



What is the
Manchester LINK?

What is the Manchester or Local Involvement Network (LiNK) ?

The Manchester LiNK will be a network of local people, organisations and groups that want to make Health and Social Care services better.

Manchester's LiNK will give everyone in the community – from individuals to voluntary groups – the chance to say what they think about local health and social care services and their experiences.

The LiNK will be a way of telling the people who purchase, provide and manage local services what is working and what isn't, as well as suggesting ideas that could make services better. The LiNK won't take over from the groups already working in and for our

community, but will be a way of bringing people and groups together. Each LiNK will be slightly different because it will be set up in a way that best suits the local community. Manchester's LiNK will be shaped around the needs and interests of its community.

The LiNK will make it easier for everyone's voice to be heard and ensure that their views about local services are listened to and answered.

What will the LiNK do?

The LiNK will be involved with a wide range of issues and will carry out a variety of tasks and activities.

The LiNK's main job will be to:

- Give everyone the chance to say what they think about their local health and social care services – what is working well and what is not so good.
- Give everyone the chance to check how health and social care services are planned and run.
- Feedback what has been said about services so that things can change for the better.

How will the LiNK be set up?

All councils received money from the Department of Health to use to set up the LiNKs.

The LiNK is getting its funding from the government through Manchester City Council. This money has been used to put a support agency in place. In Manchester this is the Black Health Agency – a local organisation that has been supporting involvement in health for a number of years.

One of the most important jobs for the support organisation is to provide the LiNK with practical support so that it can carry out its activities and fulfil its role in improving local services. The first job for the support organisation is to let people know that the LiNK has started and how they can get involved to make services better.

The support organisation will help the LiNK members to:

- Do the work of the LiNK
- Let people know how to get involved and what's happening
- Look at how decisions will be made
- Keep records about how the LiNK money is spent
- Work with a range of local organisations

Why is the LiNK being set up?

The LiNK has been developed as a new way for people to have a say on health and social care services.

There has been a long tradition of patient and public involvement with NHS organisations, but the government saw that people have needs which cover both NHS organisations and Social care

services provided by the Local Authority. The LiNK will help people to say how health and social care services can be improved.

What 'powers' will the LINK have to do its job?

The LINK will have certain powers so that it can help to improve local services, these will include:

- Make reports and recommendations for example to local NHS Trusts or the Council, and to get a reply to these within a set amount of time
- Ask for information and get a reply within a set amount of time
- Visit some types of services to see what they do
- Receive a response to any matter the LINK reports to the Councillors on an Overview and Scrutiny Community (OSC) so that further investigations and action can be taken if needed

Who can be part of Manchester's LINK?

Manchester's LINK is open to everyone and should represent the whole community.

Groups, individuals and organisations all have a part to play giving their views about local services. The LINK will be set up to ensure that all of the

different groups and types of people that make up Manchester have lots of different ways to join in.

Why is the LINK different?

You don't have to become a 'Member' of the LINK to have your say, local people will be able to choose how and when they want to get involved.

Sharing your views doesn't have to mean filling in a form or sitting in a meeting, and the LINK needs to hear about how you want it work with you.

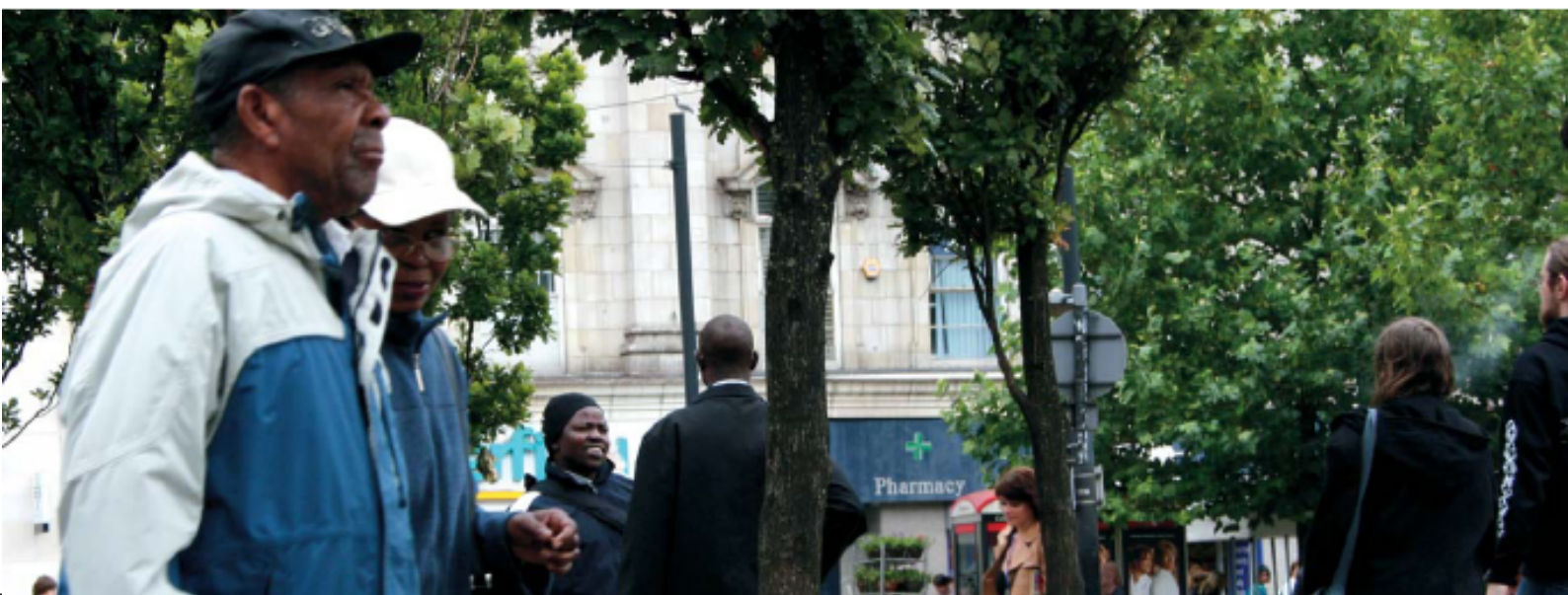
Details of how to contact your local LINK can be found on the back of this leaflet.

