



# Who Cares



The health & social care Local Involvement  
Network for North Lincolnshire  
Annual Report April 2011 - March 2012

**The Fourth Year:** Collaborative Working



Voluntary Action  
North Lincolnshire  
*Advancing Local Voluntary Action*



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*Who Cares* is hosted by Voluntary Action North Lincolnshire. To become a member or to take part in any of our activities please contact us using the details below.

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# THE EXECUTIVE GROUP

**Roni Wilson** – Chair – Enter and View Member

**Hilary Kitchen** – Vice Chair (up to 10 March 2012)

**Richard Leach** – Mental Health Lead

**Tony Scrase-Walters** – Enter and View Lead

**Ajmal Ali**

**Les Barrett** – Enter and View Member (up to 10 March 2012)

**Anne Dunkerley**

**Jim Harding**

**Colin Hornsby** (up to 10 March 2012)

**Sunil Kapil** (up to 10 March 2012)

**Julian Kidd**

**Sandra Lingard** – Enter and View Member

**Susan Marrison** – Enter and View Member

**Carole Phillips**

**Susan Pridmore** – Enter and View Member (up to 10 March 2012)

**Guy Reynolds** – Enter and View Member (up to 10 March 2012)

**Stuart Wilson**

**Susan Jude** (from 10 March 2012)

# HOST STAFF

**Lindsay Barnett** – Administrator

**Helen Kirk** – Research and Communications Officer

**Kristian Reed** – Coordinator (until September 2011)

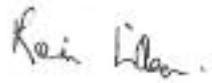
**Ruth Farningham** – Coordinator (from September 2011)

# CHAIR'S REPORT

*Who Cares* has had another successful year, completing significant pieces of work on hospital discharge, dentistry, Enter and View at Scunthorpe Hospital, and research on use and potential use of health and social care services. As chair, I feel that we are fulfilling our statutory role as the voice of the people of this area.

I personally must congratulate the volunteers and members of staff for the professional presentation and methodology of all of the completed work. *Who Cares* is dependent on its membership and we are keen to recruit new members in what will be a key year. Under the new legislation, LINK's will be replaced by HealthWatch in April 2013, and *Who Cares* have undertaken a range of activities to ensure

as smooth a transition as possible for the people of North Lincolnshire. Many changes have already been seen, and will continue to be developed, around integrated service delivery. Partnership work has continued to be a key element in the work of *Who Cares* this year and joint stakeholder events have been held to provide an opportunity for people to give their views



**Roni Wilson**  
Chair of *Who Cares* Executive Group.

## THE STRUCTURE OF WHO CARES

The members are the true owners of *Who Cares*, it is the members who make key decisions, carry out investigations and contribute to reports. Any person who lives in North Lincolnshire or who is registered for primary care services in North Lincolnshire can join *Who Cares*. There is no charge to membership and no minimum term of commitment or minimum level of involvement.

- *Who Cares* has a membership of 300 people from all walks of life throughout North Lincolnshire.
- There are 196 voluntary and community sector organisations who receive our publications and offer their views on relevant topics and send representatives to our events and meetings. Coupled with the individual members this gives *Who Cares* access to a vast array of people across the area.
- The Executive Group is a body of 20 members who were elected by the ordinary members. It has the authority to make key decisions on behalf of *Who Cares* and meets every month.
- *Who Cares* has task and finish groups which investigate particular work topics. Members are not obliged to take part in group activity and can join the groups or activities that interest them and can leave when these activities are concluded.
- One of the legal powers LINKs have is to Enter and View any property where health and adult social care is delivered which is wholly or partly funded by public money. The role of Enter and View is not to inspect but to observe. Authorised *Who Cares* Enter and View representatives are selected from the membership through an application and interview process by a panel from the executive group. They must be fully trained and Criminal Records Bureau (CRB) checked before they can carry out a visit. Task and finish groups may request the Enter and View team to conduct visits. We also work collaboratively with statutory partners, and look for opportunities to utilise the enter and view team for the benefit of seeking patient views and contributing to ongoing service improvement.
- Voluntary Action North Lincolnshire is the host for *Who Cares*. This means that it is responsible for providing a range of support services including admin support and volunteer training that enables *Who Cares* to fulfil its functions and responsibilities as the LINK for North Lincolnshire.

