



Bibliography of CHC Publications

1996



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CHC Bibliography 1996

ADVICE & INFORMATION

North Tyneside CHC

A report on palliative care services for the residents of North Tyneside pages: 22

A report compiling information on the range, type and sources of help available for people needing palliative care. An introductory section on sources of help is followed by three visit reports and contact details for services and voluntary organisations.

Southport & Formby CHC

Focus on Formby - Community support directory 1996 pages: 26

The aim of the community support directory is to provide local people with clear information about local services. It has been sent to GPs, voluntary organisations and church groups in Formby as well as to health visitors, practice nurses, community psychiatric nurses, post offices, pharmacies and clinics.

Scottish Association of Health Councils

Patients rights: a guide to GP and hospital services pages: 10

This public information booklet gives information on the rights of health service users, help with costs, making complaints and sources of further advice and help.

AFTERCARE

Shropshire CHC

Discharge from hospital: the experience of Shropshire patients pages: 33

This survey of the experiences of elderly patients gives a great deal of valuable information thanks to the time that was put into interviewing patients. Trained CHC members held in-depth interviews lasting about 60-90 minutes with 43 patients in their own homes. Questions were asked about: the home situation; discharge arrangements in hospital; the first two days after discharge; and the two to three weeks after discharge. Twelve patients were living alone on their discharge, and of 27 living with a spouse, 9 lived with a disabled, infirm person. The report stresses the vital role of informal carers after discharge. For more details see CHC News, Issue 5, November 1996.

South Buckinghamshire CHC

Discharge procedures: patient satisfaction survey pages: 17

Questionnaires were sent to 100 patients whose discharges had already been audited by the South Buckinghamshire NHS Trust so that the results from both surveys could be compared. 55 patients responded. Generally day surgery patients had received better/more complete verbal and written information than in-patients.

Blackburn, Hyndburn and Ribble Valley CHC

Findings of a survey of the discharge of patients from Queen's Park Hospital and the Royal Infirmary, Blackburn pages: 60

In this survey, staff were asked detailed questions about the discharge process and patients were sent a questionnaire. The health authority's written discharge policy specifies the responsibilities of various members of the multi-disciplinary team when a patient is to be discharged. This is reflected in responses from staff, who seemed to be well aware of how procedures should work. Even so, practice varied between wards, particularly in relation to multi-disciplinary involvement. Staff awareness of patient perceptions of the process also varied between wards. For more details see CHC News, Issue 5, November 1996.

Bath & District CHC

The extent and causes of delays on the day of discharge: pages: 26 RUH Standing Group Project

During July 1996, the CHC visited 21 of the 23 Wards at the Royal United Hospital Bath NHS Trust. In each case, a thirty minute interview was held with the Ward Sister, Charge Nurse or the staff member in charge on the day. There appeared to be no identified Trust protocol for dealing with patients on the day they are discharged. Some nursing staff considered delays to be frequent, *often because patients have to wait for tablets to take home.*

ALCOHOLISM

Manchester South CHC

Survey of GP opinions on current alcohol services pages: 6

This survey was prompted by the Manchester Health Authority's purchasing plan in relation to alcohol services and by concerns for the future of the Withington Hospital Alcohol Treatment Unit. Questionnaires were received from 30 GPs (31 per cent response rate). The CHC intends to use the findings when it responds to the next Manchester Health Authority purchasing plan.

CANCER

South Warwickshire CHC

Study of oncology services of South Warwickshire residents pages: 21

The study aimed to provide an overview of services available for local people diagnosed as having cancer. Information was sought from two cancer support groups. The report includes a checklist of points for health professionals to consider. Recommendations cover: health education; information; primary health care; care management; giving the diagnosis; and secondary care.

North Tyneside CHC

Support and information available to women with breast cancer in Newcastle upon Tyne and North Tyneside pages: 31

Report brings together information from a literature search, three focus groups and interviews. Lack of support is identified as a general problem and all the women interviewed agreed that improved information is necessary.

CHCs

Scottish Association of Health Councils

An analysis of Health Council effectiveness pages: 12

The main objective of this study was to review how the role of Health Councils has evolved over the past four years. It evaluated the effectiveness of Health Councils and their relationships with health boards and NHS trusts.

Bath & District CHC

Communications Strategy pages: 14

The strategy outlines how Bath & District CHC communicates within its own organisation, with members of the public and with external bodies. The report aims to identify any shortfalls and make recommendations.

Nottingham CHC

Customer satisfaction survey report pages: 13

Review of the service provided by Nottingham CHC to people contacting them with a concern about Health Service issues. The objectives were to find out whether the service provided was efficient, whether people were satisfied with the service provided and whether, in their opinion, the service could be improved or changed in any way.

Welsh Association of CHCs

Meaningful monitoring: a guide to assist CHCs in their quality monitoring functions pages: 25

CHC members and staff, health authorities, trusts and the Welsh Office all contributed to the project which has resulted in this report. The guidance is clearly presented in two main sections which offers help with developing a strategic approach to monitoring both purchasers and providers and practical advice on undertaking monitoring visits within this framework.

South Thames Regional Association of CHCs

Proposals for a method of peer review for Community Health Councils pages: 39

Report of a study piloting a method of peer review for CHCs. The Peer Review Working Group concluded that the method is effective. For more details see CHC News, Issue 4, October 1996.

CHILDREN

Caerphilly CHC

Asthma campaign primary schools project

pages: 18

This useful project has looked at asthma policies in schools and has acted as a spur for action on the part of the schools involved. Members of the CHC's local health watch groups visited schools to hand over the National Asthma Campaign Schools Pack and held follow-up discussion meetings where possible. The CHC subsequently received many requests for additional information from head teachers. A questionnaire on asthma policies was then sent to 62 schools, of which 40 responded. For more details see CHC News, Issue 5, November 1996.

Bristol & District CHC

Forgotten families: Health services for children with severe disability/illness living in the community

pages: 36

Following visits to children's centres in local Trusts and comments from Trusts and from parents and local groups, the report shows that services are uncoordinated, with the majority of parents having to battle for every service they receive, with little guidance to all the range of people who can offer services. The services provided by local Trusts are at different levels and "evening up" is a slow process, with cuts in school nursing, health visiting and continence supplies actually reducing services.

North West Anglia CHC

Services for children and families: the views of people living in North West Anglia

pages: 38

The aim of this survey was to identify issues important to children and families regarding all aspects of their health care needs. The CHC focused on parents and their views while the local school nurses collected the views of children and adolescents. The CHC held focus groups in five localities which were likely to suffer isolation because of geography or social need. Views were sought in various ways include press coverage, open meetings, focus groups and one-to-one interviews.

COMMUNITY CARE

Oxfordshire CHC

A journey to care: A study of the views of people using community services and their carers on assessment and care management pages: 78

The major objective of this study was to evaluate the process of assessment and care management in outcomes for people who use services and their carers. The questionnaires were completed during interviews with 123 people contacted through social services. The researcher also shadowed care managers on their duties. Most of the cases involved cannot be presented in the report because of confidentiality considerations, but a case study which the researcher followed up throughout the study period is given in full.

Northern Health and Social Services Council

Community Care (Direct Payments) Bill: Will it work? pages: 38

In November 1994 the Government announced its intention of allowing local authorities to give people cash payments instead of providing them with community care services, so they can buy the services they need for themselves. This report looks at the advantages and disadvantages of the scheme. It includes reports of interviews with service commissioners, service providers and consumers.

