

Gateshead LINK TERMS OF REFERENCE



The purpose of the Gateshead LINK is:

1. To establish a local, community based network of organisations and individuals, patients, users and carers and give them a stronger, more influential voice in the provision and commissioning of both health and social care services
2. To promote, influence and improve the physical and mental well being of all ages in Gateshead
3. To improve the quality of Health and Social Care services and to be responsive to the views and experiences of patients, service users, their carers and families and the wider public
4. To have influence through the exercise of its powers to enter and view certain services and to request relevant information from health and social care commissioners and providers
5. To monitor the outcomes of commissioning and service provision from the perspective of service users, carers and the public
6. To recognise and tackle health and social care inequalities and strive to ensure health and social care is accessible to all
7. To ensure LINK members (*individuals and groups*) represent as wide a range as possible of interests across the health and social care agenda
8. To ensure that the LINK works in ways that are open and transparent and that it is proactive in seeking involvement and participation from diverse and under represented groups

9. To ensure, through partnership with others, that methods of communication are effective, constructive, clear and concise
10. To liaise effectively with other LINKs where issues cut across health and social care administrative boundaries
11. To use the skills, knowledge and experience of existing networks and forums in Gateshead
12. To source relevant training and skills development for its members
13. To establish an effective working relationship with Gateshead Council's Overview and Scrutiny Committees
14. To inform health and social care providers and commissioners of services of the experiences, views and needs of Gateshead residents

Gateshead LINK Core Values

The LINK will

- Be open and transparent
- Respect and value diversity
- Act only in the best interests of its membership, in line with these core values
- Be accountable to its membership
- Give equal consideration to all health and social care issues whilst recognising the need to prioritise LINK activity
- Focus on achieving outcomes that include

Services which are shaped to meet people's needs

Service improvement in response to people's experiences

Increased confidence in the validity and transparency of the decision making processes used by health and social care services

Agreed October 2008