# OUR ENGAGEMENT OVER THE YEAR

*Who Cares* is committed to continually engaging with our members and the wider public. To do this we try to be as accessible as possible. We are always open to hearing the views of anyone either by phone, email, through our website, or face to face at the events we hold. Below is a sample of the things which we do in order to consult our members, as well as promoting the work of the LINK.

|   |    |
|---|----|
| Research Sessions Held  | 27 |
| Focus Groups Held   | 21 |
| External Events Participated In                                     | 18 |
| Presentations Given To External Groups                              | 8  |
| Events Held   | 4  |
| External Decision Making Meetings Attended                          | 35 |
| External Consultations From Statutory Organisations Participated In | 26 |
| Training Sessions Delivered   | 3  |

| Level of Participation  | Total | People with an Interest In Social care | Individual participants | Interest group participants |
|-------------------------|-------|--|-------------------------|-----------------------------|
| Informed Participants   | 350   | Unknown                                | 330                     | 20                          |
| Occasional Participants | 30    | 15                                     | 20                      | 10                          |
| Active Participants     | 20    | 10                                     | 10                      | 10                          |

For the research/consultation stages of our work projects we held 27 separate outreach research sessions out in the communities of North Lincolnshire and 21 focus groups, including specific topics around the transition to HealthWatch. This figure does not include paper/electronic requests and responses to our work. This work was predominantly in relation to the Dentistry project and gathering information and opinions in relation to HealthWatch

To help facilitate or promote our work, as well as providing opportunity for other health and social care organisations, we ran 4 events. These were two Joint stakeholder events with North Lincolnshire Council Health and Wellbeing Board and NHS North Lincolnshire, hosting an event dealing with changes within the PCT for neighbouring LINKs and voluntary, community and statutory services, and *Who Cares* Annual General Meeting, which included consultation and proposals in relation to the transition to HealthWatch. To increase our profile and engage with members of the public, we participated at 18 externally arranged events.

Due to our extremely good working relationship with statutory organisations and groups we have been invited to decision making meetings 35 times. This also reflects the enormous changes that were taking place throughout the year in terms of health and social care service delivery. The Shadow Health and Wellbeing Board is one of the meetings that *Who Cares* is invited to as a representative member and has participated in a review of the Joint Strategic Needs Assessment (JSNA)

We have also taken part in 26 external consultations from statutory organisations relating to health and social care. These include national consultations, including those around the implementation of HealthWatch, as well as local consultations.

To increase the skills and knowledge of our members we have also delivered three training sessions



## WHAT WE DID

### Our research

All our work and investigations are based on evidence. Our reports and recommendations are filled with solutions which have come from service users, carers, support groups and the wider public. This work informs commissioning strategies and enables commissioners to have an opportunity to implement outcomes local people suggest through the LINK

During the past year we have carried out a number of research projects, as well as being involved in

consultations and research which have led to changes in services across a wide spectrum of services.

Over the year *Who Cares* has submitted three reports which have included recommendations to commissioners. Details of these and a case study can be seen below. For full versions of the reports please visit [www.who-cares-online.org.uk](http://www.who-cares-online.org.uk)

|  |                |
|--|----------------|
| <b>Enter and View in 2011-12</b>   |                |
| How many enter and view visits did your LINK make?   | 1              |
| How many enter and view visits related to health care?   | 1              |
| How many enter and view visits related to social care?   | 0              |
| How many enter and view visits were announced?   | 0              |
| How many enter and view visits were unannounced?   | 1              |
| Total budget for 2011-12   |                |
| <b>Reports and Recommendations in 2010-11</b>  |                |
| How many reports and/or recommendations were made by your LINK to commissioners of health and adult social care services?  | 3              |
| Of the reports and/or recommendations, how many have led, or are leading to, service review?   | 1              |
| Of the reports and/or recommendations that led to service review, how many have led to service change?   | 1              |
| How many reports/recommendations related to health services?   | 3              |
| How many reports/recommendations related to social care?   | 0              |
| If any of your reports or recommendations were not acknowledged or did not result in any service review or service change, are you planning any further follow up? | Not applicable |

## Hospital Discharge

After a number of incidents were drawn to member's attention it was agreed by the Executive of *Who Cares* to undertake research on patient's experiences of hospital discharge. It was agreed that the research would try to gain information from people returning home, back into residential and nursing homes.

