

CHC Listings

April 1997



CHC LISTINGS

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directory amendments

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New Chief Officer: Mr Martin Loughna

Page iii - SOUTH AND WEST

New Secretary: Mr Howard Lawes

c/o Bristol & District CHC

Manulife House

10 Marlborough St

Bristol BS1 3NU

Tel: 0117 987 3800

Fax: 0117 975 5565

Page 5 - HAMPSTEAD CHC

New telephone and fax no:

Tel: 0171 530 5266

Fax: 0171 530 5252

ASSOCIATION OF COMMUNITY HEALTH COUNCILS FOR ENGLAND & WALES

Earlismead House, 30 Drayton Park, London N5 1PB. Phone: 0171 609 8405 Fax: 0171 700 1152

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

Southern Health and Social Services Council

Pages: 41

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.

Communications Strategy

Bath & District CHC

Pages: 14

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

An analysis of GP fundholder practice plans for 1996-97

Merton & Sutton CHC

Pages: 8

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

Focus on Formby, Community support directory 1996

Southport & Formby CHC

Pages: 26

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

Disabled people using Portsmouth Hospital NHS Trust - project

Portsmouth & SE Hants CHC

Pages: 12

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

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

North Durham CHC

Pages: 29

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

A review of mental health rehabilitation services

East Dorset CHC

Pages: 37

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.

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

Bristol & District CHC

Pages: 21

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

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

North Durham CHC

Pages: 16

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

Complaints survey

Warrington CHC

Pages: 14

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

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

North Bedfordshire CHC

Pages: 41

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.

Survey regarding arrangements for wheelchair/mobility aids for South Warwickshire residents

South Warwickshire CHC

Pages: 19

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

Study of oncology services of South Warwickshire residents

South Warwickshire CHC

Pages: 21

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

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

North Durham CHC

Pages: 21

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

Visiting hospitals and health care premises: a members' guide

Southend District CHC

Pages: 56

The guide covers CHCs' rights and responsibilities and makes suggestions on how to go about visiting and writing reports. A detailed visiting checklist is included.

**The patient's journey to hospital: a survey of out-patients at Pilgrim Hospital
*South Lincolnshire CHC***

Pages: 6

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

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

Bath & District CHC

Pages: 27

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

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

Pages: 11

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

Named nurse survey

Hull CHC

Pages: 20

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

**Access to health. A report on the accessibility of health centres and clinics in Salford
*Salford CHC***

Pages: 75

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

Tyneside directory of self-help and support groups

North Tyneside CHC

Pages: 216

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

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

South Lincolnshire CHC

Pages: 11

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

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

Wolverhampton CHC

Pages: 6

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.

Out of hours services - pilot scheme

Torbay & District CHC

Pages: 27

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

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

South West Surrey CHC

Pages: 22

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.

Obtaining CHC publications
If you want copies of any CHC
publications, could you please
contact the relevant CHC directly
(details in directory) and not ACHCEW

official publications

The Health of the Nation: Health Survey for England 1995; Summary of key findings
Department of Health, 20 pages

Getting Sorted: The Safe and Economic Management of Hospital Waste
Audit Commission, 40 pages

Welfare milk and vitamins: A Guide for Families
Department of Health, 6 pages

Patient Care in the Community. Specialist Care Nursing. Summary Information for 1995-96
Department of Health, 12 pages

Family Planning Clinic Services: Summary Information for 1995-96
Department of Health

A matter for investigation: developing skills to investigate complaints in social services settings
Department of Health

general publications

Priority Setting in the NHS: A discussion document
Dr June Crown: Academy of Medical Royal Colleges, BMA, NAHAT, NHS Executive
Availability: The South East Institute of Public Health, Broomhill House, David Solomon's Estate,
Broomhill Road, Tunbridge Wells,

Putting child psychotherapy on the map: a guide to commissioning for health and local
authorities
Christine Hogg
Availability: The Child Psychotherapy Trust, Star House, 104 - 108 Grafton Road,
London NW5 4BD; telephone 0171-284-1355; fax 0171- 284-1355

Sustaining the Public's Health: The Manifesto of the Association for Public Health
Association for Public Health
Availability: Hamilton House, Mabledon Place, London WC1H 9TX;
telephone 0171-413-1896; fax 0171-388-6079.

general publications

Making the NHS & Community Care Act 1990 Work

Federation of Small Businesses

Availability: Federation of Small Businesses, Care Sector Committee, 2 Catherine Place, Westminster, London SW1E 6HF; telephone 0171-233-7900; fax 0171-233-7899

Setting a Standard. Ensuring High Standards in Professional Accountability and Employment Practices for Community Nursing Staff attached to GP Practices

Community Practitioners' & Health Visitors' Association

Availability: CP HVA, 50 Southwark Street, London SE1 1UN; Telephone 0171-717-400
Mobile 0468-693-940; fax 0171-717-4030

Hearing the despair: the reality of elder abuse. A summary of the evaluation of the Elder Abuse Response Line project.

