

# **CHC Listings**

**April 1999**

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# CHC LISTINGS

April 1999

**Contents:**

Directory Amendments	1
CHC Publications	2
Official Publications	6
General Publications	7
ACHCEW: Responses to	
Consultation Documents	9
Consultation Documents Received	10
Forthcoming Events	10
Information Wanted	13

## directory amendments

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**Darlington & Teesdale CHC**

New phone number: Phone/Minicom: 01325 254848

Fax: 01325 254844

**Eastbourne, Seaford & Wealden CHC:**

New Address: SENLAC House, 55 Seaside,  
Eastbourne BN22 7NE

Phone/Minicom: 01323 737925

Fax: 01323 410412

**Milton Keynes**

New e-mail: [mkchc@dial.pipex.com](mailto:mkchc@dial.pipex.com)

**Neath & Port Talbot CHC:**

New e-mail: [neathchc@whcsa.wales.nhs.uk](mailto:neathchc@whcsa.wales.nhs.uk)

**Somerset CHC:**

New e-mail: [office@somerset-chc.demon.co.uk](mailto:office@somerset-chc.demon.co.uk)

ASSOCIATION OF COMMUNITY HEALTH COUNCILS FOR ENGLAND & WALES

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

# directory amendments

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## **Walsall CHC:**

New Address: Walsall CHC  
The Hatherton Centre  
(Challenge Building)  
Hatherton Street  
Walsall WS1 1YB  
Phone and fax nos. have not changed.

## chc publications

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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.

### **Coventry's Fast Response Service and Supported Discharge Service**

*Coventry CHC*

*Pages 19*

The Coventry Fast Response Service (FRS) was set up in 1993 and its purpose was to ensure the most appropriate, hospital stays. The Supported Discharge Service was set up following studies published in 1997. The CHC report is based on one-to-one interviews by CHC members.

### **Patients and Confidentiality**

*Gloucestershire CHC*

*Pages 17*

The Gloucestershire Community Health Council set up a project to examine aspects of patient confidentiality within the NHS in Gloucestershire. The first tasks of the group were to investigate the meaning of confidentiality and to establish what policies and procedures are in place in the NHS organisations in Gloucestershire. The Project Group concluded that the principles of confidentiality were clear, but there was a lack of consistency amongst the authorities and sources on the significance of the patient's right to control access. An Interim Review report was published in October 1997 and submitted to the Trusts and to the Health Authority, with a request for their comments. This report is an up-date of the Interim Review.

## **A Pleasing Experience. Patients' experience of day surgery at Eastbourne Hospitals.**

*Eastbourne, Seaford and Wealden CHC*

*Pages 13*

Patients gave a substantial thumbs up to the day surgery services provided by Eastbourne Hospitals NHS Trust. 131 questionnaires were returned and were analysed.

## **A review of the day surgery service at West Cumberland Hospital**

*West Cumbria CHC*

*Pages 50*

The aim of the review was to examine how the service has changed since the last study completed three years previously. The review tried to establish if the previous recommendations had been adopted, and if there had been a change in patients' opinion about the service.

## **NHS Complaints. Are we listening, acting and improving?**

*Croydon CHC*

*Pages 111*

This project was established in order to examine how the new NHS complaints procedure was working in Croydon.

## **Transport Survey**

*Chichester CHC*

*Pages 6*

The survey contains both qualitative and quantitative data and although rigorous statistical validity and reliability are not claimed, it is felt that the findings provide a useful indicator of the issues. The survey identified widespread problems of transport access, particularly in the more remote and rural areas.

## **Walsall Health Watch: Project Report**

*Walsall CHC*

*Pages 14*

Walsall CHC wished to develop a way to effectively engage local people in looking at health issues in their area to inform the CHC of local needs and also to act as a two way communication vehicle for consultation. The pilot was based on the groups formed in Caerphilly, South Wales. The pilot was a success and a three year project commenced in April 1998 to form Health Watch groups in Walsall. The report details the process involved in this type of project and some of the pitfalls as well as the successes.

## **Access to Hospital Treatment for Vulnerable people**

*Blackpool, Wyre & Fylde CHC*

*Pages 5*

The study investigated problems in access and communication for vulnerable people attending Blackpool Victoria Hospital. Professionals, carers and voluntary groups were interviewed.

## **A review of the general out-of-hours Services in Bassetlaw**

*Bassetlaw CHC*

*Pages 30*

The aim of the project was to take an overview of the current provision of this service by contacting all key stakeholders, to gather the views of both GPs and patients and to consider developing an information campaign for the general public.

## **Human Rights in the Health Service**

*ACHCEW*

*Pages 15*

This Health News Briefing sets out the implications of the Human Rights Act 1998 for patients and CHCs.

