

CHC Listings

August/September 1999



CHC LISTINGS

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directory amendments

The Association of Community Health Councils for England and Wales (ACHCEW)
has new E-mail addresses:

Mailbox@achcew.org.uk

If you know who you want to contact, our personal email boxes are:

Firstname.lastname@achcew.org.uk

Our New Web site: www.achcew.org.uk

The London Regional Association

New Chief Officer: Kath Eustace

Newcastle CHC

New Chief Officer: Ms Linda Redpath (as of 1 September 1999)

Airedale CHC

New E-mail: chief-officer@ms.airedale-chc.northy.nhs.uk

East Yorkshire CHC

E-mail: s=chief-officer/0=nhs.chc.east.yorkshire/p=nhs.n.and.y.hnms/a=nhs/c-gb

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

Coventry CHC

Chief Officer's New Name: Mrs Sandra Hill

Walsall CHC

New E-mail: WalsallCHC@gp.walsall-ha.wmids.nhs.uk

Barnsley CHC

Internet SMTP: X400.MAILBOX@cbarnsley.ms.exec.trent.nhs.uk

NHSNet X400 address: OU=chc Barnsley; O=NHS Executive Trent Region; P=NHS NATIONALms; A=NHS; C=GB

Northern Yorkshire Regional Council of Community Health Councils

New Name: Northern Yorkshire Association of Community Health Councils

New E-mail: sheila.ogilvie@ms.regonl-chc.northy.nhs.uk

Liverpool (Central & Southern) CHC

New Website: <http://freespace.virgin.net/CS.chc>

Maidstone CHC

New Name: Maidstone & Malling CHC

New Address:

Ground Floor

Ascot House

22-24 Albion Place

Maidstone

Kent ME14 5DZ

Sandwell CHC

New Address:

Ground Floor, Kingston House

438 High Street

West Bromwich B70 9LD

New Tel: 0121 553 5032 Fax: 0121 525 3615

New E-mail: co@sachc.u-net.com

Darlington & Teesdale CHC

X400 E-mail: s=chief-officer/o=nhs darlington and teesdale/p=nhs n and y hnms/a=nhs/c=gb

Central Lincolnshire CHC

Internet SMTP Address: X400.MAILBOX@CCL.MS.EXEC.TRENT.NHS.UK

NHS X400 E-mail Address: OU=CHC C LINCS; O=NHS EXECUTIVE TRENT REGION; PRMD=NHS NATIONALMS; ADMD=NHS; C=GB

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 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.

How is the Complaints Process Serving the Users? A Survey to Obtain User Views.
Coventry CHC

Pages: 16

The survey was undertaken as a result of co-operation between Coventry CHC and Coventry Health Authority. Questionnaires were sent out. The questionnaire content was agreed between the Chief Officer of the CHC and senior members of CHA Management, all of whom recognised the importance of NHS organisations/professionals being equally targeted in this survey.

Food in Hospital

West Dorset CHC

Pages: 41

Following on from the release of Hungry in Hospital, this survey was undertaken to inform the CHC of the standard of catering in five community hospitals and some acute wards. CHC members visited wards at various mealtimes, sampled the food served, interviewed and recorded the views of 309 patients and/or carers. Recommendations were made for improvement in some areas.

Users' Views and Experiences of Cancer Services in West Dorset

West Dorset CHC

Pages: 17

The aim of the research was to provide information on the performance of the Cancer Services in West Dorset, including the interface between the Cancer Unit and the Cancer Centre in Poole, which could be used to influence future services. Overall satisfaction was high with the oncology services. Areas for improvement were identified, one being the breaking of the news to individuals by other professional staff prior to referral to oncology.

Outpatient Satisfaction Survey

West Dorset CHC

Pages: 38

The CHC was keen to gain the view of patients on the provisions for outpatients at the new General Hospital, in particular parking, ease of access, appointments and consultation. 580 patients (50% of those mailed) responded to the questionnaire. The CHC made recommendations based on patients' views.

Discharge Survey

West Dorset CHC

Pages: 13

With pressure on beds, for various reasons, the CHC wanted to check whether the discharge procedures in the local hospitals matched up to their discharge policies. 41 patients discharged from specific wards were interviewed. The areas investigated were whether there were problems in transfer between hospitals, aids and equipment, home assessment, discharge letters, information given and involvement of patients in their discharge planning.