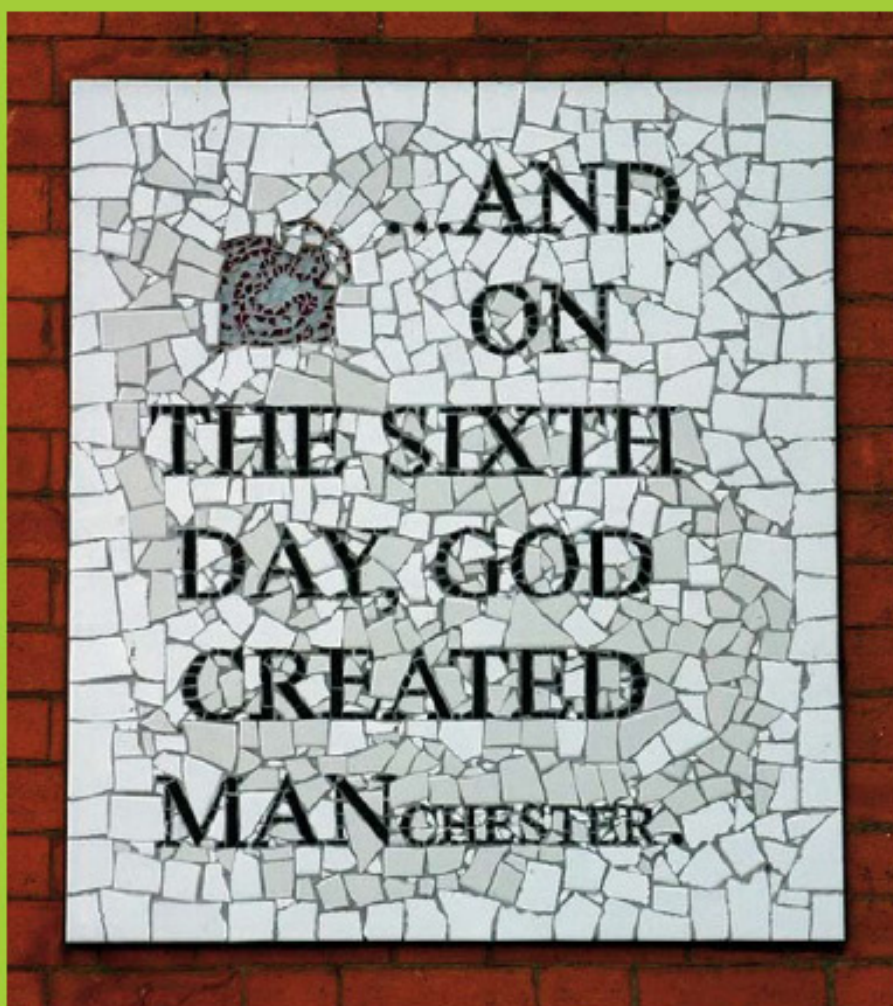
Why should the LINK matter to me?

The LINK can only work if it really helps local people to improve services.

We want you to tell us:

- What your concerns are
- What you think works well so we can make sure good services continue
- Any gaps in services that you think should be provided





For more information:

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Website: www.manchesterlink.org.uk

Department of Health

www.dh.gov.uk/patientpublicinvolvement

The National Centre for Involvement

www.nhscentreforinvolvement.nhs.uk

Community Voices Online

www.communityvoicesonline.org

Tel: 0845 601859



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in health
and social care*

