



Hartlepool LINK

the community contribution In shaping
health and social care services

HAVE YOUR SAY!



Introduction:

Hartlepool LINK is a network of local people and organisations, funded by Government and supported by Hartlepool Voluntary Development Agency (HVDA) to promote and support the involvement of people in commissioning, provision and scrutiny of local health and social care services. Every LINK in the country has the same powers and responsibilities but it is the individual LINK that decides what will work best in their area.



"It is envisaged that the Hartlepool LINK will be looked upon as one of the main ways of ensuring people are involved in making decisions about services."

Ron Foreman – Chair Hartlepool LINKs

The role of Hartlepool LINK is to:

- Give everyone the opportunity to say what they think about their local health and social care services in terms of what is working well and what is not so good.
- Give people an opportunity to monitor and review how services are both planned and delivered.
- Provide feedback on what people have said about services, so that improvements can be made.

Our role:

Hartlepool LINK has a range of methods available to enable them to say how local services could improve:

- Make reports and recommendations to commissioners and receive a reply within a set period of time.
- Ask commissioners for information and receive a reply within a set period of time.
- Enter certain Health and Social Care premises to observe the nature and quality of services.
- Refer issues to Overview and Scrutiny committees and receive a response.

Work with Commissioners:

Hartlepool LINK has been created through the introduction of legislation (Local Government and Public Involvement in Health Act 2007). It has powers to hold Health and Social Care service providers to account. The same legislation puts a greater obligation on providers and commissioners to consult with the public about services.

Hartlepool LINK will provide commissioners with a first point of contact for involvement and engagement. The LINK will be a pool of local knowledge, service users and expertise, which will assist commissioners assess the needs of local people. Involving the public through consultation with Hartlepool LINK will help commissioners take decisions that best reflect the public's need.

Enter and View:

To enable Hartlepool LINK to gather information they need about services, there will be times when it will be appropriate for them to see and hear, for themselves, how services are provided. The Government has introduced duties on certain commissioners and Health & Social Care services to allow authorised representatives of Hartlepool LINK to enter premises that providers own or control, to observe the nature and quality of services.

Participation:

Hartlepool LINK is made up of participants who are individuals, groups and organisations all of which have an interest in local Health and Social Care services. All participants are volunteers.

Who can join?

- *Anyone* – carers, service users, community leaders, patient representatives everyone's views matter!
- *Groups can also join* – charities, faith groups, residents' associations, youth councils, black and minority ethnic organisations anyone who wants to make sure that the needs of their community are listened to!
- Each and everyone's views will be taken seriously by your Hartlepool LINK



"Hartlepool LINK has been established in a way that is inclusive and enables involvement from all areas of the local community. We wish to involve those who are seldom heard."

Christopher Akers-Belcher
LINKs Co-ordinator

Why get involved?

Hartlepool Link is relevant to you and your family. By becoming involved you can:

- Get attention for neglected issues or ideas
- Influence those who make decisions about new or existing health and care services
- Help the community speak with a stronger local voice
- Help services provide better care

How?

It is easy to get involved – it is up to you how and when you participate. Hartlepool LINK provides different ways for you to make your views count.

- Participation application
- Comment on issues when contacted by your LINK
- Help find solutions – be part of a working group

Please complete the following information should you wish to become actively involved in Hartlepool LINK. Forms can be returned to the address at the end of this publication and we will ensure you are informed and/or involved in future LINK activities.

PARTICIPATION APPLICATION – HARTLEPOOL LINK

Name:	Title	Forename	Surname
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Are you:

- An individual? YES / NO
- Representing an organisation? YES / NO

If an organisation please state name and specify your role:

Address: _____
 _____ Postcode _____
 E-mail address: _____

How would you prefer to be contacted *(please tick)*:

E-mail:

Letter/Mailings:

Your areas of interest *(please tick as appropriate)*:

G.P.'s, Dentists and Opticians	Children and Young People	
Care Homes	Physical Disabilities	
Hospitals and Ambulance Service	Learning Disabilities	
Mental Health	Life-Long Conditions	

It is essential that the Hartlepool LINK considers all local issues and priorities.

My priorities for consideration:

I feel it is important that the Hartlepool LINK looks at this issue because:

Should you require any further information, help or advice regarding HARTLEPOOL LINK please contact:

Christopher Akers-Belcher – LINKs Co-ordinator

Tel: 01429 262641
F.A.X: 01429 265056
E-mail: c.akersbelcher@hvda.co.uk

Stephen Thomas – LINKs Development Officer

Tel: 01429 262641
F.A.X: 01429 265056
E-mail: s.thomas@hvda.co.uk

Please return your completed form to:

Hartlepool Voluntary Development Agency Limited
Rockhaven, 36 Victoria Road, Hartlepool TS26 8DD
Website: www.hartlepoolink.co.uk

If you or someone you know need help in communicating with us or would like a summary of this document in your language, Braille or large print, please telephone Hartlepool Link on 01429 262641 or contact us at the address above.

আমাদের সঙ্গে যোগাযোগ করতে যদি আপনাদের অসুবিধা হয় অথবা আপনারা যদি এম্প ডকুমেন্টের সারসংক্ষেপ আপনাদের ভাষায় পেতে "চান তবে আমাদের 'লিফোন ন' রে ফোন করুন বা উপরের/নিচে" চ দেওয়া ঠিকানায় যোগাযোগ করুন।

Bengali

如果您需要與我們溝通，或者希望獲得您所用語言的該文概要，請致電我們或者通過以下地址聯絡我們。

Cantonese

यदि आपको हमसे संपर्क करने में किसी तरह की मदद चाहिये या आप इस दस्तावेज़ का सारांश अपनी भाषा में चाहते हैं, तो कृपया ऊपर दिये गये टेलिफोन नंबर पर या ऊपर/नीचे दिये गये पते पर हमसे संपर्क करें।

Hindi

Jeśli potrzebujesz pomocy w porozumieniu się z nami lub chcesz otrzymać podsumowanie tego dokumentu w swoim języku, proszę o kontakt telefoniczny lub listowny na adres podany powyżej/poniżej.

Polish

ਜੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿੱਚ ਤੁਹਾਨੂੰ ਮੱਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਸਾਰਾਂਸ਼ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉੱਪਰ ਦਿੱਤੇ ਨੰਬਰ ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ਜਾਂ ਫਿਰ ਉੱਪਰ/ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Punjabi

Bizimle iletisim kurarken yardim almak istiyorsaniz veya bu belgenin özetini kendi dilinizde görmek istiyorsaniz lütfen yukarida verilen telefon numarasini arayin ya da asagida/yanda verilen adresten bizimle iletisim kurun.

Turkish

اگر آپ کو ہم سے مراسلات میں مدد کی ضرورت ہو یا آپ اس دستاویز کی تلخیص اپنی زبان میں حاصل کرنا چاہتے ہیں تو، برائے مہربانی درج بالانمبر پر ٹیلیفون کریں یا درج بالا/ذیل کے پتے پر ہم سے رابطہ کریں۔

Urdu