



## THINK Information Sheet

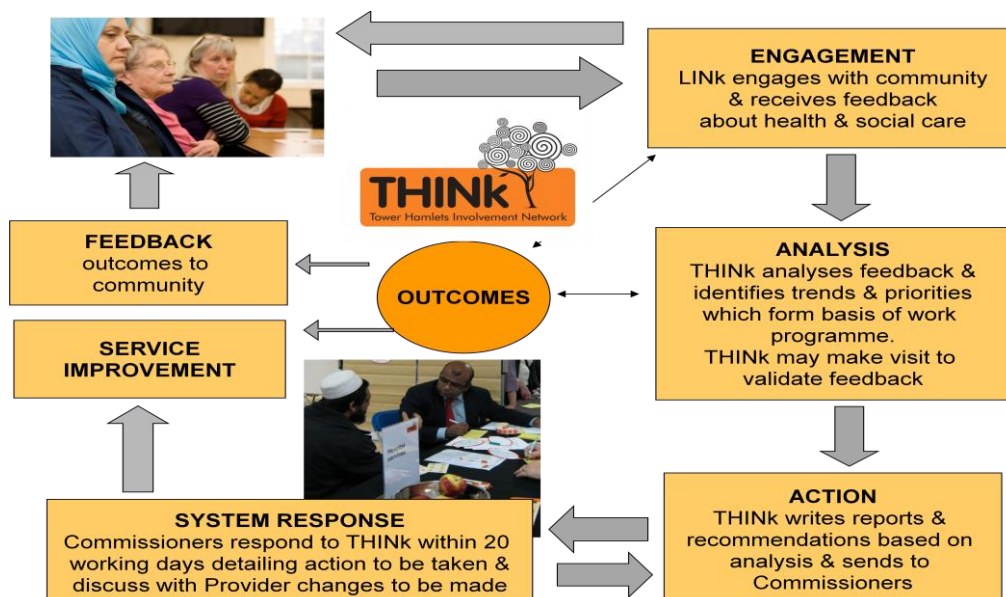
THINK is the Local Involvement Network, or LINK, for Tower Hamlets. A LINK has been set up in every area of England to help people influence or change the way their local NHS and social care services are delivered.

- THINK provides a platform for local people to get involved in influencing service design; review; scrutiny and development of health and social care services.
- THINK's remit covers all health and social care services including local hospitals, GPs, care homes, and pharmacists.
- THINK has statutory powers to Review and Monitor health and social care services (i.e. GP's, Care Homes) and also has statutory powers to Request Information from service providers within a 20 day period.
- THINK aims to improve health and social care services by obtaining the views of people about their experiences of local health and social care services and their suggestions for improvements. THINK conveys this information/views to organisations responsible for commissioning.
- THINK currently has over 1000 members - THINK members are individuals, groups and organisations from across Tower Hamlets.

### Future of LINK's (THINK)

From April 2013, LINK's like Tower Hamlets Involvement Network will be formally changing their status to a body called '**HealthWatch**'. In this transition year our Steering Group members will work alongside our members and the Local Authority to decide how we aim to progress into officially becoming Health Watch in the following year.

**This diagram below shows the process by which how THINK conducts its work**



**How THINK engages with the community to get Feedback/comments on health and social care issues:**

|                       |                        |                       |               |                |
|-----------------------|------------------------|-----------------------|---------------|----------------|
| Surveys               | Mystery Shoppers       | Discovery Interviews  | User Comments | Steering Group |
| Social Networking     | Community Intelligence |                       |               | THINK Champion |
| Enter and View Visits | VCOs User Groups       | Real patient feedback | Task Groups   | Focus Groups   |

**Places THINK carry out outreach to generate comments/feedback:**

- GPs (i.e. Bromley By Bow Health Centre, St Andrews)
- Idea Stores
- Community Events
- Children’s Centres
- Organised activities- Luncheon clubs, ESOL classes

