use our website to tell us your views, comment on the work we are doing, and vote on our latest polls. Please come and visit us!

One of our newest additions to our new website is the LINK in Cornwall Annual Report for the year starting in April 2009 and running through to the end of March 2010. This year we have dedicated the majority of our report to the work of our Task Groups updating you on the activities we have undertaken and how these activities have helped to change the way health and social care services are planned and run in Cornwall.

You can also read as part of our Annual Report the outcomes from the evaluation we undertook for year 2 of LINK in Cornwall. The recommendations from our evaluation will be used to inform how we work in the future and it is good to hear, that overall, people who took part in the evaluation and in our Annual Satisfaction Survey are pleased with the work we are doing and the credibility we have gained.

If you would like us to send you a hardcopy of our Annual Report please get in touch - our contact details are on the back page.

### LINK out and about:

14th August - 10:00am - 4.00pm - Cornwall Respect Festival - Victoria Gardens, Truro

## **Department of Health White Paper 'Equity and Excellence: Liberating the NHS'**

The LINK in Cornwall Facilitation Group, host organisations and key Task Group members are getting ready for the Department of Health White Paper 'Equity and Excellence: Liberating the NHS'.

This White Paper can be downloaded from the Department of Health website - [www.dh.gov.uk](http://www.dh.gov.uk)

The White Paper sets out a new vision for the way in which our NHS services are commissioned, regulated, better integrated with social care services and held accountable. The aims include that, by 2013, you will:

- \* be able to see, own and share your personal health records
- \* find it easier to find out what services are available and what people think of them
- \* find it easier to communicate with your doctors and nurses, for example by email
- \* be able to choose or change your GP surgery regardless of location
- \* be able to choose the treatments and services that best suit your needs
- \* get help to understand the choices of treatments and services available and involve you, and your family/carers, in the decisions about your care

As part of the White Paper there are proposals to build on and extend the work of Local Involvement Networks - LINKs. We are set to become a local HealthWatch with new responsibilities of providing support to patients in making choices about the services they use and making complaints.

Throughout the White Paper and supporting documents there continues to be positive messages about patient influence, choice and the continuation of LINKs [but by another name].

There is now a consultation period to find out what people think about these changes - watch this space for updates on how LINK in Cornwall plans to respond to the White Paper.

**Useful information:**Dementia Care

Reflections SW CIC is a new community interest company specialising in community based dementia care. It runs a day centre in Cornwall for people with dementia and their carers. The centre is based at St Day and they have transport within a ten mile radius - this covers quite a large catchment area in Camborne, Redruth, Truro and Falmouth. When asked what they do that is so unique they say that "in a nut shell we put the person with dementia first. We find out who our service users are, what they like to do. We do life story work, engage our guests in meaningful occupation ie cooking/dusting as well as an array of stimulating activities. We have beautiful outdoor spaces and make the most of being outside."

Reflections is open at the moment from Monday - Friday but they are keen to open seven days a week. Their house is open all day and they are very flexible, i.e. if a carer needs to go to work they can stay open until early evening.

On a Friday morning they run Cognitive Stimulation Therapy in partnership with Age Concern, supported by the Primary Care Trust. They also run a carers support group at the same time, 10am-12noon. Later in August they are starting an evening memory cafe weekly on a Wednesday and a support/activity group for people under the age of 65 with dementia.

There is a charge for day care, and they accept referrals from statutory agencies and from people paying privately.

Reflections SW need to form a board/committee and are also looking for volunteers to help maintain the gardens. If anyone would like to help with this they would be very grateful - if you are interested, please ring Angela Downing on 01209 822300.

Reflections SW have a website - [www.reflectionsouthwest.com](http://www.reflectionsouthwest.com) - and welcome anyone who wants to come and visit them, please ring first on 01209 822300 in case they are out on a trip.

New NHS Health Services for South East Cornwall

A range of new community-based NHS health services are being launched to serve residents in South East Cornwall.

The area now has its own podiatric surgeon providing relief from a whole range of foot problems for local residents. Richard Goslin is now undertaking day surgery at St Barnabas Community Hospital in Saltash and will also soon offer surgery out of Liskeard Community Hospital. Access can be by referral from your GP or local podiatrist. His arrival forms part of a whole programme of community hospital service improvements in Saltash and Liskeard that can be accessed free-of-charge by GP referral.

Among the new services are:

- \* Peninsula General Surgery, a team of experienced consultant surgeons, who will, from August 24, be providing surgery for conditions like haemorrhoids, hydroceles, circumcision, vasectomy and, potentially in the near future, primary abdominal wall hernias. This surgery will be offered out of St Barnabas in Saltash
- \* Peninsula Urology, a consultant-led one-stop urology clinic that will be available at both St Barnabas and Liskeard from August 24, offering patients investigation, diagnosis and either treatment or consultant referral if required; and
- \* Peninsula Ultrasound, an effective and responsive local ultrasound service provided by experienced sonographers. This is now being offered at Liskeard Hospital.

