



Bibliography of CHC Publications

1997



Association of Community Health Councils
for England & Wales
30 Drayton Park
London N5 1PB
Tel: 0171 609 8405
Fax: 0171 700 1152

CHC Bibliography 1997

ACUTE SERVICES

**Southern Health and Social Services
Council**

Patients' perceptions and experiences of services provided by Daisy Hill Hospital

The survey finds that patients hold Daisy Hill in high esteem. 629 inpatients, outpatients, day patients and A&E cases were interviewed. The survey covered a wide range of areas including transportation, waiting times, information, privacy, the Patient's Charter, food and overall satisfaction. Room for improvement was identified in some areas including car parking, surgical gowns, information relating to referrals, follow-up and waiting times.

No of Pages: 78

ADVICE & INFORMATION

Warrington CHC

Information for Older People & Carers Survey

The primary purpose of the survey was to obtain the views of older people and carers on the provision of information relating to health and social services. The response rate of the survey was 29 per cent, with 43 questionnaires being completed and returned to the CHC office for analysis. 81 per cent indicated that there is not sufficient information available about rights and benefits. 70 per cent had encountered problems with access for disabled people.

No of Pages: 12

North Tyneside CHC

Tyneside directory of self-help and support groups

This is the third edition of a directory of self-help and support groups published by Health Action in conjunction with Gateshead Council on Disability, North Tyneside Voluntary Organisations Development Agency and the CHC.

No of Pages: 216

AFTERCARE

West Cumbria CHC

'Good discharge is everyone's business' A consumer perspective on discharge standards at West Cumberland Hospital

Questionnaires were sent to 404 people who were at least 60 years old and had been discharged from surgical and orthopaedic wards. There was a 50 per cent response rate. While patients are given verbal information, this is sometimes not backed up with written information. Patients were asked which subjects they would find useful to be included in a written leaflet to take home on discharge. Further explanation of their medical problem/symptoms was the most common answer.

No of Pages: 19

Leicestershire CHC

Evaluation of The Discharge Framework in Leicestershire's Acute Trusts

Leicestershire CHC's Secondary Care Working Party agreed to undertake a series of visits to three acute hospitals to ascertain the working of the Leicestershire Discharge Framework. The visits drew on the CHC's interest in the "patient experience", concerns about delayed discharge and bed blocking, and interest in the co-ordination of NHS and social services.

No of Pages: 16

Blackburn Hyndburn & Ribble Valley CHC

Findings of a Survey of the Discharge of Patients

The CHC was approached by East Lancashire Health Authority to examine arrangements for hospital discharge. This report summarises the findings of the first two phases of this study and gives a full account of phases three and four. These included surveys of community-based staff, carers, nursing and residential home staff and liaison nurses as well as interviews with representatives of the Lancashire Ambulance Service NHS Trust.

No of Pages: 48

East Dorset CHC

Review of Discharge from NHS Continuing Care

The purpose of the review was to look at the views of the relatives and carers of those patients discharged from hospital with a continuing care need, to feed back their comments and give an overview of local arrangements.

No of Pages: 31

Huntingdon CHC

Survey of Discharge Procedures for Acute Medical Patients at Hinchingbrooke Hospital during November, 1996

The aim of this survey was to establish whether or not there are failures or inadequacies in the discharge system and if these were identified to establish their cause. Questionnaires were sent to patients two weeks after discharge. 113 were completed and analysed. The results of the survey indicated a high level of satisfaction with discharge arrangements but there was scope for improvement. A number of recommendations were made including: the introduction of a definitive discharge procedure to be used at all times; all patients should be asked, before discharge, by a designated member of staff if they are worried about anything; and the production of internal guidelines to facilitate the giving of information to patients about their proposed treatment and patterns of recovery.

No of Pages: 16

BLOOD

Oxfordshire CHC

Review of Blood Transfusion Services and Products

This review of the feelings of the users of the Blood Service suggests that the reorganisation has led to marginal benefits around non-core services, some limited commercial discounting and access to certain services. However, these benefits are offset by the hidden costs of reorganisation: Trusts are carrying greater stocks of some products, are experiencing higher delivery costs and there is potential for greater wastage because of volumes of product stocked in the smaller units and poor quality control.

No of Pages: 11

CANCER

Bristol & District CHC

"Ending The Lottery?"

Bristol & District CHC established a Project Group in 1996 to investigate the way the Calman-Hine report is being implemented within the catchment area of the CHC. The experiences of the four local acute hospitals, together with views from the local hospice services, Cancer Intelligence Unit and the voluntary sector providers of support and information, have been examined. Views of Avon Health Authority and of primary care staff in the locality have also been noted. The report includes a checklist of quality standards for cancer services, from the patient's perspective.

No of Pages: 33

Dudley CHC

Breast Care Services in Dudley

This report describes local services in the national context, quoting the views and experiences of local women. The Working Group concludes that women can have confidence in the integrated service available at Russells Hall Hospital. But it is clear that more and better information should be made available before women arrive at the Rapid Access Breast Clinic.

No of Pages: 15

North Derbyshire CHC

Breast Screening and Older Women

Groups of older women were contacted and 74 women completed questionnaires. 73 per cent of the respondents who were aged 65 and over did not know that they could request breast screening. Barriers to taking up screening included a lack of information about older women's entitlement, about how to access the service, and about older women's increased risk of breast cancer.

No of Pages: 5

East Dorset CHC

Experiences of Cancer Services: Patients' and Carers' Perspectives in East Dorset

A key part of the Calman/Hine Report on Cancer Services (1995) is the expectation that the views of people living with cancer, as a patient, relative or carer, are taken into account alongside those of professionals when these services are developed. Locally the Health Authority is working with service providers to create the Dorset Cancer Centre. The Centre will provide a focal point for expert care in a range of cancers and support the provision of both acute and community services elsewhere in the county. In order to build on the strengths of the services in Dorset and to improve services provided, local cancer specialists were keen to obtain comment from individuals with experience of the service. The CHC used a modified semi - structured interview technique to obtain the views of patients and where appropriate, their carers. A total of 14 interviews were conducted. Interviewers were encouraged to highlight the issues that were important to them in relation to the diagnosis of cancer, including what went well and what could be improved in relation to local services.

No of Pages: 16

South Durham & Weardale CHC

Report of a survey undertaken in response to a consultation on: Cancer Services in South Durham

The survey was undertaken as part of the CHC's response to the public consultation on a proposal that patients receiving Cancer Unit services at Bishop Auckland General Hospital would be required to travel to South Cleveland Hospital for more specialist care rather than continuing to travel to Newcastle. A questionnaire was sent out to 286 members of South Durham & Weardale's Public Consultation Register. The CHC is concerned that the proposal would cause hardship for a large proportion of patients.

No of Pages: 30

Gloucestershire CHC

Survey of Patient Opinion At The Oncology Centre Cheltenham General Hospital

The CHC interviewed nearly 100 patients after being made aware of long delays experienced by some chemotherapy patients. The Oncology Centre operates no waiting list, believing that patients would rather spend time in the clinic instead of finding their treatment delayed by being placed on a waiting list. Accessing relevant details about treatment is a problematic area, particularly for those patients who had not attended the pre-chemotherapy unit. Always patients stressed the positive aspect of their care with the skills and attitude of staff being held in high regard. The CHC worked closely with the East Gloucestershire NHS Trust in preparing questions to ask patients during face-to-face interviews and also asked the Trust for comments on the draft report before publication.

No of Pages: 29

West Essex CHC

Users' Views of Cancer Services in West Essex

The CHC visited five out-patient clinics in local hospitals and talked to over 100 patients and carers in this piece of qualitative research. Areas to commend included the quality of care in the Breast Care Service and the provision of less intensive out-patient chemotherapy at St Margaret's Hospital. Areas of concern included the overall inadequacy of palliative care in West Essex and the arrangements for hospital transport to North Middlesex Hospital.

No of Pages: 9

CHCs

South and West Association of CHCs

A performance evaluation framework for Community Health Councils

Contents include: the role of the CHC; designing a performance management framework; key areas of work; applying the framework; performance management checklist.

No of Pages: 24

South Thames Regional Association of CHCs

A response to the review of South Thames Community Health Council organisation and staffing

The response reflects CHCs' "considerable concern at the poor quality of the South Thames review and the report which followed".

No of Pages: 10

ACHCEW

A stronger voice for patients in the new millennium. Response to the Insight report.

This Health News Briefing reproduces ACHCEW's response to the Insight report.

No of Pages: 35

North East Lincolnshire CHC

Annual review. The views of key stakeholders on North East Lincolnshire CHC

As part of the Annual Review process, the CHC decided to undertake a consultation exercise. Three different types of questionnaire were designed looking at (1) satisfaction with the CHC services and facilities, (2) public satisfaction with local health services, (3) assessing CHC activity from an organisational perspective. 125 questionnaires were sent out and 64 returned.

No of Pages: 39

ACHCEW

CHCs and the Future - 'Insight' or Blind Spot?

Health Perspective - February 1997

No of Pages: 4

ACHCEW

CHCs Making a Difference

This Health News Briefing draws on a survey of CHCs to demonstrate through a wealth of examples the difference they can make to the NHS and its patients.

No of Pages: 59

Greater London Association of CHCs (GLACHC)

Choices and opportunities for user involvement in the primary care-led NHS? Exploring relationships between CHCs and GPs in London

The report looks at the relationships between CHCs and GPs in London, particularly in relation to GPs' commissioning activities, and considers implications for the future role of CHCs in primary care. Almost half of London's CHCs had a significant relationship with some GPs through, for example, involvement in Total Purchasing Projects, Patient Participation Groups and Locality Commissioning Groups. Lessons are drawn to illustrate what seems to facilitate relationships between CHCs and GPs, which include the importance of carrying out specific and focused work, working on shared concerns and ensuring that GPs understand the wider role of the CHC.

No of Pages: 35

Doncaster CHC

Client Satisfaction Survey

Two questionnaires were designed and sent out, one to complainants and the second to agencies and professionals with whom the CHC had contact over the previous year. 88 questionnaires were sent to people who had used the CHC to make a complaint, and 77 per cent returned. 75 per cent of respondents felt that staff at the CHC were very helpful. 41 questionnaires were sent to other agencies and professionals, of which 34 were returned.

No of Pages: 16

South Thames Regional Association of CHCs

Guidelines on visiting

The guide is intended to be used in conjunction with guidance produced by individual CHCs and so gives a basic framework for visiting.

No of Pages: 19

East Dorset CHC

Making The Most of Monitoring

East and West Dorset CHCs organised a training day in May 1997 to identify the key quality issues that should be considered as part of the visiting process. Working with a leading quality management consultant and health professional, members used this event to develop an easy-to-use framework for evaluating individual services. This document sets out key points discussed on the day and a checklist of key points for members to consider on a visit.

No of Pages: 11

Waltham Forest District CHC

Profile of CHC members

The statistical survey includes breakdowns of the CHC members by age, gender, ethnicity, disability, qualifications/work experience and other commitments. The CHC members were also questioned on their attitudes eg. about complementary therapies, sources of NHS funding, prioritisation and unified purchasing.

No of Pages: 7

Dudley CHC

Raising The Profile of The CHC: A Project by the Community Services Working Group

The report by the CHC's Community Services Working Group considers options for raising the CHC's profile and makes a number of recommendations.

No of Pages: 7

Bromsgrove & Redditch CHC

Kidderminster and Worcester CHCs

The Counties Show 1997 Survey

Kidderminster & District, Worcester & District, and Bromsgrove & Redditch CHCs surveyed visitors to the Three Counties Show at Malvern to find out if they had heard of the CHC and what they did; what was their understanding of the purchaser/provider split; to highlight what were people's views and experiences of the NHS and to find out if they had any particular concerns. The CHCs established a project team to organise the event. Recommendations following the survey include: continuing to support the promotion of the CHCs through the Three Counties Show, to approach other agencies to participate in a joint stand and to target school parties with information about children's services.

