

**Community
Health
Councils**

Directory

of

Public Involvement

(3rd edition)

An Introduction to the third edition of 'CHCs and Public Involvement'

In Spring 2000, representatives from CHCs, the NHS Executive and ACHCEW took part in a study tour to look at citizen participation in health services across Europe, funded by the Leonardo programme of the European Union with support from the NHS Executive.

Teams visited Austria, Hungary, Germany, Sweden, Slovenia, Spain, the Netherlands and Greece. The project was co-ordinated by Community Health Councils Development Association, a voluntary body set up to promote the work of CHCs and citizen empowerment in health services. It followed earlier work centred on the NHS 50th Anniversary, where CHCs were subject to study by a group of World Health Organisation experts.

Following the visit, Southend District CHC invited CHCs in England and Wales to send us copies of their reports on citizen's rights and user involvement. These were used to showcase CHC work for visitors, for our European colleagues, for health professionals and for everybody with an interest in promoting citizen's rights in health. We used it to demonstrate the many unique and effective ways in which CHCs were working with their own communities.

The Directory was updated in 2001 and 2002 to demonstrate how, in the face of abolition, CHCs continued their work to strengthen and improve citizen involvement in local health services. The fourth and final version will be published after the abolition of CHCs in December 2003. It will also provide a brief history of the work of CHCs, and show how they have used their statutory rights on consultation and monitoring to bring about improvements to local services.

We are grateful to the Commission for Patient and Public Involvement in Health for helping in the production of this Directory, and for incorporating it into their website: www.cppi.org . We would also like to express our thanks to the Association of Welsh CHCs -which will continue to hold the Directory and its associated reports peter.johns@chc.wales.nhs.uk from 2004. Further enquires can also be directed to PO BOX 33038 London W9 3QN.

Our sincere thanks and congratulations to all the CHCs who have so willingly shared their work. We believe these projects will offer added value to the work of incoming Patients Forums and Overview & Scrutiny Committees.

Beryl Furr
Chief Officer, Southend District CHC

October 2003

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- 1** **24 HOUR A&E SURVEY** **2000**
- The survey was carried out in A&E over a 24 hour period to test patient satisfaction, to monitor waiting times and to establish patterns of usage, in particular to draw out the effects of inappropriate use.
- For more information: Basildon, Brentwood and Thurrock CHC
67 Southernhay,
Basildon
Essex SS14 1EU
- Tel: 01268 284602
Email: basbt@essexchcs.freeserve.co.uk
- 2** **24 HOUR OBSERVATION STUDY OF THE A&E WAITING AREA AT MILTON KEYNES HOSPITAL** **2002**
- The aim of the project was to improve the conditions and service received by patients in the A&E Department. The objectives in the 24 hour study were:
- To measure flow of patients presenting in A&E who did not arrive by ambulance
 - To observe the use of facilities and general environment of the waiting room
 - To use the findings of the study to improve the services of A&E
- For more information Milton Keynes CHC
Queensway
Bletchley
Milton Keynes MK2 2EH
- Tel: 01908 631040
Email: mkchc@dial.pipex.com
- 3** **ACCESS TO TERMINATION OF PREGNANCY SERVICES – A SURVEY OF GPs IN WEST HERTS** **2000**
- A postal survey undertaken by both CHCs in West Hertfordshire on behalf of the sexual health steering group responsible for developing an integrated sexual health service across West Herts. GPs were asked about the numbers of patients referred for termination of pregnancy (TOP); their views on TOP and sexual health services, and the services they offered. We surveyed 306 individual GPs and 106 responded.
- For more information: North West Hertfordshire CHC
1 Canberra House
17 London Road
St Albans
Hertfordshire AL1 1LE
- Tel: 01727 855338
Email: nwhertschc@btinternet.com
- 4** **A&E DEPARTMENT 24 HOUR SURVEY** **1999**
- The CHC undertook a survey at St George's A&E Department. Observations included:
- The reason and source of referral to the department and whether there had been any change during the year
 - The time elapsed between injury, illness and attendance
 - Methods of transport used
 - How easily patients could find the department
 - Advice given prior to discharge
- For more information: Wandsworth CHC
1 Balham Station
London SW12 9SG
- Tel: 020 8673 8820
Email: chief-officer@wandsworth-chc.nhs.uk

5 ACCIDENT AND EMERGENCY SERVICES AT THE PRINCESS ROYAL HOSPITAL, TELFORD 1998

For more information: Shropshire CHC
Suite 1 (North) Prospect House
Belle Vue Road
Shrewsbury SY3 7NR

Tel: 01743 235261
Email: co@shchc.u-net.com

6 ACCIDENT AND EMERGENCY SERVICES AT THE ROYAL SHREWSBURY HOSPITAL 1998

For more information: Shropshire CHC
Suite 1 (North) Prospect House
Belle Vue Road
Shrewsbury SY3 7NR

Tel: 01743 235261
Email: co@shchc.u-net.com

7 A DAY IN THE LIFE OF A MEAL – HEMEL HEMPSTEAD HOSPITAL/ST ALBANS CITY HOSPITAL 2000

The majority of complaints received by the CHC included complaints about the food served to patients, particularly to elderly people. GRANADA (now known as MEDIREST) had been the target of criticism ever since they took over the responsibility of catering for the two hospitals. The CHC spent one day in each hospital following the process of one meal from kitchen to wards. The report is based on what we found on the various wards visited – elderly care, surgical and medical.

For more information: North West Hertfordshire CHC
1 Canberra House
17 London Road
St Albans
Hertfordshire AL1 1LE

Tel: 01727 855338
Email: nwhertschc@btinternet.com

8 A FOOT IN THE DOOR 1999

The survey of Chiropody Services was a joint effort from Southend District CHC and Basildon, Brentwood and Thurrock CHC. Both CHCs were concerned about local service reductions in chiropody services and undertook to survey its effects.

For more information: Southend District CHC
6 Nelson Street
Southend-on-Sea
Essex SS1 1EF

Tel: 01702 391090
Email: southend@essexchcs.org.uk

9 AFTERCARE PROJECT REPORT 2000

The experiences of patients over 65 years old, discharged from Clacton Hospital between 2 March 2000 and 25 May 2000.

For more information: North East Essex CHC
34 St Botolphs Street
Colchester CO2 7EA

Tel: 01206 766599
Email: ne@essexchcs.org.uk

14 ARNOLD LODGE PATIENT SATISFACTION SURVEY**1998**

This report outlines the findings of a patient satisfaction survey, which was conducted in June and July 1998. A questionnaire was devised by a multi-agency working group. This included representatives from Arnold Lodge patients and staff, Leicestershire CHC, Leicestershire Health Authority, the National Schizophrenia Fellowship and De Montfort University.

For more information: Leicestershire CHC
 Enkalon House
 92 Regent Road
 Leicester LE1 7DA

Tel: 0116 255 2517
Email: X400.mailbox@cl.ms.exec.trent.nhs.uk

15 ASHTON PCG PATIENT PANEL SURVEY – ACCESS TO PRIMARY CARE SERVICES**2001**

A patients' panel was set up and surveys undertaken to on to obtain views about:

- Registering with a GP
- Distance to GP
- Access
- Repeat prescriptions
- Pharmacy Services
- Dental Services
- Information
- Screening
- Men's health/women's health

For more information: Wigan and Leigh CHC
 Suite 7, Second Floor
 Buckingham Road
 Brick Kiln Lane
 Wigan WN1 1XB

Tel: 01942 239631
Email: wigan_chc@compuserve.com

16 ASHTON PATIENT PANEL NO.2 – OPINION ON ACCESS TO SUPPORT SERVICES**2002**

To obtain information on how patients access support services. What services are accessed? Where they are accessed. And suggestions to improve services.

For more information: Wigan and Leigh CHC
 Suite 7, Second Floor
 Buckingham Road
 Brick Kiln Lane
 Wigan WN1 1XB

Tel: 01942 239631
Email: wigan_chc@compuserve.com

17 ASTHMA SERVICES – THE PATIENT PERSPECTIVE**1998**

The CHCs Local Voices Project worked with the Avon Health Authority and organised discussion groups, one to one interviews on the phone and in person with asthma patients from ten GP practices, in particular those who have had an emergency hospital admission for their asthma. The reports represent the views and concerns of these patients and presents recommendations for development. The report has produced a wealth of useful and relevant information for doctors and hospital managers to improve and develop services for people with asthma. .