### Recommendations included

| Area of concern      | Recommendations  |
|----------------------|--|
| Discharge times      | <p>The necessary liaison between statutory agencies to ensure seamless transfer / return home must be undertaken to ensure patient safety and comfort.</p> <p>Ensure that there is sufficient advance notification of discharge given to the receiving residential or nursing home to ensure that the patient's care requirements can be met and where necessary adjusted.</p> <p>The same would apply when patients are returning home to family or independent living receiving health or social care support.</p>   |
| Fitness to Discharge | <p>Ensure that appropriate professionals have 'signed off' patients and that accurate notes reflecting assessment and patient's progress are available.</p>  |
| Medication           | <p>Medication is often sent, but insufficient details accompany it. Changes or discontinuance should be explained to homes in order that they can administer correct dosages &amp;c. Notes should also indicate when last dose has been administered as well as new dosage frequency &amp;c.</p>   |
| Transport            | <p>Ensure that the appropriate agency staff liaise with transport and that the patient is expected home and that the necessary support is in place to receive the resident.</p>  |
| Information          | <p>If patients are returning to their own homes or families, then advance notice of any required changes should be given to facilitate equipment provision or modification to property.</p> <p>If one does not already exist then an agreed protocol for sharing of patient information needs to ensure that useful information as well as any necessary medical information is available to carers. Depending upon hospital treatment, care homes may need to modify care plans upon resident's return, so details on any change to mobility, dietary or toilet needs assists return to home.</p> |

Many of these recommendations are part of the discharge procedures operational in the area which, if implemented to the letter, should not see concerns raised. However, clearly for a number of reasons there are lapses of protocols and where this occurs, risks to patients returning to care or home increase.



### **Enter and View - Scunthorpe General Hospital Visit - August 2011**

This piece of work was effectively a collaborative project. Northern Lincolnshire and Goole Hospitals NHS Foundation Trust (NLaG) sought to obtain some independent feedback from service users of specialist clinics. North East Lincolnshire LINK Enter and View Team undertook visits to Diana Princess of Wales Hospital in Grimsby whilst *Who Cares* Enter and View Team visited Scunthorpe General Hospital. Ophthalmology and cardiology were targeted and service users asked their views on the system as well as any medical or clinical issues.

A summary from the Enter and View visits found that whilst it is fair to say that patients were happy with the treatment they received, it was perhaps the process which is undertaken that may require review. It was recognised that best use of consultant time is essential. It was nevertheless frustrating for patients to be kept waiting because of the necessity to block book series of appointment times as contingency for failure to show by patients. Whilst there is a need that patients themselves fully appreciate resource issues and do not waste consultants times by failing

to notify non-attendance conversely there is a case to be made for a balance which takes account of patients waiting times supported perhaps by education and awareness raising.

### **Experiences in Mental Health Services in North Lincolnshire: Supplement**

This supplement was produced to allow Rotherham Doncaster and South Humber NHS Foundation Trust (RDaSH) and NHS North Lincolnshire the opportunity to respond to the report Experiences of Mental Health Services in North Lincolnshire published in 2010. The main body of this supplement is therefore the verbatim responses received from RDaSH and NHS North Lincolnshire published verbatim.

Further to the publication of both the reports, *Who Cares* Mental Health sub-group have held regular update meetings with RDaSH Chief Executive, Chief Operating Officer and other senior staff members to exchange intelligence and provide informal updates. Service users who contributed to the work have also been provided with the opportunity to provide recent experience feedback to senior staff.

# CONSULTATION WORK

## HealthWatch consultation - November 2011 to January 2012

Under the Local Government and Public Involvement in Health Act 2007, local authorities are required to provide a Local Involvement Network (LINK). In terms of the 2012 Health and Social care Bill, this requirement will be replaced in April 2013 by the establishment of HealthWatch which will be the new consumer champion for both health and social care. It will exist in two distinct forms - Local HealthWatch, at a local level in North Lincolnshire, and as HealthWatch England, at national level.

The aim of Local HealthWatch will be to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

*Who Cares* has been awarded Pathfinder status. The Local HealthWatch pathfinders will explore how best to champion patients' views and experiences, promote the integration of local services and improve choice for patients through advice and access to information.