Merton & Sutton CHC

Continuing health care services in Merton & Sutton: A report on users' and carers' views pages: 15

In response to a consultation document from the health authority on its policy and eligibility criteria for continuing health care services, Merton & Sutton CHC ran a series of small workshops to discuss the issues. It placed adverts in local papers and invited people with day-to-day experiences of continuing health care needs to attend. The report provides an account of participants' opinions and experiences.

Southern Health and Social Services Council

From policy into practice: User and carer perceptions of care management pages: 20

The report concludes that, despite problems, the community care reforms have had a positive impact on those most directly affected.

Cheshire Central CHC

Hospital at home: Survey of patient and carer satisfaction pages: 9

The report assesses satisfaction with a pilot Hospital at Home scheme run by Cheshire Community Healthcare Trust. Over the course of a year questionnaires designed for both patients and carers were given out by Hospital at Home staff at the end of a period of care. The response rate was about 40% (46 responses). The scheme was very highly praised.

COMMUNITY HEALTH SERVICES

East Dorset CHC

A study of district nursing pages: 25

This report is based on questionnaires sent to district nurses and patients and carers. The first part of the report gives a good feel of the make up of the district nursing service and the nature of its role. The second part, on the patient/carers perspective, shows how enormously valued the service is.

East Dorset CHC

A study of speech and language therapy in East Dorset pages: 25

For this review the CHC interviewed the newly appointed manager of the speech and language therapy service, surveyed the views of therapists (through 26 questionnaires and 8 personal interviews) and invited 26 local organisations to contribute their views. Among the recommendations are that the number of therapists should be increased, and that they should have more suitable accommodation and more support from assistants and clerical staff. The role of the service and the existence of voluntary support groups needs to be publicised among both the general public and professionals.

North Tyneside CHC

Community health services for young children with learning disabilities in North Tyneside pages: 18

50 questionnaires were sent out and 13 received back (a 26 per cent response rate). The report was produced jointly with North Tyneside Learning Disability Federation.

Croydon CHC

Community neuro-rehabilitation team: client and carer satisfaction survey pages: 31

Patients were selected for questionnaires or interviews depending on nature of their health problems. Of 25 selected for interview, 21 were interviewed by CHC members. Questionnaires were sent to 41 patients, of whom 22 replied. Overall satisfaction was high, though 58% of respondents thought that their course of treatment was too short. Transport was a significant problem for a number of clients.

Airedale CHC

Sharing care in the community: a study of partnership in care between users, carers and district nurses pages: 24

The report includes a literature review and findings from focus group sessions held with district nurses and interviews with carers, users and nurses. In recent years there have been many changes in the relationships of district nurses both with users/carers and with other professionals. District nurses feel that their autonomy is being eroded. In general they do not value the 'control' which comes from a management role, so much as their traditional independence in giving direct patient care. But, as more hands-on care is transferred to home care assistants and to clinical nurse specialists, district nurses are increasingly having to take on administrative and management tasks. The survey identified an increased awareness of the rights and needs of carers.

COMPLAINTS

Society of CHC Staff

Are you being heard? A six-month review of the new NHS complaints procedures pages: 8

During October 1996 a series of workshops were held in six regions by the Society of CHC Staff in an attempt to ascertain the impact of the new complaints procedures on complainants, CHCs, NHS Trusts and health authorities. Over 80 CHCs across England took part in the workshops. In most Trusts, the Local Resolution stage is working well, with greater flexibility and imagination and a changed attitude amongst staff towards complaints issues. However, there is grave concern about the Local Resolution stage amongst Family Health Services. The inability of any body to monitor these complaints effectively is probably the most worrying aspect of the new procedure.

Salford CHC

Complaints and information service: report for 1995 pages: 30

This report gives an overview of the complaints and information/advice work undertaken by Salford CHC, including developments in preparation for the new complaints procedures introduced in April 1996. Due to pressure of work and lack of specific funding for complaints work, the CHC has decided to cut back its complaints service from April 1996. It will focus on only Independent Reviews, complaints to the Health Service Ombudsman and "serious" complaints.

Warrington CHC

Complaints survey pages: 14

The primary aim was to obtain the views of those who had been advised by the CHC on making complaints. 33 questionnaires were sent out. Out of 16 respondents, 10 were very satisfied with the service received from the CHC.

Leeds CHC

Survey of user views on the new NHS complaints procedures pages: 15

Leeds CHC sent a questionnaire to all 92 people who had enquired about a complaint in the first five months of the new procedures and who had left contact details. Responses were received from 44. 11 had not gone on to make a complaint, most of them because they "did not think it would do any good". While 14 were satisfied with the outcome of their complaint, 15 were not. 11 people who were dissatisfied did not go on further. Several respondents praised the CHC, although three who did not pursue a complaint said that they had needed more help and support.

DISABILITY

Salford CHC

Access to health. A report on the accessibility of health centres and clinics in Salford pages: 75

The aims were to assess the accessibility of NHS premises for disabled people. The report illustrates a considerable range of good access in many areas, but also a range of barriers still facing disabled people and people with sensory impairments when they come into contact with primary and community health services.

Warrington CHC

Disability awareness day - 4 August 1996

pages: 13

This reports on a survey of visitors to Disability Awareness Day 1996 to obtain the views of people who use disabled services. The questionnaire focused on home care and wheelchair access.

Portsmouth & SE Hants CHC

Disabled people using Portsmouth hospital NHS trust

pages: 12

The report follows a series of visits to the two main acute hospitals in the area with at least one representative of the CHC and a wheelchair user on each visit.

Stockport CHC

Report on disabled access to Stepping Hill Hospital

pages: 16

Stockport Acute Services Trust asked the CHC to assess disabled access at Stepping Hill Hospital through a programme of visits. Issues considered included toilets; car parking; signposting and building design; and ward accessibility. Recommendations stressed need for NHS providers to plan facilities and services on the basis of non-segregation of disabled people.

Southampton & SW Hants CHC

Services for newly diagnosed blind and severely sight-impaired people in the Southampton and South-West Hampshire area

pages: 12

This study was prompted by concerns that newly diagnosed blind and severely sight-impaired people are often left without support after diagnosis and that there is a lack of understanding about the availability of and need for services to help these people. The study involved a GP survey (30 practices responded – 42% of those approached) and interviews with GPs and social workers. Local consultants were unwilling to talk to the CHC.

North West Anglia CHC

Services for people with a physical and sensory disability: the views of people living in North West Anglia pages: 25

This study aimed to identify issues important to people with a physical and sensory disability and their carers regarding their health care needs, rehabilitation and their continuing care and support. Focus group sessions were held with people contacted through local groups and via leaflets and advertisements. Key issues to emerge were: a lack of information and communication; an apparent lack of disability awareness, a failure to respect the client's self-knowledge and poor service co-ordination. The report is available in braille or on tape.

South Warwickshire CHC

Survey regarding arrangements for wheelchair/mobility aids for South Warwickshire residents pages: 19

The aims were to assess the effectiveness of current arrangements and to identify any potential duplication of service or unmet need. A short questionnaire to service users was designed and interviews were undertaken at the Wheelchair Service Dept. The report praises current arrangements for the provision of wheelchairs on a permanent basis but expresses concern about a lack of information regarding the availability of various mobility aids.

DRUG ABUSE

Exeter & District CHC

Special Interest Group Report on Substance Abuse pages: 36

The Special Interest Group was set up to provide an overview of the treatment services available for people with drug and alcohol problems. They met representatives from the purchaser and the statutory and non-statutory providers, and engaged in some client consultation. The report highlights areas which appear to require particular attention.

