

National Association of LINKs Members

Patient and Public Involvement in Health and Social Care

Members' Newsletter ☀ AUGUST 2008

Back to the front-line!

The major priority for LINK members must now be to secure the very best arrangements for the monitoring of health and social care. Valuable time is being spent developing LINKs, governance and the like, which is essential, but the main point is the safety and security of services for patients and users. Government is keen on dismantling public involvement organisations and this has disempowered and weakened the monitoring services, but our vision as LINK members must be clear; to development highly effective local organisations that can monitor, scrutinize, hold to account and act as the public's watchdog in all health and social care services.

Many patients and social care users are vulnerable and every year there are reports and scandals about services, which have failed. Our job is to listen, investigate, question authorities, be the patients' and user's champion, be there at the heart of local services, finding out what's going on, in the Board Room asking about improving services, questioning Councillors and Trust Board members about death rates and infection rates. Demanding the very best care.

There is so much to do and we are the front line!

NEWSFLASH/NEWSFLASH/NEWSFLASH

“Transitional arrangements” extension until Dec 31st 2008. See page 5

Urgent Action:

- Please write to your local PCT, NHS Trust, Foundation Trust and Local Authority asking that all contracts for health and social care with private providers contain a clause allowing access and inspection by LINKs members to all contracted services not just those contracted from April 1st 2008.
- Ask your MP to write to the Secretary of State for Health to request the production of additional ‘Directions’ to bring all contracts for health and social care within the scope of LINKs.

National Steering Group: North West: John Amos, Audrey Meacock, North East: Patricia Bottrill, Trevor Gauntlett. East Midlands: Hali Qureshi, Iris Parker Smith. Yorkshire & Humberside: Ray Crocken, Ruth Marsden. South West: Bob Maggs, Elli Pang. South East: William Hatton, Len Roberts. East of England: Anthony Darwood. London: Michael English, Malcolm Alexander.

Meeting Mr Miliband MP

NALM has written to Ed Miliband MP, Minister for the Cabinet Office thanking him for his support when NALM was lobbying to amend the Local Government Bill and asking to meet him in his role of co-ordinating the improvement of public services.

We want to discuss:

- Action to hasten the development of LINKs,
- The functions of the Audit Commission in relation to health and social care
- The merger of the Health Commission, Social Care Inspectorate and Mental Health Act Commission.
- The danger of conflicts of interest in health and social care.

Let us know if there are other issues you feel we should discuss with him.

Some of Our Achievements:

- Our members were instrumental in working with the Commons and Lords to get significant amendments to the Local Government and Public Involvement in Health Bill especially concerning monitoring care services, transitional arrangements and collaboration between LINKs.
- Since April 1st NALM has been a vital source of information and advice for NALM members across the country about the development of LINKs system and interpretation of guidance and legislation. We connect LINKs members allowing for airing, sharing and comparing of local LINKs developments.
- Monitoring development of new system, which has included Freedom of Information requests to all local authority with social services responsibilities.
- Working with the Healthcare Commission to develop an opportunity for LINKs' members to contribute to the Annual Health Check
- Working with NICE to involve LINKs' members in the development and implementation of NICE guidance
- Working with the Department of Health, MPs, Peers, Local Government Association and many public and regulatory bodies to develop and promote effective users involvement in health and social care, e.g. the National Centre for Involvement, Centre for Public Scrutiny, General Medical Council, Nursing and Midwifery Council.

- Working with national voluntary sector organisations to develop effective partnerships with LINKs, e.g. National Association of Patients Participation Groups, Breakthrough Breast Cancer and National Voices.

Key new roles for NALM

NALM has become a member of the **NCI reference group** which advises on LINKs Guides. We give advice to public bodies on a wide range of issues concerning user involvement in health and social care

We also have a place on the NSCG (**National Specialist Commissioning Group**), which commissions services nationally for rare diseases and conditions.