Dorset Healthline User Satisfaction Survey

West Dorset CHC

Pages: 5

As part of the Dorset Healthline Chartermark, users' views have to be collected annually. Every person using the Healthline (690) was sent a questionnaire asking them to comment on accessibility of the service, advice given and improvements that could be made. 305 users responded and a high percentage of these were very satisfied with the service.

Teardrop Conference on Post Natal Depression

North Tyneside CHC

Pages: 10

In June 1998, Arlene Richardson, the Mayor for North Tyneside, held a meeting to look at pregnancy loss and postnatal issues. Since that time a group of local women have been meeting in North Tyneside, to look at ways of improving services. This group contains women who have experienced postnatal depression, health service workers, and people from the voluntary sector and the CHC. They decided to call themselves The Teardrop Group. This report is a record of their conference on postnatal depression.

Asian Women and Breast Cancer – the needs and experience of Asian women in relation to breast cancer

Wolverhampton CHC

Pages: 17

Research by Wolverhampton CHC in June 1996 revealed gaps in the service for all women from the indigenous, predominantly white population with breast cancer. Wolverhampton is a multicultural community, where the Asian Community represents 18% of the total population. In terms of Asian women and their experience of breast cancer there has been little research undertaken. Therefore to reflect the wider needs of women and breast cancer the original research had to be developed. This led to Wolverhampton CHC Executive Committee commissioning the Asian Women's Adhikar Association to undertake a small qualitative study.

Evaluation of RSVP St John Volunteer Project on the care of the Elderly Wards at Lincoln County Hospital
Central Lincolnshire CHC
Pages 26

This project helps to maintain the social needs of older or infirm people during a period of hospitalisation. The aim of the study is to evaluate the success of the RSVP St John's Patient Group at Lincoln County Hospital. The measure of success is taken from their Project Plan's aims and objectives. The study was designed to assess whether theory matched practice to enable comparisons to be made against the Project's intentions.

Visits to Elderly Mentally Ill Units in East Birmingham
East Birmingham CHC
Pages: 42

Members of the Mental Health group at East Birmingham CHC interviewed staff and patients at two Elderly Mentally Ill units. Both units appeared to be providing a good level of care to clients in a suitable environment. The staff members who were interviewed were aware of issues of patient confidentiality and how to preserve this. A few areas were identified in which improvements were needed.

Troubled Adolescents
Greenwich CHC
Pages: 20

Greenwich CHC's work in 1998 around Child and Adolescent Mental Health Services in Greenwich had drawn the attention of members to concerns about the general level of provision of services for young people experiencing emotional or mental health problems. It was felt that if the problems of these young people were not dealt with adequately, it would lead to a greater burden on all services in later years as well as causing them unnecessary distress. Very high suicide rates amongst young men in some parts of the borough dramatically underlined the problem of unmet need. CHC members wanted to discover the extent of the problems facing young people in Greenwich and to assess what help was available. This report makes a number of recommendations.

Dying with Dignity: A report on the provision of Palliative and Terminal care in Bristol and District
Bristol & District CHC
Pages: 41

A follow-up of the report "Ending the Lottery?" published in 1997. That report found that there were problems in the co-ordination of care between secondary and primary care aggravated by the lack of shared protocols, documentation and good quality communication. These findings and the implications of the Health Improvement Programme include cancer care as a priority. The CHC felt it was time to examine the present state of palliative care from the users' perspective in order to see whether the assumptions of the providers about their services were being realised. In the survey, the CHC also included people with no cancer conditions receiving palliative care. The CHC therefore set up a project group to explore the views of users and carers in order to see if the services they received fulfilled its promise of high quality and ready availability.

Local Voices Heard Project Care Programme Approach/Care Management in East Cheshire

Macclesfield CHC

Pages: 15

The fifth project in Macclesfield CHC's Local Voices Heard series explores the views of mental health service users who are part of the Care Programme Approach in East Cheshire. A random sample of users with severe and enduring mental health problems was invited via their key worker to attend informal interviews or small discussion groups. Key issues have included medication, preferred therapies and day care facilities. Recommendations have been made to the local trust and Social Services reflecting these issues.

Queen Elizabeth Psychiatric Hospital Consumer Satisfaction Survey

South Birmingham CHC

Pages: 25

In the areas of satisfaction the CHC commends the Trust for the care of the patients at QEPH in a number of different areas such as meals, possessions and environment. The areas of concern include medication, care plans, admission into hospitals and discharge plans.

