CQC is currently undertaking a radical review of the way in which they inspect NHS acute hospitals. The new inspections will involve significantly bigger inspection teams which will include clinical and other experts, and experts by experience. The teams will spend longer inspecting hospitals and cover sites that deliver acute services.

They will look at eight key service areas, and others if necessary, including: A&E; maternity; paediatrics; acute medical; surgical pathways; care for the frail elderly; end of life care; and outpatients. They will aim to answer five key questions about an organisation:

• Is it safe?
• Is it effective?
• Is it caring?
• Is it responsive to people’s needs?
• Is it well-led?

Each inspection will provide the public with a clear picture of the quality of care, exposing poor and mediocre care and highlighting good care. Hospitals will be rated as outstanding; good; requiring improvement; or inadequate.

The first wave of inspections are already under way and CQC has been organising a series of public ‘listening events’ where local people have been telling inspectors about their experiences of care at their local hospital and finding out how inspections will be carried out.

Public listening events are currently being organised for the following inspections:

• Barking, Havering and Redbridge University Hospitals NHS Trust
• Bart’s Health NHS Trust
• South London Healthcare NHS Trust
• Nottingham University Hospitals NHS Trust
• The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust
• Frimley Park Hospital NHS Foundation Trust
• Harrogate and District NHS Foundation Trust
• Salford Royal NHS Foundation Trust
• University College London Hospitals NHS Foundation Trust
• Dartford and Gravesend NHS Trust
• Heart of England NHS Foundation Trust
• Royal Liverpool and Broadgreen University Hospitals NHS Foundation Trust
• Royal Surrey County Hospitals NHS Foundation Trust
• Royal United Hospital Bath NHS Trust.

In addition, a number of SpeakOut groups have been organising bespoke community focus groups for their own communities in order to ensure that the voices of more marginalised communities also get fed in to the system. These bespoke events are being organised in partnership with Regional Voices.

We would strongly encourage all SpeakOut groups to get involved in the public listening events in their local area.

If you would like to come to a listening event, you register with CQC in one of the following ways.

• Complete the online form: http://www.cqclisteningevents.org.uk
• Email: cqclisteningevents@livegroup.co.uk

If you are not able to register please come along to the event – details will be on the CQC website: http://www.cqc.org.uk/

If you are not able to attend but would like to tell us about your local services please call 03000 616161.

During the course of 2014/15 all 166 acute trusts in England will be inspected and we are hoping that SpeakOut will be heavily involved. WATCH THIS SPACE!

Contact us to find out about whether there is an event in your area: speakout@uclan.ac.uk.
Training and development opportunities for SpeakOut

**Engage for Change** is the new on-line training resource designed to help SpeakOut members and others to navigate their way around the new health and social care system and to influence health and social care provision effectively. The resource is currently being tested out by SpeakOut members in two pilots in the North and South. The course will then be rolled out more widely in 2014.

**Short courses**
We’ve received very positive feedback from participants who attended the *Strengths Based Approaches to Working with Individuals and Communities* training. “thoroughly enjoyable” “good to find solutions in a positive and constructive way!” We will let you know when we will be running it again.

**Recent SpeakOut Activities**

The summer period was very busy for SpeakOut with many groups getting involved in lots of different pieces of work:

**Manchester Pride:** Three SpeakOut groups attended Manchester Pride in August and helped to staff a stall and give out information about SpeakOut and CQC.

Paul Bate, Executive Director of Strategy and Intelligence at CQC comments: “We are committed to inclusion and were pleased to have a stall at Manchester Pride along with our partners from the SpeakOut Network.”

**Joint Conference:** Leeds Involving People held their transparency and inclusion conference in Leeds on 26th September at which SpeakOut were able to screen their Community Voices SpeakOut film.

**Statement of User Involvement.** Five SpeakOut groups worked with CQC to advise them about user and carer involvement as part of CQC’s work to develop a new Statement of User Involvement. The responses were fed into CQC’s Statement of Involvement work and Action Plan – all of which will be subsequently channelled into CQC’s annual report ‘Voices into Action’. The Statement of Involvement is available on the CQC website.

**Fundamentals of Care:** Seven SpeakOut groups ran ten discussion sessions with more than 125 people from a range of seldom heard and diverse communities to feedback to CQC on its new plans for regulation and inspection, including the development of new fundamental and enhanced standards of care.