ELDERLY

Norwich CHC

A survey of health care in rural areas relating to the elderly pages: 50

This research project was prompted by concerns that elderly people living in rural Norfolk might experience problems in getting to their GP services. The survey also offered an opportunity to ask elderly people for their opinions about the health service. The CHC sent out 633 invitations; 272 replies were received and 190 people agreed to be interviewed. Many participants commented that they were pleased that the survey was being carried out – and several were anxious not to be missed out. Generally the group was unassertive, but had plenty to say when encouraged. Community services are available, but information about them is very poor, so that fewer than half of the people interviewed received any such services. The inadequacy of public transport was a major problem.

Doncaster CHC

Focus group report: Minden Court, Bentley, Doncaster pages: 8

This reports a focus group discussion to assess the health needs of elderly people living in an elderly person's complex.

Salford CHC

Home watch. A report on the registration and inspection of nursing homes in Salford pages: 13

The report describes the statutory position and local arrangements with recommendations for future development.

North Birmingham CHC

Hospital inpatient services for the over-65s pages: 15

This quality monitoring project used questionnaire responses from 105 patients. 27 observation visits were made, 27 questionnaires were completed by ward managers and 37 questionnaires completed by ward staff.

South Thames Regional Association of CHCs

Relative comfort. A survey of the elderly discharged from hospital. pages: 65

11 CHCs were involved. 917 questionnaires were analysed. 41.8 per cent reported on the discussion on the help they might need on discharge. In 65.9 per cent of cases, the carer was involved. The most frequent "need" for help was with shopping, then transport and housework. 76.7 per cent had help from relatives, 27.9 per cent from friends.

Wirral CHC

Respite care for the elderly: A survey of client and carer needs pages: 55

Questionnaires were sent to carers and those receiving respite care from local NHS trusts and the local social services department. Response rates were 33% for carers and 29% for clients. The questionnaire findings were supplemented by information gathered from representatives of both voluntary and statutory organisations and from a carers' meeting.

Kidderminster & District CHC

Services for older people in the Wyre Forest district and Tenbury area. Third edition pages: 49

The Directory gives addresses, contact numbers and brief explanations.

Bradford CHC

Services for older people: A study of recent reforms and their effect on care for older people pages: 93

The report has two sections: continuing care and housing. It includes a literature review on the national picture and a good deal of information specific to Bradford from the NHS, local authority departments and others. The publication pulls together detailed information on housing from census data, the local authority and housing associations.

Dewsbury District CHC

Your choice of home pages: 90

This is a directory of nursing and residential homes in North Kirklees

ETHNIC MINORITIES

Darlington & Teesdale CHC

'Last on the agenda'. A report on the views of minority ethnic communities in Darlington on the health service pages: 5

The report was written by a project worker appointed to look at the links between the CHC and members of the local black and ethnic minority communities. Interviewees were asked about their experiences of GPs, health visitors, the Darlington Memorial Hospital and racial harassment.

Bristol & District CHC

Consulting Asian women's groups in the inner city locality: a report from Bristol & District CHC's Listening to Local Voices Project pages: 9

After the first year of the Local Voices Project in Bristol & District the CHC and Avon Health agreed that in the second year activity should be more focused. The project has developed activity in three areas: diabetic services users, the Somali community and Asian Women's groups. This report describes how the project worked with Asian women, what Asian women said about NHS services (common themes were communication, linkworkers and family planning) and implications for developing local health services.

West Birmingham CHC

Hospital inpatient services for ethnic minorities, executive summary pages: 7

As part of a quality monitoring project involving three Birmingham CHCs from 1994 to 1996, West Birmingham CHC monitored the provision of hospital care, excluding maternity and paediatric services, to minority ethnic groups. The study involved interviewing 104 patients and 213 nurses and sending a written questionnaire to 46 ward managers. The summary outlines the findings of various aspects of hospital services and lists suggested developments.

North Tees CHC

Information Guides pages: NA

Four guides were produced on primary and secondary services. There is one booklet for each of four languages: Chinese, Urdu, Punjabi and Hindi. In each case a page of non-English text is opposite its English translation. North Tees CHC has commented that other CHCs are welcome to adapt the material for local use.

GENERAL PRACTICE

North Durham CHC

A report on a survey into proposals to open 'out of hours' centre at Dryburn Hospital and Shotley Bridge Hospital for most patients living in Durham/Chester-le-Street and Derwentside pages: 11

A questionnaire was distributed to 1948 patients. 863 through the CHC's Public Consultation Register and 1085 via GP surgeries to patients attending for consultations or repeat prescriptions. Most respondents thought the proposed out-of-hours centres would be acceptable but some were concerned about travelling to centres and problems with child care responsibilities and lack of mobility due to disability/illness.

Bradford CHC

GP charters and information leaflet pages: 16

Report of a project to compare information available in GP practices. The project assessed the quality and range of the information given in leaflets, the standard of service offered in charters and the presentation of both charters and leaflets. All GPs in the Bradford area were asked for copies of their charter and practice leaflet. There were replies from 58 of the 87 practices. Results are presented in a table which gives the breakdown of an overall 'score' for practices, though the individual practices are not identified.

Torbay & District CHC

Out of hours services - pilot scheme pages: 27

Surveys were carried out for two GP fundholding practices with questionnaires sent to a five per cent sample of patients in each practice. The report lays out the results of the surveys.

West Birmingham CHC

Over the border: a survey of residents of Ladywood constituency registered with GPs based outside Birmingham

pages: 39

This study was commissioned by the Ladywood Constituency Action Team (CAT). Interviews were held with 191 patients (54% response rate) who are registered with a GP whose surgery is in a different health authority from the patient's home address. The CHC recommends that, in its planning activities, the Ladywood CAT should involve the over-the-border practices which serve a significant number of Ladywood residents. The CAT should also investigate whether Birmingham-based GPs are not at present equally capable of meeting the needs of these residents.

Bath & District CHC

The out of hours provision of general medical services in North and West Wiltshire - a review carried out between June and September 1996

pages: 27

In 1996, local GP practices combined to form six co-operatives for out-of-hours services. The CHC sent out questionnaires to co-operatives and visited their Primary Care Centres. The report found a trend towards fewer home visits but suggested that further research was needed on the benefits to patients and practices.

HEALTH CARE

North Durham CHC

A report on a survey to find out local people's understanding and concerns about the changes being made to health care in Derwentside

pages: 16

North Durham CHC has established a Public Consultation Register to provide a database of residents willing to be consulted about a variety of health service issues. For this survey, 550 questionnaires were distributed and 148 replies received. The questionnaire focused on the development of a community hospital. The survey also aimed to identify the best ways of keeping local people informed of proposed changes in health services.

Aylesbury Vale CHC

A study to seek the views of people on local health services: HealthLinks 2

pages: 17

Aylesbury Vale CHC found that its 1994/95 HealthLinks programme was so successful that it expanded the programme and incorporated into the core role of the CHC in 1995/96. Twenty members were involved in a series of discussions with local groups, particularly concentrating on groups who had not had an adequate voice in 1994/95: mothers with children, teenagers, working men and women from ethnic communities. It was decided not to tape record the sessions in case that inhibited discussion. Some discussions had to be held one-to-one, but it was found that facilitated group discussions were more profitable. This report presents the issues raised and recommendations. It also notes where improvements have been made since the first HealthLinks exercise.