GP 'out of hours' services

Southampton & SW Hants CHC

Pages: 25

The CHC received a number of complaints regarding out of hours' provision. A primary care patient satisfaction survey was conducted in conjunction with the health authority and although there was dissatisfaction with some aspects of the out of hours service, the overall level of satisfaction was high. The main concerns were a lack of pharmacy services out of hours; and GPs were often not aware that their patients had used the out-of-hours service.

Charing Cross Hospital Accident & Emergency Department casualty watch: a survey from 25th January to 1st February 1999

Hammersmith and Fulham CHC

Pages: 62

This report describes the findings of a week-long project carried out by members of Hammersmith & Fulham CHC in the Accident & Emergency Department at Charing Cross Hospital. The project was motivated by the long-standing interest of the CHC in these facilities. The project was designed to give a comprehensive picture of the numbers of patients and their reasons for attending; the range of services offered by the department; the physical environment of the department; the perceptions of patients; the views of staff; and the problems facing the department.

Voices of women in Brent 'talking about maternity services'

Brent CHC

Pages: 30

A consultation exercise was conducted to find out what women in Brent wanted from their local maternity service providers. A range of methods was used in talking to women about issues that were important to them. These included one to one interviews in clinics, discussion groups in individuals' homes, nurseries, play groups and community centres where women were used to meeting and felt safe and comfortable. The focus of this work was to let women tell their stories and highlight the issues which were important to them in order to improve services for women.

Survey of patients' views of day surgery

East Dorset CHC

Pages: 23

The survey was carried out as a result of the significant advances in surgical knowledge, understanding, techniques and associated technology. Overall, the survey indicates a high level of satisfaction with the experience of day case procedures with little evidence of negative experiences. However, the survey has also highlighted a number of areas where changes to the way in which the process is managed would bring further improvement to these services.

Care for the very ill survey

Cheshire Central CHC

Pages: 20

This survey reports on attitudes to terminal care. It recommends that patients should be asked how much they want to know about their illness and that professionals should be trained to adopt a flexible approach, acknowledging the different needs of individual patients. Patients should be involved in the management of pain relief, hospice care should be supported by health authorities, and independent counselling for patients and carers should be available.

Assessing patient satisfaction - a study of general surgery patients

Wigan & Leigh CHC

Pages: 20

The document contains a number of recommendations for action by the Trust. These recommendations include a review of policies on: access to pain relieving drugs following surgery; transport on discharge; prescribing on discharge; improvements in menu choice, particularly for special diets and those who are vegetarian/vegans. An executive summary outlining the main findings of the report is included.

Welcome home - patients views of discharge from Scunthorpe General Hospital

North West Lincolnshire CHC

Pages: 18

A report of a survey undertaken by the CHC using a postal questionnaire sent to patients some time after discharge from hospital to ask about their experiences of discharge and how arrangements made for them at home transpired. The survey covers services arranged and provided by the acute, community and social services sectors and highlights some specific concerns from a patient perspective.

Report of survey of teenage pregnancy

Basildon & Thurrock CHC

Pages: 19

The summary of recommendations states: the Shadow CHC feel that, although sex education is given in schools/colleges, education specifically on teenage pregnancy and the consequences should also be given. Furthermore, teachers should be equipped and given the time to offer this information. Students should also receive this information from Year 7 throughout until the student leaves school/college.

A report examining the Marie Curie Nursing Service in West Cumberland Hospital

West Cumbria CHC

Pages: 16

This project aimed to provide a qualitative evaluation of the impact the Marie Curie nursing pilot has on the individual concerned and/or their relatives. A semi-structured interview technique was used to interview the next of kin of people who had used the service.

How long do you have to wait to see your doctor?

Greenwich CHC

Pages: 3

Having received a number of complaints from Greenwich residents about the length of time they were having to wait for routine GP appointments, the CHC decided to conduct a small postal survey to identify the scale of the problem. Letters and questionnaires were sent out to Greenwich residents selected randomly from the phone book. The result of the postal survey appear to support Greenwich CHC's motion to the 1999 AGM of the ACHCEW.

Users views of Shropshire's family planning services - spring/summer 1998

Shropshire CHC

Pages: 10

The purpose of the survey was to give the CHC members an insight into the way the service is provided and an opportunity to meet and talk with users, as part of the Council's remit to visit health service premises in Shropshire; and to familiarise the CHC with current users' views of the service, to enable the CHC to validly contribute to a potential debate about the reorganisation of family planning services in the County.