The Annual Health Check

Urgent Action:

Have you information about the effectiveness of services provided by a local NHS Trust, Foundation Trust or PCT that you have not yet provided to the Healthcare Commission? Do you know of any patient, user, carer or voluntary sector group that has something to say about access to or the quality of health services? If so please read the letter below from the Healthcare Commission

**HCC, (Head Office), Finsbury Tower, 103 Bunhill Row, London, EC1Y 8TG
020 7448 9200**

The Healthcare Commission writes to NALM:

Contributing intelligence for the 2008-09 annual health check.

Letter to NALM members from the Healthcare Commission:

The Healthcare Commission recognises that not all LINKs will be in a position to contribute to the 2008/9 AHC in the way that ‘third parties’ have been able to over the last three years. This is because it will take some time for LINK hosts to become fully functioning, and for LINK networks to be set up. Notwithstanding this, the Commission is keen to maximise the level of patient and public feedback into the 2008/9 health check, so is taking additional steps to initiate extra opportunities for patient and public comments to be included in this year's annual health check.

Members of NALM are therefore being invited to provide feedback on the performance of local trusts against the 24 core standards that are assessed as part of the Annual Health Check process. There are two main ways in which members can provide the Commission with relevant feedback.

1. Where a member has already established contact with the local authority LINK lead or LINK host, they can ask for their feedback to be included in any

commentaries which are sent to the trusts covered in their area, for inclusion in the trust's declaration. The declaration is then sent to the Commission; or

2. Where no relationship has been established with the local LINK, members are invited to submit comments on the performance of a trust through a feedback form to NALM. These will be collated into a unified response which will be submitted directly to the Healthcare Commission.

“Transitional Arrangements”

Our survey of local authorities across the country has revealed quite a lot of confusion about transitional arrangements. A large number mistakenly believe that as soon as a Host has been appointed that transitional arrangements end.

NALM wrote to the Department of Health:

Our understanding is that the local authority must make arrangements to ensure that 221(2) activities can be carried out in respect of health and social care until the LINKs has notified the local authority that it has agreed its governance arrangements and has commenced activities. I would be grateful for your clarification.

The Department replied:

Yes you are right about the point at which transition ends and 'formal' starts. Of course there are inevitably many blurred edges around the threshold point.

COMMENTS MADE BY SOME LOCAL AUTHORITIES IN RESPONSE TO NALM QUESTIONS ON TRANSITION	
- Bournemouth	“have a host so no need for transition”
- Dorset	“have a host so no need for transition”
- Durham	“was EA so transition not necessary”
- Hampshire -	“difficult to describe what can be attributed to transition”
- Harrow	“host procured 17th June so transition stopped”
- Newham	“LINK not fully operational so no details of transition”
- North Lincs	“have host, so transition does not apply”
- North Somerset	“LA not enacted 228 as resolved to put time and energy to LINK governance, set for Nov 8th”
- Poole	“have host so transition does not apply”
- Stockport	“228 does not apply as no governance arrangements in place”
- Tameside	“discussion, mapping, briefing, planning, training –no transitional activities”
- Wandsworth	“host appointed 1.4.08. In accordance with LINK Regulations, transitional duties ceased at that point”
- Westminster	“no specific initiatives to address the services you highlight”(transition)
- Worcestershire	“took the view that there was no need to make transitional arrangements”

Transitional arrangements extended

The Local Involvement Networks (Amendment) Regulations 2008

Made

11th July 2008

Laid before Parliament

18th July 2008

Coming into force

1st September 2008

The Secretary of State makes the following Regulations in exercise of the powers conferred by section 228(3) of the Local Government and Public Involvement in Health Act 2007(1).

Citation and commencement

1.—(1) These Regulations may be cited as the Local Involvement Networks (Amendment) Regulations 2008.

(2) These Regulations shall come into force on 1st September 2008.

Amendment of regulation 7 of the Local Involvement Networks Regulations 2008

2. In the Local Involvement Networks Regulations 2008(2), in regulation 7 (relevant time), in paragraph (a), for “30th September 2008” substitute “31st December 2008”.

Signed by authority of the Secretary of State for Health.