No of Pages: 17

Somerset CHC

Visiting handbook for members

The guide provides a series of detailed checklists to be used on individual visits. It also provides information on local procedures, for example on writing and distribution of reports.

No of Pages: 62

Waltham Forest District CHC

Work with the public 1996/97

The report gives details of the CHC's information, advice and complaints work with the public during 1996/97.

No of Pages: 15

CHILDREN

Northern Health and Social Services Council

"Aspects of Caring": A qualitative and quantitative study on the needs and experiences of carers of children with a disability.

This report describes a study into the needs and experiences of parents caring for a child with a disability in the Northern Health and Social Services Council area (in Northern Ireland). The interviews and discussions were used to enhance the quality of data and to identify emerging concepts across different settings. A response rate of 64% was achieved by the survey, 65% in the Homefirst area and 63% in the Causeway area. The survey found the recurring problem of a lack of effective communication between professionals and carers. The Council recommended that the Trusts review the content and dissemination of their information.

No of Pages: 70

Kidderminster & District CHC

A Survey of Care.... Final Analysis

In August 1996 a new Paediatric Partnership commenced between the Kidderminster Health Care NHS Trust and Worcester Royal Infirmary NHS Trust. Children requiring medical in-patient care were subsequently referred to Ronkswood Hospital instead of Kidderminster General Hospital. 318 questionnaires were sent out and 118 responses received. One of the main problems identified by parents was locating Ronkswood Hospital. Also, concerns were highlighted regarding the provision of refreshments for parents, overnight sleeping arrangements, provision for single parents, hygiene, the attitude of staff, transport and parking at the hospital.

No of Pages: 47

Macclesfield CHC

Children in Hospital: Parents' Views of The Children's Ward at Macclesfield District General Hospital. Local Voices Heard Project 3

In the summer of 1996 Macclesfield CHC, in partnership with the East Cheshire NHS Trust, sought to obtain the views of parents of children recently admitted to the Children's Ward. Focus groups were used as a research tool and parents discussed their views of the quality of services provided and identified issues important to them and their children. The children ranged in ages from two weeks to 15 years. The groups raised a number of key issues centred around information provision, communication and staffing levels. The recommendations in the report reflect these key issues. It is acknowledged that since the period of time covered by these focus groups there have been some changes in the services provided by the Children's Ward.

No of Pages: 16

Wolverhampton CHC

Desperately seeking a label: Attitudes to and services for children with sensory integration problems. Focus group with children's occupational therapy - parents support group

Many positive comments were made about the Children's Occupational Therapy service and the care provided in the course of the focus group. Issues of concern included the isolation of some children and problems with getting difficulties recognised and in obtaining support and treatment.

No of Pages: 6

East Birmingham CHC

Health services in schools

During June-July 1994 a survey was sent out to the headteachers of all schools in East Birmingham asking about the health services accessed by the school and their opinions of them. Areas covered in the survey included key health issues, services received, community services, psychology/psychiatry services and hospital services. There was a very strong feeling from headteachers that at the very least the health services they received should be maintained and preferably improved.

No of Pages: 17

North West Herts CHC

Hospital Services for Children

The Ladybird Project was an attempt to discuss some real problems about the standard of clinical care and the difficulties in obtaining recognition from the Royal College of Paediatrics and Child Health for training posts for Senior House Officers and Specialist Registrars at Hemel Hempstead Hospital. The CHC decided to visit local Paediatric Units to find out how Ambulatory Care, Observation Units and Day Surgery worked in practice.

No of Pages: 29

East Birmingham CHC

Quality project 13: health services for children aged under 8 in East Birmingham

The report draws on interviews carried out at health centres, play groups and schools as well as postal questionnaires. In general parents were satisfied with the services and health visitors were popular. Problems surrounding the availability of information and the continuity of care were highlighted.

No of Pages: 70

Worthing District CHC

Respite Care for Children with Special Needs

20 local voluntary organisations were contacted of which 13 responded. Two focus group style meetings and a number of unstructured personal interviews were held, in total gathering first hand information from 15 patients. The findings highlight the high degree of care and support provided to children with special needs by their families. The families felt that the support that respite care provides was significantly lacking.

No of Pages: 8

East Birmingham CHC

Young people project. Young people and health workshops

A follow-up of an earlier study on mental health in schools. This study used drama as an information-gathering medium and included trust exercises, brainstorming, discussions and acting out situations, for example, anorexia/bulimia. Issues raised included information, waiting times, GPs, hospital care and other health professions.

No of Pages: 8

COMMUNITY CARE

North Durham CHC

An evaluation of the Derwentside Crossroads care attendant scheme 'The carers view'

Derwentside Crossroads approached the CHC to carry out an independent evaluation of their Care Attendant Scheme. This report assesses carers' satisfaction as the first stage of the evaluation. 11 of the 22 clients receiving respite were interviewed.

No of Pages: 16

East Birmingham CHC

Care Programme Approach: The Service User View

The CHC visited a selection of day centres in North and East Birmingham. The centre managers were asked about their involvement with the users' care programme. Service users were given a guided questionnaire to discover their level of awareness and involvement in CPA. Most users who had regular reviews were aware of why they had them and were generally satisfied. Only a small number had keyworkers. Most did not have a care plan.

No of Pages: 42

Southern Health and Social Services Council

Carers' Perceptions and Experiences of Palliative Care Services

This research project was commissioned jointly by the Southern Health and Social Services Board (SHSSB) and the Southern Health and Social Services Council in 1995. The aim of the study was to assess the nature and quality of care provided to people dying of cancer in the Southern Board's area (in Northern Ireland) through the perceptions and experiences of carers and relatives. Carers of people who died from cancer in the Southern Board's area during a four month period in 1994/95 were surveyed.

No of Pages: 58

Swansea CHC

Lives of Quiet Desperation: A Report of a Series of Consultations with Carers in the Swansea Area

In the spring of 1997, Swansea CHC commissioned a researcher from the Centre for Philosophy and Health Care, University of Wales, Swansea to carry out research into the views of informal carers. It was agreed early on that, in the time available, it would be possible to focus only on those caring for adults with mainly physical disabilities. Each discussion lasted between one and two hours and involved a total of 78 women and men of various ages. Group members were asked to talk about their experiences of caring and of using a range of health and social care services. Carers in all groups made a number of practical suggestions for improving things which suggests that health and social services should actively seek the advice of carers in planning how best to provide support.

No of Pages: 33

West Cumbria CHC

Mental Health Services in West Cumbria: A Qualitative Study of the Views of Users. Stage Two

This qualitative study sought the views of 25 former patients from the Acute Psychiatric Ward in West Cumbria Health Care (NHS) Trust, mainly to obtain the patient's perspective of the Care Programme Approach (CPA). Audits of records found that the essential components of the CPA were in place. Patients were not aware of their involvement in CPA. Seven said no-one co-ordinated their care when leaving hospital. Former patients suggested, among other things, more contact with staff while in hospital and more information and explanation regarding medication.

No of Pages: 34

Worthing District CHC

Respite Care Facilities for People with Palliative Care Needs

21 local voluntary organisations were contacted and 15 responded. The CHC set up a focus group meeting with individuals from the voluntary organisations. The level of service was found to be patchy and the quality of information provided by health care professionals to be of an inconsistent standard.

No of Pages: 7

Worthing District CHC

Respite Care for Children with Special Needs

20 local voluntary organisations were contacted of which 13 responded. Two focus group style meetings and a number of unstructured personal interviews were held, in total gathering first hand information from 15 patients. The findings highlight the high degree of care and support provided to children with special needs by their families. The families felt that the support that respite care provides was significantly lacking.

No of Pages: 8

Northern Health and Social Services Council

The Training Needs of Carers: Results of a Survey Undertaken in May 1997

During 1996 and 1997 the following organisations came together to look at the training needs of carers in the Homefirst Community Trust area: Homefirst Community Trust, University of Ulster, Northern Health and Social Services Board and Help the Aged. The issues covered in the survey included: an indication of how many carers would like the opportunity of training to support them in their caring role; the most convenient time and venue for training; areas in which more information is required; and problems encountered as a carer. 355 questionnaires (36%) were returned to the Council. The survey found that the majority of carers did not want the offer of training. On reflection it was thought that the questionnaire should not have used the word 'training'. Most carers felt that they needed information.

No of Pages: 14

COMMUNITY HEALTH SERVICES

North Tyneside CHC

Community Health Services for older people living in North Tyneside and Newcastle Upon Tyne: report from a survey of user views

93 people were interviewed about the accessibility of community health services, partly to determine whether there was any difference in the way people living in their own homes and those living in residential homes accessed services. The key findings related to: awareness of the importance of regular eye tests and dental check-ups; private chiropody; hearing aid batteries; bathing needs after hospital discharge; support needs following day surgery; information about community health services.

No of Pages: 19

Isle of Wight CHC

Health Clinic Survey

The aims of the project were to gauge users' views on the services and facilities provided at their clinic, including any specific problems encountered. Information was also gathered regarding where users were travelling from and which mode of transport they were using, so that the CHC would be well informed if closures or relocation of clinics came under review. Problems highlighted included delayed referral times for appointments for some services. Pushchair storage and access was also difficult at some clinics. It was also noted that many people were not accessing available information leaflets which the CHC felt was a missed opportunity for health promotion.

No of Pages: 23

COMPLAINTS

Bradford CHC

A Random Sample, Comparative study to determine the effect of the 1996 "Acting on Complaints" strategy with regard to Early and Local Resolution.

This research compared complaints management for the year immediately preceding the changes with complaints management in the year following the changed procedures. The main findings of the survey, based on CHC complainants, include: local resolution is compromised by the complainants feeling disempowered; early resolution is compromised by delays in acknowledgement and explanation at every stage and; there are problems with communications.

No of Pages: 60

Bassetlaw CHC

Are We Listening?

The CHC conducted a small survey over the summer to gain feedback from people the CHC had assisted through the NHS complaints procedure. A short postal questionnaire was sent to complainants and a 67 per cent response was achieved. Respondents said that the CHC provided a polite service. 90 per cent found the CHC to be accessible and 90 per cent would recommend the CHC to another person who wished to complain about the NHS. Some complainants felt their complaints are "covered up" by staff and the complaints procedure is still too bureaucratic.

No of Pages: 10

Doncaster CHC

Client Satisfaction Survey

Two questionnaires were designed and sent out, one to complainants and the second to agencies and professionals with whom the CHC had contact over the previous year. 88 questionnaires were sent to people who had used the CHC to make a complaint, and 77 per cent returned. 75 per cent of respondents felt that staff at the CHC were very helpful. 41 questionnaires were sent to other agencies and professionals, of which 34 were returned.

No of Pages: 16

Warrington CHC

Complaints Survey

This is the second complaints survey completed by the CHC to find out what people thought of the service received from the CHC. 43 questionnaires were sent out and 31 returned - a response rate of 72 per cent. A high proportion stated that the CHC dealt with their complaint promptly, they received clear information and the staff were very helpful and courteous.

No of Pages: 9

North East Lincolnshire CHC

Enquiry & Complaints Report April 1996 - March 1997

This publication gives an analysis of the enquiries received by the CHC between April 1996 and March 1997 and provides a report of the complaints handled by the CHC during the same period. The complaints report outlines the CHC's complaints service and details action taken by the CHC as a result of some of the complaints.

No of Pages: 30

Wandsworth CHC

NHS Complaints Advice Service

This self help pack describes how to go about making a complaint about unsatisfactory NHS treatment and care.

No of Pages: 13

South East Kent CHC

NHS complaints advice service: self help pack

The pack describes how to go about making a complaint about NHS treatment and care. Topics covered include complaining about hospital treatment; complaining about community services; complaining about GPs, dentists, pharmacists and opticians; asking for an independent review panel; unethical and unprofessional behaviour; and compensation.

No of Pages: 16

DEATH

Southwark CHC

A user's guide to the coroner's court

The guide describes in simple terms what a coroner does, what procedures are followed and the rights of people involved.