Survey on access to primary care services for people with learning disabilities in residential homes in Maidstone/Malling area

Maidstone CHC

Pages: 7

The Maidstone CHC wanted to find out the views of clients with learning difficulties in residential homes, or their carers' views on the availability of primary care services for them and whether they were easily accessed.

Report of survey of parentcraft classes in the Maidstone/Malling area

Maidstone CHC

Pages: 11

A survey of parents' views was obtained as an independent quality check on the suitability of Parentcraft Classes provided by the local Trust. The Trust wanted to be reassured that the classes were meeting the needs of parents-to-be.

What the patient thinks

West Berkshire CHC

Pages: 22

On behalf of the CHC, the acute unit of the Royal Berkshire and Battle Hospitals Trust sent out questionnaires to patients for this survey and achieved the following result: responses were positive, although as in previous surveys, lack of information and inconsistent delivery of information emerged as important issues. One of the recommendations was that a detailed study should be undertaken to determine the types of information which patients feel they need.

Bury Hospitals under the microscope - what patients think

Bury CHC

Pages: 11

This report concludes that the survey indicates a high degree of public satisfaction with the two Bury Trust hospitals - Bury General and Fairfield General. In the part of the questionnaire that allowed patients to write in their own comments there were 2 main themes: patients were very complimentary about the nursing staff and the amount of work and effort they put in; and a lot of patients wrote on their questionnaire that the food was cold. This is something that should be quite easily corrected.

A report on the helicopter emergency medical service (HEMS)

Wandsworth CHC

Pages: 14

It is worth noting that the majority of other emergency helicopter services in the country do not have a doctor on board. This restricts the interventions that can be given to the patient prior to hospitalisation. The aim of this report is to give an insight to the CHC, and the staff and members of other London CHCs, into the operation and effectiveness of the Helicopter Emergency Medical services.

Travelling to the mainland for surgery: the views of Isle of Wight residents

Isle of Wight CHC

Pages: 15

Recent Government documents have stated that, within the NHS, consumers should be more involved in decision making. This study applied the technique of conjoint analysis to elicit community views regarding the importance of waiting times. The study raises the question whether Isle of Wight residents are prepared to travel to the mainland for elective surgery when waiting times are shorter but travel costs higher. Further, if residents are willing to travel, what reduction in waiting time and increase in travel costs would be acceptable?

Women's satisfaction with maternity services

Eastern Health and Social Services Council

Pages: 92

The aim of this survey was to provide the North & West Belfast Total Purchasing Pilot with data that could be used to inform their purchasing decisions regarding maternity services. A questionnaire was sent, a response rate of 42% was achieved. Overall the majority of women were very satisfied with the support and services they received throughout their antenatal and postnatal care. The need for clear information on pain control, complications, labour & delivery, and general health after the birth was highlighted.

Evaluation of outpatient facilities by disabled users in Belfast City Hospital

Eastern Health and Social Services Council

Pages: 11

The project aimed to explore how patients with mobility problems perceived the quality of service provided in a number of the outpatient departments of Belfast City Hospital. Questionnaires were distributed to 142 patients attending five outpatient departments: neurology, orthopaedic, urology, rheumatology and the pain clinic. Only patients with an obvious mobility problem were asked to participate in the project. A response rate of 52% was achieved. The evaluation raised a number of issues, including the lack of car parking spaces, the height of reception desks, and the inadequate provision of adapted toilets.

Chelt-DOC GP out of hours emergency service: patient opinion survey

Gloucestershire CHC

Pages: 25

With the development of new arrangements for GP Out of Hours emergency cover, Gloucestershire CHC approached Chelt-DOC plc Co-operative about monitoring its new system. The CHC conducted face-to-face interviews with a sample of patients and from the information gained detailed postal questionnaires were developed. These were then posted to three categories of callers: those who had received advice over the telephone, those who had been invited to attend the Centre, and those who received a home visit from the doctor on duty. Several issues were identified. In general, the opportunity was taken by many patients to praise the service they had received from Chelt-DOC.