**Useful information (continued):**New NHS Orthodontist in Cornwall

A top orthodontist in Cornwall is cutting the time young people have to wait for free treatment after winning a contract with the NHS. The River Practice Specialist Centre in Truro was selected through a formal procurement process to provide additional NHS orthodontics to patients aged under 18 in central Cornwall.

The facility was deemed essential by NHS Cornwall and the Isles and Scilly due to a build up of young people waiting for appointments after referral by their own dentist. Headed up by award-winning practitioner Jeremy Peak, the new specialist facility has already had 160 referrals since opening its doors a month ago.

Orthodontics is among the most complex dental treatments, and hence requires significant investment, with bite correction through braces costing from several hundreds to several thousands of pounds per person. The treatment Jeremy can offer under the NHS is based on a health need assessment, which means that anything purely cosmetic will not qualify for NHS funding. All children are entitled to an NHS orthodontic assessment but eligibility for NHS active treatment will depend on the severity of the position of the teeth and jaws. The NHS commissioned the new service to meet the demand for increased capacity in the area. The facility, at Castle Mews, off Castle Street, Truro is accepting referrals from dentists across a wide geographical area stretching from Falmouth and Truro to Newquay and St Austell.

Cornwall Hearing Voices Network

Hearing voices is not necessarily a symptom of mental illness and, although medication may help some people, many find that talking about their voices and gaining a better understanding of them by meeting other people who are experiencing the same as them and sharing coping strategies can also be beneficial.

The Cornwall Hearing Voices Network is supported by Rethink, Newquay Mind and the Mental Health Forum and is run entirely independently from the NHS. They hold a group in Bodmin weekly, Penzance fortnightly and have a Newquay group that is currently being reviewed. The groups are confidential and have a trained facilitator. If people are nervous about attending at first, an initial meeting with a group member and the facilitator is offered to talk through any concerns or answer questions.

Anyone wishing to find out more information can contact the group facilitator nearest to them:

West Cornwall: Lesley Ayers - 07570 510359 or email [lesley.ayers.hvn@btinternet.com](mailto:lesley.ayers.hvn@btinternet.com)

Mid Cornwall: David Lea - 07776 140966 or email [david.lea9@btinternet.com](mailto:david.lea9@btinternet.com)

East and North Cornwall: Jain Ritchie - 07807 813996 or email [jainmritchie@aol.com](mailto:jainmritchie@aol.com)

Grant funding available now for community-led projects

Local Action for Rural Communities funding is available in three areas in Cornwall – Clay Country (the parishes of St Enoder, St Dennis, Roche, Luxulyan, Lanlivery, Lostwithiel, St Stephen-in-Brannel, St Mewan, Treverbyn, St Blaise, and Tywardreath), East Cornwall (the former districts of North Cornwall and Caradon, but excluding Bodmin and Saltash) and West Cornwall (the former districts of Penwith and Kerrier, excluding Camborne, Pool & Redruth). £1.8m of funding is available in each area to improve the quality of life, to enable local communities to diversify and strengthen their local economy, and gain better access to services and the environment.

**Useful information (continued):**

The funding is delivered through Local Action Groups, which form the community-led element of the wider EU/DEFRA Rural Development Programme for England. Local Action Groups comprise of representatives from the public, private and voluntary/community sector, and each has developed specific priorities. So if you've got a plan for a project, or just an idea, please make contact with the Local Action Group managers:

Clay Country & West - Clare Leverton - 01209 611116 or 07528 983335

East - Linda Emmett - 01208 265719 or 07528 983334

**Useful telephone numbers:**

NHS Direct	0845 46 47
Out of hours GP service	0845 200 0227
Emergency Dental Care	01872 354375
Department of Adult Care and Support	0300 1234 131
Dementia Helpline	01872 266388
PALS (Patient Advice and Liaison service):	
Cornwall & Isles of Scilly Primary Care Trust	0845 170 8000
Royal Cornwall Hospitals Trust PALS	01872 252793
Community Health Services PALS	01209 888200
Derriford Hospital PALS	01752 517657
Northern Devon Hospital PALS	01271 341090
Cornwall Partnership Foundation Trust PALS	01726 291109

**CONTACT US**

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**Website:**

**[www.linkincornwall.org.uk](http://www.linkincornwall.org.uk)**



**LINK in Cornwall is hosted by**

Cornwall Rural Community Council

**In partnership with**

Age Concern Cornwall and Penwith Community Development Trust, Inter-link Cornwall

**Cornwall Rural Community Council - CRCC** is a Cornish charity dedicated to working with and strengthening Cornish communities and supporting vulnerable groups and individuals within them.



In Cornwall  
and the  
Isles of Scilly



**Inter-Link**  
Cornwall