For more information: Bristol and District CHC
 3rd Floor, Riverside House
 Welsh Back
 Bristol BS1 4RR

Tel: 0117 987 3800
Email: office@bristolchc.org

- 18 ASTHMA SERVICES: USER VIEWS 1998**
- One to one interviews with people who had an emergency admission for their asthma. Summary report and recommendations available.
- For more information: Bristol and District CHC
3rd Floor Riverside House
Welsh Back
Bristol BS1 4RR
- Tel: 0117 987 3800
Email: office@bristolchc.org
- 19 ASSESSING PATIENT SATISFACTION: A STUDY OF GENERAL SURGERY PATIENTS 1999**
- Large study of patients admitted to an acute general hospital for surgery. Look at planned and emergency admission, information, communication, inpatient care and discharge arrangements.
- For more information: Wigan and Leigh CHC
Suite 7, 2nd Floor Buckingham Road
Brick Kiln Lane
Wigan WN1 1XB
- Tel: 01942 239631
Email: wigan-chc@compuserve.com
- 20 BABY TALK 1999**
- A report on maternity services in Redbridge. This report was devised following an open day event where women from a diversity of backgrounds came together to discuss local maternity services. The primary purpose of the day was to encourage women particularly from ethnic minorities to participate on the local maternity liaison committee.
- For more information: Redbridge CHC
201 Cranbrook Road
Ilford IG1 4TD
- Tel: 020 8518 5736
Email: redbridgechc@konnexnetworks.co.uk
- 21 BATHING AND SHOWERING SURVEY REPORT 2001**
- This survey seeks to evaluate the access to older people to bathing and showering facilities. Age Concern Knaresborough interviewed 100 older people living in and around Knaresborough. Participants were asked about their bathing equipment and any assistance they received and how satisfied they were with their ability to bath and/or shower.
- For more information: Harrogate and District CHC
Jesmond House
27/29 Victoria Avenue
Harrogate HG1 5QQ
- Tel: 01423 530266
Email: chief-officer@ms.harrogate-chc.northy.nhs.uk
- 22 BOOKED ADMISSIONS PROGRAMME, WESTON TRUST AND NORTH BRISTOL TRUST 2001**
- Led and developed patient involvement throughout Trusts' second wave programme. Detailed reports of process and patient involvement available for both Trusts.
- For more information: Bristol and District CHC
3rd Floor Riverside House
Welsh Back
Bristol BS1 4RR
- Tel: 0117 987 3800
Email: office@bristolchc.org

23 BOURNEVILLE – TOWARDS 2000**1998**

The Local Voices Project and CHC members listened to the views of local people on the Bourneville Estate, Weston –super-Mare about their local primary care services. The CHC produced a report, informed by these views, on the opportunities for developing and improving local NHS services on the estate. This report helped to make the case for full time Primary Care Services on the estate, as well as lending weight to the case for a 'Healthy Living Centre' bid to promote an integrated approach to developing personal, social and economic wellbeing on the Bourneville. (See report: 'Involving Local People in the Setting Up of a PMS Pilot in Weston-super-Mare').

For more information: Bristol and District CHC
3rd Floor, Riverside House
Welsh Back
Bristol BS1 4RR

Tel: 0117 987 3800
Email: office@bristolchc.org

24 BREAST CARE SERVICES SURVEY – HARROGATE & DISTRICT CHC, HARROGATE HEALTH CARE TRUST AND HARROGATE AND RURAL DISTRICT PCG**2002**

The survey followed the journey of patients with a breast-related problem from their initial GP appointment through hospital appointments, any treatment and after-care. Most patients were satisfied with their initial GP appointment and the treatment of patients who were diagnosed with cancer was highly satisfactory. The majority of patients were also highly satisfied with staff and facilities in the new Macmillan Dales Unit at Harrogate District Hospital. Some issues were highlighted, including issues of privacy and dignity when patients are waiting for a mammogram and the quality of information following diagnosis. Some patients felt that, while care was good, they did not meet with the sympathy that they needed under such difficult circumstances.

For more information: Harrogate and District CHC
Jesmond House
27-27 Victoria Avenue
Harrogate HG2 5QO

Tel: 01423 530266
Email: chief-officer@ms.harrogate-chc.northy.nhs.uk

25 BREAST CANCER SERVICES IN PRESTON – FOCUS GROUP REPORT**1996**

The aim of the project was to influence the provision of local breast cancer services to better meet the needs and expectations of service users.

For more information: Preston CHC
128-130 Miller House
9 Lancaster Road
Preston PR1 2RY

Tel: 01772 259089
Email: preston_chc@compuserve.com

26 BREASTFEEDING – REDUCING THE CONFLICT; STUDY DAY REPORTS**1998**

This study day was attended by midwives, health visitors, GPs nurses, volunteers from the National Childbirth Trust and service users (mothers). The event coincided with the launch of Harrogate Health Care Trust's Breastfeeding Policy and aimed at sharing the latest research to try and ensure that all health professionals worked together to help mothers achieve successful breastfeeding.

For more information: Harrogate and District CHC
Jesmond House, 27/29 Victoria Avenue
Harrogate HG1 5QQ

Tel: 01423 530266
Email: chief-officer@ms.harrogate-chc-northy.nhs.uk

27 BREAST LUMP SURVEY**2000**

It was brought to the attention of the CHC through complaints that some women, who found a breast lump themselves, were overlooked by their doctor. In some instances this had delayed treatment for breast cancer. These concerns were shared by Bosom Friends. Primary aim of survey:

- Whether users were satisfied with services provided by their GP and hospital
- Areas where women were satisfied/dissatisfied
- How and where improvements in services could be made
- Raising awareness of the need for proper examination of breast lumps particularly amongst GPs.

For more information: Basildon, Brentwood and Thurrock CHC
67 Southernhay
Basildon
Essex SS14 1EU

Tel: 01268 284602

Email: basbt@essexchcs.freeserve.co.uk

28 CALLING OUT THE DOCTOR**1997**

The Local Voices Project worked with local people in two areas of Bristol to find out their views on the GP Out of Hours service. The report describes the initiative to enable local people in Lawrence Weston and Hartcliffe, both areas of high health need, to comment on the GP Out of Hours service. Although many people reported good experiences when they had to call out the emergency doctor, concerns were raised on trying to get the emergency doctor; difficulties in getting to the Out of Hours Centres and the particular needs of first time parents. The report highlights improvements in Out of Hours services in areas of high health need. .

For more information: Bristol and District CHC
3rd Floor, Riverside House
Welsh Back
Bristol BS1 4RR

Tel: 0117 987 3800

Email: office@bristolchc.org

29 CAN I PHONE A FRIEND?**2000**

The survey aimed to collect local information regarding teenage sexual health on issues of promotion, provision and prevention. Its object is to help those seeking to meet the needs of teenagers and the organisations that provide sexual health and education services.

For more information: North and Mid Beds CHC
41 Mill Street
Bedford MK40 3EU

Tel: 01234 212228

Email: northbedschc@dial.pipex.com

30 CARDIAC REHABILITATION – VIEWS OF PATIENTS AND CARERS**2002**

Patients and carers took part in a consultation on cardiac rehabilitation services. The project was commissioned by South Gloucestershire PCT and organised by North Bristol Trust and the Local Voices Project at the CHC. A high percentage of patients responded through discussion groups and detailed telephone conversations. A full report is available of patient's views, comments and ideas for improving different stages of the inpatient, rehabilitation and primary care service. A clear message that came across was that if the structured discharge care plan, rehabilitation programme and a clear link to primary care worked, it was invaluable.

For more information: Bristol and District CHC
3rd Floor, Riverside House
Welsh Back
Bristol BS1 4RR

Tel: 0117 987 3800

Email: office@bristolchc.org

31 CARE FOR THE VERY ILL – HEALTHWATCH

1999

The survey was carried out as part of the Cheshire Central CHC **Healthwatch** project. The objective of the survey was to ascertain the panel's views on:

- Being told about terminal illness
- Who should break the news
- What information is needed
- Involvement of the family
- Care and pain control
- Counselling
- Place and time of death

For more information: Cheshire Central CHC
199 Edleston Road
Crewe CW2 7HT

Tel: 01270 255909 / 01270 211786
Email: chc@cheshirecentralchc.org

32 CHANGING CHILDBIRTH IN HARROW

Interviews with 120 women on their experiences of maternity services in Harrow.

