

# **CHC Listings**

**April 1998**



# CHC LISTINGS

April 1998

**Contents:**

Directory Amendments	1
CHC Publications	2
Official Publications	11
General Publications	12
ACHCEW: Responses to Consultation Documents	15
Forthcoming Consultations	15
Forthcoming Events	16
Information Wanted	18

## directory amendments

---

**Trent Regional Association of CHCs**

pg iii

Mrs Karen Foyster  
Co-ordinating Officer  
c/o Leicestershire CHC  
92 Regents Road  
Leicester  
LE1 7DA  
Tel/Fax/Answerphone: 0116 254 6411

**Ealing CHC**

pg 4

e-mail address: josephine@ealingchc.demon.co.uk

**Scarborough CHC**

pg 15

Chief Officer: Tanya O'Neil (note spelling)

**South Warwickshire CHC**

pg 27

e-mail address: co@swchc.u-net.com

ASSOCIATION OF COMMUNITY HEALTH COUNCILS FOR ENGLAND & WALES  
Earlsmead House, 30 Drayton Park, London N5 1PB. Phone: 0171 609 8405 Fax: 0171 700 1152

Thank you to all the CHCs which have sent copies of their reports to ACHCEW. It is especially helpful when a short summary is enclosed giving information on the aims, methodology, sample size and results of the report. This ensures that the summary used in CHC Listings (and in the annual Bibliography and ACHCEW's database) accurately reflects the CHC's perception of the main points. If you would like to include a short summary when sending future reports to ACHCEW, that would be most welcome.

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

*Southport & Formby CHC*

*Pages: 35*

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 services professionals, educationalists and most importantly, the people with special needs themselves. The work, which is thought by the commissioning group to be amongst the first of its kind nationally, 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. Its publication is timely as it complements the NHSE 'signposts for success' report (January 1998).

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

*North Tyneside CHC*

*Pages: 50*

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.

## **Users' views of the Health Service Provision to the Homeless in Blackpool**

*Blackpool, Wyre & Fylde CHC*

*Pages: 4*

The Blackpool, Wyre and Fylde Community Health Council is involved with the area-wide health team for the homeless project. The aims of the project were to ascertain the users' views of the service; identify areas of good practice; and highlight areas for improvement. Interviews were carried out with some users of the service. The data is qualitative and statistics have not been provided. The survey found that almost all users of the Citadel are grateful for the service and find that it addresses their needs.

## **Outpatient Survey**

*South Warwickshire CHC*

*Pages: 28*

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.

## **"When can I see my GP, please?"**

*Hillingdon CHC*

*Pages: 5*

The CHC decided to undertake a telephone survey of all Hillingdon's practices in order to obtain a "snapshot" of the time that patients had to wait to obtain an appointment with their GPs. Practices were asked for information about GP routine and urgent appointments. Members and staff of the CHC telephoned Hillingdon GP surgeries without prior notice. After identifying themselves to the receptionist and why they were undertaking the survey, they were provided with information mostly by reception staff. All practices said that patients could see a practice doctor on the same day if they required urgent medical attention. Although the waiting times for routine appointments varied widely, in all practices, except one, it was possible for a patient to see an alternative doctor within six days.

## **Maternity Services in Hillingdon**

*Hillingdon CHC*

*Pages: 12*

In September 1996 Hillingdon's Total Purchasing Project (TPP) approached the Hillingdon Community Health Council to discuss obtaining patients' views 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 the 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.

## **Accident and Emergency Department**

*Scarborough & NE Yorkshire CHC*

*Pages: 29*

The aim of this survey was to compare the service at Scarborough General Hospital Accident and Emergency Department against the standards set out in the Patient's Charter and to find out how users view the service. The survey found that the Trust standards of 90 per cent of patients being assessed by a nurse within five minutes of arrival and 80 per cent of patients having their treatment started within 30 minutes of arrival were not achieved, though by only a small percentage, for the patients involved in this survey. The report contains nine recommendations. The main ones were that the triage procedure is restored to alleviate the problem of patients being left in pain while waiting for treatment; that the provision of information given to patients is improved; and that patients' privacy is assured at all times.

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

*East Dorset CHC*

*Pages: 16*

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. Interviewees 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.