**How has THINK influenced change? (Some Examples from 2010-11)**

| What people said   | What THINK did   | What happened   |
|--|--|---|
| Patients want better quality consultations with GPs, longer appointments, less waiting in surgeries and nicer receptionists. | THINK worked with the people who commission GP services to develop a project that would bring patients and GPs together to see how they might jointly tackle some of these ongoing issues. | THINK led working group established with NHS Tower Hamlets, Tower Hamlets Council, GPs and community groups in Mile End East and Bromely by Bow to empower 100 residents to work alongside their GP practice to improve local health. |
| What people said   | What THINK did   | What happened   |
| Negative and disrespectful attitudes of nursing and frontline staff on the maternity wards.                                  | Undertook a Visit to Post Natal Ward, talk to local women and reviewed the survey information coming from NHS Tower Hamlets and the Care Quality Commission.                               | THINK made recommendations made to Barts and the London Trust. We are now seeing improvement in the experience of mothers giving birth at the Royal London.   |
| What people said   | What THINK did   | What happened   |
| Patients said their were problems with Mary Ward at the Royal London around  | Undertook a vist leading to comments to CQC  | May Ward is getting a new shower and male and female  |

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respect and dignity toilets are being changed.

| What people said   | What THINK did   | What happened   |
|--|--|---|
| Mental health service users would like to be able to access complementary therapy sessions both as inpatients and outpatients. i.e. massage, acupuncture, tai chi. | Asked NHS Tower Hamlets to fund complementary therapies but as there is no clinical evidence of benefits to users they would not fund this. They did agree that voluntary organisations could provide complementary therapies if they paid for it. | THINK is working with local voluntary groups and the East London Mental Health Foundation Trust to develop a complementary therapy project and funding application. |

| What people said   | What THINK did   | What happened  |
|--|--|--|
| It is important to have a mental health carers support officer at the Carers Centre and that funding shouldn't be stopped. | THINK lobbied the Local Authority and Tower Hamlets NHS to continue funding for this post. | Funding was assured for a dedicated mental health support officer for the next year. |

| What people said  | What THINK did   | What happened  |
|---|--|--|
| A residential care home in the borough was not providing adequate care for residents. | We visited the home to talk to residents and view the facilities. We said that we would not want to see new residents referred to the home until significant issues around nursing care and the general state of disrepair were rectified. | The residential care home is no longer providing nursing care. |

| What people said   | What THINK did   | What happened  |
|--|--|--|
| Transformation of social care will mean people are forced into managing their own care budget or that of the person they care. | We worked with DITO (a local user led-disability group) to run an event for social services users to talk about some of the fears and worries about the personalisation of services. | A report from the event was used to guide the communication and implementation of personalisation from a user perspective. |

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**For further information or if you would like to get involved with THINK please contact**

**Shamsur Choudhury**

**Email: [Shamsur.choudhury@thinknetwork.org.uk](mailto:Shamsur.choudhury@thinknetwork.org.uk); Telephone: 0208 223 8922 or**

**Free phone: 0800 145 5343; Web: [www.thinknetwork.org.uk](http://www.thinknetwork.org.uk)**

### **Rate Our Service**

THINK has just launched a simple way for you to rate health and care providers in Tower Hamlets. All you have to do is go to our website [www.thinknetwork.org.uk](http://www.thinknetwork.org.uk) click on the banner that says 'Rate Our Service', find the service you've used recently and then click on the stars to rate the service against ten very short questions. It only takes a couple of minutes.

## How to leave comments on THINK Website – [www.thinknetwork.org.uk](http://www.thinknetwork.org.uk)

If you have any comments or suggestions regarding health and social care services in Tower Hamlets then please become a member of THINK and let your views and experiences be counted. Your comments are important as they contribute towards improving health and social care services in the Borough.

To leave your comments you will need to be a **THINK Member**. Follow the instruction below to become a THINK member:

1. Go to [www.thinknetwork.org.uk](http://www.thinknetwork.org.uk)
2. Click on the '**Become a member**' image (as below)



3. Fill in the details on the directed pages and follow the instruction to leave your comments.

**If you are already a member, follow the instructions below**

1. Go to [www.thinknetwork.org.uk](http://www.thinknetwork.org.uk)
2. Click on the '**Have Your Say**' image (as below)



3. Enter your Forename, Surname and E-mail Address and click continue (they are details you initially registered with). You will be then directed to the relevant section where you can leave your comments.

**\*\*We encourage all members to leave comments regularly after using any health or social care services\*\***