## **Nationwide Casualty Watch 1999**

*ACHCEW*

*Pages 8*

Casualty Watch is designed to be quick, efficient and highly effective. A representative of the CHC – often a member – visits the local A&E Department at 4.30pm on the last Monday of each month and sees the nurse in charge to collect details about patients waiting in A&E. The Health News Briefing gives some results from the second Nationwide Casualty Watch.

## **A Report on wheelchair Services**

*North West Anglia CHC*

*Pages 13*

The study incorporates the results of correspondence, focussed monitoring visits and an investigation into users' views.

## **Survey of Dental Practices within Kidderminster and District Area**

*Kidderminster & District CHC*

*Pages 13*

The survey relates to the availability of NHS care. Information was obtained for Reception Staff.

## **"Northern Doctors Urgent Care. How can we help you?" Follow Up Report**

*Northumberland CHC*

*Pages 12*

The update report draws on 405 questionnaires returned from a survey of patients' satisfaction with the Northern Doctors urgent care services. There are some heartening stories of an excellent service, sensitively delivered.

## **A Patient's Guide To The NHS Complaints Procedure**

*Stockport CHC*

*Pages 36*

This guide aims to help people who want to make a complaint about any aspect of NHS care or treatment. The document has been designed in mutually exclusive sections so that it can be tailored to meet any individual needs.

## **Mind the Gaps:- Elderly people's experiences and perceptions of their discharge. Acute Service**

*South Bedfordshire CHC*

*Pages 82*

'Mind the Gaps' is a set of two reports on the consumer's perceptions and experiences of Services for elderly people in South Bedfordshire. This report concentrates on acute services. They can be of equal use individually, and as a consequence the reports overlap.

## **"Is any body listening to us?" Perceptions to healthcare from People with Learning Difficulties and their Carers**

*Bristol & District CHC*

*Pages 28*

The aims of the project were: To assess what healthcare help is currently available to people with learning difficulties who live in the community within a family setting; To report the experiences of people with learning difficulties and their carers with regard to the appropriateness, sufficiency and accessibility of those services; To identify by whom such help is provided; To make recommendations to providers based on the information given to the Project Team.

### **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

**Delayed Discharge:- The patient's perspective**

*West Cumbria CHC*

*Pages 17*

The aim of the study was to provide a qualitative evaluation of delayed discharge and the impact it has on the individual concerned and/or their relatives.

## official publications

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**Modernising Mental Health Services:- safe, sound and supportive**

*Department of Health*

**Availability:** Department of Health

This document outlines the way to achieve safe, sound and supportive mental health services in the future.

**First Assessment:- a review of district nursing services in England and Wales**

*Audit Commission*

**Availability:** Audit Commission Publications, Bookpoint Ltd, 39 Milton Park, Abingdon, OX14 4TD

**Compact getting it right together:- Compact on Relations between Government and the Voluntary and Community Sector in England**

*Home Office*

**Availability:** Home Office, Voluntary and Community Unit, RM 264 Horseferry House, Dean Ryle Street, London SW1P 2AW

This Compact is aimed at creating a new approach to partnership between Government and the voluntary and community sector. It provides a framework to enable relations to be carried out differently and better than before. Government and voluntary and community organisations share many aspirations - the pursuit of inclusiveness, dedication to public life, and support for the development of healthy communities.

**A Practical Guide for Disabled People - Where to find information, services and equipment**

*Department of Health*

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

The guide gives information about services from Government departments and agencies, the NHS and local government, and voluntary organisations. It covers everyday needs such as money and housing as well as opportunities for holidays and leisure. It includes phone numbers and publications and a list of organisations.

# official publications

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## **Volunteers Changes Lives: Quality Patient Care Through Community Involvement**

*NHS Executive*

**Availability:** PO Box 410, Wetherby, LS23 7LN

This document is intended to help members of Trust Boards and managers of volunteers to identify key volunteers issues, in order to develop successful policies and good practice in their own area.

## **The Relationship Between Health and Social Services**

*House of Commons, Health Committee*

**Availability:** HMSO, PO Box 276, London SW8 5DT

# general publications

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## **Midwives rules and code of practice**

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

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

This document draws together rules relating to the education and practice of midwives to provide a ready reference to the relevant legislation for all midwives.

## **Going home from hospital**

*Home from Hospital*

**Availability:** Home from Hospital, 20 Westfield Road, Edgbaston, Birmingham, B15 3QG  
Tel: 0121 454 7894

This booklet has been compiled to help someone going home from hospital to plan the return home so that everything (and everyone) is properly prepared. It gives suggestions about who can help with various needs and activities, and how to manage at home with things like making meals, getting to the toilet and going to bed, and shopping and household cleaning.