Ann Keen

Parliamentary Under-Secretary of State,

Department of Health

11th July 2008

NICE and NALM LINK up to raise standards of patient treatment

NALM Steering Committee members Len Roberts, Ruth Marsden, Michael English and Malcolm Alexander met with Jane Cowl and Dr Marcia Kelson from the NICE Patient & Public Involvement Programme on July 30th. We agreed that NALM could act as a conduit to LINKs Members. NALM members are experts in monitoring and inspecting health care and have wide experience in negotiating with the NHS to raise standards. NICE wants to tap into the wide experience of our members. This is a significant opportunity for LINKs’ members as the following statement from NICE demonstrates:

NICE working with LINKs

National Institute for Health and Clinical Excellence (NICE) welcomes the opportunity to work with LINKs. Your knowledge and networks are valuable to our work. Our guidance on many types of treatment and care can help you and the people you are in contact with, by providing evidence based information about current best practice.

NICE produces three types of national guidance (with recommendations) on clinical and public health topics:

- guidance on the use of individual medicines, treatments and procedures
- clinical guidelines about the broad range of care for people with a specific condition
- public health guidance on promoting good health and preventing ill health.

Our guidance is produced by independent advisory groups or committees, with at least two lay members on each group. All vacancies for lay members are advertised on our website and we welcome applications from LINKs' members. All our clinical guidance is produced in versions for patients and the public, called 'Understanding NICE guidance'. These booklets give people information on what treatment and care should be available and are free from the NICE website. LINKs' members may find them useful when they are considering the provision and quality of treatment and care provided by their local services.

We hope you will promote NICE guidance locally, for the benefit of local patients, service users or the wider public. You may also want to work with others locally to help adapt NICE guidance on a chosen topic to the needs of your local population. [Follow this link for information on the benefits to patients and the public of using NICE guidance.](#)

If your LINK would like to contribute your experience and expertise to the development of NICE guidance, you can register as a stakeholder organisation for specific topics. As an individual, you can apply to join one of our committees or guidance development groups. [Follow this link for more information on how you can get involved in our work.](#)

- **Sign up for NICE monthly e-newsletter via the website – www.nice.org.uk**
- **[Apply for current vacancies for lay members of NICE advisory bodies](#)**
- **NICE's Patient & Public Involvement Programme: PPIP@nice.org.uk
Address: MidCity Place, 71 High Holborn, London WC1V 6NA.**
- **NICE enquiries phone: 0845 003 7781 or email: nice@nice.org.uk**

Conflicts of Interest? Question to NALM:

We are concerned as to whether somebody who stands as a candidate in local elections for one of the main political parties (as opposed to just being a member of that party) should be eligible to act as an officer (Chair, Vice Chair, etc) of the LINK (as opposed to being just an ordinary member of the LINK). Can you provide advice on this issue please?

Below is an extract from National Centre for Involvement 'Governance Guide' that relates to the establishment of a LINK 'development group'. LINKs could use this guidance for the governing group of a LINK:

'People who register an interest in LINK activities could have the opportunity to stand as a member of the group and to be able to vote for people that stand. This is similar to the parent school governor model or NHS Foundation Trust model and LINKs could take the opportunity to learn from school governing bodies and/or NHS Foundation Trusts about how their models work in practice. To reflect the balance of individual and organisational interests, it may be worth considering 'weighting' the number of people elected, for example individuals elect 60%, organisations and groups 40%. LINKs need to consider whether to apply any eligibility criteria to encourage, or exclude, any particular people or groups (for example, LINKs might consider that local councillors, people who work for commissioners or providers or live outside the area should not take part in decision making).' The important thing is that LINKs are independent.

Thanks to the Centre for Public Scrutiny for this information

Local Government and Public Involvement in Health Act

The parts relating to section 242 of the NHS Act 2006 and the new duties to report are yet to be commenced. They are due for commencement in November 2008.

Section 242:

"Each relevant English body must make arrangements, as respects health services for which it is responsible, which secure that users of those services, whether directly or through representatives, are involved (whether by being consulted or provided with information, or in other ways) in—

- (a) the planning of the provision of those services,**
- (b) the development and consideration of proposals for changes in the way those services are provided, and**
- (c) decisions to be made by that body affecting the operation of those services."**

“Reducing the Risk of Healthcare Associated Infections”

Dear Healthcare Commission,

Could you please run this event again for NALM members? It is proving very popular with our members but they tell me they can't get places.