## **The Castle Medical Centre. Final Report. Patient Survey. June 1997**

*South Warwickshire CHC*

*Pages: 26*

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.

## **Future Health and Social Care for Alcester and District**

*South Warwickshire CHC*

*Pages: 20*

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 providing 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.

## **Survey of People with Learning Difficulties Who Have Been in Hospital**

*Blackpool, Wyre & Fylde CHC*

*Pages: 7*

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.

## **Maternity Services Questionnaire**

*South Buckinghamshire CHC*

*Pages: 21*

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.

## **Patients' Perceptions of Diabetic Services**

*Blackpool, Wyre & Fylde CHC*

*Pages: 4*

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.

## **Report of the Project "Disabled People using Portsmouth Healthcare NHS Trust Premises"**

*Portsmouth & SE Hants CHC*

*Pages: 34*

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, the survey identified a significant number of locations where access for those with physical disabilities - and particularly, sensory disabilities - could be improved.

## **Harrogate Health Care NHS Trust: Feeding & Catering Services Survey**

*Harrogate & District CHC*

*Pages: 46*

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.

## **A Study Examining Privacy and Dignity in the Hospitals of West Cumbria. A Summary**

*West Cumbria CHC*

*Pages: 3*

One of the 1997/98 studies commissioned by the North Cumbria Health Authority was to investigate the standards of privacy and dignity the hospitals of West Cumbria can offer. The aim of this study is to examine whether the local hospitals in the area are complying with the moral standards of privacy and dignity when treating their patients. The methods used in the study were: observation of the wards, a questionnaire completed by ex-patients and semi-structured interviews with long term patients. Amongst other things the survey found that patients are not always told before they are admitted whether they will be staying in a shared ward.

## **Complaints About the Health Service in West Birmingham**

*West Birmingham CHC*

*Pages: 12*

This booklet explains how residents of West Birmingham can make a complaint about NHS services. It describes the complaints system as it applies to problems which arose on or after 1st April 1996. A list of useful addresses is included at the back of the booklet.

## **Listening to Local Views on Healthcare Issues**

*East Yorkshire CHC*

*Pages: 18*

One of the CHC's objectives for the 1997/98 period was to carry out a general survey at the hospitals within East Yorkshire to ascertain if members of the public knew of the CHC, to raise awareness of the work that is carried out by the CHC, and to hear the public's views on healthcare provision within the East Riding of Yorkshire. When asked if they had heard of the CHC, a total of 275 of the 713 respondents replied positively. Of the 275 people who had heard of the CHC, a total of 101 knew how to contact EYCHC. When asked if they had heard of the Patient's Charter, a total of 502 of the 713 respondents knew of this document.



## **Report on the Pilot Survey to Assess Northallerton Trust's Discharge Procedures from the Patient's Point of View**

*Northallerton & District CHC*

*Pages: 7*

The discharge of patients from hospital back to their home (or in some cases to a residential or nursing home) can often be a complex task. During the week commencing 24 November 1997, CHC members visited Friarage Hospital and the Rutson Hospital to see if patients due for discharge would take part in the survey. The following week patients were contacted to make an appointment to see them at home. Overall, those patients interviewed report a good experience of the discharge arrangements. One patient was given insufficient advice about medication, one patient was not in receipt of the nursing aid or home improvement on arrival home and one patient did not feel ready to be discharged on leaving hospital.

## **Report on the Evaluation of Northallerton Health Services NHS Trust Children's Specialist Nursing Service**

*Northallerton & District CHC*

*Pages: 11*

The Children's Specialist Nursing Service (CSNS) provides nursing support to the families of children with life threatening illnesses. It aims to help the children stay at home as much as possible and to avoid hospital admission except when this is absolutely essential. In Autumn 1997, the parents of those children being provided a service by the CSNS were asked by the nurses if they wished to take part in the evaluation work being carried out by the CHC. Eight participants were interviewed in their home without the nurse being present. Overall the parents interviewed value the service and believe it has made a significant and positive difference to the care of the child and their own lives. Critical comments concerned difficulties with respite care.

## **Local Voices Project 2**

*Milton Keynes CHC*

*Pages: 49*

The project 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.