Action on Elder Abuse

Availability: Action on Elder Abuse, Astral House, 1268 London Road, London SW16 4ER; telephone 0181-679-2648; fax 0181-679-4074

Substance Misuse Manual 1997/98

The Help for Health Trust

Availability: Highcroft, Romsey Road, Winchester, Hampshire SO22 5DH

Student Health and Conduct

General Medical Council

Availability: General Medical Council, 178 Great Portland Street, London W1N 6JE; telephone 0171-580-7642 fax 0171-915-3641

Losing sight of blindness

Royal National Institute for the Blind

Availability: Royal National Institute for the Blind, 224 Great Portland Street, London W1N 6AA; telephone 0171-388-1266

Informed choice information

MIDIRS, The NHS Centre for Reviews and Dissemination

Availability: Informed Choice, P.O. Box 669, Bristol BS99 5FG; tel: 0891-210-400

responses to consultation documents

Priority setting in the NHS

Academy of Medical Royal Colleges, BMA, NAHAT, NHS Executive

19/03/97

A service with ambitions - professional development - key issues

NHS Executive

14/03/97

Appraising doctors and dentists in training

SCOPME (Standing Conference on Post Graduate Medical Education)

11

forthcoming consultations

ACHCEW's views have been sought on the following documents:

New Performance Procedures for the GMC: a Consultation Paper

General Medical Council

Response by 25 April 1997

A Service with Ambitions: information work programme

NHS Executive

Response by 18 April 1997

If your CHC is responding to any of these documents, it would be very helpful if copies of your responses could be sent to ACHCEW at least a week before the deadline.

The deadlines for the next two issues of CHC Listings are 14 April and 12 May.

forthcoming events

Pregnancy & prison

- ◆ a participatory conference to explore what should be done about pregnant women and babies in prison
- ◆ organised by The Maternity Alliance
- ◆ on 21 May 1997
- ◆ at King's Fund, 11-13 Cavendish Square, London W1M 0AN
- ◆ £85 Statutory bodies, commercial organisations and lawyers
£50 Individuals and voluntary organisations

Further information from:

Maternity Alliance

phone: 0171-588-8583 fax:0171-588-8584

Registers of children with disabilities - Why? What? Where?

- ◆ registers of children with disabilities offer a unique opportunity for planning and delivery of services. This conference will draw on and share practical experiences, local initiatives and current policy and practice to explore the 'whys', 'whats' and 'wheres' of establishing effective registers and developing and improving the use of existing ones.
- ◆ organised by the Council for Disabled Children at the National Children's Bureau, in association with the Department of Health
- ◆ on 29 April 1997
- ◆ at Jarvis Abbey Park Hotel, York
- ◆ £99.88 inc (VAT) Voluntary Sector Bureau members and voluntary organisations
£111.63 inc (VAT) Bureau Members
£123.38 inc (VAT) Non-members

Further information from:

National Children's Bureau, Conference Department, 8 Wakley Street, London EC1V 7QE
phone: 0171 843 6041

Meeting the mental health needs of women

- ◆ a one-day conference to explore ways of improving mental health services for women
- ◆ organised by Pavillion Publishing (Brighton) Ltd
- ◆ at ORT House Conference Centre, Camden, London
- ◆ £135.13 including lunch and refreshments

Further information from:

Pavillion Publishing (Brighton) Ltd

phone: 01273 820120

forthcoming events

College of Health

Consumer audit techniques workshops

Overview course in consumer audit techniques

- ♦ an introduction to three consumer audit techniques used to obtain patient feedback:
 - observation
 - in-depth interviewing
 - focus groups

- ♦ 9 April or 25 June 1997

Focus groups foundation course

- ♦ this workshop gives an introduction to the theoretical and practical aspects of focus groups
- ♦ 29 April, 15 May or 10 July

Focus groups advanced course

- ♦ this course builds on the foundation level
- ♦ 18 March or 12 June
- ♦ all in London

- ♦ £155 per person per course (ex VAT)

discounts available on block bookings and to small voluntary organisations on application

Further information from:

Francesca Avbara or Jessica Bush,

College of Health, St Margaret's House, 21 Old Ford Road, London E2 9PL

phone: 0181 983 1225 fax: 0181 983 1553

information wanted

Central Nottinghamshire CHC would like to hear from CHCs that are aware of Trust Hospitals that use lay conciliators for the local resolution stage of the complaints procedures.

Newcastle CHC would like to hear from CHCs that have done work looking at patients' consent with regard to surgery or to the presence of students during treatment.

If any CHCs have any experience of lay membership or chairing of MSLCs or of setting up maternity services user groups, would they please contact Janet Norris at Nottingham CHC to talk about any problems or examples of good practice.

Twin to Twin Transfusion Syndrome (TTTS)

This little-known syndrome arises as the result of the irregular flow of blood from the mother to her babies and only affects identical twins. In order for the disorder to be treated tests must be carried out to establish whether twins are identical. Queen Charlotte's Hospital has installed a scanner designed to detect the syndrome. TTTS affects about 800 babies a year. About 65% of the babies affected will survive if the treatment is carried out in the early stages of pregnancy.

ACHCEW would like to hear from CHCs if hospitals in their area provide mothers with information about the syndrome, screening or treatment.

For our files:

ACHCEW would be grateful if any CHCs sending information to another CHC in response to a request for information could also send a copy to ACHCEW.