Best wishes,

Malcolm Alexander, Chair, NALM

That £10,000

Dear Department of Health,

Hosts are asking us whether the £10k 'pump-priming' sum, received in advance of the full funding allocation made available in the financial year 2008/9, was granted on a time-limited basis or is still available to for Councils to use to support the LINK?

Some councils have not used any of it and want to know if they can roll it forward and use it this financial year?

Best wishes, Ruth Marsden, NALM

Dear Ruth,

The money carried no conditions - it is for local authorities to use when and how they choose. Naturally it was identified by us for a certain purpose - to support the development of a LINK through the procurement of a host - however, if LAs still have it in their coffers I would be delighted if they spent it on other support for LINKs.

Kind regards

Department of Health

Minister Ben Bradshaw makes Parliamentary Errors re PPI

WRITTEN ANSWERS, HEALTH, 25.6.08

[Stephen O'Brien](#) (Shadow Minister, Health; Eddisbury, Conservative) | [Hansard source](#)

To ask the [Secretary of State](#) for Health in what ways the [Healthcare Commission](#) supplements [NHS](#) trusts' self-assessments against core standard c15b; what sources of information the Healthcare Commission uses in such assessments; and if he will make a statement.

[Ben Bradshaw](#) (Minister of State, Department of Health; Exeter, Labour) | [Hansard source](#)

The [Healthcare Commission](#) supplements its self-assessments with feedback from local stakeholders. These include **patient and public involvement forums**,(????) local authority overview and scrutiny committees, strategic health authorities and, in the case of national health service foundation trusts, boards of governors. They also use information from other regulatory bodies, [NHS](#) patient and staff surveys, and previous Healthcare Commission studies to cross-check NHS trusts declarations of performance.

And again

Dear Department of Health, Could you also let me know if Ben Bradshaw deliberately or accidentally described PALS as acting as 'advocates'. This would be an odd reversal of policy if this were indeed the case. This comes from PQs on July 22nd, 2008. If it is a mistake can Ben Bradshaw be advised of this error?

Dear NALM, Ben Bradshaw was incorrect I am afraid. The 'A' in PALS relates to 'advice' not 'advocacy'. I shall convey the error to his office.

Editors Note: Advocacy for patients with complaints should be provided by the Independent Complaints Advocacy Service (<http://tinyurl.com/5efbdw>)

Recent parliamentary answers

Oral Answers, Health, 22.7.08

Richard Taylor (Wyre Forest, Independent)

The [Minister](#) will be aware of the Association's health commission report "Who's accountable for health?" (<http://www.lga.gov.uk/lga/aio/721828>). It stresses the importance of local involvement networks—[LINKs](#)—and overview and scrutiny committees, so will he ensure that foundation trust memberships fully engage with [LINKs](#) and overview and scrutiny committees?

Ben Bradshaw (Minister of State, Department of Health; Exeter, Labour)

Yes. It is very important, of course, that foundation trust memberships do that, although the roles of overview and scrutiny committees and of [LINKs](#) are slightly broader—they cover the whole of a local health economy—than the specific, narrow responsibility of foundation trust governors or members. It makes sense for them, and I hope that good foundation trust organisations take on the engagement that the hon. Gentleman suggests.

Gisela Stuart (Birmingham, Edgbaston, Labour)

The group of people whose input can contribute greatly are those who have a bad experience and simply want to ensure that it does not happen again. Their desire to be involved may be a short one; they may want to be involved for less than a year. Will the [Minister](#) ensure that that group is not overlooked and that we do not end up with local involvement that becomes politicised, with a small "p"? We should use individual experiences, even though these people are difficult to recruit.