## **Review of GP Practice Information for Patients**

*Newcastle CHC*

*Pages: 14*

In November last year the CHC wrote to the 45 practices in Newcastle asking for copies of their practice leaflets, complaints leaflets and practice charters. Twenty five practices sent copies of their practice leaflets and sixteen sent practice charters. Of these sixteen, three were a combination of practice charter and practice leaflet. Twenty four practices sent copies of their complaints leaflets for patients and twelve sent their practice complaints procedures. CHC members reviewed the information using checklists explained in the report. Each piece of information was reviewed by at least 2 CHC members.

## **User Charter Survey. South Warwickshire Mental Health Services NHS Trust Mental Health Units**

*South Warwickshire CHC*

*Pages: 14*

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 survey found that the aims of the Local User Charter are in the main complied with and the high level of care provided is commended.

## **Cluster Groups End of Year Report 1996/97**

*Mid Essex CHC*

*Pages: 30*

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.

## **Nursing Home Care in Southport and Formby**

*Southport & Formby CHC*

*Pages: 73*

This guide has been produced in response to the many enquiries received by the Community Health Council, each year, from people who need to find an appropriate nursing home. Members received training prior to paired visits to 60 nursing homes in the district. The directory also contains information and advice, a checklist and useful addresses.

## **Coping with Cancer**

*Rochdale CHC*

*Pages: 60*

This booklet has been produced as a result of obtaining views received from patients, carers and relatives who have come into contact with local cancer services. There is an abundance of information about diagnosis and treatment of cancer, and this booklet aims to act as a key to access relevant information at a local and national level.

## **Catering Survey: Derbyshire Royal Infirmary NHS Trust**

*Southern Derbyshire CHC*

*Pages: 20*

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.

## **Derby City Hospital: Sign Posting Survey**

*Southern Derbyshire CHC*

*Pages: 12*

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.

### **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

## **The future of London's health services**

*Department of Health*

**Availability:** Department of Health

This report reflects an overall commitment to a modern and dependable NHS and provides a firm basis for moving forward.

## **Health Services in London - A Strategic Review**

*Department of Health*

**Availability:** Richmond House, 79 Whitehall, London SW1A 2NS Tel: 0171 210 5922

This report is aimed at improving the standards of primary care which lag behind the remainder of the country in a number of ways.

## **Our Healthier Nation**

*Department of Health*

**Availability:** The Stationery Office Bookshops Tel: 0121 236 9696

This Green Paper sets out the Government's proposals for concerted action by the Government as a whole in partnership with local organisations to improve people's living conditions and health. It recognises that there are limits to what Government can do and spells out what the individual can do.

## **Cleft Lip and/or Palate**

*Clinical Standards Advisory Group*

**Availability:** The Publications Centre: 0171 873 9090

One in about 700 babies is born with cleft lip and/or palate malformation, the most common congenital abnormalities in the cranio-facial region. The treatment of the condition may require multiple surgical procedures from birth to maturity, and frequent outpatient attendances.

## **Designed to Care: Renewing the National Health Service in Scotland**

*The Scottish Office*

**Availability:** The Scottish Office

The Government's vision is a National Health Service for the people of Scotland that offers them the treatment they need, where they want it, and when: a modern, "designed" health service putting patients first.

## **NHS Wales: putting patients first**

*NHS Cymru Wales*

**Availability:** Welsh Office, Gwydyr House, Whitehall, London SW1A 2ER  
Tel: 0171 270 3000

This White Paper establishes a new direction for NHS Wales. It marks the end of divisive competition and unnecessary bureaucracy, and encourages all agencies and professions to work together to make best use of each other's skills and provide the best possible service to patients.

# official publications

---

## **Research: What's in it for Consumers?**

*NHS Executive - Standing Advisory Group on Consumer Involvement in the NHS R&D Programme*

**Availability:** Department of Health, PO Box 410, Wetherby LS23 7LN

This is the first report from the Standing Advisory Group on Consumer Involvement in the NHS R&D Programme. It demonstrates that consumers, clinicians, managers and researchers can work together to increase effective consumer involvement in the R&D process. It also provides the Group with a firm basis from which to shift the focus of its work from past activity to future activity.

## **The new NHS: Modern and Dependable: A National Framework for Assessing Performance**

*NHS Executive*

**Availability:** Department of Health, Quarry House, Quarry Hill, Leeds LS2 7UE  
Tel: 0113 254 5000

This document is a consultation document on the details of the new performance framework and the steps required for taking it forward.