The main aims of conducting this consultation were as follows:

- i. To raise the profile of Local HealthWatch
- ii. To collect baseline data on use of health and social care services
- iii. To start the work of the "pathfinder"
- iv. To help identify further more in depth research
- v. To help build up a data base of North Lincolnshire residents who wish to help shape health and social care services in the future

A number of proposals were agreed as a result of this research and these included:

1. *Who Cares* to agree an action plan in relation to continued and more in depth consultation
2. To consult in more detail and depth on specific elements and potential methods of influence
3. To host joint stakeholder events in conjunction with North Lincolnshire Council and NHS North Lincolnshire to encourage and assist in improved understanding of the links between strategy, service delivery and consumer influence, and
4. to facilitate workshops for more in depth

discussions around health and wellbeing, integrated service delivery and the transition to Local HealthWatch with particular reference to methods and ways to ensure effective influence

5. Work closely with the Local Authority and the NHS bodies to ensure joint communication and information sharing takes place
6. Make the results of this consultation widely available and feedback the results to those who participated
7. Ensure that interested persons are kept abreast of plans, events and activities and actively encouraged to participate

## Joint Stakeholder events - March 2012

As a number of engagement activities were planned to take place in the same timeframe by a range of stakeholders, namely the Shadow Health and Wellbeing Board, the Strategic Partnership of Integrated Services, and *Who Cares*, it seemed appropriate and sensible to combine these events for maximum impact, and this proposal was made by *Who Cares* and welcomed by the partners. It was agreed that *Who Cares* would organise and fund the events and provide the final report.

The overall aims of the events were agreed as follows:

- To gather the views of the local community in relation to their health and social care services. These will help to inform the following:
  - Health and Wellbeing Strategy
  - Integrated Services - Development team
  - Transition to Local HealthWatch
- To provide information on the changes to service delivery in terms of the integrated model for delivery for health and social care services
- To provide feedback on the recent consultation carried out by *Who Cares*
- To help the local community to better understand how these three strands are interlinked.

By holding a series of workshops and a "Question Time" panel of experts, the following outcomes were achieved

- *Who Cares* were able to collect some valuable information on influencing services that will be fed into their research,



- Information was provided about the transition to Local HealthWatch
- People were informed on the changes to service delivery through the introduction of integrated teams,
- Some attendees commented that they had a better understanding of the links between the different services
- Information was collected that can be used to influence the Health and Wellbeing Strategy

#### **Who Cares Annual General Meeting (AGM) - March 2012**

At the Annual General Meeting, as well as having 3 guest speakers, who were Councillor Rob Waltham, Cabinet member for Adult and Children's Services, North Lincolnshire Council, Nic Dakin, Member of Parliament for Scunthorpe County constituency, and Jim Whittingham, Chairman of North Lincolnshire and Goole Hospitals NHS Foundation Trust (NLaG), 15 statutory and voluntary service providers attended as well as 43 individuals. At the meeting a preferred governance option for HealthWatch North Lincolnshire was proposed and endorsed giving the executive group a mandate to focus any governance work around these arrangements.

Details of this model can be found in the AGM report on the website at [www.who-cares-online.org.uk](http://www.who-cares-online.org.uk) or by contacting the team at [who.cares@vanl.org.uk](mailto:who.cares@vanl.org.uk) or 01724 845155

#### **Dentistry Consultation**

At *Who Cares* Annual Members Day in December 2010, new priorities and new investigations were recommended by the members, one of them being Dentistry. Over the coming months *Who Cares* consulted, through various avenues what aspects of Dentistry, the public would like to see improved. The overall priorities identified were the need to improve access to Dental treatment, with a focus on registration with a Dental practice, waiting list's and access to treatment.

A Task and Finish group (TaF) was convened from *Who Cares* members and members of the public who contacted the staff with an interest in the subject.

The role of the TaF was to act as a reference group and oversee the research and agree methodology.

A wide ranging consultation exercise was carried out during 2011-12 and the report of the findings will be available in 2012.

# OUR WORKING RELATIONSHIPS

## Freedom of Information Act 2000

*Who Cares* has worked hard to build a strong and constructive relationship with all of the health and adult social care commissioners and partners.

Bearing this in mind we have not had to make any requests under the Freedom of Information Act 2000 because of positive working relationships which have yielded a total of 330 pieces of information on a variety of topics, including service availability and delivery, service standards and general information to assist in the work of *Who Cares*

## Overview and Scrutiny Panel

*Who Cares* has a very strong working relationship with North Lincolnshire Council Healthier Communities Overview and Scrutiny Panel. Host staff meet with scrutiny officers every quarter to update each other on work topics, and to flag up any issues of concern either party may have.

With this positive relationship in mind *Who Cares* have made no formal referrals to the Overview and Scrutiny Committee during 2011-2012.