Ben Bradshaw (Minister of State, Department of Health; Exeter, Labour) |

My hon. Friend has touched on something very close to my heart: the importance of ensuring that patients and staff do complain, do not feel frightened of complaining and are supported in that complaints process. If she has not come across this, she might like to examine the excellent role played in many places by the patient advice and liaison services—[PALS](#)—system, which acts as an advocate and a navigator for people who want to ensure that something that has happened to them does not happen to someone else without their having to stay involved in the system on a long-term basis. She rightly says that many people just do not have the time or inclination to stay involved in that way. (**Minister in error**).

Nicholas Winterton (Macclesfield, Conservative) [Link to this](#) | [Hansard source](#) | [Watch this](#)

What importance do the Government place on the appointment of really local people on the board of [NHS](#) foundation trusts? By "really local", I mean people who live in the core area of that trust. Are not such people really likely to be able to reflect the view of the local people about the quality and extent of the service being provided at their hospital?

Ben Bradshaw (Minister of State, Department of Health; Exeter, Labour)

As I have said, the trusts are under a legal obligation to ensure that their board is representative of the local community. The hon. Gentleman might have an example of a foundation trust's board of directors that is not as representative as it might be, but I suggest to him that the governors have it in their power—after all, they are elected by the whole membership, which can number tens of thousands of people—to ensure that such a board better reflects the local community.

Daniel Rogerson (Shadow Minister, Department for Communities and Local Government; North Cornwall, Liberal Democrat)

Transparency will be vital in encouraging local people to get involved in the management and scrutiny of their local services. When will the [Minister](#) publish the review of the market forces factor?

Ben Bradshaw (Minister of State, Department of Health; Exeter, Labour) As we have already said in a written statement to this House, we intend to publish that alongside the operating framework in October

A few things about NALM

- 1) Our Company House number is: 6598770. A copy of our Certificate of Incorporation is available on request or you can get all our papers from Companies House.
- 2) Our Company Directors are: John Larkin (Company Secretary and legal adviser), Michael English (parliamentary adviser), Ruth Marsden (vice chair) and Malcolm Alexander (chair).
- 3) We are a registered company with wholly charitable aims. We are an unregistered charity.
- 4) We are wholly funded by our membership
- 5) Our Steering Committee members with their addresses are shown at the end of this newsletter.
- 6) We are currently writing up a survey on the development of LINKs and transitional arrangements and other issues to do with the effectiveness of the new system.
- 7) We continuously holding meeting with national and regional bodies in the statutory and voluntary sector to develop collaborative working and joint objectives
- 8) Next March we will hold our AGM and elections for Steering Group members to represent each Region in the country.

News from “Bob”

We have had a few negative comments about NALM, e.g. several people have asked us what right we have to set up a grass roots organisation of LINKs members. Some have said we should wait for the Government to do that or wait

until some bureaucracy pops up and orders us to organise ourselves in a way determined by them. We heard from “Bob” who said:

“Your approach seems rather aggressive, fostering a culture of confrontation, and not in keeping with 'spirit of partnership' that the links hope to work within. You have no mandate, but you purport to be the voice of links.”

We have reassured “Bob” that we are an aspirational grass roots organisational that seeks to influence national and regional health and social care policy for the benefit of users. We have sought partnership with many organisations across the UK and we are very popular with our members across the UK. We are in contact with NALM members continuously by phone and email and constantly respond to their ideas and proposals.

Who are the independent providers?

How is a LINK to know (a) which private providers there are on its patch (b) when their contracts date from and therefore whether they are accessible to LINK scrutiny?

NALM Vice Chair, Ruth Marsden sent an FOI to the Department of Health asking for a list of contractors for each NHS and social care body and discovered the Government doesn't know. She received the following reply:

*Thank you for your email June 4, 2008, requesting, under the Freedom of Information Act, a list of independent sector providers in England.
The Department does not hold centrally a list of all independent sector (IS) providers operating in England. Nor does it hold centrally a list of IS providers providing services to the NHS through local arrangements.
David Winks
Customer Service Centre
Department of Health
freedomofinformation@dh.gsi.gov.uk*

We have now written to all Strategic Health Authorities with a similar request and are receiving similar answers. **SHAs do not know.** They keep no such lists.

