



Manchester Carers Consultation

Are you a carer living or caring for someone in Manchester? If so we would like to hear from you with your views of the health and social care services available to you and the person you are caring for.

Here at the Manchester Local Involvement Network (LINK) we are committed to not let carers and their needs slip under the radar of service providers and funders but we need your help to find out which services work well and where there are gaps. Therefore, please take a few minutes to consider the following questions.

Alternatively, please complete the survey online at http://www.surveymonkey.com/s.aspx?sm=Mj8K6Hr8hFXfO4kHEj4xIA_3d_3d, send Valeska an email to valeska@blackhealthagency.org.uk or give her a ring for an informal chat on 0161 214 3981.

Your responses will be treated with complete confidentiality and your views fed back to the relevant services. You do not need to provide any contact details unless you would like us to contact you or forward your details to another service. However, it would be helpful if you could complete the information requested for general monitoring purposes.

This consultation will be ongoing, and we will review your responses on a quarterly basis. The next review is scheduled to take place at the end of August 2009 and an update from that will be published in our newsletter.

If you would like more information about the Manchester LINK or talk to one of our team about any aspect of the LINK work, please contact us by calling 0161 214 3909, emailing us at manchesterlink@blackhealthagency.org.uk, or writing to us at Manchester LINK, Gaddum House, 6 Great Jackson Street, Manchester, M15 4AX. You can also find further information and become a LINK member on our website at www.manchesterlink.org.uk.

Many thanks for taking the time to complete this survey!

Your Manchester LINK Support Team

In your experience as a carer...

1) How easy is it to get help and support?

2) Who are you currently getting support from or have gotten support in the past?

3) Do you know what services are available to you and how to access them?

4) What do you think about the services you use?

(Please name the relevant services individually and tell us what is good and/or bad about them.)

5) What are your top three priorities for services?

6) Can you think of a service that currently doesn't exist but you would like to see?

7) What do you think the Manchester LINK should do to support carers?

8) Do you have any other comments or suggestions?

9) Would you be happy for us to contact you in relation to any of your answers?

(Please provide contact details below if applicable)

10) Please tell us a bit more about yourself for monitoring purposes.
This information will be used solely to inform statistical analysis and treated completely confidentially.

Age: _____

Gender: male female

Ethnicity: _____

Nationality: _____

Disability: yes no

I care for (i.e. partner, parent, friend, etc.): _____

What is the Manchester LINK?

The Manchester LINK (Local Involvement Network) is a new way to let local people - as groups or as individuals - have their say about health and social care services. There is a LINK organisation in each area of the country.

The purpose of all Local Involvement Networks has been set out by Parliament and it's pretty simple:

- **To encourage and support people who want to get involved in giving their views about the way health and care services work.**
- **To let people have a real say about the way that services are run and developed.**

The new LINK will work closely with Health and Social Care organisations, national regulators and Manchester City Council to make sure that people are properly heard and that services improve. In this piece of work we want to find out what carers in Manchester are thinking and how we can support them to make services fit their need.

Why should I be involved with it?

The NHS and the City Council in Manchester together spend very large sums of money on health and social care services every year - these are big, important services which affect almost everyone's lives. So, it is important that we all have a say in how they make their decisions.

You don't have to be a member of the Manchester LINK to have a say about the matters that are important to you. But if you do decide to join, we will give you regular updates on how and when decisions are being made and how you can take part. It will be up to you whether you just receive information or if you would prefer to be a little more involved.

You could take part in meetings and surveys (like this one) to give your views or explore how services could be improved. You might like to use our online services to tell us your views. If you want to be more involved, you might like to be in one of our groups, a member of our Board or an authorised visitor please contact us for a registration form or register online at www.manchesterlink.org.uk.