## Local Media

*Who Cares* have seen continued media coverage due to a fruitful relationship with the local press. Over the past year, comments and articles have appeared in the main daily newspaper in North Lincolnshire, the Scunthorpe Telegraph more or less on a weekly basis due to *Who Cares* staff initiating and coordinating a Community Voice page which appears weekly. It provides a platform for voluntary and community sector groups to publicise their work to a much wider audience. This has been running since July 2010.

Press coverage has also been in a number of community newsletters across North Lincolnshire, including the newsletters for Community Interest Group, FreshStart, Barton Women's Institute, Winterton Seniors Forum and others.

*Who Cares* publishes its own newsletter, with articles also appearing on our website. We include features on both platforms for contributions from voluntary sector organisations and statutory organisations.

# HEALTHWATCH

Looking ahead, 2012-2013 continues to be one of transition. In April 2013 HealthWatch will be implemented and replace LINks.

The aim of Local HealthWatch will be to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

Local HealthWatch will be established in April 2013. Until then Local Involvement Networks (LINks) will continue to operate.

## What will it do?

Local HealthWatch will enable people to share their views and concerns about their local health and social care services and understand that their contribution will help build a picture of where services are doing well and where they can be improved.

Local HealthWatch will be able to alert HealthWatch England to concerns about specific care providers.

Local HealthWatch will provide people with information about what to do when things go wrong; this includes either signposting people to, and may provide an advocacy and complaints function for people who want to complain about NHS services.

Local HealthWatch will provide authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services.

## HealthWatch Pathfinder

HealthWatch Pathfinders are partnerships of local authorities, LINks and other relevant organisations. North Lincolnshire has been awarded Pathfinder status.



The Local HealthWatch pathfinders will explore how best to champion patients' views and experiences, promote the integration of local services and improve choice for patients through advice and access to information.

#### **What *Who Cares* have done**

*Who Cares* have undertaken a range of work to try and find out peoples views on what they want from HealthWatch in North Lincolnshire. This has involved the consultation referred to above, held focus groups to look at the transition to Health Watch including governance options, developed a consultation action plan for the transition to HealthWatch, designed and produced information leaflets publicising the changes, held two Joint Stakeholder events to consult with the public, and agreed to form a HealthWatch Pathfinder Strategic group to continue in the development work.

#### **What is HealthWatch England?**

HealthWatch England will be a national body that enables the collective views of the people who use NHS and adult social care services to influence national policy, advice and guidance.

It will be a statutory committee of the Care Quality Commission (CQC) with a Chair who will be a non-executive director of the CQC.

HealthWatch England will have its own identity within the CQC, but be able to use the CQC's expertise and infrastructure.

#### **What will it do?**

HealthWatch England will provide leadership, guidance and support to Local HealthWatch organisations.

HealthWatch England will provide advice to the Secretary of State, NHS Commissioning Board, Monitor and the English local authorities and they must have regard to that advice.

HealthWatch England will be able to escalate concerns about health and social care services raised by Local HealthWatch to the CQC.

The Secretary of State for Health will be required to consult HealthWatch England on the mandate for the NHS Commissioning Board.

# WHO CARES BUDGET

1 APRIL 2011 - 31 MARCH 2012

The finances for supporting the work of *Who Cares* come from central government via North Lincolnshire Council and are managed by Voluntary Action North Lincolnshire. The table below illustrates the budget for *Who Cares*:

| <b>Income in 2011-12</b>  | <b>£</b>      |
|---|---------------|
| Amount allocated to the Local Authority by the department of health     | -             |
| Amount of funding received by the host from the local authority         | 85,000        |
| Amount of funding received by the LINK from the host                    | -             |
| Amount of funding carried over from previous years to fund current year | 14,918        |
| Other income  | -             |
| <b>Total budget for 2011-12</b>   | <b>99,918</b> |
| <b>Spending in 2011-12</b>  | <b>85,000</b> |
| Total spend by host organisation  | 88,026        |
| Total spend by LINK   | -             |

| <b>Spending in 2011-12</b>    | <b>£</b>      |
|-------------------------------|---------------|
| Staff salaries                | 53,866        |
| Staff expenses                | 1,862         |
| Staff training                | 30            |
| Office costs                  | 6,381         |
| IT support                    | -             |
| Management fees               | 22,680        |
| Communications                | 3,207         |
| <b>Total costs of project</b> | <b>88,026</b> |

# NEXT STEPS

Looking ahead, 2012-2013 continues to be one of transition. In April 2013 HealthWatch will be implemented and replace LINks and a large amount of work is planned to continue to work towards as smooth a transition as possible and for North Lincolnshire to provide a HealthWatch that is accessible, available and appropriate for the people of North Lincolnshire.