## **Evaluation of the Centre for Health Information Quality (CHiQ) Report.**

*Sarah Buckland*

**Availability:** The Help for Health Trust, Highcroft, Romsey Road,  
Winchester, Hants SO22 5DH

This report is the result of an evaluation carried out by the Research Section of the Help for Health Trust for CHiQ. The evaluation sought to elicit the views and experiences of people who have contacted CHiQ and provide a summary of the activities of CHiQ.



## **Healthcare Futures 2010**

*Morton Warner, Marcus Longley, Elizabeth Gould and Aldo Picek*

**Availability:** UKCC Education Commission's Offices

Tel: 0171 333 6501 or 0117 971 7821.

This report is designed to provide the UKCC's Education Commission with a summary of contemporary thinking about the future of health care in the UK, as it contemplates changes in the curriculum for the nurses and midwives entering training in 2005.

## **Hard Rations: getting the right treatment for the NHS**

*The Association of the British Pharmaceutical Industry*

**Availability:** The Association of the British Pharmaceutical Industry, 12 Whitehall, London SW1A 2DY Tel: 0171 930 3477

The report looks at the issue of rationing health care. It includes a survey of GPs, which shows that the majority believed that their patients do not get the best treatment available.

## **Updating the cost of a new chemical entity**

*Dr Hannah E Kettler*

**Availability:** Office of Health Economics, 12 Whitehall, London SW1A 2DY

Kettler examines the problems of estimating the cost of bringing a new chemical entity onto the market.

## **Recommendations for the structure of specialist diabetes care services**

*British Diabetic Association*

**Availability:** British Diabetic Association, 10 Queen Anne Street, London W1M 0BD  
Tel: 0171 323 1531

This report sets out the essential components of a specialist diabetes service, the roles and responsibilities of the core members of the specialist diabetes team, and makes recommendations as to the appropriate staffing levels for an average district.

## **Youth Matters: Evidence - based best practice for the care of young people in hospital**

*Russell Viner & Mark Keane*

This report provide evidence - based guidance for the establishment and operation of adolescent inpatient units, and a foundation on which clinical governance for young people can be based.

# general publications

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## **Has Community Care Failed?**

*Graham Thornicroft & David Goldberg*

**Availability:** Ms Sarah Marchington, Department of Psychiatry, De Crespigny Park, SE5 8AF

Looks at the evidence for and against community care for people who suffer from mental illness.

## **The Patient's Charter: Past and Future**

*Christine Farrell, Ros Levenson & Dawn Snape*

**Availability:** King's Fund Publishing, 11 - 13 Cavendish Square, London W1M 0AN

This is a review of how the Patient's Charter has worked in the past, followed by a description of what patients and NHS staff would like to see covered in a future health charter.

## **Healthy Debate? An independent evaluation of citizens' juries in health settings**

*Shirley McIver*

**Availability:** King's Fund Publishing, 11 -13 Cavendish Square,  
London W1M 0AN

This is an evaluation of six citizens' juries pilot projects. Looks at advantages and disadvantages.

## **Ordinary Wisdom:- Reflections on an experiment in citizenship and health**

*Stella Davies, Susan Elizabeth, Bec Hanley, Bill New and Bob Sang*

**Availability:** King's Fund Bookshop, 11 - 13 Cavendish Square, London W1N 0AN

Reports on three pilot citizen's jury projects, and the model used for the development.

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## **responses to consultation documents**

**Proposed addition of pre-filled insulin injection pens to Schedule 10 to the NHS (General Medical Service) Regulations 1992**

NHS Executive

29/03/99

**UKKC Commission for Education**

UKCC

24/02/99

## **responses to consultation documents**

**Management in health care – the role of doctors**  
GMC

24/02/99

## **consultation documents received**

**Draft service standards for London's fire service – LFCDA**  
Response by 16/04/99

**Facilities for rehabilitation services – NHS Estates**  
Response by 28/04/99

**Rural England: A Discussion Document – DETR, MAFF**  
Response by 30/04/99

**Protecting & using patient information – a national framework**  
NHS Executive  
Response by 31/05/99

**Review of prescribing, supply & administration of medicines**  
DoH  
Response by 07/06/99

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

## **forthcoming events**

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### **Primary Care Groups. Great Expectations?**

- ♦ On 13 April 1999
- ♦ Central London
- ♦ Organised by: CAPITA
- ♦ Cost: Public Sector £299.00  
Private Sector £399.00

Further information Tel: 0171 222 5110

# forthcoming events

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## **Partnerships in Healthcare**