For more information: Harrow CHC
2 Junction Road
Harrow
Middlesex HA1 1NL

Tel: 020 8863 6432
Email: harrow.chc@cyber-guide.net

33 CHANGING CHILDBIRTH SURVEY

2000

In 1996 the CHC conducted a survey giving a snapshot of how 139 women felt about the maternity service they received and an indication of the services they would like to see. Two years on, the CHC repeated this survey to see how local maternity services have progressed towards implementing the 'Changing Childbirth Strategy' and then finally in 2000.

For more information: Southend District CHC
6 Nelson Street
Southend-on-Sea
Essex SS1 1EF

Tel: 01702 391030
Email: southend@essexchcs.org.uk

34 CHC COMMENTS HOTLINE

2001

A freephone service for NHS users on the Wirral to tell us about what they think about the services they have received. Over 400 calls taken since launch in February 2001 and these are passed to local Trusts as weekly reports. 40% of the calls are compliments, 40% are complaints and 20% are suggestions for improving services.

For more information: Wirral CHC
32 Hamilton Street
Birkenhead
Merseyside L41 5AD

Tel: 0151 647 4251
Email: paul@wirralchc.com

35 CHCS AND HAZS NETWORK 1999

The Network was set up as a result of an approach from some CHCs within HAZs to the NHS Executive" Central HAZ Team to find a mechanism for sharing some of the innovation which is beginning to emerge from working within their HAZ environment.

For more information: Salford CHC
22 Church Street
Eccles
Manchester M30 0DF

Tel: 0161 789 0474
Email: Salford_chc@compuserve.com
Website: www.haznet.org.uk

36 CHELT-DOC.GP OUT OF HOURS EMERGENCY SERVICE: PATIENT OPINION SURVEY 1999

Chelt-DOC is a co-operative of GP practices in the Cheltenham area working together to provide an out-of-hours emergency service for patients. At the time of the survey the service had been operational for over twelve months and participating doctors were keen to unsure that they were able to provide the best possible service for patients.

For more information: Gloucestershire CHC
10 Pullman Court
Great Western Road
Gloucester GL1 3ND

Tel: 01452 413044
Email julie@gloschc.demon.co.uk

37 CHILD AND FAMILY CONSULTATION SERVICE: A STUDY 2000

The CHC decided to undertake a small study, focusing on the views of parents. The aim of the study was to establish issues of importance to service users, which could then be fed into a further study.

For more information: West Essex CHC
1 West Square
The High
Harlow CM20 1JJ

Tel: 01279 443875
Email: chief-officer@wehc.freeseve.co.uk

38 CLINICAL GOVERNANCE: A USER/CARER PERSPECTIVE 2000

A joint project between Nottingham CHC and Nottingham City Hospital NHS Trust. The aim of the project was to establish how patients and carers can be involved in clinical governance and to gain an understanding of what undermines patient and carer confidence in health services or provides reassurance.

For more information: Nottingham CHC
319 Mansfield Road
Nottingham NG5 2DA

Tel: 0115 960 2206
Email: nottchc@nottchc.f9.co.uk

39 CHIROPODY SURVEY**1999**

The purpose of the survey was to gauge public opinion in respect of the cuts in the Chiropractic Service by Lifespan Healthcare NHS Trust on instructions from the Cambridge and Huntingdon Health Authority. Aims were to:

- Identify the nature of the opinion regarding the disinvestment process
- Classify the responses to the survey questionnaire
- Report the findings and the issues raised by the survey for consideration by Lifespan

For more information: Cambridge CHC
5 Wellington Court
Cambridge CB1 1HZ

Tel: 01223 362638
Email: camchc@dial.pipex.com

40 CLEANLINESS AT ADDENBROOKE'S HOSPITAL – WITH A GLANCE AT FOOD**2001**

The object of this survey was to:

- Spot-check cleanliness of wards (baths, showers, toilets, bays, dusting, etc.) and
- To find patients' views on food in order to decide if we should undertake more detailed spot checks
- Between 23rd March and 11th May 2001 we visited 21 wards, chosen randomly; A&E and all out-patient clinics and toilets.

For more information: Cambridge CHC
5 Wellington Court
Cambridge CB1 1HZ

Tel: 01223 362638
Email: camchc@dial.pipex.com

41 COMMUNITY CONFERENCE – SOUTHEND**2001**

A report of the partnership conference between the CHC, Primary Care Trust, Community Voluntary Services and Local Authority in February 2001. More than 800 people attended and took part in developing the Local Health Plan for 2000/2001.

For more information: Southend District CHC
6 Nelson Street
Southend-on-Sea
Essex SS1 1EF

Tel: 01702 391090
Email: southend@essexchcs.ork.uk

42 COMPLAINANT SATISFACTION SURVEY**1999**

Primary aim of survey:

- The level of satisfaction with the service provided by CHC
- Areas where complainants are satisfied/dissatisfied
- How and where improvements in the complaints service can be made

For more information: Basildon, Brentwood and Thurrock CHC
67 Southernhay
Basildon
Essex SS14 1EU

Tel: 01268 284602
Email: basbt@essexchcs.freeserve.co.uk

43 COMPLAINTS SATISFACTION SURVEY

Anonymous survey provided to complainants at the time of closing their file with the CHC. Complainants have an opportunity to provide their views on service provided to them by CHC staff and also the NHS complaints procedure. Surveys are used to compile annual report and for presentation at the AGM.

For more information: Central Nottinghamshire CHC
Clerkson Street
Mansfield
Nottinghamshire NG18 1BQ

Tel: 01623 627541
Email: x400.mailbox@ccn.ms.exec.trent.nhs.uk

44 CONFIDENTIAL SURVEY OF YOUNG MEN'S OPINIONS REGARDING HEALTH ISSUES AND LIFESTYLES 2000

Study involving 6 schools across Borough with year 11 pupils. Assessing young men's opinions on access to health services, healthy lifestyle's and views on service improvements.

For more information: Wigan and Leigh CHC
Suite 7, 2nd Floor
Buckingham Road
Brick Kiln Lane
Wigan WN1 1XB

Tel: 01942 239631
Email: wigan-chc@compuserve.com

45 CONTINENCE SERVICE PATIENT/CLIENT SURVEY – HARROGATE & DISTRICT CHC AND CRAVEN, HARROGATE AND RURAL DISTRICT PCT 2002

The results of this survey highlight the need to integrate services for people with continence problems. Covering patients in Harrogate and District, it was the first of two exercises examining the service from the view of users and staff and gives an overview of current services.

For more information: Harrogate and District CHC
Jesmond House
27-27 Victoria Avenue
Harrogate HG2 5QO

Tel: 01423 530266
Email: chief-officer@ms.harrogate-chc.northy.nhs.uk

46 CONTRACEPTIVE SERVICES FOR YOUNG PEOPLE: FOCUS GROUP RESEARCH 2001

The CHC was commissioned to undertake qualitative research on behalf of the Northern Lincolnshire and Goole Hospitals NHS Trust 1999. The research aimed to ascertain what local young people, aged 14 to 16, knew about the provision of contraception in North East Lincolnshire, in response to changes in family planning services. It was conducted via six single sex focus groups held in three schools (one boy group and one girl group per school) in three different areas; one where services for young people existed and one where services were being developed. The young people provided some useful comments and the report therefore makes several recommendations, which it is hoped will aid in the development of future contraceptive services for young people.

For more information: North East Lincolnshire CHC
New Oxford House
6 George Street
Grimsby
North East Lincolnshire DN31 1HB

Tel: 01472 354113
Email: christine@nelincsclc.f9.co.uk

47 DAY CASE ADMISSION FOR OPERATION – PATIENT SATISFACTION SURVEY - HARROGATE AND DISTRICT CHC AND HARROGATE HEALTH CARE NHS TRUST 2002

The Survey examines the experiences of patients who received their admission date by post, over the telephone or using the new Booked Admissions scheme. In each case booking an admission was a popular option for future admissions, although less so amongst respondents who had not yet experienced the scheme. Among the reasons given were that it made it easier to plan for commitments at work or at home (for example, caring for dependants) and that it was reassuring to know from the outset how long they would have to wait for their admission.