No of Pages: 26

Eastern Health and Social Services Council

Survey of Views of Service Users of Palliative Care Services in the Eastern Board Area

139 individuals were interviewed and information on palliative care provision was gathered from community and hospital units. The report concludes that information on care and treatments, involvement in decision making, support and reassurance, and adequate discharge arrangements were seen as essential to improving patients' experiences of palliative care.

No of Pages: 37

DISABILITY

Northern Health and Social Services Council

"Aspects of Caring": A qualitative and quantitative study on the needs and experiences of carers of children with a disability.

This report describes a study into the needs and experiences of parents caring for a child with a disability in the Northern Health and Social Services Council area (in Northern Ireland). The interviews and discussions were used to enhance the quality of data and to identify emerging concepts across different settings. A response rate of 64% was achieved by the survey, 65% in the Homefirst area and 63% in the Causeway area. The survey found the recurring problem of a lack of effective communication between professionals and carers. The Council recommended that the Trusts review the content and dissemination of their information.

No of Pages: 70

Wakefield CHC

Disability Action Day

In a day of action organised by Wakefield CHC, both able-bodied people and those with a physical disability travelled around four different city centre routes to discover problems accessing public buildings etc. The report highlights some good practices but also lists over 80 recommendations where improvements could be made.

No of Pages: 31

Portsmouth & SE Hants CHC

Report of the Project "Disabled people using Portsmouth Healthcare NHS Trust Premises"

This report is the summary of a major piece of work, carrying out a full study of one third of the Portsmouth Healthcare NHS Trust premises. Members spent a lot of time visiting and completing standard questionnaire forms on the visits. They were carefully analysed and subsequently written up into a report to the Trust. Although overall Members found that the Trust had tried to deal with problems, it identified a significant number of locations where access for those with physical disabilities - and particularly, sensory disabilities - could be improved.

No of Pages: 34

Oxfordshire CHC

Response to: 'The future shape of services for people with physical disabilities.'

The CHC was consulted about a new physical disability strategy drawn up by Oxfordshire County Council and Oxfordshire Health Authority. Various methods were used to collect public views, which the CHC collated. It produced a detailed report with recommendations from the public and from the CHC.

No of Pages: 29

Southport & Formby CHC

Sexual Health and People with Special Needs: A Sexual Health Needs Assessment of People with Special Needs in Sefton

Southport and Formby Community Health Council were commissioned by the Learning Disabilities Multidisciplinary Group for Sefton, to research the sexual health of people with special needs. Using individual interviews and focus groups this research was completed over a 6 month period. It includes views of parents, carers, health and social service professionals, educationalists and most importantly, the people with special needs themselves. The work, which is thought to be amongst the first of its kind nationally by the commissioning group, has been extremely well received. It is being used as a working document in Sefton. Its aim is to influence appropriate health service provision for this vulnerable group based on the recommendations in the report.

No of Pages: 35

Blackpool, Wyre & Fylde CHC

Survey of people with Learning Difficulties: Who Have been in Hospital

The research question was: "Are those with special needs who are admitted to hospital satisfied with their care in hospital?" A short questionnaire was devised to be completed by the person themselves or their carer. The sample was opportunistic and participants were attendees at centres known to members. A total of 220 questionnaires were distributed. 45 questionnaires were returned. Although the sample was small the results are useful and echo the concerns which prompted the CHC to carry out the survey. The main conclusion of the survey is that the majority of respondents are satisfied with their treatment. However, the survey also highlights some dissatisfaction.

No of Pages: 7

Bristol & District CHC

Who Cares? A review of resources for younger physically disabled people aged 16 -64 inclusive with particular regard to health service provision

Following a series of visits and discussions, the CHC's report revealed the wide gap that exists between users and statutory providers of care. The standard of care provided by Avon appears to lag behind some other Health Authorities.

No of Pages: 21

DRUG ABUSE

ACHCEW

Drug Issues

A Health News Briefing prepared for CHCs by 'apa - community drug & alcohol initiatives'.

No of Pages: 25

Preston CHC

Report of the methadone working group

The CHC set up a working group after being contacted by relatives of young men who had died after methadone misuse. The report concludes that prescribing of methadone is on the increase but there is health promotion material on the dangers of its misuse.

No of Pages: 14

ELDERLY

East Berkshire CHC

West Berkshire CHC

A guide to residential and nursing homes for elderly people in Berkshire 1996

This is the sixth edition of a detailed and informative directory and includes 'Advice and Guidance before Choosing a Home'. The directory gives details on the residential and nursing homes' charges, facilities and amenities, medical arrangements and respect for residents' rights. It also includes comments from CHC observers.

No of Pages: 64

North Tyneside CHC

Community Health Services for older people living in North Tyneside and Newcastle Upon Tyne: report from a survey of user views

93 people were interviewed about the accessibility of community health services, partly to determine whether there was any difference in the way people living in their own homes and those living in residential homes accessed services. The key findings related to: awareness of the importance of regular eye tests and dental check-ups; private chiropody; hearing aid batteries; bathing needs after hospital discharge; support needs following day surgery; information about community health services.

No of Pages: 19

South Buckinghamshire CHC

Directory of Residential and Nursing Homes in South Buckinghamshire

Each home in the Directory was visited by two members of the CHC. During these visits the members had the opportunity to discuss the facilities available with the owners or manager of each establishment.

No of Pages: 116

South Birmingham CHC

For Better or Worse

This follow up survey considers information from senior staff in private nursing and residential homes in South Birmingham concerning aspects of hospital care and community support experienced by their residents. As before, the survey allows participants to speak for themselves about first hand observations and provides an opportunity to evaluate how hospital services for older patients have changed between April 1995 and April 1997.

No of Pages: 42

Kensington, Chelsea & Westminster CHC

GP Services for Older People

The CHC interviewed GPs and older people at fifteen projects in the two boroughs. There is great satisfaction with a number of the services available. Recommendations relate to information provision, accessing GP services, community health care, the health/social services interface, interpreting services and isolated older people and dementia.

No of Pages: 10

Southwark CHC

Health and Social Care for the Elderly: The case for preventative and effective health and social care for all elderly people in Southwark

The report was originally produced as a response to 'A Framework for Healthcare of Elderly People' published by Lambeth, Southwark and Lewisham Health Authority in June 1997. It is concluded that elderly people have become victims of NHS 'demarcation', demonstrated by the lines drawn between health and social care, hospital and nursing home care, and the vague rules that govern continuing care in the local NHS. Rehabilitation services need to be developed for elderly people with rheumatic diseases and those who have suffered from stroke or heart disease. The Health Authority should concentrate its resources on preventable causes of severe disability.

No of Pages: 46

Scarborough & NE Yorkshire CHC

Health Needs: Perceptions from Older People

The report is based on in-depth interviews with 43 people aged 75 years or older registered at the Prospect Road surgery, covering: About the Person; Services from the Surgery; Managing Day to Day Living; the Voluntary and Private Sectors.

No of Pages: 25

Warrington CHC

Information for Older People & Carers Survey

The primary purpose of the survey was to obtain the views of older people and carers on the provision of information relating to health and social services. The response rate of the survey was 29 per cent, with 43 questionnaires being completed and returned to the CHC office for analysis. 81 per cent indicated that there is not sufficient information available about rights and benefits. 70 per cent had encountered problems with access for disabled people.

No of Pages: 12

Mid Downs CHC

Services for elderly people suffering from dementia and support services for their carers in the Mid Downs locality

CHC members gained information by conducting visits, personal interviews and focus groups, and from literature supplied by health, social services and voluntary organisations. The findings reveal a wide range of experience and satisfaction with the services but highlight the need for clear information to be provided from the first contact; for appropriate ongoing support for patient and carer; and for proper assessment. There is still confusion about the eligibility criteria for continuing care and a need for more easily understandable literature, clearly explaining the right of appeal.

No of Pages: 66

Blackpool, Wyre & Fylde CHC

Survey of people over 65 years of age living in Blackpool, Wyre and Fylde

The CHC carried out a large survey of the health and social needs of the residents over 65 years. Over half the respondents had long-term illness or disability. The rural areas showed wide support from informal carers, while Blackpool lacked this support. The health of the residents also showed a similar geographical pattern with urban areas showing poorer health. The rural areas showed a considerable amount of isolation, which could increase with time. All issues have implications for health and social services.

No of Pages: 17

Greenwich CHC

The voice of older people in Greenwich: their views on the Health Service

Five discussion groups were held with older people. 42 people took part from a variety of residential settings. Most of the discussions were unstructured but all participants were asked for their views on continuing care in hospital compared with continuing care in the community and also to come to a consensus on 'Three Wishes' for improvements in the NHS.

No of Pages: 36

Wandsworth CHC

Wandsworth Pensioners A-Z of Health

The booklet was produced by Wandsworth CHC with the assistance of Age Concern Wandsworth. Its aim was to give information on health services available to older people living in Wandsworth.

No of Pages: 52

ETHNIC MINORITIES

Croydon CHC

Health needs & experiences of refugees in Croydon

The research methodology included interviews with key individuals from both voluntary and statutory agencies in Croydon including six GPs; and focus group discussions (involving 42 people) and interviews with refugees. Special health needs, apart from those experienced by homeless people and people on low incomes, included the effects of female genital mutilation; early treatment for people affected by HIV; mental health and emotional distress; coronary heart disease and diabetes. Health-related issues include: inadequate interpreting and translation facilities; lack of awareness of and access to health care services; limited access to GP services; lack of awareness of the right to complain about ill-treatment.

No of Pages: 27

Wakefield CHC

Report of Ethnic Minority Women's Health Project

The research stages were: demographic profile of the ethnic minority community; service map of existing resources; semi-structured interviews with health professionals and ethnic minority women; focus group discussion. Conclusions related to the language barrier for some women, insufficient information and counselling, inadequate ethnic monitoring and the need to meet the cultural needs and respect the confidentiality of ethnic minority women.

No of Pages: 39

FAMILY PLANNING

Plymouth CHC

Torbay & District CHC

Family Planning Services in South & West Devon

Both CHCs undertook work in their districts to assess the provision of family planning services. The assessment involved face-to-face interviews with a selection of clients at family planning clinics, observations at the clinics against a common protocol and the distribution of a questionnaire to selected schools.

No of Pages: 21

HEALTH CARE

Blackpool, Wyre & Fylde CHC

Patients' Perceptions of Diabetic Services

Five focus groups were organised to ascertain the views of those who had diabetes. The main areas of concern for the participants were as follows: attitude to diabetes; being told of the diagnosis, where the treatment occurs, who organises the treatment, support groups and thoughts on the service provided. The overall impressions of the service received were favourable. All participants expressed satisfaction on being able to have a forum to discuss implications of their condition.

No of Pages: 4

Wandsworth CHC

Report of a Unison/Nursing Times Health Study Tour of Cuba

The report concludes that even allowing for the hardships and difficulties imposed by the blockade Cuba has an enviable health care structure. However, its achievements are limited by the deterioration of its buildings, fuel shortages, food rationing, lack of medicines and equipment.

No of Pages: 23

East Birmingham CHC

Report of Seminar On Health Care For People With Diabetes In East Birmingham

At the CHC's Annual Review Day in February 1997, it was agreed that the CHC should examine health services provided for people with diabetes in East Birmingham. In 1993 the Health Authority knew of 11,000 people with diabetes but in 1995 this had doubled to 22,000. Services were geared to cater for 11,000 people. It was thought to be likely that many more people in Birmingham had diabetes, but remained undiagnosed. The seminar highlighted the health professionals' views of what was working well and what was not working. It now remains for the CHC to find out from service users if they share the same perspective on service provision.

No of Pages: 32

HEALTH PROMOTION

Harrogate & District CHC

Eating Disorders Study Day Report

The subject of eating disorders has attracted a considerable amount of publicity in recent months and years, both in the local and national media. In January, in Harrogate and District, a public meeting on the subject of dieting attracted well over 120 women. A major need identified from the study day was that professional and voluntary sector staff need more training and awareness of eating disorders and the skills needed to deal with patients and their families with these problems.