East Dorset CHC

A Survey of Health Care Services - Borough of Christchurch

pages: 14

5000 survey packs were delivered house-to-house in Christchurch. The questionnaires were designed to elicit local residents' views on their usage and satisfaction with a wide range of hospital, community and primary health care services. 1367 questionnaires were returned (27.3 per cent).

Dudley CHC

Asthma services in Dudley

pages: 16

The Asthma Working Group at Dudley CHC formed a hypothesis that some members of the public, while taking medication for asthma, do not really understand how their medication works and so do not always take it appropriately. The group distributed questionnaires to two groups: a 'control' group of people attending a National Asthma Campaign meeting (who were more likely to understand their condition and be following directions on medication - 14 respondents) and a sample of the general public who have asthma (8 respondents). The samples were too small to come to any firm conclusions, but the control group answered more questions on medication correctly. In general it seems that more needs to be done to ensure that people with asthma have a good understanding of their treatment. The report also gives brief details of a lifestyle survey in secondary schools, gives details of some local services and reports on users' experiences.

Gloucestershire CHC

Local voices: Meeting local people during 1995

pages: 11

During 1995 Gloucestershire CHC carried out monthly outreach sessions (each lasting four hours) at three local centres. Overall 278 people were interviewed. The exercise served the dual purpose of hearing what local people have to say and raising the public profile of the CHC. This report notes that there was a high level of satisfaction with services, but that there were concerns about funding and staffing levels. It describes specific issues which the CHC was able to bring to the attention of the health authority and local trusts.

Mid Staffordshire CHC

Patient survey

pages: 16

A survey of 204 patients tracking episodes of care from GP referral through inpatient/outpatient treatment to final discharge. Patients completed up to five questionnaires at various stages.

Scunthorpe CHC

Report of a consultation exercise to ascertain public perceptions of health care

pages: 9

In 1994 the South Humber Health Authority (to use its present name) set up a Survey Liaison Group with representatives from local NHS trusts and Scunthorpe and Grimsby CHCs. The work of this group has been delayed for various reasons, and this report presents interim findings from the Scunthorpe area of a public consultation exercise. Discussions were held about local health services and perceptions of health care with various local groups. Overall 80 people participated. Staff-related issues were raised far more often than other topics, followed by appointments and information.

HEART DISEASE

Mid Downs CHC

Cardiac rehabilitation services in Mid Downs: specialty profile

pages: 50

This is the first of a series of specialty profiles which will be conducted by the CHC. Each will aim to give a clear picture of an area of health service provision and to reflect patient satisfaction. The profile combines the results of a questionnaire conducted with cardiac patients, the reports of CHC visits to cardiac rehabilitation classes and reports of focus groups and personal interviews.

East Dorset CHC

Cardiac Services in East Dorset

pages: 20

As part of its Action Plan for 1996-97, East Dorset CHC agreed to undertake a comprehensive study of services available to deal with cardiac problems arising in East Dorset - including contributions made by the ambulance service, primary care (ie. general practitioners), acute hospital services, rehabilitation services and health promotion. A small group of Council members studied local and national publications and reports, visited and held discussions with staff at the Dorset Health Authority, Dorset Ambulance Service Headquarters, Cardiac Departments in the Royal Bournemouth Hospital and Poole Hospital, Healthpoint and HealthWorks. In addition, questionnaires were distributed to all cardiac support groups in the area and to local residents.

West Dorset CHC

Report on users' views and experiences of cardiac surgery

pages: 44

The aim of this survey was to assess patients' perceptions of their care and its benefits with particular reference to waiting time, geographical access, quality of care and perception of clinical outcome. Initially 44 patients who had undergone surgery at any of five hospitals were selected, of whom some were ruled out for various reasons by their GPs. Twenty-one patients agreed to be interviewed. Interviews, lasting 2-3 hours, were tape recorded. This report presents detailed qualitative and quantitative results and a long list of recommendations, structured under various headings.

HOSPITAL CARE

Aylesbury Vale CHC

'Elephants never forget': A study of outpatient non-attendance

pages: 22

This study was carried out in two stages: a 'desk survey' of DNAs in England and Wales and an investigation of the situation in Aylesbury Vale. The desk survey aimed: to define terms, to identify the extent of the problem and the reasons for DNAs, to assess the waste of resources and to propose remedies. During 1994/95 DNAs represented 8.8% of all outpatient appointments at Stoke Mandeville Hospital and its clinics - amounting to £869,660 in wasted time and resources.

West Cumbria CHC

'Food .. glorious food?': The Patient's Charter and catering services – is this standard fare? pages: 40

The study aimed to review how well the catering service at West Cumberland Hospital is meeting the Patient's Charter catering standards from the perspectives of patients and catering managers. A postal questionnaire was designed after interviews had been held with catering managers. Of 103 questionnaires sent out, 24 were returned (23% response rate)

Scottish Association of Health Councils

A guide to GP and hospital services pages: 10

A public information booklet giving information on rights of health service users, help with costs, making complaints and sources of further advice and help

North Durham CHC

A report on a survey of patient satisfaction with the Accident and Emergency Department at Dryburn Hospital, Durham pages: 21

A postal questionnaire was sent to a sample of patients who had attended the A&E Department. 976 questionnaires were sent out and 327 returned, a response rate of 33.5 per cent. Satisfaction was high with reception staff, nursing staff, doctors, privacy and the standard of care. Dissatisfaction was expressed by some with waiting times, the comfort of the waiting area, the availability of refreshments and car parking provision.

Gloucestershire CHC

A survey of patient opinion: A report of patients' experiences of Cheltenham General Hospital and Gloucestershire Royal Hospital pages: 21

In this postal survey, 200 questionnaires were sent out to patients who had undergone elective general surgery (response rate 52.5%). The questions concerned how admissions were managed, the care received and arrangements for discharge. Satisfaction was generally high, although there were some problems with discharge arrangements.

Gloucestershire CHC

Accidents and emergencies

pages: 18

This report compiles observations from a 'sit and watch' programme at A&E departments. The CHC aimed to measure services against Patient's Charter standards and other concerns highlighted in complaints. It did not investigate standards of treatment. The CHC concludes that generally, patients' needs are being met, but that more attention could be paid to lessening anxiety by freely giving information on procedures.

Herefordshire CHC

Community hospitals: a ring of care? A report on the deliberations of the Community Hospital Project Group

pages: 20

In 1995 Herefordshire CHC established a project group on community hospitals. This report describes the progress of the group in following a four-stage plan: (1) visiting various community hospitals; (2) canvassing public and professional views; (3) setting up sub-groups to consider how the findings to date might be applied to hospital at home, polyclinics and fully developed community hospitals with inpatient beds; and (4) debating the findings of the sub-groups and reporting back to the full CHC.

Hastings & Rother CHC

Day case surgery: the patients' perspective

pages: 24

In this survey 39 patients who had undergone day surgery agreed to be interviewed. The findings cover: selection criteria, information and choice, patient care, after care and the unit information book. Thirty-seven of the respondents said they had not been given a choice of inpatient treatment, and nine said they would have opted for inpatient treatment had it been offered. For details in relation to discharge see CHC News, Issue 5, November 1996.

West Cumbria CHC

Day surgery: Is it what patients want?

pages: 50

Questionnaires were sent to 291 adults who were expecting to have a procedure as a day case. There were 180 responses (62% response rate). 71% of respondents said they had not been given an opportunity to choose day surgery, and 6% said they would have preferred to stay in hospital for at least one night. The survey also covers waiting times, travel and discharge.