For more information: Harrogate and District CHC
Jesmond House
7/29 Victoria Avenue
Harrogate HG1 5QQ

Tel: 01423 530266
Email: chief-officer@ms.harrogate-chc-northy.nhs.uk

48 DAY SURGERY UNIT: SURVEY 2000

This survey was undertaken jointly with Harrogate Health Care NHS Trust and evaluates the service provided by the Day Surgery Unit at Harrogate District Hospital. It forms part of an ongoing joint project to periodically assess hospital services.

For more information: Harrogate and District CHC
Jesmond House
27/29 Victoria Avenue
Harrogate HG1 5QQ

Tel: 01423 530266
mail: chief-officer@ms.harrogate-chc-northy.nhs.uk

49 DELAYED DISCHARGE 2001

For more information: Cambridge CHC
5 Wellington Court
Cambridge CB1 1HZ

Tel: 01223 362638
Email: camchc@dial.pipex.com

50 DELAYED DISCHARGE SURVEY 2000

Survey carried out on behalf of Hinchingsbrooke Hospital by members of Huntingdon CHC 'Healthwatch' Panel.

For more information: Huntingdon CHC
1 Ferrars Road
Huntingdon
Cambridgeshire PE29 3DH

Tel: 01480 451657
Email: huntschc@care4free.net

51 DENTAL SERVICES SURVEY**1997**

This survey was carried out as part of the Cheshire Central CHC Healthwatch project. The objectives of the survey were to determine:

- How often people visit their dentist
- The number of registered patients in our sample
- If not a registered NHS patient the reasons for this
- If dentist has 'gone private' in last 2 years
- Pattern of emergency dental treatment
- Patient/dentist relationship
- Convenience of surgery times
- Physical access to surgery
- Comments on overall dental service

For more information: Cheshire Central CHC
199 Edleston Road
Crewe CW2 7HT

Tel: 01270 255909/211786
Email: chc@cheshirecentralchc.org

52 DEPOT CLINIC SURVEY**1998**

Study of mental health service users on Depot Injections and their management by the Community Mental Health Trust.

For more information: Wigan and Leigh CHC
Suite 7, Second Floor
Buckingham Row
Brick Kiln Lane
Wigan WN1 1XB

Tel: 01942 239631
Email: wigan_chc@compuserve.com

53 DEPRIVATION AND POOR HEALTH IN PRESTON**1996**

The aim of this project was to influence NW Lancashire Health Authority's development plans and Health Improvement Programme. Rapid appraisal was used to obtain qualitative information from representatives of local communities which was analysed to produce conclusions and recommendations. A conference is planned for early in the summer.

For more information: Preston CHC
128-130 Miller House
9 Lancaster Road
Preston PR1 2RY

Tel: 01772 259089
Email: preston_chc@compuserve.com

54 DEVELOPING CHAPTER 10 OF THE NHS PLAN: A COMMUNITY APPROACH**2001**

In light of the NHS Plan, developing the NW Lincolnshire CHCs project on examining ways of involving the local community in health care decision making. Similar research is also currently being carried out by North East Lincolnshire CHC to complete the South Humber picture.

For more information: North West Lincolnshire CHC
50 Oswald Road Scunthorpe
North Lincolnshire DN15 7PQ

Tel: 01724 851222
Email: chc@nwlincschc.f9.co.uk

55 DEVELOPING A SHADOW PATIENT FORUM FOR DONCASTER WEST PCT – EXPERIENCES OF MEMBER RECRUITMENT AND APPOINTMENT 2002

The shadow patient forum for Doncaster West PCT has been operational since May 2002 as an independent body allied to the CHC. It provides a means for local people to input and keep a check on health matters, and for the PCT to have a body to work in partnership with to improve its responsiveness and accountability to the community it serves. There are ten members, two of whom are existing CHC members. The report highlights in particular lessons from recruitment and appointment, including:

- The difficulty of getting people involved. There was fewer than 2% response rate to a very broad recruitment campaign involving distribution of 1500 leaflets, radio and press advertising and four information events across the PCT area.
- Key criteria in the appointment process are discussed, and the benefits of taking a locally co-ordinated approach to promoting recruitment to patient forums.

For more information: Doncaster CHC
24 Nether Hall Road
Doncaster DN1 2PW

Tel: 01302 326215
Email: information@doncasterchc.f9.co.uk

56 DEVELOPING WHOLE SYSTEMS: THEORY TO PRACTICE – A CASE STUDY IN LIVERPOOL 2001

Report outlines the development of whole systems and mechanisms of working in Liverpool, 1995-2000, initiated and funded by the Baring Foundation and the Kings Fund Development Centre. It's aim was to address problems faced by older people in accessing primary and social care and to encourage new ways of cross-agency working using a whole systems approach involving older people themselves. The report evaluates the support project, which engaged older people in identifying health, and social care needs.

For more information: Liverpool (Central and Southern)
17 Lime Street
Liverpool L1 1JG

Tel: 0151 707 8803
Email: lpool.chc@nhshelp.co.uk

57 DIABETIC AUDIT – INVOLVING PATIENTS – IMPROVING CARE 1998

Local Voices project worked with Avon Primary Care Audit Group to ensure that user views were part of a major audit of diabetes and primary care.

For more information: Bristol and District CHC
3rd Floor riverside House
Welsh Back
Bristol BS1 4RR

Tel: 0117 987 3800
Email: office@bristolchc.org

58 DEVELOPING WHOLE SYSTEMS: THEORY TO PRACTICE – A CASE STUDY IN LIVERPOOL SMITHDOWN/ABERCROMBY/GRANBY 2001

Multi-agency project funded by the Baring Foundation and the King's Fund with Development Worker line managed by CHC. Overreaching aim to address problems that older people face in primary and social care and to encourage new ways of cross agency working using a Whole Systems approach. CHC Chief Officer part of evaluation group and co-author of report.

For more information: Liverpool Central & Southern CHC
17 Lime Street
Liverpool L1 1TG

Tel: 0151 707 8803
Email: L.pool.chc@nhshelp.co.uk

59 DIABETES SERVICE IN PRESTON**1996**

In 1995 NW Lancashire Health Authority approved a joint service specification between Preston Acute Hospital and Guild Community Care Trust for the delivery of diabetes services. In 1996 a second consultant physician, with an interest in diabetes, was appointed by Preston Acute Hospital to enable the joint specification to be taken forward. Preston CHC agreed to undertake a review of the diabetes service for patients in the Preston area. The following four reports are as a result of the review undertaken:

- Diabetes Service in Preston – *Survey of General Practitioners*
- Diabetes Service in Preston – *Focus Group Report – User Views*
- Diabetes Service in Preston – *The Perceptions of Black and Minority Ethnic Communities*
- Diabetes Service in Preston – *Survey of Service Users*

For more information: Preston CHC
128–130 Miller House
9 Lancaster Road
Preston PR1 2RY

Tel: 01772 259089
Email: preston_chc@compuserve.com

60 DISCHARGE FRAMEWORK IN LEICESTERSHIRE ACUTE TRUSTS – AN EVALUATION**1997**

A series of visits to Acute Hospitals in Leicestershire to ascertain the workings of the Leicestershire Discharge Framework. Conducted against a backdrop of interests in the 'patient experience' of discharge arrangements; concerns about bi-monthly delayed discharge statistics; issues of 'bed blocking' and the impact on acute beds; interest in the co-ordination of primary, secondary, community and social care agencies in the discharge procedure and concerns about the forthcoming Local Government re-organisation and its impact on working relationships between Health and Social Services regarding discharge arrangements.

For more information: Leicestershire CHC
Enkalon House
92 Regent Road
Leicester LE1 7DA

Tel: 0116 255 2517
Email: x400.mailbox@cl.ms.exec.trent.nhs.uk

61 DISCHARGE FROM HOSPITAL – DOES PATIENT EXPERIENCE MATCH WRITTEN POLICY AND PROCEDURE**2000**

The project came about initially as a result of concerns raised by Northumberland CHC about some aspects of patient discharge from hospital. It was decided that it would be helpful to investigate discharge, preparation, information and communication between hospital, primary care, patient and carer.