Town and country show survey

Association of West Midlands CHCs

Pages: 13

Many CHCs recognise that a pro-active approach to community involvement and publicity is required. This is certainly the view of the CHC Locality Group that represents Coventry, North East Warwickshire, Solihull, and South Warwickshire CHCs. The Locality Group agreed that in 1998 work should be carried out to gain views of local people and raise the profile of the four CHCs. A joint exhibit at the 1998 Town and County Festival was agreed and was held. A survey to obtain the views of people, attending the Festival, about the role and visibility of CHCs as well as their opinion on NHS services 50 years after its inception was included.

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

Investigation of complaint about treatment by deputising doctors

Health Service Commissioner

Availability: The Health Service Ombudsman, Millbank Tower,
Millbank, London SW1P 4QP

This is the second report for session 1998-99 presented to Parliament pursuant to complaint investigations made in March 1998. In law, GPs are generally responsible for the acts and omissions of doctors acting as their deputies, and must satisfy themselves that deputising services are adequate. However, deputising services themselves cannot wash their hands of responsibility for the actions of the doctors they allocate.

Official publications

Investigations of Complaints about Clinical Failings

The Health Service Ombudsman

Availability: The HSO, Millbank Tower, London SW1P 4QP Telephone: 0171 217 4051;
28 Thistle St, Edinburgh EH2 1EN Telephone: 0131 225 7465;
<http://www.ombudsman.org.uk>

This outlines the Health Service Ombudsman, Michael Buckley's report to Parliament on two completed investigations: one involving a NHS Trust and the other a deputising doctor. The cases cover matters of particular interest to clinical staff in the NHS, and may be of value for training purposes.

Health Service Commissioner Sixth Report for Session: annual report 1998-99

The Health Service Ombudsman

Availability: The Parliamentary Bookshop, 12 Bridge Street,
Parliamentary Square, London SW1A 2JX

This report completes last year's investigations of complaints about general medical practitioners (GPs) involving clinical judgements. Investigations of complaints about other FHS practitioners - such as dentists - or complaints about clinical judgements by hospital and community health staff are also included in this report.

Investigations Completed October 1998 - March 1999 (5th Report - Session 1998-99)

Health Service Commissioner

Availability: The Health Service Ombudsman, Millbank Tower, London SW1P 4QP

This volume contains a selection of 17 reports from the 86 reports of investigations completed between 1 October 1998 and 31 March 1999. It also contains an additional report of an investigation about optical issues. The number of complaints is on the increase.

Guidance on commissioning cancer services: improving outcomes in gynaecological cancers: the manual

NHS Executive

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

This manual is intended to guide commissioning, planning and development of gynaecological cancer services. It is neither a set of mandatory instructions nor is it a detailed set of clinical practice guidelines. Many of the recommendations made here may have already been implemented in some places; the guidance can be used to identify gaps in local provision and to check on the appropriateness of existing services.

Official publications

Guidance on commissioning cancer services: improving outcomes in gynaecological cancers - the research evidence

NHS Executive

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

This document is designed to be read alongside Guidance for Purchasers: Improving Outcomes in Gynaecological Cancers - The Manual. It provides a condensed version of reviews of the research evidence relevant to the recommendations made in the manual. The topic areas are dealt with in the same order as in the manual to facilitate cross-referencing.

Working in Partnership to implement Section 21 of the Disability Discrimination Act 1995 Across the National Health Services

NHS Executive

Availability: The Department of Health, PO Box 410, Wetherby LS23 7LL

Section 21 of the Disability Discrimination Act will place a range of new duties on the NHS in the provision of services to disabled people. This report sets out the methodology used to conduct a compliance research programme. It describes the rationale for the research approach and explains why an action programme is required. After this the principal barriers are listed. These relate to the obligations of the NHS up to October 1999 and thereafter by 2004. The key recommendations follow. Lastly, the analysis of the cost implications to implement these changes across the NHS.

Access to Health Service Premises: Audit Checklist

NHS Executive

Availability: Department of Health, PO Box 777, London SE1 6XH

This checklist has been developed to enable all health service providers to audit the accessibility of their premises for disabled people. The access audit tool provides a consistent baseline standard which aims to improve the quality of access for disabled people. This audit tool should also be used in conjunction with "Doubly Disabled: equality for disabled people in the new NHS, Access to services".

