

Coventry LINK Work programme 2011-12 new projects

	Work stream	Further details
1	Hospital car parking	to gather feedback on hospital car parking at the Walsgrave site and to review the impact of recent changes
2	The services provided by the Opal Disability Equipment Centre	to follow up on concerns raised by a mystery shopping exercise
3	Care planning for mental health patients	to investigate patient involvement in care planning
4	UHCW outpatient booking processes	to follow up on previous LINK work – including the outcome of UHCW review of booking letters and the proposed introduction of airport style outpatient booking
5	Barriers for Black and Minority Ethnic communities in accessing cancer services	Joint work with Arden Cancer Network funded via a bid to MacMillan Cancer Support. Focus groups with members of the community to identify barriers to seeking help and attending screening. Focused on over 50s.
6	Pathway for cancer patients going through A&E	To follow developments in work by UHCW to address issues with the pathway for cancer patients treated by the A&E Department

Existing/ongoing LINK work:

A	Access to quality information about services and personalisation by social care users and carers	Taking forward work to mystery shop web based information; review a training game and; review the work of the City Council contact centre
B	Safeguarding processes	Feed into the development of Safeguarding processes in Coventry
C	HealthWatch Development: HealthWatch pathfinder work	Scoping, listening and joint work for the development of an effective Coventry HealthWatch
D	NHS Changes	Building working relationships with GP commissioners; developing Health and Wellbeing Board representation; consultation/engagement for developing the Joint Strategic Needs Assessment etc.
E	Quality Account follow up	Follow up on the work each Trust has committed to in this year's quality accounts