For more information: Northumberland CHC
Old Stables Greys Yard
Morpeth
Northumberland NE61 1QD

Tel: 01670 504562
Email: nhc@compuserve.com

62 DOCTOR-PATIENT PARTNERSHIP CAMPAIGN: 'KEEP IT OR CANCEL IT'**1998**

The Doctor Patient Partnership Campaign is a national campaign run by the BMA to educate patients how to make best use of the services offered to them by their GP and how to improve the relationship between doctors and their patients. The CHC was approached by Leicestershire Health Authority to evaluate the effectiveness of the Doctor/Patient Partnership Campaign locally.

For more information: Leicestershire CHC
Enkalon House
92 Regent Road
Leicester LE1 7DA

Tel: 0116 255 2517
Email: x400.mailbox@cl.ms.exec.trent.nhs.uk

- 63 DO NOT ATTENDS 2000**
- Survey carried out on behalf of Hinchingsbrooke Hospital by members of Huntingdon CHC 'Healthwatch' Panel.
- For more information: Huntingdon CHC
 1 Ferrars Road
 Huntingdon
 Cambridgeshire PE29 3DH
- Tel: 01480 451657
 Email: huntschc@care4free.net
- 64 EATING DISORDERS – SOUTHPORT AND FORMBY STUDENT CHC 2001**
- The group was formed in 1999 to encourage young people to become more involved in health matters. Its name was changed to Student CHC in 2001 and is made up of students from three local colleges – many studying Advanced GNVQ in Health and Social Care.
- At its first meeting in 2001, several health topics were suggested which might be researched and the group decided on eating disorders, which does not have such a high profile or public awareness compared with other topics such as drug or alcohol abuse. The final report was presented at the CHC's AGM in 2001.
- For more information: Southport and Formby CHC
 53 Hoghton Street
 Southport PR9 0PG
- Tel: 01704 536262
 Email: sf.chc@nhassist.co.uk
- 65 EFFECTS OF BEDFORDSHIRE HEALTH AUTHORITY CUTS ON PEOPLE IN NORTH AND MID BEDFORDSHIRE**
- The survey aimed to establish peoples' experiences of the service reductions and also obtain the views of both service and non-service users.
- For more information: North and Mid Bedfordshire CHC
 41 Mill Street
 Bedford MK40 3EU
- Tel: 01234 212228
 Email: northbedschc@dial.pipex.com
- 66 ELECTIVE ADMISSIONS AT HARROGATE DISTRICT HOSPITAL: PATIENTS SURVEY REPORT 2000**
- The survey was designed to investigate the present admission procedure for planned treatments/operations and examine ways in which it can be approved.
- For more information: Harrogate and District CHC
 Jesmond House
 27/29 Victoria Avenue
 Harrogate HG1 5QQ
- Tel: 01423 530266
 Email: chief-officer@ms.harrogate-chc-northy.nhs.uk
- 67 ELECTRO-CONVULSIVE THERAPY – ITS USE AND EFFECTS 1998**
- The aims of the project were to assess the use of ECT in Salford and to establish survivors' views about the use of ECT. The project led to positive and substantial change in the ECT service in Salford.
- For more information: Salford CHC
 22 Church Street
 Eccles
 Manchester M30 0DF
 Tel: 0161 789 0474
 Email: Salford_chc@compuserve.com

68 ELEPHANTS NEVER FORGET**1996**

Study of outpatient attendance in the Acute sector including desktop research of published papers.

For more information: Aylesbury Vale CHC
8 Temple Square
Aylesbury HP20 2QH

Tel: 01296 483222
Email: avchc@dial.pipex.com

69 EVALUATING PALS**2002**

Evaluation of two pathfinder PALS projects operating in West Norfolk and Fenland PCT areas.

The evaluation was constructed from the view and opinions of Users/Carers, Voluntary Sector Groups providing community services, potential users including hard to reach groups, as well as service providers, i.e. GPs, Dentists, PCT staff both in clinical and community settings plus senior managers and Board members. The evaluation also looks at cross boundary working and how other PALS services are interfacing with each other. .

For more information: North West Anglia CHC
The Former Sorting Office
6 Post Office Lane
Wisbech PE13 1HG

Tel: 01945 469830
Email: nwangliachc@dial.pipex.com

70 EVALUATION OF THE PATIENT ADVICE AND LIAISON SERVICE AT PINDERFIELDS GENERAL HOSPITAL AND PONTEFRACT GENERAL INFIRMARY**2002**

PALS within Pinderfields and Pontefract was one of the first Pathfinder schemes in the country and began its operation when two PALS Information Centres were opened on 2nd April 2001. The evaluation of the service was carried out by Pontefract and District CHC and Wakefield CHC in collaboration with the Acute Trust. Evaluation methods included users, hospital staff and PALS worker questionnaires, PALS worker meetings, enquiry from analysis and a leaflet audit – this covered a twelve months period between 1st July 2001 and 30th June 2002. The recommendations from the evaluation are currently being considered by the Acute Trust.

For more information: Wakefield CHC
Grosvenor House
16-18 Union Street
Wakefield WF1 3AE

Tel: 01924 362509
Email: chief-officer@ms.wakefield-chc.northy.nhs.uk

Pontefract CHC
6 Cornmarket
Pontefract WF8 1BJ

Tel: 01977 796470
Chief-officer@ms.pontefract-chc.northy.nhs.uk

71 FAMILY PLANNING CLINICAL SERVICES SURVEY**2001**

At the request of Hertfordshire Health Authority for the purposes of checking user and patient satisfaction of Family Planning/Sexual Health services in North West Herts.

Issues addressed:

- Waiting times
- Notice of where to go to if clinic closed/emergency numbers
- Treatment and environment
- Confidential of issues

For more information: North West Herts CHC
1 Canberra House
17 London Road
St Albans
Hertfordshire AL1 1LE

Tel: 01727 855338
Email: nwhertschc@btinternet.com

72 FEELING THE PULSE

'Feeling the Pulse' want to hear from people with views and opinions from all parts of the local community who would like to have a say in how health services are developed.

For more information: North East Essex CHC
St Botolphs Street
Colchester CO2 7EA

Tel: 01206 766 599
Email: ne@essexchcs.org.uk

73 FOOD AND NUTRITION SURVEY**1998**

The project was as a result of the ACHCEW Hungry in Hospital report which recognised the important role food plays in patients' recovery from illness and in response to concerns which had been expressed by CHCs around the country that some inpatients may not be receiving adequate food.

For more information: West Lancashire CHC
Kendale
Moorgate
Ormskirk
Lancashire L39 4RT

Tel: 01695 577373
Email: 106030.1066@compuserve.com

74 FOOD DISTRIBUTION SURVEY AT THE OLD MANOR HOSPITAL**1999**

It was decided to carry out a survey of food distribution at the Old Manor Hospital after a similar survey was conducted at Salisbury District Hospital two years previous and followed up in May 2000.

For more information: Salisbury and District CHC
95 Crane Street
Salisbury
Wiltshire SP1 2PU

Tel: 01722 324736
Email: sbealy@salisburychc.demon.co.uk

75 FROM MONOLOGUE TO DIALOGUE 2001

In June 2001, the CHC organised two interactive workgroups for the public, to experiment with new ways to engage the public in consultation exercises. This reflects the general shift in thinking about the relationship between the public and public sector organisations which has moved from consultation to dialogue with the public. The report was circulated widely to all those involved in consultation exercises to encourage them to review the traditional methods and persuade them of the advantages of gaining such rich feedback.

For more information: South Buckinghamshire CHC
Chepping House
18 Temple End
High Wycombe HP13 5DR

Tel: 01494 445910
Email: sbuckschc@compuserve.com

76 GENERAL PRACTITIONER OUT OF HOURS SERVICES IN BASSETLAW 1998

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

For more information: Bassetlaw CHC
38 Watson Road
Worksop
Nottinghamshire S80 2BQ

Tel: 01909 485257
Email: x400.mailbox@bassetlaw.ms.exec.trent.nhs.uk

77 GENERAL PRACTITIONER SERVICES SURVEY OF PATIENTS' VIEWS 2002

Survey of patients at 15 GP practices across Bolton.

For more information: Bolton CHC
St Peters House
Silverwell Street
Bolton BL1 1PP

Tel: 01204 377022
Email: advice@boltonchc.com

78 GETTING THERE AND BACK 1998

A local study of patient's experiences accessing ear, nose and throat inpatient and emergency services in Oxford, a twenty five mile distance. Survey of 192 patients.

