

Harrow LINK Work Plan_2009

Item Number	Objectives	Priorities	Methodology	Lead	Outcome	Time Scale
1	To promote the participation of the Harrow public and service users in Health & Social Care matters	<p>A) Promote involvement in LINK through:</p> <ul style="list-style-type: none"> ➤ Undertake engagement activities ➤ Contact “hard to reach” groups ➤ Listen, receive, record and signpost queries 	<p>Task Group to determine priorities for:</p> <ul style="list-style-type: none"> ➤ Meetings with groups & publicity needs ➤ 2 public meetings, ➤ Hold EC meetings in public 	EC Task Group	<ul style="list-style-type: none"> ● Public knowledge of the Harrow LINK and its network ● Better informed public service users & carers ● Greater participation by the public and users in health and social care matters in Harrow 	Over Whole Year
2	To monitor and review NHS and Social Care Services from patients point of view	<p>A) Monitor reported concerns and intelligence from the public and service users</p> <p>B) Participate strategy planning for improvements of services</p>	<p>Task Group to determine priorities for:</p> <ul style="list-style-type: none"> ➤ Review of reported concerns and intelligence. ➤ Meetings with groups & publicity needs. ➤ Use of “Enter and View” as appropriate. <p>Have representation from the LINK and its network by:</p> <ul style="list-style-type: none"> ➤ Attendance at planning meetings ➤ Participation in consultations. 	<p>EC Task group</p> <p>LINK Reps.</p>	<ul style="list-style-type: none"> ● Represent service users and their carers concerns and intelligence ● Report findings to service provider to provide service improvement ● Service provision improvement for users 	Over Whole Year

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3	To maintain and improve effective dialogue with NHS and Social Care service providers & commissioners	<p>A) Liaise with senior officers of the service providers.</p> <p>B) Promote public awareness of NHS and social care services.</p> <p>C) Liaise with Overview and scrutiny committee</p>	<ul style="list-style-type: none"> ➤ Organise and attend informal meetings to exchange concerns ➤ Provide information at meetings and events ➤ Attend appropriate meetings of committee 	EC Chair and Host	<ul style="list-style-type: none"> ● Improved understanding of key issues within the sector and promote the views of service users and carers. ● Make input at key stages of commissioning services 	Over Whole Year
4	Governance	A) Work within regulatory requirements	<p>Task Group to oversee compliance:</p> <ul style="list-style-type: none"> ➤ Work within terms of reference ➤ Work within budget ➤ Produce Work Plan ➤ Produce Annual Report 	EC & Host	<ul style="list-style-type: none"> ● Meet the LINK objectives 	Always
5	Training and Development	<p>A) Train LINK Participants as requested for better participation in LINK's work</p> <p>B) Develop LINK Participants' skills and knowledge.</p>	<ul style="list-style-type: none"> ➤ Induction sessions ➤ Awareness courses ➤ Enter and View course ➤ Equality and Diversity ➤ Individual skill training 	Host	<ul style="list-style-type: none"> ● More effective LINK ● Better skilled Participants 	Over Whole Year