South Durham & Weardale CHC

DNA Survey - Survey of out-patients' non-attendance at Bishop Auckland General Hospital pages: 12

The response rate for this survey was low, 37%. Over 1/4 of respondents were not aware that they had an appointment on the specified date. Over 1/2 of General Surgery respondents stated they didn't attend their appointments because they forgot. 1/4 of Gynaecology respondents stated that they were unwell. Almost 1/2 of the Gynaecology respondents stated that they had tried to cancel their appointments, compared to less than 1/4 of General Surgery respondents. The following areas need serious attention if the problem of 'DNAs' is to be minimised: Administrative procedures; Length of time between notification and appointments; Cancellations; Poor attendance at second/further out-patient appointments.

Wolverhampton CHC

Getting back to good health pages: 3

This reports a focus group held with patients at a rehabilitation unit.

Croydon CHC

Mayday Healthcare Eye Unit: patient satisfaction survey pages: 25

Interviews were conducted by CHC members with 59 patients after they had attended a consultation. A further 4 patients returned questionnaires which they had taken away with them. There was a very high level of satisfaction with the consultation and assistance offered by staff. However, both the location and facilities came in for criticism.

Cheshire Central CHC

Outpatient department survey: Victoria Infirmary, Northwich pages: 20

This survey aimed to monitor the function of the outpatients department at Victoria Infirmary in the light of Patient's Charter standards. Of 450 questionnaires given to patients who had been given an appointment 287 were returned (a response rate of 64 per cent).

Cheshire Central CHC

Pathology department survey

pages: 20

This reports a survey to monitor the function of the pathology department at Leighton Hospital from the perspective of patients attending to give blood samples. All patients were invited to respond to a questionnaire. Fewer than 1% declined and 773 questionnaires were returned.

Bristol & District CHC

Please admit - the issue of emergency medical and surgical admissions to acute hospital care

pages: 24

This investigation was into adult medical and surgical emergencies. The aims of the project group were to investigate the local situation against the national background, to compare different methods of management of emergencies in local acute hospitals and to identify good practice. Discussions were held with representatives of four NHS trusts, the local medical committee and three general practices. The Frenchay Trust was particularly helpful in providing a considerable quantity of written information. The project team found that trusts were attempting to contain the increase in emergency admissions, but were not adopted a strategic approach. The conclusions to the report outline causes of increased admissions accompanied by possible solutions.

Scunthorpe CHC

Report of a follow up visit to the Accident and Emergency Department at Scunthorpe General Hospital resulting from the initial survey of the triage procedure

pages: 9

In 1995 Scunthorpe CHC carried out a survey of the triage procedures and Patient's Charter Standards at the A&E Department at Scunthorpe General Hospital. The recent follow-up survey used the same methods in order to assess what changes have been made. The report presents the CHC's original recommendations. Under each recommendation it outlines the hospital's response, observations made on the follow-up visit and changes since the first visit. The CHC concludes that many improvements have been made, and makes some minor suggestions for further improvement.

Basildon & Thurrock CHC

Report of a survey of the accident & emergency department, Basildon & Thurrock Hospital, Essex

pages: 50

This reports a 24 hour survey of Basildon & Thurrock A & E department to identify the service given to the 'walking wounded' patients: how they were referred and how long it took them to get through the system

Bristol & District CHC

Survey of preparation and service of food, 1995/96 pages: 12

A team from the CHC visited 15 units within five local trusts. They talked with staff at all levels and many patients. Both conventional cooking and the cook-chill system of food preparation produced high quality food. However, the variety of methods used to prepare and serve the food on the wards were not equally efficient in providing patients with food in its optimal condition.

Scunthorpe CHC

Survey of the triage procedure within the Accident and Emergency Department of Scunthorpe General Hospital pages: 19

This survey found that only 58% of patients were seen for assessment within the standard of five minutes. The trust challenged the CHC figures, saying that its computer system showed that over 90% of patients were seen within five minutes (this result had been approved by the Audit Commission). When the CHC Chief Officer went through the computer records manually with the relevant manager, the result came out at 58%. There is considerable embarrassment within the trust at the discrepancy. Although its returns for the last quarter state that Scunthorpe achieved the 90% target, an addendum points out that the CHC disagrees with the figures and that an investigation is being carried out.

South Lincolnshire CHC

The patient's journey to hospital: a survey of out-patients at Pilgrim Hospital pages: 6

2255 patients were booked to attend out-patients during one week in May 1996 and 1032 completed forms could be used for analysis. The report was designed to find out how, and how far, people travelled for their appointments.

Dudley CHC

The perceptions of patients about 'day case surgery' in the Dudley Group of Hospitals pages: 14

The joint study by Dudley CHC and the Dudley Group of Hospitals NHS Trust determined patients' perceptions of their experiences and the extent to which they would choose this type of surgery in the future.

West Cumbria CHC

What are the benefits of the day hospital service for older people in West Cumbria? pages: 60

This study aimed to identify the needs of patients and carers in relation to services at three local day hospitals and to identify the main benefits of the service from a consumer perspective. It concludes that users of the service reported improvements in physical and mental health and carers appreciated the break from looking after often very dependent relatives

LONDON

Greater London Association of CHCs (GLACHC)

The bleak mid-winter: Results of a survey of CHCs' views of the crisis facing London's Health Services. pages: 9

The survey was conducted at a time when the majority of CHCs had been in discussion with health authorities about draft 1997/98 purchasing intentions documents. All CHCs expressed deep concern about the future of health services in their districts, and the detrimental effects of further restrictions, forced 'efficiency' savings and cuts to services on local people. In some areas, CHCs feared health services would be reduced to emergency care only, that some services would be withdrawn altogether and others restricted. The majority of CHCs said health authorities were engaging them in discussions, and 'consulting' the community via 1997/98 Purchasing Intentions plans, but the majority felt much more was needed to ensure people were informed of what was happening, and that further opportunities should be created for users' views to be heard.

MATERNITY CARE

Hillingdon CHC

'Changing childbirth': the Hillingdon experience. A survey of Hillingdon's maternity services pages: 26

This survey aimed to find out if choices were being offered to women, whether women knew that they had to be given such choices and how women rated local maternity services. Midwives gave women a questionnaire at their first contact after the baby's birth. Of 490 questionnaires distributed, 109 were returned (response rate 22%).

Southend District CHC

Changing childbirth survey

pages: 6

The survey gives a snapshot of how 139 women felt about the service they received. It also gives an indication of the changes they would like to see. Women want to continue to be involved in the planning of their ante-natal care and their delivery. Women want continuity of care ideally from a named midwife who would be responsible for their ante-natal care, their delivery and their post-natal period.

West Cumbria CHC

East Cumbria CHC

Changing childbirth: Are maternity services in north Cumbria meeting the 10 indicators of success? Do changes in maternity service provision reflected by the 10 indicators represent the wishes of north Cumbrian women?

pages: 70

This study sought the views of women through a postal questionnaire. It concludes that improvement is needed to achieve certain indicators and that some indicators require more specific guidance on their interpretation.

South Cumbria CHC

Information and choices in maternity care

pages: 30

The survey found most patients were offered only one choice for delivery but nearly all were satisfied with their decision relating to antenatal care.