Rachel Taylor, from Calderstones Partnership NHS Foundation Trust helped organise a session for the Calderstones Involvement Group – a user led group of people with learning disabilities. Giving feedback she says: “All the service users enjoyed the workshop and were very pleased to be involved. We are looking forward to hearing the outcome of this work.”

Colin Bowker, CCQ Involvement Officer said of the same event: “For me an enjoyable and stimulating day. Thanks to Jez and all at Calderstones for making me so welcome.”

Local Healthwatch organisations were also invited to many of the consultations.

Samragi Maden from Healthwatch Derby attended one of the consultations organised by the Asian Disabled Association. She said: “The events provided Derby’s diverse community with the chance to voice their concerns and to give valuable input on how to shape services. We value engagement opportunities with all our community partners and hope to continue being an effective and independent amplifier of consumer voices from hard to access communities.”

**Inspecting services for people with dementia:** As part of a themed inspection programme on dementia across England, SpeakOut groups were invited to comment on four key aspects of dementia care to help CQC decide which of these they should focus on during their inspections. This is in-line with CQC’s commitment to ensuring people’s experiences remain a central aspect of the programme.

Six groups provided feedback on:

- Timely diagnosis
- Admissions to hospitals from care
- Equipping staff to work with people with dementia
- Palliative care for people with dementia

Janie Codona from One Voice 4Travellers, Karnail Sodhi from the Asian Disabled Association and Karen Murray from Surrey Coalition of Disabled People all travelled to London to attend the national consultation on Fundamentals of Care organised by CQC.

Janie said of her involvement: “I feel I’ve gained a better understanding on how CQC will make changes and monitor care services in the future. I do feel however that consideration should be given to the licencing and monitoring of agency care workers as this type of employment is used in a large number of care homes.”

Karnail added: “It’s important care services are tailored around the needs of service users. I hope through involving grass roots groups such as ours, CQC will be able to monitor how service providers are effectively delivering people-centred care.”

Karen commented: “I was really pleased to hear that CQC will be setting up a service user forum and will be including service users as “experts by experience” in their inspections. A really interesting and useful day.”

Inspection of services for people with dementia: As part of a themed inspection programme on dementia across England, SpeakOut groups were invited to comment on four key aspects of dementia care to help CQC decide which of these they should focus on during their inspections. This is in-line with CQC’s commitment to ensuring people’s experiences remain a central aspect of the programme.

Six groups provided feedback on:

- Timely diagnosis
- Admissions to hospitals from care
- Equipping staff to work with people with dementia
- Palliative care for people with dementia
CQC 2013–2016 Strategy: a new approach to regulation and inspection:

CQC Strategy road shows: SpeakOut groups across the North attended the regional roadshows organised by CQC where they were updated on the implementation of the new CQC strategy. They were able to ask questions, offer feedback and meet with local commissioners, service providers and other community organisations.

Groups told CQC that they liked participating in events with providers and commissioners as it enabled them to understand who is who in the health and social care world and how it all fits with regulation.

SpeakOut and local Healthwatch pilot project

SpeakOut groups in Derby and Sandwell have been piloting a new approach to involvement with the new local Clinical Commissioning Groups, Health and Wellbeing Boards and local Healthwatch organisations.

One of the SpeakOut groups, BHA has provided a tailored package of support to help groups in both areas understand the new health and social care structures and how Joint Strategic Needs Assessments (JSNAs) work.

“A lot of groups won’t know much about JSNAs and will think it’s a new bit of jargon or a really technical set of health statistics – but it isn’t.” says Nik Barstow, Director of Engagement & Involvement at BHA. “The needs assessments are meant to provide a guide on how health and social care services will plan and buy services in the future; and how they should tackle health inequalities and improve services for marginalised groups.”

The pilot will be evaluated and will be rolled out to other groups across the Network.

In the meantime, BHA has produced a “State of Health” report for national evidence on health issues facing Black and other minority groups to support local findings which can be used as a reference. Download your copy here: http://www.thebha.org.uk/home

State of Health Black And Other Minority Groups

News from the Network

Don’t forget that you can keep up to date with what is happening both within SpeakOut and across the wider health and social care field by visiting our web-site: www.speakoutnetwork.org

OLGA

OLGA has been doing some important work with CQC to promote better care for lesbian, gay, bisexual and trans people in care homes.

Nationally OLGA has been delivering workshops to hundreds of care home staff on sexual orientation and gender identity. For the majority of attendees this is the first time they have had any training on Human Rights issues for LGBT people in care homes.