For more information: Aylesbury Vale CHC
8 Temple Square
Aylesbury HP20 2QH

Tel: 01296 483222
Email: avchc@dial.pipex.com

79 GOING HOME 2002

Rehabilitation services for older people who have undergone an Acute episode of care.

For more information: Aylesbury Vale CHC
8 Temple Square
Aylesbury HP20 2QH

Tel: 01296 483222
Email: avchc@dial.pipex.com

80 GOOD PRACTICE IN GENERAL PRACTICE 2001

Members of the CHC citizen panel of 204 local residents were asked for positive comments on their own general practice surgery. The aim of the report was to disseminate the good ideas and quality initiatives that patients appreciated in their own surgeries.

For more information: Cheshire Central CHC
199 Edleston Road
Crewe CW2 7HT

Tel: 01270 255909
Email: chc@cheshirecentralchc.org

81 GP OUT OF HOURS IN BASSETLAW: A REVIEW 1998

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.

For more information: Bassetlaw CHC
38 Watson Road
Worksop
Nottinghamshire S80 2BQ

Tel: 01909 485257
Email: x400.mailbox@bassetlaw.ms.exec.trent.nhs.uk

82 GP OUT OF HOURS SURVEY 2000

Report of patient satisfaction survey detailing patient views of the service provided by the co-operative of Newark On-Call Rota (CONDOR). Survey to be repeated in August 2001.

For more information: Central Nottinghamshire CHC
Clerkson Street
Mansfield
Nottinghamshire NG18 1BQ

Tel: 01623 627541
Email: x400.mailbox@ccn.ms.exec.trent.nhs.uk

83 GP SERVICES SURVEY – HEALTHWATCH 1998

This survey was carried out as part of the Cheshire Central CHC Healthwatch project. The aims of this survey were to determine the following:

- The number of panel members registered with GP and frequency of visits to GP practice
- The convenience of surgery times
- Panel response to waiting times
- The perceived quality of care offered by GP during the consultation
- Panel preference for seeing the same GP for each consultation
- Panel response to telephone advice
- Frequency of patient recalls for health checks by GP for patients taking repeat prescriptions
- Confidentiality at reception
- Courtesy of reception staff
- Quality of facilities provided by GP practice
- Percentage of panel who have received GP practice leaflet
- Panel assessment of overall service offered by GP practice

For more information: Cheshire Central CHC
199 Edleston Road
Crewe CW2 7HT

Tel: 01270 255909
Email: chc@cheshirecentralchc.org

84 GREAT EXPECTATIONS: BECOMING A MOTHER IN CENTRAL CHESHIRE

1999

The principal aim of the project was to explore the information needs of women using maternity care services in Central Cheshire. The project sought to:

- Determine previous knowledge or pregnancy, childbirth and childcare
- Ascertain views about the information provided by professional carers
- Look at the use of other sources of information
- Explore experiences of and attitudes towards the organisation and delivery of local maternity care at all stages
- Consider women's experiences of becoming a mother
- Obtain a retrospective view of information needs

For more information: Cheshire Central CHC
199 Edleston Road
Crewe CW2 7HT

Tel: 01270 255909
Email: chc@cheshirecentralchc.org

85 GUIDE TO RESIDENTIAL AND NURSING HOMES AND ASSOCIATED INFORMATION

2000

Guide to homes with information on:

- Registration and inspection
- Making choices
- Finance and contracts
- Community care
- Complaints
- Helpful organisations

For more information: Alyesbury Vale CHC
8 Temple Square
Aylesbury HP20 2QH

Tel: 01296 483222
Email: avchc@dial.pipex.com

86 GUIDE TO YOUR LOCAL HEALTH SERVICES

2000

The guide is designed to bring together all the information local residents might need to find their way around the local health services.

For more information: Southend District CHC
6 Nelson Street
Southend-on-Sea
Essex SS1 1EF

Tel: 01702 391090
Email: southend@essexchcs.org.uk

87 'HAVING A SAY': END OF YEAR REPORT

'Having a Say' was set up to foster and develop involvement by mental health service users and their carers, in the development of priority setting and service monitoring in the county. The emphasis has been on the rural part of Oxfordshire – focusing on people whose main contact with the NHS is through their GP and primary care support services rather than through Oxford's Acute Mental Health Trust. The Project was funded jointly by the Health Authority and Social Services, with line management and office accommodation provided by the CHC.

The project has done some extremely good work on these basics, producing a 'Good Practice Guide' on user involvement which has been very well received and a guide to the key issues on payments and benefits.

For more information: Oxfordshire CHC
5th Floor, Seacourt Tower
West Way
Botley
Oxford OX2 0JG

Tel: 01865 723569
Email: oxonchc@dial.pipex.com

88 HEADSTART – A REPORT ON PAEDIATRIC NEURO-REHABILITATION SERVICES IN GREATER MANCHESTER

2002

This project sought the views of families on acute neuro-rehabilitation services for children with acquired brain injury in Greater Manchester. Priorities were: interdisciplinary team approach to care and rehabilitation; access to psychological, therapy and social work support; intermediate residential and day services; better collaboration between all relevant agencies' more accessible and timely information and advice; and access to support and independent advocacy.

For more information: Salford CHC
22 Church Street
Eccles Manchester M30 0DF

Tel: 0161 789 0474 (voice or minicom)
Email: office@salfordchc.net

89 HEALTH ACTION LINK PROJECT

2000

The South of Tees Health Action Link (HAL) is a partnership project between South Tees CHC, Middlesbrough and Langbaugh PCTs. Its objective is to improve patient and public involvement and empowerment, provide multiple access channels for their views and provide information enabling improved access and therefore outcomes.

South of Tees HAL is a network of members of the public volunteering to participate in a variety of methods of involvement with the NHS including surveys, information requests, participation in 'Link Up' sessions and serving on NHS involvement groups – to name a few, providing valuable bi-directional feedback.

Participation is via surveys, Self Reporting Forms, HAL 'Link-Ups' meetings and serving on NHS public involvement panels and groups. Information is provided to members via a regular newsletter 'Links' and the 'Link-Ups'.

The major innovation is in closing the 'feedback loop'. Members are informed of the impact their views have and they receive responses to their Self-Reporting Forms from the local NHS Trusts and PCTs showing how their views are improving local services.

For more information: South Tees CHC
Cleveland Business Centre
1 Watson Street
Middlesbrough TS1 2RQ

Tel: 01642 254555
Email: chief-officer@ms.stees-chc.northy.nhs.uk

90 HEALTH ADVISORY PANELS

Meetings are held around the South Warwickshire District to give the population a real opportunity to have their say on the NHS at local level.

For more information: South Warwickshire CHC
Elta House
Birmingham Road
Stratford-upon-Avon
Warwickshire CV37 0AQ

Tel: 01789 263222
Email: co@swchc.u-net.com

91 HEALTH CARE SANS FRONTIERS

2000

The HCSF is a project on the Community Health Councils' Development Association. HCSF has arranged study tours for staff and members in CHCs and other parts of the NHS to countries across Europe, focusing in particular on how European health care services involve patients and the public in their decision making processes. Full country reports are available, as well as a summary report.

For more information: CHC Development Association
PO Box 33038
London, W9 3QN

Email: chc@btinternet.com

92 HEALTH FORUM – WIRRAL

2001

A pilot Independent Local Advisory Forum (ILAF) made up of twelve local people run independently but supported by the CHC. Wirral received thirty-four applications and interviewed eighteen people to appoint the twelve, and were surprised at the calibre and background of applicants for this voluntary post. The Forum will act as a 'sounding board' for Primary Care Trusts to use as they develop their service planning.

For more information: Wirral CHC
32 Hamilton Street
Birkenhead
Merseyside L41 5AD

Tel: 0151 647 4251
Email: paul@wirralchc.com

93 HEALTH LINK NEWSLETTER

Quarterly

Health Link is the name given to the partnership between the public and the Community Health Council. The CHC wanted to have a realistic picture of what health services are like in Maidstone and Malling and the best way this could be done was by local people reporting to the CHC about good or bad experiences. The CHC promises to take action on all the reports sent to us but the reporter's name would remain confidential to the CHC. Each reporter is given a number and the CHC keeps a database of all the reports sent in and analyses them for trends. Reports of good and bad practices are passed on to the people responsible for the service and a response is requested. Both the report and response are then published in *Health Link*, which is distributed widely in the local area.