## **Health Inequalities**

*Frances Drever and Margaret Whitehead, Office for National Statistics*

**Availability:** Marketing and Customer Services, Office for National Statistics,  
Zone B1/4, 1 Drummond Gate, London SW1V 2QQ

'Health Inequalities' is aimed at lay people as well as specialists and researchers and will be an invaluable resource for all those concerned about addressing inequalities in health.

# general publications

---

## **Gypsies, Travellers and the Health Service**

*Derek Hawes*

**Availability:** The Policy Press, University of Bristol, Rodney Lodge, Grange Road,  
Bristol BS8 4EA Tel: 0117 973 8797

The report examines the effectiveness of the delivery of healthcare services to both traditional and 'new' travelling families, with particular reference to the quality of inter-professional and inter-agency collaboration, and in the context of the introduction of the 1994 Criminal Justice and Public Order Act. As a result of the initial research, a far deeper set of issues emerged, to do with the way in which the NHS addresses questions of inequality and access to healthcare.

# general publications

---

## **Where shall I have my baby?**

*The National Childbirth Trust*

**Availability:** The National Childbirth Trust, Alexandra House, Oldham Terrace,  
Acton, London W3 6NH Tel: 0181 992 5929

This leaflet explains some of the options that are available. The exact range of options varies from area to area, but this leaflet will give you a general idea of the services offered. The leaflet also includes some questions women may find it useful to ask.

## **Pregnancy care and screening tests**

*The National Childbirth Trust*

**Availability:** The National Childbirth Trust, Alexandra House, Oldham Terrace,  
Acton, London W3 6NH Tel: 0181 992 8637

This leaflet explains the health checks and screening tests available. It focuses on tests for conditions that would cause a baby to have a disability.

## **Becoming a dad**

*The National Childbirth Trust*

**Availability:** The National Childbirth Trust, Alexandra House, Oldham Terrace,  
Acton, London W3 6NH Tel: 0181 992 8637

The leaflet explains some of the things men can expect during their partner's pregnancy, the birth and the early days after the baby is born. It explains how men may feel about being a father.

## **Cancer Support Directory 1997**

*Richard Dimbleby Cancer Information and Support Service*

**Availability:** The Richard Dimbleby Cancer Information and Support Service,  
2nd Floor, Lambeth Wing, St Thomas' Hospital, London Tel: 0171 960 5689

This directory is for anyone affected by cancer, including health professionals. It is set out so that it can be referred to at any time without having to read the whole book.

## **Asthma in daily life**

*National Asthma Campaign*

**Availability:** National Asthma Campaign, Providence House, Providence Place,  
London N1 0NT Tel: 0171 226 2260

This booklet gives helpful advice about steps people can take to avoid the things that can trigger asthma and make sure that they keep control of their asthma throughout daily life.

# general publications

---

## **The WHO Environmental Health Criteria Series**

*World Health Organisation*

**Availability:** World Health Organisation Publications, Distribution and Sales,  
1211 Geneva 27, Switzerland

The Environment Health Criteria series was launched in 1976 in response to concern over the risks to human health and the environment posed by the growing number of chemicals on the market and in the environment.

## **Guidance for Services for Children and Young People with Brain and Spinal Tumours**

*Working Party of the United Kingdom Children's Cancer Study Group (UKCCSG) and the Society of British Neurological Surgeons (SBNS)*

**Availability:** Royal College of Paediatrics and Child Health, 50 Hallam Street,  
London W1N 6DE Tel: 0171 307 5600

This report provides more than a set of guidelines. The appendices include cameos, which graphically illustrate the problems faced by children afflicted by these most dreaded of childhood cancers, and also the difficulties posed for their families.

## **Listening and Learning: Community Development and Health Conference Report**

*Community Development and Health Network (England)*

**Availability:** Community Development and Health Network (England) c/o SCCD,  
356 Glossop Road, Sheffield S10 2HW

This is the report of the very successful national Community Development and Health Conference which took place in Oldham on 22nd September 1997.