OLGA is campaigning for care home providers to clearly display their Equality Statement, so that older people in care homes can feel confident about declaring their sexual orientation openly. This would in turn ensure that they receive care which is tailored to meet their needs.

“CQC inspectors should ask managers what systems they have in place to ensure good provision for Gay & Trans people. Just to say - we treat everyone the same should not be acceptable!” says Mary Birch, OLGA Project Co-ordinator.

OLGA is developing the above training package as an online resource for organisations to purchase. The package includes access to a film which highlights the worries and concerns of LGBT people when entering a care home.

For more information about their work click here: www.olga.uk.com

OLGA hold weekly social get together’s in Scarborough. Ring for details 07929 465044 or email: olga@mypostoffice.co.uk
One Voice 4Travellers

Over the summer One Voice 4Travellers have been working hard to capture stories from young Gypsy and Travellers people. These will be exhibited and displayed locally to encouraging younger Gypsies and Traveller to be proud of their community and heritage.

For more information about the project click here: www.onevoice4travellers.org.uk

Surrey Coalition of Disabled People

Surrey Coalition of Disabled People have published their latest business plan which is now available to view on their website: www.surreycoalition.org.uk. They are holding their AGM on Thursday 7th November and are hosting a Conference on Autism on Saturday 9th November.

Tuesday 3rd December is International Day of Persons with Disabilities.

For more information contact SCDP on: Tel 01483 456558 email: info@surreycoalition.org.uk

The National Council for Palliative Care (NCPC) and Dying Matters are very grateful to members of SpeakOut Network for getting involved in projects that they have been working on. These have included:

**What do terms ‘seldom heard’ and ‘hard to reach’ mean to you?** NCPC shared these as an introduction to a Conference entitled ‘Reaching the whole community’. You can read them on NCPC’s website: http://www.ncpc.org.uk/reaching-whole-community-18th-april-2013

**What should hospice care look like in the future?** SpeakOut members attended the help the hospices event in July to share their views. To read more, visit http://www.helpthehospices.org.uk/our-services/commission/ and click on the link on the top right hand side (A recent event).

**Difficult conversations for heart failure.** NCPC have been speaking to people affected by heart failure (patients, carers and former carers) in order to improve palliative and end of life care. NCPC have produced a guide which aims to support people affected by heart failure to speak more openly about their wishes, concerns and hopes for the future, in particular the end of life. NCPC held a webex conference with ‘Pumping Marvellous’ the only national charity dedicated to supporting people affected by heart failure.

**How to improve support and involvement of carers when the person they’re caring for is in hospital near the end of life.** This new project aims to improve involvement and support for carers. NCPC are keen to hear people’s personal experiences, especially in relation to dementia.

If you have a story to share, please contact Jo Black, Community Involvement Manager, The National Council for Palliative Care and Dying Matters. Tel: 020 7697 1520. Email: J.Black@ncpc.org.uk

Jo said: “We would like to thank you for sharing your experiences and helping us to get a clearer picture of the kind of care people are receiving at the end of their life.”
**Suffolk Age UK**

POPS, is a partnership to support Older People in Suffolk. POPS has been organising forums around the county to raise awareness and understanding of dementia and provide an opportunity for people with dementia and their carers to inform and influence health and social care service delivery.

A summary of the recommendations from older people on developing dementia enabled communities is now available. This report is a culmination of POPS work for 2012 -2013.

For 2013-2014 POPS will be discussing older peoples’ experiences of managing life changing events. The first report ‘Expecting the Unexpected’ is also now available.

For both reports visit: http://www.ageuk.org.uk/suffolk/about-age-uk-suffolk/partnership-with-older-people-in-suffolk-pops/

You can contact Donna Reeve, POPs Co-ordinator for more information: 01284 757783/ 07540127605

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**New Groups Join SpeakOut**

**Women Centre Kirklees and Calderdale**

Women Centre Kirklees and Calderdale is a preventative mental health and wellbeing service for all women in Kirklees. We work with a diverse range of women, including lesbian and bisexual women, and women who have been diagnosed with (both long term and short term) mental health problems. We also work with women seeking asylum and who have been victims of war, torture, genital mutilation and trafficking. We offer a range of services and activities, such as counselling, massage, reiki, walking, reading, sewing, an allotment group and we run a ‘Mother Apart’ (from their children) project.