Other areas of work that are planned for the coming year include the following:

- **Dentistry** - *Who Cares* will provide a report on the findings of the research carried out this year, including recommendations.
- **GP Services** - *Who Cares* carried out a large scale survey into GP practice services in Scunthorpe in 2009. Whilst some have seen some improvements, we have been told that it would appear these positive changes have not taken place across all practices. It has been suggested that we should look at the practices which, through service user reports, appear not to have improved to see what improvements are required and could be recommended. This work will initially involve members and staff asking patients for their views and ideas for improvement. The rationale behind the planned follow up on this research and that related to Mental Health is to assess the performance of *Who Cares* in influencing service change, by revisiting the worst performers, where it would seem reasonable to expect changes to have been implemented and improvements made.
- **Mental Health sub group** - This group will look at monitoring and evaluating the service changes and recommendations contained in the Mental Health report published in 2010. It will work in partnership with service providers to ensure robust evaluation takes place.
- **Care Homes** - research will be carried out to ascertain if there are any issues in relation to care, nutrition, and dignity and respect

## Partnership Working Opportunities

The number of opportunities available to work collaboratively with statutory organisations, highlights the excellent working relationships which have been established. Throughout the transition to Local Healthwatch, it is important that these working relationships continue and are strengthened.

- **Health and Wellbeing Board** - The LINK's participation in this Board is crucial to ensure that patient's views and experiences are taken into account when developing strategies to tackle health and wellbeing issues. It is an important strategic group that can have much influence on shaping services and their delivery and is an important cross service and sector group. This group will also be looking at reviewing the Joint Strategic Needs Assessment (JSNA) for north Lincolnshire
- **Clinical Commissioning Group** - The idea of Clinical Commissioning is to put GPs in control of the money that pays for a community's healthcare, because GPs are closer to the patient than any other professionals in the NHS.  
This blueprint for the future is being led by a group of GPs and other NHS professionals in North Lincolnshire called the Clinical Commissioning Group (CCG). With the support of other clinicians, such as community nurses and hospital doctors and NHS specialists in finance and contracts, GPs will commission the healthcare services that are currently paid for by NHS North Lincolnshire. *Who Cares* have been invited to have a non voting representative on this body.
- **Strategic Partnership** - Integrated Services - The LINK's involvement with the Integrated Services Strategic Partnership programme has led to some collaborative work involving engagement with communities involved in a pilot scheme. Some of this has involved working with service providers and service users to help develop Health and Social Care integrated teams. Other work has been in relation to consultations on a variety of proposals to changes in services.
- **NLaG** - *Who Cares* continue to work closely with NLaG on a range of issues and pieces of work and are looking to carry out more Enter and View visits at Scunthorpe General Hospital commissioned by NLaG



*Who Cares* will continue to actively recruit new members and look to build on the current skills and experience of their membership. Addressing local issues needs local people.

With the challenges and changes currently facing health and social care services, the opportunity to work collaboratively is one which will become of greater importance in order to continue to achieve improvements in North Lincolnshire, and is one that *Who Cares* welcomes.

Copies of all reports referred to in this Annual Report can be found at [www.who-cares-online.org.uk](http://www.who-cares-online.org.uk) or by request at [who.cares@vanl.org.uk](mailto:who.cares@vanl.org.uk) or 01724 845155

Draft reports were sent to statutory stakeholders and they were asked for feedback. The following organisations were invited to give feedback:

- East Riding of Yorkshire Primary Care Trust
- North Lincolnshire Council
- North Lincolnshire & Goole NHS Foundation Trust
- North Lincolnshire Primary Care Trust
- Rotherham, Doncaster and South Humber NHS Foundation Trust

**Feedback was received On behalf of North Lincolnshire CCG, who stated**

*The report is a comprehensive and informative report, and North Lincolnshire CCG would welcome a copy.*

**And from Nick Arkle on behalf of RDASH who replied:**

*Thank you for the opportunity to comment on the 2011-12 Annual report. The work over the past year seems to have focused mainly on services that RDASH do not provide, and as such there is little to comment upon.*

*RDASH welcomes the opportunity to work collaboratively with the Mental Health sub group in the monitoring and evaluation of changes made following the report.*



# Who Cares



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North Lincolnshire

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**NAVCA  
Quality  
Award**

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