



Joining is simple, just visit www.burylink.org and click join us, you will then be asked to leave your name and email address, you will also be given an option to tell us where you live.

Bury LiNK Annual

The time is coming for our meeting. We will be presenting our achievements in 2010/11. We will account for how we spent public funds to create an inclusive network which enables people and organisations in Bury to influence the planning commissioning and delivery of health and social care services. We'll show how we've helped to improve the health and well-being of patients, carers, the public and service users.

We'll be holding the event in September and will be inviting a Guest Speaker to address the meeting.

Although there are formal issues that our constitution requires we deliver at this meeting, we would like to make it an interactive event to encourage people to attend and so would like to invite members to submit ideas or perhaps even sponsor parts of the event for us. Please contact admin@burylink.org to leave your ideas.



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Rate Our Service

Bury residents get the first opportunity to rate their local services. Bury LiNK has been working with the public of Bury, for over 12 months, seeking their views and opinions on what makes a good health and social care service. A range of methods were used including, focus groups, 121 interviews and residents filmed on the streets of Bury, Radcliffe, Whitefield, Prestwich and Ramsbottom. People were asked for their top 3 priorities when considering or reviewing a health and/or social care service, in terms of quality.



The LiNK has assembled a set of questions, as a result, to measure a range of providers as diverse as Chemists and Home Care Services. These questions range from: addressing your concerns about car parking and cleanliness to the attitudes of staff and appointment availability as well as opening times.

Bury LiNK looked around for a way of enabling local people to rate local services, where people can share their experiences. Bury LiNK has tied up with, "Rate Our Service Limited" to bring this service to a reality.

Creator of "Rate Our Service", is Falah Al-Khafaji, who after personal experiences in helping his mother choose a Nursing Home, said, "I wish there was a way of reading what

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Rate Our Service continued



other user's experiences of the homes were before we had to commit to a placement." Driven by this desire, he spearheads a range of services including "Rate Our Service" which Bury residents will be able to access exclusively via Bury LINK web pages services within Bury from early July 2011: populated with the very points you said matter to you.



People told us keeping their identity secret was also key to ensuring public involvement. By using this system residents have the option to either leave their views with or without giving their name. We have heard for a long time people state that they do not complain owing to fear of reprisals.

We are encouraging local people to be completely honest and report and score good as well as poor experiences so it will be clear to health and social care consumers, who are the great service providers in the eyes of the residents that use them.

As these ratings are publicly available and updated minute by minute, Bury LINK feel that it will be a great addition to the performance management regime of commissioners and providers themselves and may highlight poor service scandals much earlier than our recent experiences have been in the national media.

Vice Chair Graham Evans said "we need local people to get fully behind this system, it's a great way of showing everyone just what good services we have in Bury".



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Bury LINKs Launch New Website

After seeking service users' views and opinions on how we could create a more user friendly functional site, Bury LINK has launched it's new website. It incorporates a section on Advice, Help, Health and Social Care Information, news and general information together with Bury LINKs own broadband TV broadcasting news events, personal stories and news reviews.



If you have a story about your experiences of health and social care and want to appear on the website contact us at

admin@burylink.org or call

0161 253 6300. We are especially keen to hear from you if you are a person living with a health condition such as diabetes, or coping after a stroke, living with Autism or caring for someone with that condition, living with a mental health condition, surviving a heart attack or a post op cardiac patient, a carer coping for a loved one with limited support, living with a diagnosis of cancer or living with COPD. Our film crew are lovely and will put you at ease so please do contact us. Your experience and learning can help others.

LINK Members Welcome

Bury LINK have over 3,000 members and are looking to increase this to over 5,000 by the end of 2011. Being a member will entitle you to receive by email our monthly health and social care news updates, which will ensure you are in the know and even enable to help advise others. You will also receive invites to become involved in local issues on health and social care matters. From attending events to participating in local consultations that matters to the people of Bury.

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