We are a solution focused organisation working in the spirit of co-creation - this means that the only person who knows how to ‘recover, heal, feel empowered’ is the inner expert in each woman. Around 200-250 women per month use our service - drawing on support in groups around confidence building, Neuro Linguistic coaching and Mood Mapping.

For more information and contacts check our website: http://womencentre.org.uk
Tel: 01484 450866

**Cornwall People First**

Cornwall People First is a self-advocacy group for adults with learning disabilities. Founded in 1986, we are a user-led organisation and a registered charity. We hold forums and events for people with learning disabilities throughout Cornwall which give people a chance to speak up and be heard. Information that is gathered at the forums is taken to Cornwall’s Learning Disability Partnership Board which feeds back to services in Cornwall, so things can be improved on. We work closely with many provider organisations to improve the services that people with learning disabilities receive.

For more information and contacts check our website: www.cornwallpeoplefirst.com

Tel: 01736 334857
Email: cornwallpeoplefirst@hotmail.co.uk

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**Awaaz FM**

Awaaz FM’s newsletter is now available online.

View here: http://www.flipsnack.com/96789BF569B/ftn0xew0
The Calderstones Involvement Group is a self-advocacy group run by service users at Calderstones Partnership NHS Foundation Trust which is a Specialist Foundation Trust providing a range of services for people with learning disabilities and other associated complex needs.

The group was originally formed out of the Trust Patient and Public Involvement Forum and was set up a number of years ago. It has about 14 members who meet once a month. The group were keen to join the SpeakOut Network because it gives them an opportunity to be part of a national network enabling them to work much more closely with the Care Quality Commission.

For more information contact: Rachel Taylor Patient and Public Involvement Manager. Tel: 01254 821152. Email: rachel.taylor@calderstone.nhs.uk

For more information contact us on: tccentre@gmail.com

Tamil Community Centre is a voluntary organisation that provides the Tamil community with support and advice including a drop-in service, advice on health and well-being, and signposting to services. Our long term aims is to provide a community centre that can be used by the Tamil community.

For more information contact us on: tccentre@gmail.com

Partnership in Enablement – PiE: is an independent coalition of organisations, groups, and individuals that are concerned with the issues that affect disabled people in the East Riding of Yorkshire. We are committed to changing people’s attitudes towards disabled people.

We campaign and lobby to try to improve the lives of disabled people, working both individually and collectively with local and national disability groups to campaign on both local and national issues.

We are currently looking for new management committee members. If you have some free time and would like to get involved contact: 07904696169/ 07983951511 or email: pie.enquiries@gmail.com.

“Thanks – excellent coverage of our work, many thanks!”
Tina Fox, Vegetarian for Life

Are you an older Vegetarian or Vegan? You may be eligible for a small grant from VfL’s Vegetarian or Vegan Fund. Contact VfL for more information on Tel 01683 220888/ 07802 615533. Email: info@vegetarianforlife.org.uk

www.vegetarianforlife.org.uk

Small Grants

CQC’s Voices for equality and human rights group

Karnail Sodhi, from the Asian Disabled Association is a member of the CQC’s Voices for Equality and Human Rights Group. The group meets quarterly to look strategically at the CQC’s approach towards human rights issues and to monitor progress against CQC’s equality objectives.

Karnail is also a member of the Diversity in Involvement sub-group which aims to promote diversity and ensure that people from many different backgrounds are involved in and aware of the work of CQC. Karnail is also keen to promote wider knowledge of SpeakOut.

Karnail can be contacted on: 07576340520 email: Asiandisabledass@aol.com
Care Quality Commission appoints new board members

Five new commissioners have been appointed to the board of the Care Quality Commission. They are Louis Appleby, Camilla Cavendish, Paul Corrigan, Jennifer Dixon and Michael Mire.

These appointments reflect CQC’s commitment to strengthening its board, widening the skills and experience available to help govern and lead the organisation and to make it more independent.

Find out more about CQC Board members here: http://www.cqc.org.uk/public/about-us/our-people/board-members

CQC appoints new Chief Inspector of Hospitals

Professor Sir Mike Richards has been appointed as the CQC’s new Chief Inspector of Hospitals. Sir Mike has been a hospital physician for more than 20 years and was appointed as the first National Cancer Director at the Department of Health in 1999 where he led on the development and implementation of the NHS Cancer Plan and subsequently the development of the national Cancer Strategy.