North Derbyshire CHC

Making an informed choice about where to have your baby: Report of a survey of maternity users in the North Derbyshire High Peak

pages: 14

In this survey, 135 service users were asked about the information they received and the choices they made as to where to deliver their baby. A great majority knew that could choose where to have their baby, but no-one was informed about all the options which were, in theory, open to them. Only half the respondents knew they could change their mind about where to have their baby.

West Berkshire CHC

Survey of hospital patient opinions at the Maternity Unit, Royal Berkshire and Battle Hospitals NHS Trust. pages: 18

Questionnaires were sent to 238 people and there was a 60 per cent response rate. It was found that patients need more detailed advice about ward rules and procedures. Patients are disturbed by too many visitors, and visitors out of visiting times, and by staff talking too loudly. Patients too often have to ask doctors and midwives for information about their treatment.

Oxfordshire CHC

Women's perceptions of maternity services in Oxfordshire pages: 66

The aim of this study was to explore the experience of women who may feel discriminated against because of their social or emotional needs and women who lack social contacts to help them with their pregnancy, arrangements for the birth and baby care. Small focus group discussions were held with 73 women: teenage mothers; single mothers; women with four or more children; women from minority ethnic groups; women with a "travelling" background; homeless women and women in sheltered housing schemes. Two "control" groups were made up of more articulate mothers to provide comparative information.

MENTAL HEALTH

East Birmingham CHC

Acute mental health services for east Birmingham residents 1995/96. Quality project number 4: follow-up study pages: 50

Monitoring of the ongoing changes to mental health services through a series of visits, interviews and focus groups

West Cumbria CHC

Acute mental health services: What are the patients' views of their service pages: 70

A report based on face to face interviews with 10 people who have used the services provided by a local acute psychiatric ward.

Bury CHC

Rochdale CHC

Asking people about mental health services: Views on Bury & Rochdale Health Authorities' strategy for people with severe mental illness pages: 10

Bury and Rochdale CHCs had held a forum in June 1995 which had informed the strategy for people with severe mental illness developed by the Bury and Rochdale Health Authorities. This report is of a second forum held in February 1996. Participants took part in one of six group discussions at which they had an opportunity to comment on the strategy and to discuss how the broad proposals it contained could be translated into effective services.

Gloucestershire CHC

Child and family services (mental health) pages: 11

This report discusses the differences in the services available to children and adolescents with mental health problems in East and West Gloucestershire. It is hoped that the appointment of a new consultant in West Gloucestershire will narrow the gap between the two parts of the county. In the meantime the CHC has asked the health authority to investigate why the waiting list is longer in West Gloucestershire and has called for equal access to services irrespective of where service users live.

Gloucestershire CHC

Eating disorders pages: 19

For this project, Gloucestershire CHC gathered information and views from the Eating Disorders Association, published literature, health managers in Gloucestershire and people with eating disorders. The CHC estimates that there are at least 300 people with eating disorders in the county. The report highlights the need for earlier diagnosis, increased provision and clear information for both professionals and the public about where to get help.

Brent CHC

Independent mental health advocacy project: final report pages: 41

Brent CHC was involved in putting a proposal to the Brent and Harrow Health Authority for funding for research leading to the establishment of an independent mental health advocacy service in Brent. This is the research report. After an initial open meeting, discussions were held with five individual service users and 11 user groups (covering around 100 service users in all); three commissioning bodies; four statutory providers; 17 voluntary sector providers and five advocacy schemes.

Torbay & District CHC

Mental health services in Devon. 'A new way forward ...?' pages: 9

This report incorporates a consideration of what service users in South Devon need from the mental health services, a review of mental health services in Somerset and a paper study of mental health care provision in the rest of Devon and Cornwall. It takes up a number of Blom-Cooper recommendations, in particular that 'the mental health service should be separated from general hospital and community health services to form a separate trust'.

Oxfordshire CHC

Mental health survey of patients in the community pages: 18

The aim of the survey was to look at the pattern of contact and experiences people have with mental health services while living in the community. The forms were distributed through health care professionals, voluntary sector agencies and a GP practice. 95 completed forms were returned.

Northern Health and Social Services Council

The signs carers see: Qualitative study into the experiences of carers of people with dementia pages: 13

Discussions were held with three groups of people who have cared for or are caring for someone with dementia. Participants were encouraged to discuss freely what was important to them when coping with someone with dementia and broad areas identified from the literature were also explored. The discussions were taped and transcribed verbatim, and the transcripts were then analysed. This report presents the main findings under the headings: Who cares; Diagnoses and accessing services; Information - the 'link'. Physical demands; Emotional demands; and The future. It concludes with a list of recommendations.

East Birmingham CHC

Together we are! Poems for World Mental Health Day by children in East Birmingham pages: 48

Schools in East Birmingham were invited to submit paintings or poems on the theme 'Together we are!' for a competition. The CHC has assembled a selection of the poems and paintings in which all the children managed to capture the importance of friendship and talking about how we feel.

PARAMEDICAL SERVICES

Torbay & District CHC

A Report of the Stroke Rehabilitation Working Group pages: 10

The Working Group visited establishments involved in stroke rehabilitation and organised a questionnaire survey. 55 responses were considered. Recommendations include a district-wide stroke policy and stroke register.

North Durham CHC

A report on a survey of chiropody patients transferred from Tanfield Lea Community Centre to Stanley Health Centre pages: 11

Following the transfer of the chiropody service, the CHC conducted a satisfaction survey of patients transferred for treatment at Stanley Health Centre and those now receiving domiciliary visits. There were 137 responses (49% response rate). 8.4% of the total sample said that they were no longer receiving treatment because they had difficulty in travelling to the health centre. However, the vast majority of those receiving treatment thought that the Stanley Health Centre was as good as or better than the Tanfield Lea Community Centre. Only 8 people were identified as receiving home visits, of whom 5 responded

Scunthorpe CHC

Chiropody survey pages: 30

This survey was prompted by concerns raised by members of the public about some aspects of the chiropody service. A questionnaire was filled in during face-to-face interviews of service users at clinics (73 responses from 75 people approached). Patients regard the service very highly, but there were complaints about the length of time between appointments. The service is mainly used by people aged over 65. It is available and free to other groups, such as pregnant women, but it seems that these groups are not aware of the fact. The CHC intends to follow up the survey with an awareness-raising exercise aimed at those who may be entitled to use the service, but currently do not.

Bath & District CHC

Speech Therapy Report

pages: 13

The joint (Avon & Somerset and Wiltshire standing groups) report looks into the provision of speech therapy services in the area covered by the Health Commission for Wiltshire & Bath.

Oxfordshire CHC

Survey of users' views of podiatry services

pages: 23

After Oxfordshire CHC carried out a survey of views on podiatry services in 1994 the health authority and the Oxfordshire Community Health Trust took various steps to improve the service. This report is on a follow-up survey. Four different questionnaires were used for: people receiving regular treatment (245 responses, response rate not known); new patients (153 responses, 56% response rate); discharged patients (59 responses, 56% response rate); general views of voluntary organisations and homes (4 responses). The CHC notes that progress has been made since 1994, particularly in the area of information and waiting for a first appointment. There was still concern about the frequency of appointments and the discharge of some people who still felt in need of treatment.

PATIENT PARTICIPATION

Bristol & District CHC

Consulting diabetic service users in South Bristol. A report from Bristol & District CHC's Listening to Voices Project

pages: 29

All diabetics at five South Bristol GP practices were invited to comment on NHS services for diabetics. The report includes brief notes on 125 responses to a questionnaire, notes from each of eight local meetings (80 participants) and CHC recommendations.