No of Pages: 34

HOSPITAL CARE

North Durham CHC

A report on a survey of patient satisfaction with the Minor Injuries Unit at Shotley Bridge Hospital

The survey was undertaken to gauge patient satisfaction with the Minor Injuries Unit which operates between the hours of 8.00 am and 12 midnight, seven days a week and is run by two senior nursing staff. Prior to February 1996 the department operated as an Accident and Emergency department serving the Derwentside population. However, the department was downgraded to a Minor Injuries Unit. A postal questionnaire was sent to a sample of patients. 543 questionnaires were sent out and 194 were completed and returned, giving a response rate of 35%. 90.6% expressed satisfaction with the overall service. Satisfaction is high with waiting times, reception staff and standard of care given. Main area of dissatisfaction was with car parking.

No of Pages: 21

ACHCEW

'Did Not Attend' - Whose Fault Is It Anyway?

Health Perspective - June 1997

No of Pages: 4

South West Surrey CHC

24 Hours In The Life Of An Accident And Emergency Department

The report is a comparison of two 24-hour observation studies and a patient questionnaire conducted in the A&E Department at the Royal Surrey County Hospital in February and July 1997. There was a high level of satisfaction expressed by the patients interviewed with the helpful, courteous and efficient treatment received from the staff. There is a need to re-evaluate the current local access to the most appropriate emergency services. It is essential that the alterations planned allow the lack of privacy for patients to be addressed.

No of Pages: 8

Scarborough & NE Yorkshire CHC

A Patient's Journey

The purpose of this study was to improve understanding of the information needed by people undergoing day case eye surgery. This was done by questioning patients, using semi-structured questionnaires, about their views on the information that is provided at the moment. The survey found that the experiences of the patients interviewed emphasise that they require information on all aspects of their treatment. The main recommendation (of nine) is that an information booklet or leaflet should be produced for each category of treatment, with particular regard being paid to the content, design and layout of each piece of written information.

No of Pages: 44

Greater London Association of CHCs (GLACHC)

A second opinion: London's CHCs speak out. A report on accident and emergency services in London and issues contributing to the Winter crisis

This is the fourth in a series of reports from GLACHC which take a snapshot of issues and concerns for London's health services as seen by London's CHCs. While demand on A&E services rises inexorably, the number of beds available in London's hospitals is falling dramatically. People are regularly waiting unacceptably long periods of time on trolleys in A&E departments. 'Overnighters', people waiting overnight in casualty, are becoming a regular feature of London's health services. There is very little flexibility remaining in the system to cope with winter levels of demand, with hospitals running at near to 100% occupancy and elective surgery frequently cancelled. Vulnerable groups including older people and people with mental health problems continue to be particularly ill-served by A&E services. The report makes a series of recommendations to improve health services for Londoners.

No of Pages: 23

Doncaster CHC

A Study of Patients Who Did Not Attend Their Outpatient Appointments

The aim of the study was to determine the reason why approximately 10 per cent of clinic outpatient appointments are wasted because patients DNA. 45 people who had not attended the specific clinics in the study were visited as soon as possible after they had missed their appointment. 13% of the people contacted were not aware that they had an appointment.

No of Pages: 13

East Birmingham CHC

Acute hospital services for adults in North Birmingham

The results of a quality monitoring project to look at the needs and experiences of adults using acute hospital services. The study involved the use of postal questionnaires to ward managers, visits to hospitals to talk to staff and patients and to look around, feedback meetings with hospital managers and visits to patients' homes following discharge. The majority of patients had very positive general impressions of the care they received. Some changes have been implemented as a result of the survey.

No of Pages: 19

Southern Derbyshire CHC

Catering Survey: Derbyshire Royal Infirmary NHS Trust

The Community Health Council will be undertaking a series of Catering Surveys in Hospitals within Southern Derbyshire during 1997/1998. Members conducted one-to-one interviews with patients on four wards in the hospital. There were a total of 446 inpatients and 91 day cases at the Derbyshire Royal Infirmary NHS Trust on the 9th April 1997. Overall the participants in the survey were very satisfied with the catering arrangements.

No of Pages: 20

Northern Health and Social Services Council

Coleraine casualty watch

The results of two monitoring exercises each lasting 24 hours. Staff observed the running of the A&E department and distributed questionnaires to patients or people attending with patients as they were leaving the department. Only a small number of questionnaires were returned. Areas covered in the survey include: signposting, the triage system, waiting times, the environment, staff attitudes and facilities for children.

No of Pages: 8

East Berkshire CHC

West Berkshire CHC

Day Surgery: A Study of Community Resources Required to Support Day Surgery in Berkshire

The study was commissioned by Berkshire's CHCs with Berkshire Health Authority and highlighted the need for improved information systems within the medical profession and an increase in patient information surrounding day surgery. The study showed that patients and health professionals praise day surgery, seeing it as a fast and effective way of performing minor surgery, but comments do suggest that the amount of information given and when it is provided could be more consistent. The purpose of the study, which was conducted over a two year period, involving 1,327 patients, local GPs, Practice and District Nurses, Health Visitors, voluntary organisations, NHS Trusts and Social Services, was to assess the needs of patients on their return home following day surgery.

No of Pages: 174

Southern Derbyshire CHC

Derby City Hospital: Sign Posting Survey

The CHC was invited to assist Derby City Hospital's review of the effectiveness of their sign posting. New members were asked to undertake the work because it was felt that they would have a similar perspective to patients new to the hospital. The comments generated will help the hospital to redesign the sign posts and information systems into a more user-friendly form.

No of Pages: 12

ACHCEW

Dignity and Privacy in Hospital: The Issue of Mixed Sex Wards

Health Perspective - May 1997

No of Pages: 4

ACHCEW

Emergency admissions

Health Perspective - December 1997

No of Pages: 4

East Birmingham CHC

Follow up to Quality Project 5 - Visits to wards at Heartlands Hospital December 1996. Summary of Food Issues

Six sessions of visits were carried out. The CHC interviewed fifty patients. Some patients did not get food for long periods of time. Patients and staff felt that food became repetitive for those in hospital for a long time. Most patients received their chosen food.

No of Pages: 39

Harrogate & District CHC

Harrogate Health Care NHS Trust: Feeding & Catering Services Survey

During Spring and early Summer CHC members carried out visits to monitor meals from the kitchens to the wards. The majority of patients surveyed in the wards felt that the quality and provision of food was good. However, it must be noted that no matter how good a catering service is, it will never meet everyone's tastes and requirements. The realistic aim is to satisfy as many patients as possible within the limitation of the hospital environment. Members were generally impressed with the protocols and cleanliness of the kitchen and the work of its staff.

No of Pages: 46

Hull CHC

Hospital Appointments Survey

The survey was intended to establish patients' satisfaction with attendance at the hospital outpatient clinic and compare it with the Patient's Charter and East Riding Health Authority quality standards. CHC members distributed questionnaires to patients and assessed clinic environments with a checklist. Although most patients considered that they received a professional service, there were areas which could be improved, eg 23 per cent had their appointments rearranged.

No of Pages: 20

Northern Health and Social Services Council

Hospital food - A patient choice and satisfaction survey. Causeway Trust

A survey within Causeway Health and Social Services Trust to assess the level of patient satisfaction with hospital food. It was thought that the Council, because of its independence, would obtain objective results. Aspects covered by the survey included: choice, timing, special diets, availability of drinks and assistance with feeding.

No of Pages: 22

Northern Health and Social Services Council

Hospital food - A patient choice and satisfaction survey. United Hospitals Trust.

A survey within United Hospitals Trust to assess the level of patient satisfaction with hospital food. Monthly summaries of feedback cards from the Trust showed a recurrent theme of dissatisfaction, although previous studies had shown quite high levels of satisfaction. It was thought that the Council, because of its independence, would obtain more objective results. Aspects covered by the survey included: choice, timing, special diets, availability of drinks and assistance with feeding.

No of Pages: 17

ACHCEW

Hungry in hospital?

This Health News Briefing looks at why some patients do not eat and drink enough when they are in hospital, who should be responsible for ensuring that they do and finally makes recommendations to address this very disturbing problem.

No of Pages: 28

Macclesfield CHC

In For The Day: Knutsford Patients' Experiences Attending Day Case Surgery/Procedures

The 'Accountability Framework for GP Fundholding' requires GPs to seek their patients' views when planning and reviewing services provided. In the spring of 1997 Macclesfield CHC and Knutsford Health Care Group invited members of the local community to share their experiences of day case surgery and procedures and provide a unique 'snapshot' of their perceptions. Surgery and procedures were wide-ranging and included a number of hospitals covering a wide area. Focus groups were used as a research tool and patients discussed their views of the quality of services provided and identified issues important to them. The groups raised a number of key issues and centred around information, communication, transport and aftercare. The recommendations in the report reflect these key issues and offer an opportunity to consider change.

No of Pages: 17

ACHCEW

Mergers - The new cure-all?

Health Perspective - November 1997

No of Pages: 4

Croydon CHC

Mixed Sex wards - Privacy and Dignity for Croydon Patients

The results of this study are based on CHC spot-check visits, postal questionnaires of patients discharged from hospital, interviews with current patients and telephone interviews to ascertain brief information about the practice relating to mixed sex wards in neighbouring hospitals. The study found there to be few instances of mixed-sex inpatient wards or bays and where wards had to be mixed this was usually done sensitively. There were, however, some problems in day surgery and admissions wards.

No of Pages: 48

South Warwickshire CHC

Outpatient Survey

The major aim of the survey was to ascertain the individual views from a range of patients on the services received. There was no preconception of any issues but the survey focused on the following areas: waiting time for appointment; information received prior to appointment; environment where outpatient clinics were held; communication; arrangements for follow up; and general issues raised by patients. The objective of the survey was to identify both good and bad aspects of outpatient services. The information was obtained by using a questionnaire which had both set and open questions. 250 patients were seen at the three hospital out patient clinics. General satisfaction was very high amongst all those attending. The main areas for comment were car parking and sign posting at Warwick Hospital. Car parking at Ellen Badger Hospital was also highlighted as a difficulty.

No of Pages: 28

Wakefield CHC

Outpatient survey report: an assessment of the quality of outpatient services at Pinderfields Hospitals NHS Trust from the patients' perspective

This report details the results of a survey of 390 outpatients across 19 clinical specialties at Pinderfields Hospitals NHS Trust. The information was gathered using a structured questionnaire for face to face interviews with outpatients. Results included: 37 per cent of those who came by car had difficulty finding a parking space; 21 per cent of outpatients had their appointments rescheduled; 82 per cent found reception staff very helpful or helpful; the average overall service rating was "very good".

No of Pages: 37

Worthing District CHC

Patient Satisfaction Survey in the Diabetes Department at Worthing Hospital

125 questionnaires were issued and 50 returned. Staff were held in high regard. The relatively few negative comments nearly all related to the condition and facilities in the clinic and waiting areas.

No of Pages: 6

West Dorset CHC

Patient Satisfaction Survey on Day Surgery

1,000 questionnaires were sent to patients who attended for day surgery either in the day surgery unit or on the wards. 415 completed questionnaires were returned. The majority of patients felt that adequate notice of admission was given, admission information was clear and they were treated courteously and efficiently. There was no obvious difference in the level of satisfaction between patients treated on the ward or in the day surgery unit. The CHC had two meetings with the Trust to discuss the survey results and the Trust stated they would be drawing up an action plan based on the recommendations.

No of Pages: 30

Milton Keynes CHC

Patient's Charter: non-medical standards study (part two). Catering Survey

CHC members made randomly timed observations of the procedures at the various meal times, following food trolleys from the kitchen to the wards and seeking the comments of patients via a separate questionnaire. Over 60 per cent of patients were satisfied with the food. The recommendations made include further training for staff in the food regeneration process, the size of meals, clearer guidelines on reporting when patients are not eating, and closer monitoring of patients who have particular medical or dietary needs.

No of Pages: 34

Blackpool, Wyre & Fylde CHC

Patients' Experiences of Outpatients' Services at Blackpool Victoria Hospital

A structured questionnaire was given to 5000 people attending the Outpatients Department and there was a 24 per cent response. The satisfaction rate was pleasing as was the high rate of 97 per cent of patients generally satisfied with the help they received. There were however issues relating to waiting times for patients' first appointments and long periods spent waiting to be seen having arrived at the clinic.