Immediately after his appointment as Chief Inspector of Hospitals Sir Mike announced plans to bring about radical changes in the way CQC carries out hospital inspections so that Inspectors can get a much more detailed picture of care in hospitals. Where appropriate he has said that he will lead on inspections himself.

He also plans to involve a much wider range of professionals and members of the community.

Sir Mike said, “I’m looking forward to finding out more about SpeakOut and hope to involve SpeakOut in our work.”

He issued a ‘call to action’ to members of the public to take part as Experts by Experience. If you would like to respond to Sir Mike Richard’s call to action email him at: Joinmikesarmy-public@cqc.org.uk.

CQC announces new Chief inspector of Adult Social Care

Andrea Sutcliffe has been appointed as the first Chief Inspector of Adult Social Care. Andrea joins CQC from the Social Care Institute for Excellence (SCIE) where she was Chief Executive.

Andrea will be responsible for developing the new approach to the way CQC regulates social care, including a rating system, in consultation with people who use and provide services.

CQC Chief Inspector of General Practice appointed

Professor Steve Field has been appointed as the new Chief Inspector of General Practice. Professor Field will champion the needs of people who receive care from primary medical services - GPs and dentists.

He will lead on inspecting these services across the public, private and independent sectors and will make judgements about the quality of their services, highlighting good and bad practice, and championing the interests of people who use them.
Want to find out how CQC is performing against its targets and commitments?

You can do so by clicking onto the following website where you will find the information in the form of a scorecard. www.cqc.org.uk/public/about-us/corporate-strategy-reports/how-are-we-doing

The information will be updated monthly and will look at customer service standards, plus information relating to the three key regulatory functions of:

Registration: Here you can see the measures that cover work in processing applications for new registrations and changes to existing ones as well as how many are rejected.

Compliance: In this section you can see the proportion of services in each sector that are inspected and the timeliness of report publication.

Enforcement: Here you can see the number of times CQC has used powers such as issuing warning notices and suspending registrations.

Want to get involved as a health or social care professional in CQC work?

You can join one of the online communities for providers; attend the Provider Advisory Group; take part in a consultation or sign up for the CQC newsletter. For more information visit: http://www.cqc.org.uk/organisations-we-regulate/get-involved

Online feedback to CQC from health and care feedback websites

CQC is inviting websites that collect information about patient experiences to share their reviews of care services, as part of its monitoring and inspection activities.

A new scheme will allow reviews posted on care and health ratings sites to be linked to the information that CQC holds on care services in order to help inform decisions on where and what to inspect, spot problems in care and make decisions on whether a service should continue to provide care.

The scheme is open to health and care feedback websites and directories that compile reviews of care services in England.

This means that when you visit a health and care review site, you may see the CQC ‘Share Review’ panel which tells you that they share published reviews, comments and ratings with CQC. It looks like this:

![Share Review Panel]

For more information visit: http://www.cqc.org.uk/public/news/share-your-reviews-us

Visiting your GP

If you’re going to visit your GP, you should download the new CQC booklet to help you understand what standards of care you have a right to expect from your GP and what you should do if you receive poor quality care. It explains how CQC works to make sure that GP practices meet national standards of quality and safety and what action they can take if they find GP practices are not meeting these standards.

Experts by Experience

Click here for information about the Experts by Experience programme:

Click here for the latest ExE bulletin:
http://www.cqc.org.uk/sites/default/files/media/documents/experts_by_experience_bulletin

CQC Reports, Surveys and Reviews

CQC Annual Report

During 2012/13, CQC carried out more than 35,000 inspections. Experts by Experience were involved in 1,400 of these. A bank of 300 expert advisors was created and 7,500 GP practices were registered. 910 warning notices were issued to services offering unacceptable care. Read the full annual report here:

Guide for Patient Participation Groups (PPG)

This guide explains what PPG groups are and how CQC plans to work with them.

Click here for a copy: www.cqc.org.uk/sites/default/files/media/documents/20130509_cqc_guide_for_ppgs_final.pdf

Looking for a CQC inspection report, survey or review for a particular care service?

Search for it by name or location here: http://www.cqc.org.uk/public/reports-surveys-and-reviews.

You can contact CQC by:

Email: Fill in the online web form: http://www.cqc.org.uk/contact-us
Telephone: Contact the National Customer Service Centre: 03000 616161
Post: Write to CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA.