Bristol & District CHC

Consulting hard to reach diabetics in Bristol inner city. A report from Bristol and District CHC's Listening to Local Voices Project. pages: 10

The CHC's Local Voices Project has been working with "hard to reach" diabetic patients in the Bristol inner city locality. This work tells us something about providing services for diabetics and somewhat more about ways of reaching "hard to reach" patients generally: Providing flexible, out of hours clinics/appointments may enable more patients to have regular contact with the Primary Health Care Team; Targeting "hard to reach" patients - the process of selecting patients provides a good opportunity for the Primary Health Care Team to focus on the needs of particular patients; Making the most of reminder letters - individually addressed and signed letters help to value the patient; Working with others to reach isolated patients - local statutory and voluntary agencies may have links with isolated patients.

Croydon CHC

Local involvement in health planning: a report on a Community Involvement Project pages: 33

In this project the consultancy team was given a brief: to carry out research on community involvement in health planning in two areas within Croydon; to identify existing levels and methods of involvement; to initiate work on developing community involvement; and to facilitate the sharing of the issues raised with health planners, purchasers and providers. This report describes what has been achieved so that the CHC, the health authority and providers can take forward their own work on involving patients, carers and the local community.

Mid Essex CHC

Notes of the third round of cluster group meetings pages: 15

Each "cluster group" consists of a diverse group of people who have contact with the public on matters concerning the NHS and community care. Reports of their discussions are made to the CHC and health authorities. The third round consisted of eight meetings at which a wide range of issues were raised.

PATIENTS' RIGHTS

North Staffordshire CHC

Access to health care: Staffordshire Moorlands District pages: 13

This reports the findings of a survey in which 1540 questionnaires were returned from 13 parishes. The findings are presented by topic and by locality.

South Durham & Weardale CHC

Advocacy at Winterton pages: 20

This report provides an update on the work of the Advocacy Scheme at Winterton Hospital in the year to April 1996. The scheme is funded only until March 1997 when the hospital is due to close. Since the need for advocacy will continue beyond this time, the report looks to the continuance of the advocacy scheme and asks readers to submit comments for inclusion for a funding bid

Bromley CHC

Mixed sex wards in Bromley: The patient's perspective pages: 12

155 patients were surveyed. Of the 49 patients on a mixed ward, 21 would have preferred a different arrangement, but only one had requested an alternative.

Salford CHC

Mixing it: a survey of urology patients about mixed-sex wards and staffing at Hope Hospital, Salford pages: 7

Interviews were held with 12 patients on two wards. Most patients said that the sex of the nurse was not important, though three patients strongly preferred same-sex nursing. There were many more objections to mixed-sex wards. Only three patients thought that male and female bays separated by curtains were acceptable. Seven thought that single-sex sub-wards which were physically separated would be acceptable, but a number of respondents did not believe that privacy would be maintained in practice.

Hull CHC

Named nurse survey pages: 20

The aims were to establish that carers and patients know who the named nurse is and what he/she does; and to identify gaps in knowledge and recommend improvements. CHC members visited two medical elderly wards and questionnaires were devised for patients and carers. The survey found a notable difference between the wards in the percentage of patients who knew who their named nurse was; and badges not clear or easy to read.

Milton Keynes CHC

Patient's Charter: non-medical standards study, part one pages: 20

This report describes the first part of a three-stage project to monitor the non-statistical standards in the Patient's Charter. Pairs of CHC members visited the Milton Keynes General Hospital and filled in a checklist of questions.

Doncaster CHC

Privacy, dignity and respect: The results of a survey of four outpatient clinics at Doncaster Royal Infirmary pages: 23

This survey concerned privacy, dignity and respect accorded to patients at the gynaecology, general surgery, trauma and orthopaedic outpatient departments at the Doncaster Royal Infirmary. Questionnaires were returned by 175 patients (53% response rate).

North East Wales CHC

Report on mixed sex wards pages: 10

The report outlines the CHC's concerns about mixed sex wards based on contact with patients and providers.

PHARMACEUTICAL SERVICES

East Birmingham CHC

Guide to chemists pages: 60

The Guide shows the services and facilities offered by the chemists in the East Birmingham area. Access details are included.

PRIMARY CARE

North Durham CHC

A Report on a Survey into a Proposal to Open an 'Out of Hours' Centre at Maiden Law Hospital for Patients of Drs P and B Milne, Dr J E Anderson and Dr S Nagi pages: 22

A questionnaire was distributed to 810 patients registered with the three practices and 308 were completed and returned, giving a response rate of 38 per cent. The majority of respondents were highly satisfied with the out of hours service. Opinion was divided about the out of hours centre.

Dewsbury District CHC

A report on a survey into GPs' proposals to open an out-of-hours centre within Dewsbury district. pages: 16

Some questionnaires were distributed through shopkeepers, and others were used in direct questioning of the public. Of those responding, 60 per cent favoured proposals to open an out-of-hours centre.

Brighton CHC

A review of GP practice leaflets in Brighton, Hove and Lewes pages: 12

The CHC analysed 54 practice leaflets (since very few GPs responded to the request to send leaflets, they were collected by visiting surgery premises). The leaflets are analysed under six headings: physical properties; basic information about the practice; general information about the wider world; detailed information about the practice; seeing things from the patient's perspective; and the "sub-text" - i.e. what messages were coming through. A nice example is that nearly a third of the leaflets use a capital D for the word "doctor", but none do for the word "patient".

Wolverhampton CHC

Citizens Panel pages: 140

This is a collection of Citizens Panel reports: care of elderly people (10 pages); views on health and wellbeing (44 pages); car parking (9 pages); care of elderly people (10 pages); family doctor services (4 pages); family doctors (7 pages); travelling to the doctor's surgery (2 pages); appointments (3 pages); home visits (2 pages); other services from the family doctor (12 pages); knowledge of health services (8 pages); dentists (10 pages); pharmacy (17 pages)

Warrington CHC

General Practitioners Survey Comments (Health Watch Project) pages: 87

The GP survey was the eighth involving Warrington CHC's Health Watch Project. It was composed of four sections: fundholder/non-fundholder; what makes a good GP practice; hospital out-patient appointments; Recipe for Health project. This report brings together panel members' replies to qualitative questions.

Southern Health and Social Services Council

Perceptions and experiences of services provided by dentists in the Southern Board's area: executive summary pages: 47

This study involved four group discussions, a population survey covering 500 people (chosen to be representative of the population in the area) and a survey of 500 people who had visited their dentists in the past 18 months.

Salford CHC

Primary care: local views on its future in Salford. A report of a seminar held on Monday 25 November, 1996, at the Humphrey Booth Centre, Ladywell Hospital, Salford pages: 18

The seminar involved people from different groups and communities across Salford. Priorities for developing primary care were identified and the CHC recommends that patients, carers and local people be involved in all stages of planning and development.

Warrington CHC

Report of the Survey on General Practitioners (Health Watch Project) pages: 22

The GP survey was the eighth involving Warrington CHC's Health Watch Project. It was composed of four sections: fundholder/non-fundholder; what makes a good GP practice; hospital out-patient appointments; Recipe for Health project.

Wandsworth CHC

Survey of the dental health of primary school children in Wandsworth pages: 50

Wandsworth CHC has undertaken a survey of dental health among primary school children in its area. It found that although parents place a high premium on their children's dental health, they need more information on all aspects of the subject and especially information on diet and nutrition. The CHC was disappointed to find that non-dental health professionals in contact with young families (for example health visitors and doctors) do not seem to be advising parents on dental health and that they are not seen as a source of information on the issue.