Quality and Performance in the NHS: clinical indicators

National Health Service Executive

Availability: Department of Health, PO Box 777, London SE1 6XH

The consultation document A First Class Service: Quality in the New NHS, published in July 1998, set out a three part approach to improving quality. This document is concerned with performance assessment. It includes information on 6 clinical indicators, providing data about individual NHS Trusts and Health Authorities. Indicators include deaths in hospital following surgery, a fractured hip or a heart attack; readmission to hospital following discharge; returning home following treatment for a stroke or fractured hip.

Official publications

Report of the NHS Taskforce on staff involvement

Department of Health

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

This report is about ensuring that NHS staff are involved in all decisions that affect them: from big change programmes, to the day-to-day decisions on how services are delivered; effective partnership working, good communications and, above all, real team-work. It matters to all staff who work in and for the NHS: from night shift workers, ancillary staff, staff working on contract- who are often ignored - to doctors, nurses and managers.

Continuing Professional Development: Quality in the New NHS

NHS Executive

Availability: Department of Health, PO Box 777, London SE1 6XH

The aim of this document is to progress from the initial development of an overall framework for Continuing Professional Development in support of the delivery of high quality care and clinical governance. It is the product of a wide ranging consultation exercise set out in HSC 1998 / 113 - A First Class Service.

Quality and Performance in the NHS: High Level Performance Indicators

NHS Executive

Availability: Prolog, PO Box 777, London SE1 6XH

The high level indicator set presented here supports the six areas of the Performance Assessment Framework as set out in A First Class Service: health improvement; health outcomes; fair access; effective delivery; efficiency and patient/ carer experience. They are drawn from existing indicator sets and also from new sources.

Human Genetics Advisory Commission – Second Annual Report

Department of Trade and Industry

Availability: The HGAC Secretariat, Office of Science and Technology,
Albany House, 94-98 Petty France, London SW19ST

This report recommends keeping the door open to new research and that consideration should be given to extending the regulations which closely control the embryo research to allow development of cell nucleus replacement technology (CNR), which does not involve human reproductive cloning, to treat serious illness.

Amendment

For copies of The 1998 national survey of NHS patients (general population) List of Tables (CHC Listings July 99, p. 8) contact: Duncan Innes, NHS Executive, Room 3E45, Quarry House, Quarry Hill, Leeds. Tel 0113 254 6107.

general publications

Local diabetes services advisory groups: update report including the results of 1996 survey of LDSAGs

British Diabetic Association

Availability: British Diabetic Association, 10 Queen Anne Street, London W1M 0BD

LDSAGs have been initiated to improve local care for people with diabetes. Although the structures are in place the LDSAGs are not always working effectively as they could with health authorities.

Bright futures: promoting children and young people's mental health.

The Mental Health Foundation

Availability: The Mental Health Foundation, 20/21 Cornwall Terrace, London NW1 4QL

This inquiry report aims to examine what is needed for the emotionally and mentally healthy development of children, and the needs and provision for those children who have mental health problems.

The benefits guide 1999/2000

Nigel Kirk

Availability: National Homeless Alliance, 5-15 Cromer Street, London WC1H 8LS

The guide shows how to make best use of the benefit system. It is written and presented to enable non-specialist advisers to provide practical advice on maximising entitlements and minimising delays.

Who cares plans: a guide to care planning in homes for older people

Valerie Coleman, Dominic Regan, Jef Smith

Availability: Counsel and Care, Twyman House, 16 Bonny Street,
London NW1 9PG Tel: 0171 485 1550 Fax: 0171 267 6877

This book shows how to link care and planning in the effective and professional practice of looking after older people in homes. It covers assessment, making and implementing plans, reviews, the stakeholders and the paperwork.

Mental health priorities for primary care: essential steps for practices and primary care groups

Angela Greatley and Edward Peck

Availability: King's Fund Bookshop, 11-13 Cavendish Square,
London W1M 0AN Tel: 0171 307 2591 Fax: 0171 307 2801

This development initiative brought together primary health care, health and local authority providers and commissioners with some user groups, to identify their concerns about primary care and mental health and to agree action plans to address shortcomings in local provision.

general publications

Help the Aged resource pack

Help the Aged

Availability: Help the Aged, St James's Walk, Clerkenwell Green,
London EC1R 0BE Tel: 0171 253 0253

This pack contains information for elders from black and minority ethnic communities on welfare and disability benefits; health and well-being; housing and getting extra help and care at home. There are booklets in the six most widely spoken community languages, as well as English. It is designed to be a resource for groups working with older people from black and minority ethnic communities. It is not available in bulk, but each individual section can be photocopied as an information sheet for use by individual elders.