This is an opportunity for the public to have a voice about their local NHS services. At present we have 253 reporters and have so far published seven newsletters.

For more information: Maidstone & Malling CHC
Ascot House
22-24 Albion Place
Maidstone, Kent ME 14 5DZ

Tel: 01622 674146
Email: office@mchc.demon.co.uk

94 HEALTH MATTERS PANEL**2001**

In the summer of 2000, the CHC was supported by four of the then Primary Care Groups: Newcastle, Staffordshire Moorlands, North Stoke and South Stoke, in its efforts to develop locality health panels to provide a core of people within the PCG localities who were willing to be consulted on health issues and respond to invitations to participate in planning local health services.

For more information: North Staffordshire CHC
Winton House
Stoke Road
Stoke on Trent ST4 2RW

Tel: 01782 744373
Email: co@nschc.u-net.com

95 HEALTH NEEDS OF CHILDREN AND YOUNG PEOPLE IN THE COMMUNITY**2000**

Study of the health needs of children and young people in the community including interviews, focus groups, surveys with people working in services, patients and carers. In total 167 children/young people between ages of 8-18 years were included in the study.

For more information: Aylesbury Vale CHC
8 Temple Square
Aylesbury HP20 2QH

Tel: 01296 483222
Email: avchc@dial.pipex.com

96 HEALTH VISITING AND SCHOOL NURSING: THE CROYDON STORY**1999**

1997 Croydon Health Authority issued for consultation a document which proposed to disinvest in health visiting and school nursing services. This was the first formal indication that the Health Authority required savings of £300 000 in order to 'balance the books'. Croydon CHC commissioned the study to:

- Clarify changes to the health visiting and school nursing services over the last 18 months
- Examine the implications of these changes from the perspective of clients, voluntary organisations and health professionals
- Draw comparisons between Croydon's services and those in comparable areas and national trends
- Discuss to what degree the changes in health visiting and school nursing in Croydon are consistent with local, regional and national policies and identified priorities

For more information: Croydon CHC
90 London Road
Croydon CR0 2TB

Tel: 020 8680 1503
Email: x400.mailbox@sc.ms.croydon-chc.sthames.nhs.uk

97 HEALTHCARE IN THE COMMUNITY FOR PEOPLE OVER 65**2001**

Views from members of the public on the current service and how services could be improved in the future.

For more information: North East Essex CHC
34 St Botolphs Street
Colchester CO2 7EA

Tel: 01206 766599
Email: ne@essexchcs.org.uk

98 HEALTHPARK – REPORT OF A PARTICIPATORY APPRAISAL PROJECT WITH THE COMMUNITIES OF WESTWOOD PARK AND ALDER PARK, WINTON, ECCLES 2001

Supported by the Eccles Community Committee, the CHC ran a participatory appraisal project to promote the participation of citizens, and co-ordinated action, to improve their health and wellbeing. We employed three people as community animators, who used a range of ways to engage with hundreds of local residents of all ages and backgrounds. Local citizens identified their main concerns and priorities, which included drugs and associated problems; crime and vandalism; bullying and intimidation; children and young people; the environment (including speeding cars, litter and dogs); and City Council services. People most wanted to see better facilities for young people, more effective police enforcement and an estate clean-up.

For more information: Salford CHC
22 Church Street
Eccles
Manchester M30 0DF

Tel: 0161 789 0474 (voice or minicom)
Email: office@salfordchc.net

99 HEALTH, RACE AND EQUALITY 2000

Report of a seminar held in Brent in July 2000, facilitated by Sir Herman Ouseley.

For more information: Brent CHC
22 Willesden High Road
London NW2 2QD

Tel: 020 845 4677
Email: brentchc@hotmail.com

100 HEALTHWATCH 2001

Healthwatch members (250 members of the public) who join the Healthwatch scheme assisted the Health Authority, Social Services, Acute Trust and PCOs during 2001. This assistance included responses to consultation documents, reader's panel, help designing questionnaire for Social Services and many more. The scheme is run by Mid Essex CHC and funded by North Essex Health Authority. The advantage of the scheme is that it can respond to requests for help immediately.

For more information: Mid Essex CHC
4 New Street
Chelmsford,
Essex CM1 1NT

Tel: 01245 352305
Email: mid@essexchcs.org.uk

**101 HERTSMERE HEALTHY NETWORK 2001/
2002**

SW Herts CHC and Hertsmere PCT have, in conjunction with local GPs, developed a network of over 200 patients and carers to form the *Hertsmere Healthy Network*. Members of the Network have variable interests in healthcare – which are being facilitated by the CHC and PCT. Some wish to be involved in service framework planning groups – others as members of a Shadow Patients Forum, and even more attend *Talking Table* events organised for the Network every 3 months. The CHC and the PCT are also providing skills and health priorities training for Network members.

For more information: South West Herts CHC
3rd Floor, Abbey House,
26 The Parade
High Street
Watford
Hertfordshire WD17 1AA

Barrie Taylor SW Herts CHC 019 23 24 52 85 or
Ian Brittain Hertsmere PCT 017 07 62 29 40
Email: hertsmerehealthynetworks@bopenworld.com

102 HOSPITAL SERVICES – HEALTHWATCH**1999**

This survey was carried out as part of the Cheshire Central CHC Healthwatch project. The objectives of the survey were to gather views on:

- Access to hospitals
- Information provided
- Waiting times
- Physical environment
- Meals
- Aspects of privacy and dignity
- Care from hospital personnel
- General levels of satisfaction

For more information: Cheshire Central CHC
199 Edleston Road
Crewe CW2 7HT

Tel: 01270 255909
Email: chc@cheshirecentralchc.org

103 HOSPITAL TO HOME STAGES 1 & 2 AND EXECUTIVE SUMMARY**2001/
2002**

A research project to monitor the quality and outcome of Discharge/Community Care. The first stage was a quantitative study with the aim of monitoring the views and experiences of patients discharged from the Acute Trust. 393 patients discharged from Pinderfields General Hospital and Clayton Hospital between October and December 2000 were asked to complete a questionnaire.

The second stage was a qualitative study highlighting experiences of 20 patients by in-depth semi-structured interviews. A range of recommendations were made as a result of the survey.

For more information: Wakefield CHC
Grosvenor House, 16-18 Union Street
Wakefield WF1 3AE

Tel: 01924 362509
Email: chief-officer@ms.wakefield-chc.northy.nhs.uk

104 HOSPITALS – HOW MANY? HOW BIG? HOW CLOSE TO HOME?**1998**

A report on a public discussion, chaired by the CHC, which looked at the impact of local hospital closures and service reductions.

For more information: Barnet CHC
159 Ballards Lane
Finchley
London N3 1LJ

Tel: 020 8349 4364
Email: Chief-officer@barnet-chc.nthames.nhs.uk

105 HOW THE PUBLIC WOULD PURSUE A COMPLAINT POST CHCS**2001**

Two part survey:

- Questionnaire to past complainants
- Questionnaire to voluntary organisations, churches, action groups.

For more information: Dewsbury District CHC
Town Hall
Dewsbury
West Yorkshire WF12 8DG

Tel: 01924 450706

- 106 HOW TO DO IT – THE PROCESS AND GOOD PRACTICE FOR PRODUCING A PATIENT INFORMATION LEAFLET 2001**
- A joint project carried out by the Merrywood Practice, Knowle West, Bristol and Local Voices Project at the CHC. The project worked with patients and community groups to enable local people to influence the content and design of a new GP practice information leaflet and provide a model of working with patients for other practices. A full report is available of the process and feedback results, which has been used as a model of good practice. The report contains information on the initial proposals for patient involvement and patients' feedback; it details patients and staff involvement in the working group, the production and design of the final product. The final brochure has been used widely as a template for a practice leaflet.
- For more information: Bristol and District CHC
3rd Floor, Riverside House
Welsh Back
Bristol BS1 4RR
- Tel: 0117 987 3800
Email: office@bristolchc.org
- 107 HUNGRY IN SOUTHEND HOSPITAL 1999**
- This is the third annual food survey at Southend Hospital. The purpose of this study was to find out if changes to the 'food chain' were improving the quality of service for patients.
- For more information: Southend District CHC
6 Nelson Street
Southend-on-Sea
Essex SS0 0RY
- Tel: 01702 391090
Email: southend@essexchcs.org.uk
- 108 IMPROMPTU VISITS TO A&E DEPARTMENT – BASILDON HOSPITAL 2001**
- Overall report of six impromptu visits to Accident and Emergency since March 2000, due to increase in complaints to CHC office and the many press reports highlighting patients concerns.
- For more information: Basildon, Brentwood and Thurrock CHC
67 Southernhay
Basildon
Essex SS14 1EU
- Tel: 01268 284602
Email: basbt@essexchcs.freeserve.co.uk
- 109 INFORMATION ON MATERNITY SERVICES 1997**
- Collaborative working between the Health Authority, the Maternity Services Liaison Committee and the CHC.
- For more information: Northumberland CHC
Old Stables
Greys Yard
Morpeth
Northumberland NE61 1QD
- Tel: 01670 504562
Email: nchc@compuserve.com

110 IN LIMBO**1999**

A study of the experience of patients, aged 75 and older, of discharge from Barnet General Hospital between December 1997 and March 1998. The purpose of this survey was to find out from elderly people about their first hand experience of the quality of the hospital discharge, which is a complex procedure with many inter-dependent elements.