No of Pages: 10

Hillingdon CHC

South West Herts

Patients' Views of a Minor Injuries Unit

A survey to find out patients' views following the change in status of the A&E department at Mount Vernon Hospital to a Minor Injuries Unit run by nurse practitioners. The survey consisted of face to face interviews with patients and nurse practitioners over a period of time. The survey found that there was a high level of patient satisfaction with the Unit and that the nurses interviewed were enthusiastic and positive about the Unit.

No of Pages: 15

East Birmingham CHC

Quality project 8: Daycase surgery and procedures

Following a series of visits to wards and units, around 800 questionnaires were given to wards and units to be handed to patients on discharge. There was a 16 per cent response rate. A focus group was also held. The report finds that most patients said they would like to have a similar procedure as day case patients in the future.

No of Pages: 11

Wigan & Leigh CHC

Report of a survey of the Outpatients Department at Leigh Infirmary in October and November 1997

The purpose of the survey was to find out from patients the standard of service provided at out-patient clinics at Leigh Infirmary. Issues included waiting times, general surroundings and the standard of care given by the medical staff. The aim of the survey was also to find if the standard of service met Patient's Charter standards.

No of Pages: 13

North Tyneside CHC

Report on Survey of Reasons for Attendance at the Accident & Emergency Department, North Tyneside General Hospital

This survey focused on the reasons why people came to hospital, and it was possible to interview patients and carers after they had been seen for the initial assessment (triage), but before they received treatment, in the Accident and Emergency Departments. Two hundred and forty one questionnaires were returned. There were very few refusals. This research attempted to ask the question of why do people choose to use the Accident and Emergency Department at North Tyneside General Hospital. The main findings indicate that for many people the Accident and Emergency Department appears to be the appropriate place to go for diagnosis and treatment. The majority of people apparently checked with another person what they should do. A number of users made contact with their GP surgery, either by telephone or by attending in person, and apparently a number of users telephoned the Department itself and were advised to come in.

No of Pages: 50

South West Surrey CHC

Report on two 24 hour monitoring sessions conducted by the Community Health Council in the Accident and Emergency department, Royal Surrey County Hospital on Saturday/Sunday 1st and 2nd February and Wednesday/Thursday 5th and 6th February, 1997

Patients attending A&E were asked to participate in a short survey. There was a high level of satisfaction expressed by the patients with the helpful, courteous and efficient treatment received from the staff. Recommendations included: further research into reasons for attendance; collaborative work on alternative transport methods; investigation into extending the volunteer service; and a review of discharge procedures.

No of Pages: 22

Oxfordshire CHC

Review of Oxfordshire Community Hospitals 1996/97

The major reason for the CHC to look again at community hospitals was to establish how far the changes and developments that have taken place over the last three years have met the recommendations of the CHC's 1992/93 Review. Members of the CHC working party revisited the hospitals using a checklist of questions to ensure data was comparable. The CHC was impressed by the progress but concerned about the failure to develop a detailed strategy and about the extreme financial pressures.

No of Pages: 10

Greater London Association of CHCs (GLACHC)

Sacrificing Dignity for Efficiency - Two Years On

This is a follow up to the GLACHC survey on mixed sex wards - "Sacrificing Dignity for Efficiency" - in 1995. This survey raises particular concerns about mental health facilities. There had been improvements in some areas, but conditions were unacceptable in others.

No of Pages: 10

North West Lincolnshire CHC

Signage and Access Survey

Scunthorpe and Goole Hospitals NHS Trust approached the CHC to undertake an independent audit of signposting in and around Scunthorpe General Hospital. The survey illustrates satisfaction with signposting encountered as well as highlighting some specific difficulties from a user perspective. Views were obtained on a wide range of aspects including terminology used and the use of maps and plans. When asked whether they were satisfied with signposting 84 per cent of respondents expressed overall satisfaction, however a third of all respondents also stated that they had found it necessary to ask for directions in order to find their way around.

No of Pages: 17

Huntingdon CHC

Survey of Discharge Procedures for Acute Medical Patients at Hinchbrook Hospital during November, 1996

The aim of this survey was to establish whether or not there are failures or inadequacies in the discharge system and if these were identified to establish their cause. Questionnaires were sent to patients two weeks after discharge. 113 were completed and analysed. The results of the survey indicated a high level of satisfaction with discharge arrangements but there was scope for improvement. A number of recommendations were made including: the introduction of a definitive discharge procedure to be used at all times; all patients should be asked, before discharge, by a designated member of staff if they are worried about anything; and the production of internal guidelines to facilitate the giving of information to patients about their proposed treatment and patterns of recovery.

No of Pages: 16

East Dorset CHC

Survey of local health services

2500 survey packs were distributed to all households within a specific post code in the Branksome area. The response rate was in excess of 33 per cent. The survey shows overwhelming support for all local NHS services and the value placed on GPs, hospital services and A&E services is particularly noteworthy. Issues of concern include the availability of NHS dentists, the high costs of prescription charges and eye tests and waiting times for an appointment to see a GP.

No of Pages: 23

Leeds CHC

Survey of Mixed Sex wards

96 patients took part in this survey of mixed sex wards. 47% of all patients interviewed preferred single sex accommodation, 46% did not. Before coming into hospital 36% of patients claimed to be unaware that there was single and mixed sex accommodation in hospitals. Of those patients not admitted in an emergency 70% said that they had not been told whether they would be cared for in mixed sex areas and 82% said that they had not been given the opportunity to express a preference for single sex accommodation.

No of Pages: 19

**Greater London Association of
CHCs (GLACHC)**

Taking The Strain?

This report on the capital's 25 Minor Injuries or Treatment Units reveals a confusing array of types of services, established in an ad-hoc and uncoordinated way, with differences in definition and understanding across different agencies. Three types of units are identified: those that replaced an A&E Department, those that were established to relieve pressure on A&Es and 'stand alone' units that were set up to serve a local population. The feedback from many users is positive but there is a need for clarity and good local publicity.

No of Pages: 41

Doncaster CHC

The patient's journey through the outpatients department of the Doncaster Royal Infirmary

This qualitative study was conducted by the CHC accompanying twelve patients through their journey in eight outpatient departments at the Doncaster Royal Infirmary over the course of four days.

No of Pages: 28

West Sussex CHCs

The Public's Experience of Day Surgery Services in West Sussex

This study assesses patient satisfaction with day surgery in four West Sussex day surgery units. The survey is based on 666 respondents. Aspects covered in the survey include: waiting lists; information prior to admission; general satisfaction with services; and aspects of aftercare and recovery.

No of Pages: 37

LONDON

**Greater London Association of
CHCs (GLACHC)**

Taking The Strain?

This report on the capital's 25 Minor Injuries or Treatment Units reveals a confusing array of types of services, established in an ad-hoc and uncoordinated way, with differences in definition and understanding across different agencies. Three types of units are identified: those that replaced an A&E Department, those that were established to relieve pressure on A&Es and 'stand alone' units that were set up to serve a local population. The feedback from many users is positive but there is a need for clarity and good local publicity.

No of Pages: 41

MATERNITY CARE

Southern Health and Social Services Council

Implementing choice. Women's perceptions of the acceptability of midwife-led care at Craigavon Area Hospital

A qualitative study, drawing on five group discussions. Overall, mothers reported that their experience of maternity services was satisfactory. Midwife-led care with consultant back-up was identified as the preferred option of mothers.

No of Pages: 41

Hillingdon CHC

Maternity Services in Hillingdon

In September 1996 Hillingdon's Total Purchasing Project (TPP) approached the Hillingdon Community Health Council to discuss obtaining patients' view on local maternity services in order to inform Hillingdon TPP's commissioning task. It was agreed that a series of three focus groups should be undertaken in each of Northwood and Harefield Health Centres. The focus groups proved to be a very productive medium for obtaining the views of Hillingdon TPP's patients. Those members attending were keen to participate and would welcome the opportunity for participation in the future. The CHC hope that the information obtained from the TPP focus groups will be used to improve the maternity services generally for all women in Hillingdon.

No of Pages: 12

South Buckinghamshire CHC

Maternity Services Questionnaire

The original purpose of this survey was to ascertain whether women would prefer an immediate post delivery questionnaire or whether it would be better to seek their views six weeks later. It became apparent that there was little evidence of the mothers' views being sought about the whole of the service so it was decided to extend the questionnaire to include questions which would provide a snapshot view of the ability of the service to deliver the care summarised by the 'Indicators for Success' issued by the Changing Childbirth Initiative. Mothers attending for the 6 - 8 week post natal check at 17 GP surgeries in the South Buckinghamshire NHS Trust area were handed a questionnaire and asked to fill it in and return it to the South Buckinghamshire Community Health Council Offices. Fifty-three (25.5%) questionnaires were completed. Although the response was too low to be considered as statistically sound the survey provided a good overview of the maternity services in the area and raised some interesting questions about current practice.

No of Pages: 21

Warrington CHC

Maternity Survey

Warrington Community Health Council in co-operation with Warrington Hospital NHS Trust undertook a survey. A list of questions were formulated, based on the 1993 Changing Childbirth Report and the Department of Health's Patient's Charter - Maternity Services. Four categories of investigation emerged: care, information, choice and information about the individual. The survey had a satisfactory response rate of 37 per cent. Generally, Warrington Hospital NHS Trust appears close to achieving the targets set out by the Department of Health's 1993 Changing Childbirth Report.

No of Pages: 58

Harrogate & District CHC

Maternity Survey Report. Harrogate Health Care NHS Trust

The CHC in association with Harrogate Health Care NHS Trust's Community Midwives distributed 300 questionnaires to mothers on the last community midwife visit (with a 35 per cent response rate). The purpose of the report is to: present current childbirth policy and trends; present patient views on services provided by the Trust; assess methods and birth interventions practised by the Trust; and evaluate existing services with a view to recommending improvements in the new Maternity Unit of the Strayside Wing of the District Hospital.

No of Pages: 44

South Cumbria CHC

Pregnancy: the information you need

This leaflet is full of information about the services available to people who are considering pregnancy. The production of the leaflet was based upon research by the CHC in 1996 which showed that a large number of women and their partners are not aware of what is available to them. The leaflet has been distributed to all local GPs, chemists, libraries, Trusts, midwives and health visitors.

No of Pages: 7

MENTAL HEALTH

East Dorset CHC

A review of mental health rehabilitation services

The report is a detailed description of facilities in the area which draws on the views of users of mental health services. Recommendations include the development of self-help and peer support facilities; action to combat negative stereotypes; and a wider range of practical skills training.

No of Pages: 37

Southampton & SW Hants CHC

An Inter-Community Health Council Report into Court Diversion Schemes in Wessex

Southampton and SW Hants CHC has been co-ordinating a project in a rather unusual area of work for CHCs. In an interesting report, the CHC presents information about court diversion schemes in the Wessex region. These schemes aim, where appropriate, to redirect people with a mental health problem or a learning disability who have come into contact with the criminal justice system towards appropriate health and social care services.

No of Pages: 13

East Birmingham CHC

Care Programme Approach: The Service User View

The CHC visited a selection of day centres in North and East Birmingham. The centre managers were asked about their involvement with the users' care programme. Service users were given a guided questionnaire to discover their level of awareness and involvement in CPA. Most users who had regular reviews were aware of why they had them and were generally satisfied. Only a small number had keyworkers. Most did not have a care plan.

No of Pages: 42

North Thames Regional Association of CHCs

Child & Adolescent Mental Health Services Monitoring Report

The mental health services monitoring group was set up by the North Thames Regional Group of CHCs in June 1996. A survey on adolescent psychiatry contracts showed that some districts had inadequate local facilities and a large number of ECRs were being funded. A second survey identified the progress made by local authorities and health authorities in developing Children's Services Plans. Tools for CHC monitoring were developed and tested.