## **The Continuing Care of Older People: UKCC Policy Paper 1**

*United Kingdom Central Council for Nursing, Midwifery and Health Visiting (UKCC)*

**Availability:** United Kingdom Central Council for Nursing, Midwifery and Health  
Visiting, 23 Portland Place, London W1N 4JT Tel: 0171 637 7181

Nurses and health visitors working with older people in continuing care settings aim to provide effective, appropriate high quality care. This policy paper summarises the work carried out by the UKCC into continuing care and its proposed agenda for future action.

## **Standards of Healthcare for people with MS**

*Multiple Sclerosis*

**Availability:** The Multiple Sclerosis Society of Great Britain and Northern  
Ireland, 25 Effie Road, Fulham, London SW6 1EE Tel: 0171 610 7171

This document aims to provide a useful framework that will aid all those who work with people with MS, their families and carers, to identify and meet their needs for quality healthcare services.

# general publications

---

## **Tackling NHS emergency admissions: policy into practice**

*The NHS Confederation*

**Availability:** The NHS Confederation, Birmingham Research Park, Vincent Drive,  
Birmingham B15 2SQ Tel: 0121 471 4444

This report provides a valuable action checklist for key local players such as hospitals, primary care teams and social services, and offers a series of national recommendations.

## **Ethnic Minorities in Britain: Diversity and Disadvantage**

*Tariq Modood, Richard Berthoud and others*

**Availability:** Policy Studies Institute, 100 Park Village East, London NW1 3SR  
Tel: 0171 468 0468

'Ethnic Minorities in Britain' is the fourth in a series of major studies by the Policy Studies Institute which have charted the experiences of ethnic minorities in Britain since the 1960s.

achcew

---

## **responses to consultation documents**

### **Study of professional and consumer priorities for health research**

*PREST*

12/03/98

### **Review of Nurses, Midwives and Health Visitors Act 1997**

*JM Consulting*

27/02/98

### **Open reporting in nursing home inspections**

*DoH*

25/02/98

## **forthcoming consultations**

### **Our Healthier Nation: A Contract for Health**

DoH (Green Paper)

Response by 30 April 1998



## **forthcoming consultations**

### **Inquiry into social exclusion and discrimination faced by people with mental health problems**

MIND

Response by 30 April 1998

### **Access to justice with conditional fees**

Lord Chancellor's Department

Response by 30 April 1998

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.

## **forthcoming events**

---

### **Informed Consent: Respecting Patients' Rights in Research, Teaching and Practice**

- ◆ This conference aims to take a critical look at the practical, legal and ethical elements of telling patients what they need to know. It will be of interest to anyone who sees patients in a health care or research setting, including medical students. Members of the public are also welcome.
- ◆ on 15 May 1998
- ◆ at the Regent's College, Inner Circle, Regent's Park, London, NW1 4NS
- ◆ organised by: BMA/BMJ Conference Unit

Further information Tel: 0171 383 6819

### **Health and Social Services Councils' Annual Conference**

- ◆ on 27 April 1998
  - ◆ at the Waterfront Hall, Belfast
  - ◆ organised by: Health & Social Services Councils
- Further information Tel: 01232 321230 01762 349900  
01266 655777 01662 252555

# forthcoming events

---

## **Services in Harmony**

- ◆ This conference aims to promote the work of the Servol Community Trust and others in response to the challenge in recent years to provide greater understanding in relation to the needs of those in the racial minority community.
- ◆ on 6 April 1998
- ◆ at the Royal Garden Hotel, 2-24 Kensington High Street, London W8 4PT
- ◆ organised by: Focus on Mental Health Group and Servol Community Trust
- ◆ cost: £82.25

Further information Tel: 0121 778 4070

## **PCs, Touchscreens and Kiosks: Health Information for the Public**

- ◆ This one day conference offers you the opportunity to experience the latest interactive computer systems providing direct access to health information for the public or patients. The event includes a chance to hear keynote speakers, discuss relevant issues and problems, visit exhibitions and talk to many suppliers.
- ◆ on 21 May 1998
- ◆ at NSPCC Training Centre, Leicester
- ◆ organised by: Fosse Health NHS Trust
- ◆ cost: £50

Further information Tel: 0116 258 8850

## **Relatives' Groups in Residential Care and Nursing Homes**

- ◆ This one day conference is an opportunity for Homes, relatives and friends of Homes involved in (and those wishing to set up) relatives groups to share experiences and discuss roles, problems, ideas and potential.
- ◆ on 6 April 1998
- ◆ at Red Cross Branch Headquarters, Winchester, Hampshire
- ◆ organised by: Relatives Association
- ◆ cost: £15 non-members  
£10 members of the Relatives Association  
free for relatives and friends