No Residential Requirement for Membership of LINKs

Misunderstandings about a ‘residential qualification’ for membership of LINKs have been clarified by the Department of Health and the Centre for Public Scrutiny, which is one of the partners of the National Centre for Involvement and responsible for production of the guides produced for LINKs members: <http://tinyurl.com/5uxtft>

Any person can join any LINK in England. This includes people from Scotland, Ireland and Wales, who can join LINKs in England and may wish to do so if they are receiving care from an English health or social care service. A LINK may decide in its governance arrangements to bar someone from outside its area from joining, but our advice is that this would probably be unlawful.

Guides for LINKs can be found on the NCI (National Centre for Involvement) website:

www.nhscentreforinvolvement.nhs.uk

"Towards a strategy to support volunteering in health and social Care"

This draft volunteering strategy for health and social care was launched by the Department of Health in June 2008 and attempts to articulate the key actions needed to address obstacles to developing a new vision for volunteering in health and social care. The consultation runs until 30 September 2008 and the final strategy is expected in early 2009. There are a number of workshops as shown below:

<http://tinyurl.com/6fhvvg> Gateway number: 9841

Workshop Dates:

East Midlands – To be confirmed
South West – 2nd September 2008
London – 3rd September 2008
North West – 8th September 2008
Yorkshire and Humberside – 11th September 2008
North East – 12th September 2008
South East – 16th September 2008
West Midlands – 23rd September 2008
Eastern Region – 29th September 2008

Bookings forms and contacts for workshops will be available on D of H website

The aims of NALM are to:

1. Provide a national voice for LINKs' members;
2. Promote public involvement that leads to real change and the ability to influence key decisions about how care services are planned and run;
3. Promote the capacity and effectiveness of LINKs' members to monitor and influence services at a local, regional and national level and to give people a genuine voice in their health and social care services;
4. Support the capacity of communities to be involved and engage in consultations about changes to services, influence key decisions about health and social services and hold those services to account;
5. Support the involvement of people whose voices are not currently being heard;
6. Promote open and transparent communication between communities across the country and the health service;
7. Promote accountability in the NHS and social care to patients and the public

Our approach is to:

Harness the expertise and knowledge of all those people who have the skills and knowledge to monitor their local NHS and social care services by creating effective local LINKs:

- Put LINK members in touch with each other
- Air, share, compare: we provide the forum for views, concerns and issues and are a vital source of timely information to members

"We hope this Newsletter gives you the sort of information you need and want. If not, do let us know. Keep telling us the worries and issues you want us to tackle? We cannot, of course, take up everything: But we are your Association, and we need your input."

Action NOW! Get involved, join the LINK, join NALM, collaborate in the selection of the Host in your area and make sure that a competent host is selected, that the Host is accountable to members of the LINKs and that the new LINKs have the resources and support they need to be effective

Health Select Committee Members

- [Rt Hon Kevin Barron \(Chairman\)](#), Rother Valley, barronk@parliament.uk
- [Charlotte Atkins](#), Staffordshire Moorlands, ATKINSC@parliament.uk,
- [Peter Bone](#), Wellingborough, bonep@parliament.uk
- [Jim Dowd](#), Lewisham West, Jimdowd.newlabour@care4free.net,
- [Sandra Gidley](#), Romsey, Gidleys@parliament.uk
- [Stephen Hesford](#), Wirral West, hesfords@parliament.uk
- [Dr Doug Naysmith](#), Bristol North West, naysmithd@parliament.uk
- [Lee Scott](#), Ilford North, scottle@parliament.uk
- Dr Howard Stoate, Dartford, stoateh@parliament.uk
- [Robert Syms](#), Poole, edwardsn@parliament.uk
- [Dr Richard Taylor](#), Wyre Forest, pricemah@parliament.uk

REGIONAL OFFICES OF THE HEALTHCARE COMMISSION

Bristol, Dominions House, Lime Kiln Close, Stoke Gifford, Bristol, BS34 8SR
0207 448 8158
Leeds, Kernel House, Killingbeck Drive, Killingbeck, Leeds, LS14 6UF
0207 448 8179
Manchester, 5th Floor, Peter House, Oxford Street, Manchester, M1 5AX
0207 448 9100
Nottingham, Maid Marian House, 56 Hounds Gate, Nottingham, NG1 6BE
0207 448 8188
Solihull, 1st Floor, 1 Friarsgate, 1011 Stratford Road, Solihull, B90 4AG
0207 448 9200

