

Newcastle LINK's legacy (paper 2)

Introduction

Our predecessor, Newcastle Local Involvement Network (LINK), produced a legacy package which detailed the work it did and the good practice it developed. The package contained quick tips and recommendations for the future local Healthwatch. The legacy package can be viewed on our website www.healthwatchnewcastle.org.uk in the FAQs section or directly at <http://tinyurl.com/o4n6zlk>

How the legacy package has been used so far

So far Healthwatch Newcastle has acted on some of Newcastle LINK's quick tips and recommendations. We have:

- Used Newcastle LINK's policies and procedures where possible
- Written role descriptions for volunteers
- Set up a process to ensure volunteers have the right skills and abilities for their role
- Set up a support and supervision process for volunteers
- Set up a governance subgroup to deal with policies and procedures
- Taken time to get to know key local voluntary and community sector organisations
- Spoken to key people about any issues we are picking up as soon as possible

By delivering our future plans we will also act on these quick tips and recommendations:

- Make use of themed task and finish groups
- Make use of the local volunteer centre and www.do-it.org.uk
- Scrutinise our work to see which community views are missing and fill the gap by working with organisations that specialise in working with that community
- Recruit, train and send representatives to appropriate external meetings
- Agree a protocol for working with the Care Quality Commission
- Continue Newcastle LINK's work on walk-in centres (this will be covered when Healthwatch Newcastle considers North of Tyne's out of hours service)

What next?

There are some other big items remaining in the legacy package that the team will consider and decide whether to take them forward. These are detailed in the table below:

What?	How?	When?
Healthwatch Newcastle should continue Newcastle LINK's work on Choose and Book. The purpose would be to:	<p>Review how Choose and Book has progressed since the research</p> <p>Review how far the Department of Health has got in making changes to Choose and Book. Its plans are in 'Liberating the NHS: further consultation on proposals to secure shared decision making'</p> <p>Act as appropriate</p>	Newcastle LINK suggested April 2014
Considers the review of the Liverpool Care Pathway which was published in summer 2013 and act upon it where necessary	<p>Read 'More care, less pathway: a review of the Liverpool Care Pathway'</p> <p>Find out how this has been acted upon locally and react as appropriate</p>	February 2014
Consider assigning Board Leads for key areas. The Local Government Association recommends appointing dignity champions and leads for quality and safeguarding	<p>Decide what the role of a Board Lead would be</p> <p>Identify key areas to recruit leads to</p> <p>Provide support to Board leads</p>	April 2014

Recommendations

It is recommended that the Board:

- Notes this information
- Raises anything from Newcastle LINK's legacy package that it believes to be missing