Lancaster & Morecambe CHC

The Morecambe Primary Care Resource Centre Public Consultation, Summer 1996 pages: 34

During the summer of 1996 Morecambe & Lancaster CHC consulted local residents on a proposal for a Primary Care Resource Centre. It undertook a series of initiatives in order to ensure that as many local people as possible had the opportunities to express their views. This included a telephone hotline, public meetings, an open day and visits to local libraries, GP surgeries and the hospital outpatients department. A questionnaire was widely distributed. Over 75% of respondents wanted some kind of casualty service to be developed. This was closely followed by requests for extra outpatient clinics and increased diagnostic services. Mental health services were often mentioned and there was some support for facilities for community groups and advice agencies in the proposed centre.

PUBLIC HEALTH

Hillingdon CHC

'The right to breathe fresh air and open a window': A survey of people who live near Heathrow Airport on their views about their health pages: 24

A survey of 802 local residents living in 313 households (response rate 60.5%). Respondents were asked about breathing difficulties and problems caused by noise from the airport and the M4 motorway. For more details see CHC News, Issue 2, August 1996.

Northern Health and Social Services Council

Consumer survey on proposed fluoridation of water supplies pages: 10

This survey was prompted by an announcement that the health boards in Northern Ireland were considering whether to ask the Department of the Environment to adjust the level of fluoride in water supplies throughout Northern Ireland as part of a programme of improving dental health. They allowed three months for consultation. Among other things, respondents were asked for their views about having controlled levels of fluoride added to drinking water: 38.9% were strongly opposed, 10.5% moderately opposed, 26.5% neutral, 15% moderately in favour and 9.2% strongly in favour.

North Durham CHC

Sacrison development group: a report on a survey into the health and social needs of people in Sacrison pages: 29

The survey was undertaken by the CHC at the request of the Sacrison Development Group. Its aim was to identify concerns of the people in Sacrison to enable voluntary and statutory organisations to plan new services where possible and to develop or change existing services to meet the needs of the local population. The survey collected information regarding: domestic details; family health and health services; community activities; crime; public transport; children and young people's facilities; environmental issues; social and welfare services; information and advice services; training and education.

PURCHASING

Merton & Sutton CHC

An analysis of GP fundholder practice plans for 1996-97 pages: 8

The report analyses the practice plans of 11 GP fundholding practices in Merton & Sutton to see the extent to which they comply with guidance from the NHS Executive and how far the views of patients are sought. Although some practices have clearly put a good deal of effort into their practice plans and the plans can give an impression of a caring and well run practice, in other cases the information is limited.

Merton & Sutton CHC

An analysis of purchasing intentions of GP fundholders in Merton & Sutton pages: 6

The information in the 'purchasing intentions' documents of GP fundholding practices was evaluated against official guidance. The extent to which they followed the guidance was variable, and often limited. For more information see CHC News, Issue 2, August 1996.

North Devon CHC

Consultation exercise on the North and East Devon Health statement of purchasing intentions 1996/97 pages: 30

The CHC held a number of meetings in order to assist the CHC with its response to the North & East Devon Health's statement of purchasing intentions document.

Salford CHC

Developing positive CHC/GP fundholder relationships. A report of a seminar held on Thursday 10 October, 1996, at the Humphrey Booth Centre, Ladywell Hospital, Salford pages: 31

This seminar was held with local fundholding practices. The detailed report ends with recommendations relating to communication; sharing of information; purchasing and planning; quality standards and service monitoring; patient involvement and partnership; and equal opportunities and access.

Greater London Association of CHCs (GLACHC)

Extra Contractual Referrals: A survey of the policies and problems in London pages: 10

Questionnaires were sent to Directors of Public Health in all 16 London health authorities. Another questionnaire was sent to the 30 CHCs in London. Response rates were 56 per cent for health authorities and 70 per cent for CHCs. Policies and procedures were very variable across the city. The report includes CHC recommendations for improvement.

Bury CHC

Local health services: where now? Report of the views of the public pages: 16

This reports a consultation exercise involving six public meetings. The meetings had an open agenda, but participants were asked to express their views on seven key questions about the nature of the NHS.

TRANSPORT

South Durham & Weardale CHC

North Durham CHC

A report on a survey into patient satisfaction with the outpatient passenger transport service provided by Durham County Ambulance Service NHS Trust pages: 16

3000 questionnaires were sent to the homes of people who used out-patient transport or the ambulance service. 66 per cent were returned. Overall, patients were very satisfied with the Passenger Transport Service. They value and appreciate the availability of such a service and are full of praise for the caring, helpful and friendly nature of the ambulance staff. The main grievances lie with pick up times from home and long waiting times to be taken home after their treatment.

Blackburn Hyndburn & Ribble Valley CHC

Findings of a survey of users of patient transport services: a study undertaken on behalf of the Lancashire Ambulance Service NHS Trust pages: 22

A questionnaire was sent to patients using the Patient Transport Services within Blackburn, Hyndburn and Ribble Valley. 71.5 per cent of forms were returned. Overall satisfaction levels were very high. However, significant numbers of people were failing to reach hospital in time for their appointment. Several experienced quite long delays before their journey home.

Plymouth CHC

Patient transport services in the Plymouth area pages: 18

This report includes: (a) notes on meetings held with the local health purchaser, a hospital trust, a community trust and the local ambulance services trust and (b) findings from a patient questionnaire (130 responses, 41% response rate). Among the recommendations are that the interdependency of the transport and hospital/clinic routines should be addressed. Providers should also recognise that it is as important to get patients home 'on time' as it is for them to be brought in 'on time'.

West Dorset CHC

Survey of patients' views on hospital transport services pages: 30

A questionnaire was sent to patients who used hospital transport services to travel to or from the West Dorset General Hospitals NHS Trust hospitals. The majority of patients were very pleased with the service and courtesy that they received from the hospital car and passenger ambulance services. However, recommendations are made covering areas such as charging, booking and confirmation of collection time at the patient's home.

South West Surrey CHC

Was it worth the journey? Report on patients' experiences following their acceptance of an offer made ... to receive their treatment ... at an alternative hospital ... as part of a waiting list initiative

pages: 22

This report on an increasingly important topic points to issues which need to be sorted out when patients are transferred for treatment away from their local area. Focus group discussions with patients showed that, while they welcomed the opportunity to receive treatment rather than remain on a waiting list, there were significant problems with the current operation of the system. All patients felt that they would have been disadvantaged if they refused the offer to transfer - one said that s/he was told that if s/he refused s/he would go to the bottom of the waiting list. There were problems, in one case serious, with responsibility for follow-up and aftercare, both routine and in emergencies.

WOMEN

South Lincolnshire CHC

Survey of obstetric out-patient clinics at Grantham & District Hospital

pages: 11

The HA proposed to downgrade the obstetric services at Grantham & District Hospital to a midwifery-led service. A survey was undertaken at out-patients clinics during October-November 1996. 252 forms were completed. Contrary to the HA's assumption, most women would opt for a consultant-led maternity unit elsewhere.

Wakefield CHC

Women's experiences of hormone replacement therapy

pages: 20

This booklet was produced by a group of local women including CHC members and staff. It includes two articles - one on the pros and cons of HRT and one on alternatives to HRT - and extracts from letters received from women nationwide who want to share their experiences of HRT.