No of Pages: 22

Sandwell CHC

Healthy Minds 97: A consultation project with young people on mental health

Healthy Minds 97 was a first step in giving young people with mental health problems a voice in relation to local services. One of the CHC's main aims in working with young people was to make the partnership a learning experience for everyone involved. Healthy Minds was funded by the Mental Health Foundation as part of a national initiative to develop innovative ways of consulting and involving young people in England and Scotland. The reports will contribute to a national enquiry into child and adolescent mental health. Six projects were involved. The Healthy Minds group uses art, drama and music to explore experiences of life, feelings, health, relationships, services and the support they need.

No of Pages: 20

Kidderminster & District CHC

Mental health resource directory 1996-1997-1998

This is the third edition of the Directory, first published five years earlier: "Feedback from workers in mental health and from people using the services suggests that it has been an invaluable guide."

No of Pages: 30

West Cumbria CHC

Mental Health Services in West Cumbria: A Qualitative Study of the Views of Users. Stage Two

This qualitative study sought the views of 25 former patients from the Acute Psychiatric Ward in West Cumbria Health Care (NHS) Trust, mainly to obtain the patient's perspective of the Care Programme Approach (CPA). Audits of records found that the essential components of the CPA were in place. Patients were not aware of their involvement in CPA. Seven said no-one co-ordinated their care when leaving hospital. Former patients suggested, among other things, more contact with staff while in hospital and more information and explanation regarding medication.

No of Pages: 34

South Warwickshire CHC

User Charter Survey South Warwickshire Mental Health Services NHS Trust Mental Health Units

The Community Health Council at the invitation of South Warwickshire Mental Health Services NHS Trust has undertaken a study on patient perception relating to the User Charter. The survey included hospital and community services. The sample of patients questioned was chosen at random. Overall the patients considered the services to be excellent, good, or satisfactory (92 per cent). The findings from the survey show that the aims of the Local User Charter are in the main complied with and the high level of care provided is commended.

No of Pages: 14

East Birmingham CHC

User views of mental health services

In an earlier study East Birmingham CHC looked at the mental health services provided to residents by visiting acute mental health inpatient facilities. This study used focus groups, at day facilities, to develop a broader picture of users' views. The findings of the study consider admission procedures, perceptions of acute units, treatment, discharge arrangements and support following discharge.

No of Pages: 8

Bury CHC

Yes - But is Anyone Listening?

During May and June the CHC travelled around Bury to meet mental health services users and their carers. The purpose of the meetings was to hear their views and to discuss how the CHC could best undertake a rolling programme of consultation. This report also contains a report of a public meeting held in June, as part of the consultation process.

No of Pages: 21

East Birmingham CHC

Young people project. Young people and health workshops

A follow-up of an earlier study on mental health in schools. This study used drama as an information-gathering medium and included trust exercises, brainstorming, discussions and acting out situations, for example, anorexia/bulimia. Issues raised included information, waiting times, GPs, hospital care and other health professions.

No of Pages: 8

NHS

ACHCEW

A right to know - How open and accountable is the NHS?

Health Perspective - October 1997

No of Pages: 4

Hastings & Rother CHC

A Survey on Services and Care for People with Diabetes Mellitus in Hastings and Rother

The survey draws on discussions with professionals and NHS personnel, a questionnaire to GPs, visits to centres and clinics, discussions with patients and relatives and discussions with representatives of local voluntary organisations. Recommendations relate to IT, signposting, information to opticians and other areas.

No of Pages: 10

Mid Essex CHC

Cluster Groups End of Year Report 1996/97

The CHC organises a series of cluster groups - members of the public who meet four times a year to discuss the health service, health issues that concern them or highlight areas of good practice. This publication includes end of year reports from the cluster groups and responses, to points raised by the groups, from the health authority, local Trusts and Essex Social Services.

No of Pages: 30

ACHCEW

Finding the Funds

This Health News Briefing reproduces ACHCEW's submission to the Government's Comprehensive Spending Review, drawing on the Health Perspectives on charges, rationing and hospital mergers.

No of Pages: 20

ACHCEW

Health - the General Election Debate

Health Perspective - March 1997

No of Pages: 4

Calderdale CHC

Local Fact File

Calderdale CHC has made several attempts at producing a local "factfile", and although there is a little work still to be done on it, its basic form and contents are now sorted out. It is a loose leaf booklet designed to fit into the ACHCEW Handbook for CHC Members, and it complements the information there. The CHC intends to update some portions about once or twice a year, and to put in additional pages in response to suggestions from members. It gives information on the CHC and local NHS services and includes various formal documents - along with a "jargon cracker".

No of Pages: 58

Milton Keynes CHC

Local Voices Project 2

The project is aimed to highlight views on local health and community care services from a cross-section of the Milton Keynes population who do not usually have the opportunity to discuss and comment on specific health and community care provision. The overall conclusions are that the general public are overwhelmingly concerned with hospital waiting lists, GP and hospital waiting times and the accessibility of GPs, medical staff and community services. Information was gathered by means of a questionnaire.

No of Pages: 49

ACHCEW

New Government - New NHS?

Health Perspective - September 1997

No of Pages: 4

ACHCEW

NHS Charges - Do They Matter?

Health Perspective - April 1997

No of Pages: 4

Salford CHC

Patient involvement in NHS planning

This report is a review of the processes of user involvement in NHS planning drawing on the experiences of Salford CHC and published literature. The report traces changes in lay participation over the last few years, describes the approaches adopted and discusses why they do, or do not work. The report draws attention to how consultation is affected by relationships between doctors, NHS managers and the public.

No of Pages: 56

Rochdale CHC

Response to Bury & Rochdale Health Authority consultation on hospital services in Rochdale

This response to Bury & Rochdale Health Authority's consultation on hospital services in Rochdale incorporates details of how the CHC consulted the public in order to formulate the response. The CHC had been critical of previous consultations so agreed that it wished to take advantage of any opportunity offered to influence purchasers' decision-making. Views were gathered at a series of workshops that generally lasted between one and two hours. The CHC has made a commitment to all the groups to feed back the reports of the workshops. Participants have agreed to meet with the CHC again at the next stage of the consultation. The CHC intends to organise further public meetings at the consultative stage to gather wider public views on the options.

No of Pages: 50

Lothian Health Council

Users' Guide To The NHS

The second edition of the guide gives information on: NHS history; PFI; the purchaser/provider split; health boards; NHS Trusts; GPs; dentists; community care; patients' rights and the Patient's Charter; charges; and Lothian Health Council.

No of Pages: 34

PAIN

Southern Health and Social Services Council

Carers' Perceptions and Experiences of Palliative Care Services

This research project was commissioned jointly by the Southern Health and Social Services Board (SHSSB) and the Southern Health and Social Services Council in 1995. The aim of the study was to assess the nature and quality of care provided to people dying of cancer in the Southern Board's area (in Northern Ireland) through the perceptions and experiences of carers and relatives. Carers of people who died from cancer in the Southern Board's area during a four month period in 1994/95 were surveyed.

No of Pages: 58

North West Anglia CHC

Palliative Care in West Norfolk and Wisbech: Report of Consultation by the Community Health Council to Obtain the Views of People (and their Carers) using the Service.

The CHC sought the views of people, and their carers, using the palliative care service. The agreed methods were to establish contact with people using the service through recognised community and voluntary support groups and to use focus group discussions. The report confirms the need for the development of a service for people living in West Norfolk and Wisbech. The service specification could be extended to cover the need for seamless services and improved communication and information.

No of Pages: 9

PARAMEDICAL SERVICES

Wolverhampton CHC

Desperately seeking a label: Attitudes to and services for children with sensory integration problems. Focus group with children's occupational therapy - parents support group

Many positive comments were made about the Children's Occupational Therapy service and the care provided in the course of the focus group. Issues of concern included the isolation of some children and problems with getting difficulties recognised and in obtaining support and treatment.

No of Pages: 6

PATIENT PARTICIPATION

Greater London Association of CHCs (GLACHC)

Choices and opportunities for user involvement in the primary care-led NHS? Exploring relationships between CHCs and GPs in London

The report looks at the relationships between CHCs and GPs in London, particularly in relation to GPs' commissioning activities, and considers implications for the future role of CHCs in primary care. Almost half of London's CHCs had a significant relationship with some GPs through, for example, involvement in Total Purchasing Projects, Patient Participation Groups and Locality Commissioning Groups. Lessons are drawn to illustrate what seems to facilitate relationships between CHCs and GPs, which include the importance of carrying out specific and focused work, working on shared concerns and ensuring that GPs understand the wider role of the CHC.

No of Pages: 35

Doncaster CHC

Evaluation of The Bentley Community Health Forum

The Bentley Health Forum was set up in 1995 following a locality survey by Doncaster CHC. The evaluation involved a literature search, a review of BHF minutes and semi-structured interviews with BHF attendees. It is concluded that the BHF provides a unique environment in which all voices can be heard and enables individuals to legitimise their feelings. The process of the forum has engendered greater understanding between providers and users of services and a number of tangible outcomes have been achieved in a relatively short space of time.

No of Pages: 30

Bristol & District CHC

Listening to and Learning From Patients: Diabetic Audit

The CHC's Listening to Local Voices Project has been working with the Avon Primary Care Audit Group to enable diabetic patients to participate in an audit to improve information, support and care to local diabetics. The report gives the concerns of patients, as well as examples from GP Practice Action Plans drawn up in response to patient views.

No of Pages: 4

Southport & Formby CHC

Local Voices In Health: A Partnership between Sefton Health and the People of Sefton

The main objective of the research, commissioned by Sefton Health Authority, was to audit Sefton Health's communication and consultation procedures against national guidelines; identify interesting practice elsewhere; and provide the basis for the development of a communications strategy. Recommendations for its implementation and evaluation are also included. A wide range of views were canvassed and the methodology included individual interviews, focus groups, national and local networks and CHC web site links. The Health Authority Board have agreed that the report should be accepted and all the recommendations taken to their senior management group for implementation.

No of Pages: 65

Salford CHC

Patient involvement in NHS planning

This report is a review of the processes of user involvement in NHS planning drawing on the experiences of Salford CHC and published literature. The report traces changes in lay participation over the last few years, describes the approaches adopted and discusses why they do, or do not work. The report draws attention to how consultation is affected by relationships between doctors, NHS managers and the public.

No of Pages: 56

Salford CHC

Patient Participation Project

This joint report by Salford CHC and the Community Health Trust provides details of how local people have been involved in contributing to service improvements, through a participation project. The report highlights how the project was planned, implemented and evaluated, and it provides details of how the resulting recommendations have been taken forward.

No of Pages: 40

Salford CHC

Patient Partnership: Learning Lessons

The report concerns the development of a Women's Unit at Hope Hospital, Salford, and the involvement of patients in planning and developing services. The process was often difficult for patients and staff.

No of Pages: 14

Rochdale CHC

Response to Bury & Rochdale Health Authority consultation on hospital services in Rochdale

This response to Bury & Rochdale Health Authority's consultation on hospital services in Rochdale incorporates details of how the CHC consulted the public in order to formulate the response. The CHC had been critical of previous consultations so agreed that it wished to take advantage of any opportunity offered to influence purchasers' decision-making. Views were gathered at a series of workshops that generally lasted between one and two hours. The CHC has made a commitment to all the groups to feed back the reports of the workshops. Participants have agreed to meet with the CHC again at the next stage of the consultation. The CHC intends to organise further public meetings at the consultative stage to gather wider public views on the options.

No of Pages: 50

West Essex CHC

Working in partnership

Produced in partnership with North Essex Health Authority, this loose-leaf pack covers: methods of involving users; patient participation groups; setting up a patient group; keeping your group going; anticipating and overcoming difficulties; the CHC; other sources of information.

No of Pages: 14

Salford CHC

Working together. A guide and strategy for involving local people in planning health and social services for adults and their carers

In Salford a strategy has been developed with the aim of involving users, carers and local people in the planning and provision of services. A Joint Development Group is being set up to make sure that involvement happens and works. Over half its membership will be drawn from users, carers and local people - other members will come from various health and social care agencies, including the CHC. Working Together sets out the context of the strategy and guidelines for involvement. One of its main aims is to be a clear statement about what is involved in a true partnership in joint planning.