Read more on how you can complain about a health or social care service here:
http://www.cqc.org.uk/sites/default/files/media/documents/20110912_complaints_providers.pdf

Blow the whistle

If you work for a health or care service that you think is providing poor care and don’t feel that you are able to raise these concerns with someone in your organisation or you feel that you have raised your concerns but that they have gone unheeded you can contact CQC.

The CQC quick guide to whistleblowing gives helpful advice on speaking out about poor care and what protection you will have from the law:
http://www.cqc.org.uk/content/whistleblowing-quick-guide-raising-concern-cqc

You can receive the latest news and updates from CQC by:

Signing up to the monthly newsletter here: http://www.cqc.org.uk/get-our-newsletter
Other Publications

**The Tipping Point**

The Tipping Point exposes the impact that Government welfare cuts are having on disabled people. Produced by a coalition of more than 90 disabled people’s organisations and charities, the report brings together the findings from a survey of over 4,500 disabled people, a poll of more than 350 independent welfare advisors and more than 50 in-depth interviews with disabled people with varying conditions and impairments. It reveals some shocking statistics.

- 95% of those interviewed feared that the loss of Disability Living Allowance would be detrimental to their health.
- 85% claimed losing Disability Living Allowance would drive them into isolation - leaving them struggling to manage their condition.


**Living well in care homes**

This is a free online resource full of practical ideas for supporting care home residents to live their lives doing the day-to-day activities that are important to them. The toolkit promotes dignity and respect, mental and physical wellbeing and integration into the community. It includes free training materials and audit tools to review and evidence aspects of care such as personalisation and choice.

See more at: [http://www.cot.co.uk/living-well-care](http://www.cot.co.uk/living-well-care)

**Return to work - a 2 year pilot**

People on sickness benefits will be required to have regular meetings with doctors, occupational health nurses and therapists to help them return to work – or face losing their benefits in a new scheme to be piloted by the Government.


**Personalisation**

The advent of the personalisation agenda means that we need to think about public services and social care in a different way – starting with the person and their individual circumstances rather than the service. It affects everyone in adult care and support.

Read more here: [http://www.scie.org.uk/topic/keyissues/personalisation](http://www.scie.org.uk/topic/keyissues/personalisation)
SCIE have produced a series of videos on dementia, these include:

- **Getting to know the person with dementia** highlights how understanding the person with dementia can help provide person centred care and support.

- **The dementia environment at home** looks at how simple changes at home can help provide dementia friendly care for a person living with dementia.

- **The dementia environment in a care home** covers how simple changes in a care home environment can have such a positive impact on a person living with dementia.

For more videos from SCIE click here: [http://www.scie.org.uk](http://www.scie.org.uk)

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**Sight tests at home**

People who are unable to visit a high street optician due to mental or physical disability can apply for a sight test in their home. This applies to anyone who is eligible for an NHS sight test.


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**Free workshop: Improving adult social care for ethnic minority groups**

A number of SpeakOut groups assisted with a national study exploring the different experiences of Bangladeshi, Pakistani and white British groups with adult social care. The findings of the study will be presented at three events in Leeds, London and Birmingham over the next few weeks. These events will also be used to help develop recommendations to enhance services.

**Where and when?**
Leeds: 24th October, University of Leeds
London: 4th November, London School of Economics
Birmingham: 20th November, Saffron Centre, Highgate

**Sign up or find out more**
Web: [natcen.ac.uk/events-and-training/our-events/events/bme-social-care](http://natcen.ac.uk/events-and-training/our-events/events/bme-social-care)
Email: del.russell@natcen.ac.uk
Call freephone: 0808 168 8579
Help us make the SpeakOut newsletter better

Do you enjoy reading the SpeakOut newsletter but think it could be better? We want to know how we can improve it for you. Tell us which types of stories interest you the most, the topics you’d like us to cover more often, and any other comments you have to Alia Syed:
asyed@uclan.ac.uk

The SpeakOut newsletter is available in a variety of formats including audio. Contact Lorna Burrow on: speakout@uclan.ac.uk

Would you like to share your news or have a story to tell? Contact Alia Syed on: asyed@uclan.ac.uk Tel: 07812653370.

SpeakOut contact details:
speakout@uclan.ac.uk, Tel: 01772 895466
Compiled by Alia Syed
Contributions from Clare Delap, Jane Golden, Jez Buffin and SpeakOut Network