- ◆ This two day Conference enables participants to network with other delegates and learn from the experience of others, via a series of discussion groups focused on particular issues. Participation in these discussion groups is arranged prior to the event.
- ◆ On 26 –27 April 1999
- ◆ At Hanover International Hotel, Hinckley, Leicestershire
- ◆ Organised by: Enterprise Events Ltd
- ◆ Cost: One day: £130 +VAT per person  
Two days: £245 + VAT per person

Further information Tel: 01883 344799

## **Cancer and Ageism – Tackling the Problem**

- ◆ The aim of this one day Conference is to explore the impact of new NHS structures; to understand how resource allocation is directed to cancer treatments for older people; to identify issues for personal and professional carers; to examine attitudes to elderly cancer care.
- ◆ On 6 May 1999
- ◆ At St Bartholomew's Hospital, London
- ◆ Organised by: Marie Curie Cancer Care on behalf of the Cancer Education Co-ordinating Group
- ◆ Cost: £60.00

Further information Tel: 0171 201 2314

## **Clinical Effectiveness in Mental Health 99**

- ◆ This one day Conference will take a practical approach in recognising problems faced by mental health services in their efforts to become more effective. The main themes are: Incorporating the latest research into everyday practice; Consumerism in mental health; Organisational support in the new NHS.
- ◆ On 13 May 1999
- ◆ At Commonwealth Institute, Kensington, London
- ◆ Organised by: The Royal College of Psychiatrists' Research Unit

Further information Tel: 0171 235 2351 ext: 282

# forthcoming events

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## **Maximising the patient's potential in progressive disease**

- ◆ The aim of this one day Conference is to bring together health professionals and others working with patients with progressive disease to build on existing knowledge, skills and practice in order to enhance the support for and quality of life of people with progressive disease.
- ◆ On 14 May 1999
- ◆ At St George's Hospital Medical School, London
- ◆ Organised by: Marie Curie Cancer Care, Trinity Hospice and St George's Hospital Medical School
- ◆ Cost: £50.00

Further information Tel: 0171 201 2314/20

## **Carers' benefits – an introduction**

- ◆ This day will give an overview of the benefits system and provide an introduction to the basic rules of entitlement of the main 'carers' benefits'.
- ◆ On 27 May 1999
- ◆ In London
- ◆ Organised by: Carers National Association
- ◆ Cost: £85.00

Further information Tel: 0171 490 8818

## **Carers benefits – Invalid Care Allowance (ICA) & recent developments**

- ◆ This one day conference will give participants an opportunity to look at the rules of ICA in more detail. To examine the Carer Premium and its links with ICA. To provide an understanding of the more complex issues within the benefits system as it relates to carers. To provide an update on topical issues relating to carers benefits.
- ◆ On 29 July 1999
- ◆ In London
- ◆ Organised by: Carers National Association
- ◆ Cost: £85.00

Further information Tel: 0171 490 8818

## **International Conference 1999 on Learning Disability**

- ◆ The three day Conference will give delegates the opportunity to find out about current research into a range of topics within the field of learning disability.
- ◆ On 13 –15 September 1999
- ◆ At Church House, Westminster
- ◆ Organised by: British Institute of Learning Disabilities
- ◆ Cost: £320.00 + VAT  
£190.00 + VAT

Further information Tel: 01562 850251

# forthcoming events

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## **Information Provision – how can we get it right?**

- ♦ The aim of the day is to raise awareness amongst all those who produce, provide or use information of the importance of the availability of suitable, good quality information to satisfy the needs of a heterogeneous population to enhance shared decision-making.
- ♦ On 1<sup>st</sup> October 1999
- ♦ At the Robin Brook Centre, St Bartholomew's Hospital, London
- ♦ Organised by: The Education Department of Marie Curie Cancer Care in collaboration with the Consumers' Advisory Group for Clinical Trials.

Further information Tel: 0171 235 3325

# information wanted

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Dewsbury CHC is interested in the scope for **developing sources of independent advice for patients who are uncertain as to whether they should enrol in a medical research project**. They would like to hear from CHCs who are aware of any independent advisers – especially if they are medically qualified – available to support patients in this position, or if this issue has been considered locally. Please contact the Chief Officer, John Kaye.

**Consumers' Association**, publishers of Which and Health Which Magazines, is conducting a survey of people's experiences of making a complaint to the **General Medical Council**. If readers are willing to share their experience with the Consumers' Association they would be very grateful for your help. Call freephone 0800 920196 or send a postcard with your name and address to Dept SW, Castlemead, Gascoyne Way, Hertford X, SG14 1LH. All replies treated in the strictest confidence.

## **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 10 May and 14 June.**