Continuing education for the Community Dental Service: the future

The Standing Committee on Postgraduate Medical and Dental Education

Availability: Department of Health, PO Box 410, Wetherby, LS23 7LN
Fax: 0990 210 266.

The Standing Committee suggests that a new vision is needed in the Community Dental Service that takes the form of a career web rather than the traditional model of a career pathway with a defined beginning and end.

Homeless families in exile: evaluation of The Children's Society homeless families support programme in Newham - executive summary

Michael Bell Associates

Availability: Executive summary from the King's Fund, Grants Dept
11-13 Cavendish Square, London W1M 0AN.
Full report from The Children's Society, Greater London Regional Office,
91-93 Queens Road, London SE15 2EZ

The programme spent two years providing advice and support to families from 50 different nationalities living in temporary accommodation. It found that at least half did not have a GP or had been sent too far away from where they were registered. The report documents main lessons from the project for voluntary organisations providing services, for the host borough, and for asylum and immigration policy.

Rural inequalities training pack

Val Harris & Ann Hindley

Availability: North Yorkshire Forum for Voluntary Organisations,
Unit 2a, Carlton Miniott Business Park, Thirsk YO74NF

The pack identifies a number of issues that are familiar to those working in rural communities, for instance the difficulties of accessing services for older, disabled, rural young people and others. It highlights issues such as discriminatory practice, racism and homophobia in rural areas and draws upon experiences of rural people to tell these stories.

responses to consultations received

Draft SI; The Primary Care Trusts (consultation on Establishment and Dissolution Regulations 1999)

NHS Executive 06/08/99

Review of the Public Sector Ombudsmen in England

Cabinet Office 30/07/99

Vision 2000: maternity services in the new NHS, a vision for the future

Royal College of Midwives 22/07/99

Freedom of Information: consultation on draft legislation

Home Office 21/06/99

Inquiry into Procedures related to Adverse Clinical Incidents and Outcomes in Medical Care

House of Commons Health Committee 14/06/99

consultation documents received

Regulating private and voluntary healthcare – NHSE

Response by 17/09/99

BMA consent working party

Response by: asap

Good medical practice for GPs – National Primary Care Research & Development

Response by 24/09/99

Proposals to protect the public from unlicensed medicines containing the herbal ingredient Aristolochia (used in traditional Chinese medicine) – Medicines Control Agency

Response by 30/09/99

Managing dangerous people with severe personality disorder – Home Office

Response by 31/12/99

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.

Your words could save their sight. It asks and answers what you need to know about eye health. The Royal National Institute for the Blind's (RNIB) Eye Health Campaign aims to raise awareness of the importance of regular eye tests, especially amongst groups of people who are at higher risk of eye diseases. *For more information about serious problems, or any of the topics in this leaflet, call the RNIB Helpline: 0345 66 99 99 (for the cost of a local call). RNIB's free Eye Health Campaign leaflets are available now in braille, large print and on disk. Please call for details: RNIB (Royal National Institute for the Blind), 224 Great Portland Street, London W1N 6AA.*

'Open Your Eyes and Get a Good Eye Test' leaflet is a new Health Education Campaign from RNIB aimed at the UK's African-Caribbean and African Communities with the message that regular eye tests can help detect potentially blinding eye conditions such as glaucoma. Also a new poster has been produced featuring Marcia – a young black woman whose eye test saved her eye sight. *Free copies of the Marcia poster and the leaflet are available via the RNIB Helpline on 0345 66 99 99.*

Be a Herbie Hero. This comic shows children some of the things that may happen when they come to hospital, or if they are going to have an operation. *Copies available direct from Action for Sick Children, 300 Kingston Road, Wimbledon, London SW20 8LX.*

forthcoming events

Mind Annual Conference – Creating opportunities for change in mental health, Blackpool 9-11 November 1999. Mind's Annual Conference will explore creative solutions to dealing with life and what it throws at you. Over three days the Conference will focus on:

- ◆ Promoting well-being and combating discrimination
- ◆ Building quality mental health services
- ◆ Supporting social care for active citizenship
- ◆ Influencing policy and practice

A programme of lively, thought-provoking plenary sessions will be provided, supported by a wide-ranging variety of parallel sessions, which will take the format of either lectures, providing factual information, or workshops, which will be participatory and problem-solving. There are a number of free places at the Conference, please *contact the Mind Conference and Training Unit, Granta House, 15-19 Broadway, London E15 4BQ Tel: 0181 221 9672 Fax: 0181 221 9681 Email: conference@mind.org.uk*. Joining instructions will be sent out three weeks prior to the Conference.

forthcoming events

CALL FOR PAPERS - 8th Annual Public Health Forum - Partnership, participation & power. Harrogate International Centre 28-29 March 2000.