Contacting NALM

Malcolm Alexander – Chair – 0208 809 6551 / 07817505193

Ruth Marsden – Vice Chair – 01482 849980 / 07807519933

Healthcare Issue/Experience Feedback Form

Date	
What is the issue?	
Core Standard (s)	
Who is the issue with? Identify the Healthcare trust or service provider, GP or postcode	
When and where did the issue take place? Who else was there?	
What happened next? What was the response?	
Is the issue- <ul style="list-style-type: none"> • Resolved satisfactorily • Still in progress • ‘Lost in the system’ • Awaiting feedback from the service provider • Referred to another agency(if so which one) • Closed unsatisfactorily 	
Name of Group? How many group members support this?	

Steering Group Members of NALM:

Region	Name	Address	Email
EAST MIDLANDS	Iris Parker-Smith	55 Hillsway Crescent, Mansfield NG18 5DR	
	Mrs Hali Qureshi	27 Lucknow Drive, Mapperley Park, NOTTINGHAM NG3 5EU	hali.qureshi@bopenworld.com
EAST OF ENGLAND	Anthony Darwood	14 Bramerton Lodge, Bramerton, NOWICH NR14 7EQ	anthony.darwood@bopenworld.com
HUMBERSIDE & YORKSHIRE	Ray Crorken	2 Elder Close, BATLEY WF17 0DD	ray.crorken@aol.com
	Ruth Marsden	The Hollies, George St, COTTINGHAM HU16 5QP	ruth@myford.karoo.co.uk
LONDON	Malcolm Alexander	30 Portland Rise, N4 2PP	maix49@aol.com
	Michael English	12 Denny Crescent, Kennington, SE11 4UY	
NORTH EAST	Patricia Bottrill	25 Carolyn Crescent, WHITLEY BAY, Tyne & Wear NE26 3ED	davepatbottie@btinternet.com
	Trevor Gauntlett	133 Donvale Road, Donwell, WASHINGTON NE37 1DW	
NORTH WEST	John Amos	15 Carr Hall Gardens, BARROWFOR D NELSON. BB9 6PU	johamos15@yahoo.co.uk
	Audrey Meacock	20 Kelsall Close, Oxton, Prenton, WIRRAL CH43 2LD.	rob_audreymeacock@btinternet.com

SOUTH EAST	William Hatton	40 Wilmington Close, HASSOCKS. BN6 8QB	billhatton@btinternet.com
	Len Roberts	Ridlands Farmhouse, Ridlands Lane, OXTED. RH8 0SS	roberts@ridlands.demon.co.uk
SOUTH WEST	Eleonore Pang	10 Yonder Street, OTTERY ST MARY, Exeter. EX11 1HD	elli@ellipang.wanadoo.co.uk
	Bob Maggs	6 Dublin Crescent Henleaze Bristol BS9 4NA	bob.maggs@virgin.net

The following membership form is included for you to use in recruiting others to NALM

National Association of LINKs Members

Patient and public Involvement in Health & Social Care

MEMBERSHIP ENROLMENT FORM

FOR USE BY INDIVIDUAL MEMBERS

Kindly complete and return as indicated below

1. Member's Full Name: _____

2. Member's Full Address: _____

3. Member's Email/Telephone/Fax: _____

I, the above-named hereby apply for enrolment as a registered Member of National Association of LINKs Members.

4. Signature of the Member _____

Notes:

- Members shall be entitled to attend meetings of the Assembly and vote thereat
- The membership fee is: £5-00 for individuals. Cheques should be made payable to National Association of LINKs Members. Rates for organisations on request.
- The completed enrolment form and payment must be lodged with the National Association of LINKs Members, either at 30 Portland Rise, N4 2PP (South) or at The Hollies George Street, Cottingham, East Yorkshire HU16 5QP (North)

5. Date of Application _____

6. Your previous experience:-----