No of Pages: 44

PATIENTS' RIGHTS

ACHCEW

Dignity and Privacy in Hospital: The Issue of Mixed Sex Wards

Health Perspective - May 1997

No of Pages: 4

Croydon CHC

Your rights in your NHS: a summary

The booklet set out patients' rights in relation to GPs, dentists, optical services, pharmacists, hospital care, continuing NHS care, mental health, consent to treatment, information and complaints.

No of Pages: 34

PRIMARY CARE

Plymouth CHC

'Bridge the gap' A survey of dental services

The CHC carried out a very large survey of local dental services. Over 16,000 questionnaire cards were distributed and, although the response rate was only 24.5%, 3,953 cards were returned. The survey compared two local areas, Plymouth and Tavistock, and found considerable differences between the two. For example, people in Plymouth were more likely to be registered with an NHS dentist and to have had a choice of dentists when they registered. Of those people who had registered in the last 12 months, 78% reported difficulty in finding an NHS dentist. Fewer than half the respondents knew that they could be de-registered from a dentist if they did not visit the dentist for two years.

No of Pages: 22

Brighton, Hove and Lewes CHC

A report on GP Fundholder contracts in the Brighton, Hove and Lewes District

The CHC studied all the fundholders' contracts for 1996/7 which had been received at the health authority offices. This was a very small and possibly unrepresentative sample. Apart from the early possibility of shortening waiting times and the private - presumably quicker - diagnostic procedures which are used by a number of the GPs, there would seem to be little of continuing benefit to patients and much extra paperwork for GPs in this method of contracting for services.

No of Pages: 5

Brighton, Hove and Lewes CHC

A survey of users' views on dental services

The CHC has received considerable anecdotal evidence about difficulties people have experienced in finding NHS dentists. This document reports an exploratory pilot study involving a questionnaire circulated with the CHC's quarterly newsletter and local press coverage which led to requests from members of the public for the questionnaire. Respondents were therefore a self-selecting group. 142 completed forms were returned, a response rate of approximately 20 per cent. Areas covered included: registration and treatment as an NHS patient; information given to patients; emergency treatment; dentures; travel to the dentist; disabled access; and general satisfaction.

No of Pages: 10

Bristol & District CHC

Calling Out the Doctor

This is the second report from the CHC's Listening to Local Voices project on local views of GP out of hours services covering areas of high health care need. In both reports, the concerns of local people are similar covering, for example, access to the out of hours centre (in areas of low car ownership), the particular needs of potentially vulnerable users and the lack of quality standards for the out of hours services.

No of Pages: 8

Bristol & District CHC

Calling Out the Doctor: The views of local people on the GP out of hours service in Lawrence Weston in the North West of Bristol

Fifteen local groups (227 people in all) were involved in the consultation exercise. Everyone who used the service regarded it as an important and integral part of the NHS. The majority had good experiences of the service. Bad experiences related to the way in which the service was organised and delivered, rather than the personnel involved.

No of Pages: 12

Maidstone CHC

Community Pharmacy Survey: Results of survey conducted in Maidstone Locality (covering Maidstone and Malling) summer 1997

The survey was undertaken as a result of concern over a number of issues surrounding the pharmaceutical service. These included overspending of prescribing budgets, the underuse of pharmacists as part of the Primary Care Team and the enormous wastage of medicines each year. Views of 28 local pharmacists were obtained by personal interview on how to improve the situation and what measures would be needed to eliminate excess waste of drugs and money. The CHC analysed the results and these are reported based on the pharmacists contacted.

No of Pages: 7

**Blackburn Hyndburn & Ribble Valley
CHC**

Findings of a Survey of Ribblesdale Emergency Service (GP Out-of-Hours Service)

200 patients were sent a postal questionnaire and 64 per cent were returned. Over four times as many people said they preferred the current system when compared with the old one. The report recommends that a written protocol should be available for people answering telephone enquiries. Problems with transport should be given consideration.

No of Pages: 7

Newcastle CHC

North Tyneside CHC

GP out-of-hours cover in Newcastle and North Tyneside

The report presents the findings from two studies. The first study examined patients' views of a new GP out-of-hours scheme that was set up in Newcastle upon Tyne and the second study examined patients' views of a deputising service used by GP practices in North Tyneside. For both, there was an overall high level of satisfaction.

No of Pages: 23

Warrington CHC

GP Out-of-Hours Survey

The GP out of hours service in Warrington was opened at weekends in April 1996 and extended to weekdays in July 1996. 215 questionnaires were distributed and 85 (40 per cent) returned. High levels of satisfaction were recorded by respondents who received telephone advice or attended the out of hours centre. 80 per cent rated the service very good or excellent.

No of Pages: 32

**Kensington, Chelsea & Westminster
CHC**

GP Services for Older People

The CHC interviewed GPs and older people at fifteen projects in the two boroughs. There is great satisfaction with a number of the services available. Recommendations relate to information provision, accessing GP services, community health care, the health/social services interface, interpreting services and isolated older people and dementia.

No of Pages: 10

East Birmingham CHC

Guide to Chemists: Small Heath, Yardley and Hodge Hill Constituencies

This guide shows the services and facilities offered by the chemists in the East Birmingham area. East Birmingham consists of the constituencies of Yardley, Hodge Hill and Small Heath.

No of Pages: 70

Cheshire Central CHC

Healthwatch

A survey by Cheshire Central CHC shows what a high response rate can be achieved by using a healthwatch panel. Responses were received from 408 panel members (84% of questionnaires sent out). Three of the 36 questions concerned the uptake and use of prescribed medicines. Almost 13% of respondents said that they did not always complete a course of treatment.

No of Pages: 39

Cheshire Central CHC

Healthwatch: Dental Services Survey

A panel of 315 local people responded to a postal survey about dental treatment. The replies showed: a quarter of the panel are not registered with an NHS dentist; one in ten visit a dentist only in an emergency; in the past two years a quarter of the panel had been told by their dentist that they would no longer be offered NHS treatment; in the past ten years a quarter of the panel had needed emergency treatment; many people assume, incorrectly, that there is no need for regular dental care.

No of Pages: 30

North Derbyshire CHC

Monitoring NHS Dental Services

Residents of New Mills, the Derbyshire Dales and Chesterfield were contacted when the CHC took the slide show about the Community Health Council to local organisations. 87 respondents completed questionnaires about their knowledge and experience of NHS dental services. The findings highlighted information needs, the restricted choice now available to NHS patients, future implications for the emergency services, and identified some specific local problems - long waiting times for NHS treatment in New Mills, no disabled access in New Mills, particular problems of obtaining NHS care in the Dales. Over a quarter said they didn't know of the need to register for NHS dental care, and 69% said they didn't know of the system of automatic de-registration if they didn't visit the dentist for more than 15 months. Over a quarter said they were now receiving private dental care and the vast majority of those in receipt of private care said this was because they could not find a dentist providing NHS treatment. Most of those receiving private care lived in the Dales.

No of Pages: 6

Newcastle CHC

North Tyneside CHC

Newcastle Emergency Doctor Service (NEDS) : Patients' Views of a GP Out-of-Hours Scheme in the Inner and Outer West Locality of Newcastle Upon Tyne

Newcastle Emergency Doctor Service (NEDS) started in May 1996 with all 44 GPs participating. Patients who had contacted NEDS during the first six weeks were randomly selected and thirty patients agreed to be interviewed. There was an overall high level of satisfaction and some specific improvements were highlighted. However there were six patients (20 per cent) whose experience with the service highlighted problems which require attention.

No of Pages: 13

North East Warwickshire CHC

NEWDOC: is it working?

871 postal questionnaires were distributed and a 31 per cent response rate was achieved. Most users from the North Warwickshire and surrounding area who participated in the survey were pleased with the out-of-hours service. NEWDOC is praised for its speedy responses. Problems identified included: difficulties getting to and from the Primary Care Centre; staff taking insufficient account of these travel difficulties; reluctance of GPs to make a home visit; problems in finding a chemist open at night or at weekends.

No of Pages: 54

North Durham CHC

Patient Education Campaign

County Durham Health Authority were planning a campaign to educate patients about appropriate use of GP out of hours services and pharmacies. Information was collected from GPs and pharmacists on the nature of calls and their appropriateness. The CHC analysed the data and the results are reported, based on 3082 returns.

No of Pages: 13

Leicestershire CHC

Patient Satisfaction Survey of General Practice Out-of-Hours Service Provision: Leicester West Medical Co-operative

Questionnaires were sent to a stratified random sample of 1000 patients who had accessed the out-of-hours service. 22 per cent of questionnaires were completed. Most respondents were very positive about the new service and it was felt that the new ideology behind the service had been accepted. Recommendations included reducing the delays involved in home visits and recognising the difficulties experienced by people caring for dependants.

No of Pages: 10

Preston CHC

Patient satisfaction survey: Patient Primary Care Centre (GP out-of-hours service)

A questionnaire was sent to 200 patients who had used the service and 51.5 per cent were returned. Recommendations of the report include: review the publicity leaflet; investigate the viability of transporting patients to the Centre; ensure that everyone who receives advice/information over the telephone is advised to re-contact the Centre if they have any further concerns about their condition.

No of Pages: 37

Harrogate & District CHC

Patient Survey: Leeds Road GP Practice, Harrogate

The survey was a joint venture by the Leeds Road Practice and the CHC. A postal questionnaire was sent to a sample of 500 patients from the practice list (with a 54 response rate). The main findings relate to: the range of appointment times; confidentiality in talking to receptionists; getting an appointment with a doctor of the patient's choice; delays to appointments; the emergency doctors service; and problems telephoning the surgery.

No of Pages: 37

Bury CHC

Rochdale CHC

Report on the patient survey of the 'out of hours' service provided by the Bury & Rochdale Doctors on Call Service

The CHC used the Bury Times Group of Newspapers for this survey. The on-call service had an excellent record in its first year, with 83 per cent of respondents being very satisfied with the service provided. There was no indication in the survey of communications being a problem.

No of Pages: 4

East Dorset CHC

Survey of local health services

2500 survey packs were distributed to all households within a specific post code in the Branksome area. The response rate was in excess of 33 per cent. The survey shows overwhelming support for all local NHS services and the value placed on GPs, hospital services and A&E services is particularly noteworthy. Issues of concern include the availability of NHS dentists, the high costs of prescription charges and eye tests and waiting times for an appointment to see a GP.

No of Pages: 23

South Warwickshire CHC

The Castle Medical Centre: Final Report Patient Survey June 1997

South Warwickshire Community Health Council welcomed the invitation to be involved in a review of the services provided by the Castle Medical Centre. Work to obtain the views of patients was undertaken by representatives of the CHC. The patient survey was undertaken using a standard questionnaire. The content of the questionnaire had been agreed with the Partners and Managers of the Castle Medical Centre and a total of 500 questionnaires were distributed. 225 forms were completed. The CHC representatives were impressed by the services provided by all the staff of the centre. The report makes a number of recommendations based on the information gathered in the course of the survey. The recommendations focused on communication, professional services, the environment and the appointment system.

No of Pages: 26

South Durham & Weardale CHC

Urgent Care Centre

The opening of the out-of-hours Urgent Care Centre in Bishop Auckland was controversial and Spennymoor Town Council invited the CHC to survey patients' views. Questionnaires were sent to patients who had contacted the centre, to a random sample of Spennymoor residents and to every GP involved. Most respondents gave very positive opinions about the centre, although these were often accompanied with some concerns. A significant number of respondents stated that they did not know anything about the centre and requested information.

No of Pages: 42

Leicestershire CHC

Visits to GP Practices May - June 1997

Leicestershire CHC visited three practices to develop good working relationships with GPs, to challenge the preconception that CHCs are primarily involved with GP complaints, to inform the CHC of the day-to-day running of GP practices and to demonstrate the CHC's willingness to listen to GPs' concerns. Issues raised included a local Trust merger, the local acute services review, locality commissioning, equality of access, complaints/information systems and the GPs' business plans.