- ◆ The UK's largest annual multi-disciplinary public health conference, open to all
- ◆ Opportunity for everyone concerned to: exchange ideas on best practice, learn from others in presentations and discussions, network with colleagues facing similar challenges, explore the implications of national and international policies
- ◆ Call for papers on the conference theme and related topics: partnership, participation, power, accountability, community development, reducing inequalities, regeneration and health, health impact assessment and improvement programmes, primary care and public health, evaluating community interventions, women's and men's health, etc

Contact: The Profile Productions Ltd, Northumberland House, 11 The Pavement, Popes Lane, London W5 4NG Tel: 0208 832 7300 Fax: 0208 579 9258

Email: profilep@dial.pipex.com.

information wanted

We have a new member of our CHC who has a sight and hearing disability. He has alerted us to the need for venues for public meetings which meet the needs of those with sensory, as well as physical disabilities. We are currently trying to find out how many venues locally have induction loops for the deaf and hard of hearing. Do you have induction loops in your offices/meeting rooms and do you use induction loops at your public meetings at other venues? *Please contact Sue Cleeve, Monitoring and Evaluation Officer, Brighton, Hove and Lewes CHC, 22 Connaught Road, Hove BN3 3WB Telephone 01273 771186 Fax: 01273 722125.*

BBC TV Watchdog programme – colour blindness. Are other CHCs aware of the availability of treatment for colour blindness on the NHS tinted in the form of contact lenses? *Please contact Jan Wright, Bromley CHC, Babbacombe House, 2 Babbacombe Road, Bromley, Kent BR1 3LW Tel: 0181 464 0249 Fax: 0181 313 9899.*

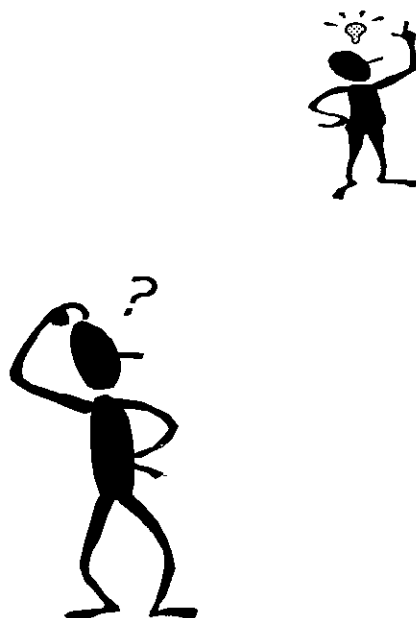
There are proposals to set up a Drug and Alcohol Detoxification Centre in our area. This would be at Bulls Sands Fort in the River Humber with a holding centre on land prior to ferrying out addicts to the centre. We would be pleased to hear from any CHC who has a similar centre in their area and can provide any information on policies, treatment, etc. *Please contact Christine Bromley, Chief Officer, North East Lincolnshire CHC, New Oxford House, 6 George Street, Grimsby, North East Lincolnshire DN31 1HB.*

Joyce of Waltham Forest CHC would like to hear from CHCs that have been involved in or have knowledge of *Hospitals Inpatient Visiting Schemes*. Under such schemes volunteers visit and provide support to inpatients (primarily elderly people). *Please telephone 0181 539 7180.*

information wanted

Have any CHCs been involved with patients referred by GPs when the patient/doctor relationship has broken down? In particular, for the CHC to explain to these patients what the implications of the rotating allocation are, and for pointing out to the patients what their own responsibilities are in their relationship with their GPs. *Please contact Jenny Knowles, Chief Officer, Kidderminster & District CHC on phone 01562 60243 or fax 01562 829704.*

If any CHCs are actively involved with Health Authority or NHS Trust clinical effectiveness or clinical governance groups or have been instrumental in involving patients / carers in these groups, *please contact Zigurds Smits, Leicestershire CHC on 0116 255 2517.*



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 13 Sept and 11 October