Further information Tel: 0171 916 6055 (Julia Burton-Jones)

## **Focus on Social Exclusion and Stigma in Mental Health Conference**

- ◆ This one day conference on social exclusion and stigma is aimed at senior professionals from Health Authorities, NHS Trusts, social services and housing departments, user and carer organisations and other organisations in the voluntary and private sectors which are involved in planning and developing mental health services in the community.
- ◆ on 2 April 1998
- ◆ at Church House, Westminster, London SW1
- ◆ organised by : Department of Health
- ◆ cost: £158.63

Further information Tel: 0121 778 2886

# forthcoming events

---

## **Clinical Effectiveness in Mental Health: Practical Approaches to Real Problems**

- ◆ This one day conference will take a practical approach in recognising problems faced by mental health services in their efforts to become more effective.
  - ◆ on 19 May 1998
  - ◆ at the Commonwealth Institute, Kensington, London
  - ◆ organised by: The Royal College of Psychiatrists' Research Unit
- cost: £150  
Further information Tel: 0171 235 2351 x 234 (Sam Coombs)

## **Core Clinical Competence: 'Meeting The Assessment Challenge'**

- ◆ This one day conference will explore the challenge of assessment. It will be of value to those involved with medical and health related education.
  - ◆ on 2 April 1998
  - ◆ at the University of Leeds
  - ◆ organised by: Department for Education and Employment
- cost: £75  
Further information Fax: 0113 233 4373 (Mary Lawson)

## **Changing the Rules: Out of Whitehall into the Regions**

- ◆ This one day conference looks at how voluntary organisations across the country can best take advantage of changes in decision making on a regional basis, using London's experience as a guide.
  - ◆ on 21 April 1998
  - ◆ at the Business Design Centre, London N1
  - ◆ organised by: Directory of Social Change: Information and Training for The Voluntary Sector
  - ◆ cost: £95 is for voluntary or charitable organisations  
£120 is for statutory/commercial organisations
- Further information Tel: 0171 209 4949

# information wanted

---

**"Healthy Living Centres** - in the light of recent press publicity and announcements from the Department of Health about healthy living centres, Harrogate CHC would be interested in hearing from any CHCs where such centres have been set up in their area. Has the CHC been involved with or consulted about the setting up of a healthy living centre in its area? Are the benefits to local people and patients of having a centre been evaluated? Any information or your thoughts would be much appreciated. Please contact Mark Kennedy at Harrogate CHC. Many thanks."

# information wanted

---

Have any other CHCs come across the use of the **Goldman Test** and the **Eastman Test** - used to test sight for driving licence purposes - and any dispute as to which is the most accurate of the two? Please contact Jenny Knowles from Kidderminster CHC.

CHC representatives (typically the Chair or Chief Officer) sometimes participate in **confidential meetings**, such as "part 2" of Health Authority or Trust board meetings. ACHCEW would be interested to receive any information (eg copies of policies or procedures) about the extent to which, and the ways in which, these CHC representatives report to, or are accountable to, the CHC as a whole.

Paddy Conway, Chief Officer from Northumberland CHC, would like to hear from other CHCs which have done work in monitoring **discharges from hospital** (his members have a concern about people who may be discharged "too early" because of pressure on beds), and also any CHCs which have experience of visiting small, independently run **homes for people with learning disabilities** in the community who were previously in hospital.

Nicholas Buchanan, Chief Officer from West Surrey & North East Hampshire CHC, would like to hear from other CHCs if they have any information about situations **where GPs have been reluctant to prescribe palliative drugs**.

Joanne Graham, Development Officer from East Cumbria CHC, is working with her local health authority to **develop a patient evaluation form for the new GP in-house complaints procedure**. She would be very grateful to hear from other CHCs if they have any information on this topic.

Southend District CHC are setting up **GP practice based patient participation groups** and also a **user/carer forum within a primary care setting**. If you have any relevant information on either topic please contact, Jane Richards on 01702 391090.

## 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.

The deadlines for the next two issues  
of CHC Listings are 9 April and 8 May