No of Pages: 14

PRIVATE HEALTH CARE

East Berkshire CHC

West Berkshire CHC

A guide to residential and nursing homes for elderly people in Berkshire 1996

This is the sixth edition of a detailed and informative directory and includes 'Advice and Guidance before Choosing a Home'. The directory gives details on the residential and nursing homes' charges, facilities and amenities, medical arrangements and respect for residents' rights. It also includes comments from CHC observers.

No of Pages: 64

South Buckinghamshire CHC

Directory of Residential and Nursing Homes in South Buckinghamshire

Each home in the Directory was visited by two members of the CHC. During these visits the members had the opportunity to discuss the facilities available with the owners or manager of each establishment.

No of Pages: 116

South Birmingham CHC

For Better or Worse

This follow up survey considers information from senior staff in private nursing and residential homes in South Birmingham concerning aspects of hospital care and community support experienced by their residents. As before, the survey allows participants to speak for themselves about first hand observations and provides an opportunity to evaluate how hospital services for older patients have changed between April 1995 and April 1997.

No of Pages: 42

PUBLIC HEALTH

South Warwickshire CHC

Future Health and Social Care for Alcester and District

This is a report of a conference hosted by Warwickshire Health Authority and Warwickshire County Council Social Services Department. In 1997 Warwickshire Care Services submitted plans to redevelop the Meadow View site so that a greater number of residents could receive care. A project group including representatives from the main commissioners was established to look at the plans. The project group asked the CHC to arrange a consultation day to establish the needs and identify what was important to representatives of the local community. The CHC invited over 200 local organisations to attend the consultation day, advertised the event in local newspapers, displayed handbills and spoke to local people. The aim of the developments will be to move the emphasis of health services from cure to prevention and to provide facilities which will help people to be involved in improving their own health, as well as providing much needed services to maintain health in the chronically ill.

No of Pages: 20

North Durham CHC

Langley Park health study group: a report on a survey into the health problems and concerns of people living in Langley Park

The report follows a survey of local residents which covered: smoking; drinking; exercise; asthma; chest complaints; eating habits; and knowledge and use of facilities.

No of Pages: 16

South Durham & Weardale CHC

Sedgefield Locality Community Health and Social Needs Survey July 1997

A questionnaire was designed by Sedgefield Locality Health Alliance, South Durham & Weardale CHC and Sedgefield Locality Local Advisory Groups and distributed to a random selection of 5000 Sedgefield locality residents with a response rate of 23.6 per cent. 48 per cent of respondents stated that they or a member of their family had a long term or recurring health problem. A significant number of carers need further support to continue caring. A large number of people would like their GP surgeries to provide a wider range of services.

No of Pages: 41

PURCHASING

Brighton, Hove and Lewes CHC

A report on GP Fundholder contracts in the Brighton, Hove and Lewes District

The CHC studied all the fundholders' contracts for 1996/7 which had been received at the health authority offices. This was a very small and possibly unrepresentative sample. Apart from the early possibility of shortening waiting times and the private - presumably quicker - diagnostic procedures which are used by a number of the GPs, there would seem to be little of continuing benefit to patients and much extra paperwork for GPs in this method of contracting for services.

No of Pages: 5

ACHCEW

Rationing NHS services

Health Perspective - July 1997

No of Pages: 4

South Thames Regional Association of CHCs

Report of a study of health authority commissioning intentions 1996/97 from across the Region

This study involved 10 health authorities and 18 CHCs of the South Thames Region. It compared the consultation documents, the manner and level of public consultation, and the involvement of CHCs in the purchasing round 1995/96. In the process it also highlighted the 'restriction' of services. There were restrictions on half of the services chosen for scrutiny and those least likely to be restricted were those whose clinical effectiveness is open to debate. Half the HAs do not consult satisfactorily. Consultation relies heavily on the documents, without discussion to facilitate understanding.

No of Pages: 42

Mid Downs CHC

Results of Healthwatch Survey Conducted in May 1997... Feeding back public opinion regarding key issues affecting local NHS services

This pilot survey analysed the views of 85 people from health related organisations and sought to explore opinion about controversial issues relating to prioritisation or rationing. Nearly all felt that either the "informed" public or the general public should be consulted. Just over half felt that some rationing is unavoidable. Respondents were also asked their views regarding their satisfaction with current services and the provision of future services.

No of Pages: 10

Shropshire CHC

Your health matters (Wellington). A survey of the health needs of the people of Wellington carried out on behalf of Wrekin Health Partnership

This survey of the health needs of the people of Wellington was initiated by the Wrekin Health Partnership which is an alliance between Shropshire Health Authority, NHS Trusts, Social Services, Wrekin Council, GPs, Community Council of Shropshire and the CHC. This survey is the second in the series based on a proposal put forward to the Partnership by the CHC which has chaired the Steering Group.

No of Pages: 46

QUALITY ASSURANCE

Solihull CHC

The opinions of Solihull GPs on infection rates following day and elective surgery

Anecdotal evidence has been reported to Solihull CHC relating to an increased risk of infection in patients undergoing day surgery. There had also been suggestions that patients were being discharged too early following day surgery and would have benefited if they had been kept as patients overnight. GPs would have an increased workload if patients being discharged too early develop infections days later in the community. A brief questionnaire was sent to all 114 GPs in the borough of Solihull.

No of Pages: 7

RURAL AREAS

Blackpool, Wyre & Fylde CHC

Survey of people over 65 years of age living in Blackpool, Wyre and Fylde

The CHC carried out a large survey of the health and social needs of the residents over 65 years. Over half the respondents had long-term illness or disability. The rural areas showed wide support from informal carers, while Blackpool lacked this support. The health of the residents also showed a similar geographical pattern with urban areas showing poorer health. The rural areas showed a considerable amount of isolation, which could increase with time. All issues have implications for health and social services.

No of Pages: 17

SOCIAL CONDITIONS

Gloucestershire CHC

Health In The Young Homeless

The CHC held discussions with relevant providers, statutory and voluntary, and sent a questionnaire to homeless project groups in Gloucestershire. The report concludes that serious problems exist for young homeless people accessing the health services they need, particularly obtaining the services of a GP.

No of Pages: 9

Liverpool Central & Southern CHC

The Liverpool Issue

The Directory is a basic guide to services in Liverpool aimed specifically at homeless people. It covers accommodation, food and clothing, primary health care provision - including referral routes for emergency and longer-term temporary accommodation. Details are also provided of other relevant services - bereavement counselling, drugs and alcohol services, benefits advice. A section is included on relevant national organisations and also on groups meeting in the city to improve services for homeless people. Funding was obtained from the Joint Finance budget of Liverpool Health Authority and Liverpool City Council to produce the Directory and to provide annual updates for at least the next two years.

No of Pages: 46

SOCIAL SERVICES

Hastings & Rother CHC

A Report on Outcome of Debate on Bathing Services in Hastings and Rother

The report follows considerable research and discussion by Hastings & Rother CHC. The purpose is to highlight the need for urgent provision of services, to influence service providers and commissioners and to identify a way forward.

No of Pages: 4

TRANSPORT

South Cumbria CHC

A guide to transport in South Cumbria for health service users

South Cumbria Community Health Council became aware that there are many groups of people who have problems with transport when accessing health care services. They realised that not only are there many gaps in the service operating throughout South Cumbria but also there is a lack of knowledge about what is currently available. The transport directory is an attempt to gather together all the information about transport in South Cumbria to make access to information easier for people.

No of Pages: 23

Warrington CHC

Transport Survey

The CHC carried out a survey on transport arrangements to the hospital on behalf of Warrington Hospital NHS Trust. The CHC handed out 445 questionnaires at a publicity/information event in March 1997. 66 per cent were returned for analysis.

No of Pages: 16

VOLUNTARY ORGANISATIONS

Leeds CHC

Health related self help groups in Leeds

The sixth edition of the directory lists local groups providing information, help and support on a wide range of health related issues. Most of these are run by voluntary groups or charities. Some are funded by the statutory authorities in Leeds but most of them operate on an informal basis.

No of Pages: 43

WOMEN

Wigan & Leigh CHC

It Will Make a New Woman of You!: Women's Experience of Hysterectomy

In 1996, members of the Family Services Working Group discussed a programme which had been shown on television. The subject of the programme was hysterectomies and members were amazed to learn that in Wigan and Bolton Health Authority area, more hysterectomies were performed than in any other Health Authority area in the country. Focus Groups were chosen as the best method to enable women to talk about their experiences in their own words. CHC staff were in contact with a number of women who had undergone hysterectomies, but it was decided that to enable the study to be focussed it would be most appropriate to talk to women who had undergone hysterectomies within a specific period. Women who had undergone hysterectomies between May and July 1997 were recruited from pre-op clinics. Most women would have liked more information about various aspects of their treatment and care.

No of Pages: 30

Wakefield CHC

Report of Ethnic Minority Women's Health Project

The research stages were: demographic profile of the ethnic minority community; service map of existing resources; semi-structured interviews with health professionals and ethnic minority women; focus group discussion. Conclusions related to the language barrier for some women, insufficient information and counselling, inadequate ethnic monitoring and the need to meet the cultural needs and respect the confidentiality of ethnic minority women.

No of Pages: 39.

North Staffordshire CHC

Still Thirty Plus Years! Health Issues for women aged 50 and over in North Staffordshire

The study's design was in three parts: a survey of GPs in the district with particular regard to the services they offered their mature women patients; discussions with interested local organisations and groups; and the self-completion of questionnaires by a target group of 100 women.

No of Pages: 16

Wandsworth CHC

The Wandsworth Women's Health Book

This is the fifth edition of the handbook, updated and revised by Wandsworth CHC. It aims to give women accurate knowledge about their bodies and health care so that they can make informed choices about how they want the health services to meet their needs. The CHC has tried to ensure that the book meets the needs of all women living in Wandsworth, recognising differences in culture, race, age, sexuality, class, mobility and economic and social situation.

No of Pages: 200

North Bedfordshire CHC

Women's health: a consumer survey in North and Mid Bedfordshire

170 women were surveyed in North and Mid Bedfordshire. Their knowledge and perceptions of local health and health-related services for women were sought, together with information about their priorities for the ways in which services are provided. They were also asked for their views about the provision of a well woman centre. The responses strongly supported the principle of developing local services by establishing a well woman centre in Bedford.

No of Pages: 41

YOUTH

Gloucestershire CHC

Health In The Young Homeless

The CHC held discussions with relevant providers, statutory and voluntary, and sent a questionnaire to homeless project groups in Gloucestershire. The report concludes that serious problems exist for young homeless people accessing the health services they need, particularly obtaining the services of a GP.

No of Pages: 9

Sandwell CHC

Healthy Minds 97: A consultation project with young people on mental health

Healthy Minds 97 was a first step in giving young people with mental health problems a voice in relation to local services. One of the CHC's main aims in working with young people was to make the partnership a learning experience for everyone involved. Healthy Minds was funded by the Mental Health Foundation as part of a national initiative to develop innovative ways of consulting and involving young people in England and Scotland. The reports will contribute to a national enquiry into child and adolescent mental health. Six projects were involved. The Healthy Minds group uses art, drama and music to explore experiences of life, feelings, health, relationships, services and the support they need.

No of Pages: 20

Southport & Formby CHC

Sexual health and young people. A sexual health needs assessment of the young people of Southport and Formby.

A gap between parents and health professionals emerges in this report. Whereas professionals felt that some sex education should start with 9-10 year olds, parents thought that sex education should start at 13. They felt that young people were "bombarded with too much information about sex" and that sex should be talked about in the context of loving relationships. The report also covers: knowledge of and attitudes towards services; information/advice on sexual health and contraception; and sexuality and relationships.

No of Pages: 34

Published by:

ASSOCIATION OF
COMMUNITY HEALTH COUNCILS
FOR ENGLAND & WALES
30 DRAYTON PARK LONDON N5 1PB

TEL: 0171 609 8405 FAX: 0171 700 1152

Price: £2.00 (inc. p&p)