For more information: Barnet CHC
159 Ballards Lane
Finchley
London N3 1LJ

Tel: 020 8349 4364
Email: Chief-officer@barnet-chc.nthames.nhs.uk

111 INTERMEDIATE CARE – HOSPITAL AT HOME**2001**

Report on survey of service users. Survey achieved a 50% response rate from 40 service users. Questionnaire designed to elicit answers to show:

- Quality of service
- Patient involvement in decisions about their care
- Effectiveness of the service, etc

For more information: Coventry CHC
1st Floor John Sinclair House
St Nicholas Street
Coventry CV1 4LY

Tel: 024 7625 1304
Email: chc@coventrychc.fsnet.co.uk

112 INTERMEDIATE CARE (STEP DOWN)**2001**

Working with the Department of Medicine for the Elderly, Southend Hospital's multi-disciplinary team to monitor hospital patients in Intermediate Care beds. Participating in three-part audit, the CHC's Task Group for Older People are undertaking client interviews to obtain the patients perception of intermediate care. This involves interviewing six patients in five homes each quarter. Data forms part of the Hospital's Audit and the Task Group will issue a separate report of their findings. The study commenced in June 2001.

For more information: Southend District CHC
6 Nelson Street
Southend-on-Sea
Essex SS1 1EF

Tel: 01702 391090
Email: southend@essexchcs.org.uk

113 INTERMEDIATE CARE SERVICES IN BASSETLAW**2001**

The aim of the project was to take an overview of the demand and current provision of intermediate care in Bassetlaw, the planned developments by both Health and Social Services, and to develop evidence based recommendations that will assist the statutory, voluntary and private sectors to improve this area of care for Bassetlaw people.

For more information: Bassetlaw CHC
38 Watson Road
Worksop
Nottinghamshire S80 2BQ

Tel: 01909 485257
Email: x400.mailbox@bassetlaw.ms.exec.trent.nhs.uk

114 INTERMEDIATE CARE WITH REHABILITATION: THE YUELL COURT SERVICE 2001

This is a report of a survey of twenty five service users that achieved a 48% response rate. The questionnaire was designed to elicit answers to show:

- Quality of service
- Patient involvement in decisions about their care
- Seamless service issues (pre-hospital discharge and post-discharge from Youell Court)
- Effectiveness of the service
- The report includes the analysis of responses, discussion and conclusions.

For more information: Coventry CHC
1st Floor, John Sinclair House
St Nicholas Street
Coventry CV1 4LY

Tel: 024 7625 1304
Email: chc@coventrychc.fsnet.co.uk

115 INVESTING IN THE SOCIAL ECONOMY IN SALFORD 2001

The CHC worked with Salford Council for Voluntary Services and others to improve statutory agencies' commissioning of small and medium-sized organisations in the social economy. The emerging themes concerned innovation, organisational development, effectiveness, monitoring and finance.

For more information: Salford CHC
22 Church Street
Eccles
Manchester M30 0DF

Tel: 0161 789 0474
Email: office@salfordchc.net

116 INVOLVING CITIZENS IN HEALTH – FINAL REPORT OF THE MANCHESTER, SALFORD AND TRAFFORD HEALTH ACTION ZONE AND THE MANCHESTER, SALFORD AND TRAFFORD CHCS – CORDIS BRIGHT 2001

A report of a project by the five CHCs and the Health Action Zone in Manchester, Salford and Trafford to take forward the involvement and participation agenda in health and health/social care. Based on a series of different approaches to engage a wide range of local citizens, the proposals draw on their views to complement, but go far beyond Government proposals in the NHS Plan.

For more information: Salford CHC
22 Church Street
Eccles
Manchester M30 0DF

Tel: 0161 789 0474
Email: office@salfordchc.net

117 INVOLVING LOCAL PEOPLE IN THE SETTING UP OF A PERSONAL MEDICAL SERVICES (PMS) PILOT IN WESTON-SUPER-MARE 2000

The Local Voices Project supported local people from three estates in Weston-super-Mare to become involved in the recruitment of staff for this PMS pilot which provides a new Primary Care Team for an area of high health need. Local people were involved in the recruitment and selection procedure for all staff employed in the new GP Practice on the Bourneville Estate. (See report: Bourneville – Towards 2000

For more information: Bristol and District CHC
3rd Floor, Riverside House
Welsh Back
Bristol BS1 4RR

Tel: 0117 987 3800
Email: office@bristolchc.org

118 INVOLVING PATIENTS**1998**

The aim of these workshops was to:

- Show what patient involvement is
- Show why it is important
- Show how to successfully involve patients
- Explore common challenges and solutions

For more information: West Essex CHC
1 West Square
The High
Harlow CM20 1JJ

Tel: 01279 443875
Email: chief-officer@wehc.freeseve.co.uk

119 ISLINGTON HEALTH ADVISORY DIRECTORY**2001**

Islington CHC published the Islington Health Advocacy Directory in July 2001. The Directory contains information on 50 organisations in Islington providing health advocacy and is intended for use by health professionals including GPs, practice managers, practice nurses and others based in our local hospitals and health services. It will also be of use to those providing information and advice work in voluntary organisations.

For more information: Islington CHC
164 Holloway Road
London N7 8DD

Tel: 020 7609 6096
Email: chc@islingtonchc.co.uk

120 IT WILL MAKE A NEW WOMAN OF YOU: WOMEN'S EXPERIENCE OF HYSTERECTOMY**1997**

Study into women's experience of hysterectomy explores the views on care, support, information and choice during the process.

For more information: Wigan and Leigh CHC
Suite 7, Second Floor
Buckingham Road
Brick Kiln Lane
Wigan WN1 1XB

Tel: 01942 239631
Email: wigan_chc@compuserve.com

121 LEARNING DISABILITY SERVICES IN BASSETLAW**1999**

This project reviews the current services available for people with learning disabilities in Bassetlaw, seeks the views of users and carers about them, and makes recommendations for the development of these services in the future.

For more information: Bassetlaw CHC
38 Watson Road
Worksop
Nottinghamshire S80 2BQ

Tel: 01909 485257
Email: x400.mailbox@bassetlaw.ms.exec.trent.nhs.uk

122 LEIGH PATIENT PANEL – SURVEY OF PREFERENCES FOR HOSPITAL SERVICES**2002**

To obtain views on preference of hospitals in different localities for certain services, i.e. A&E, Specialist opinion, Maternity, etc.

For more information: Wigan and Leigh CHC
Suite 7, Second Floor
Buckingham Road
Brick Kiln Lane
Wigan WN1 1XB

Tel: 01942 239631
Email: wigan_chc@compuserve.com

123 LIAISING WITH GENERAL PRACTICE**2000**

This is the second report on discussions between the Salisbury and District CHC and General Practices in South Wiltshire. The purpose of the project is to build on the good relationships that exist between the CHC and the Primary Care Teams and through this liaison, enable local areas of concern to be identified and pursued.

For more information: Salisbury and District CHC
95 Crane Street
Salisbury
Wiltshire SP1 2PU

Tel: 01722 324736
Email: sbealey@salisburychc.demon.co.uk

124 LISTENING TO MOTHERS**2000**

One of the objectives cited in the Terms of Reference of the Maternity Services Liaison Group is 'to seek views of users, and potential users, of maternity services and to feed them into the decision making process'.

For more information: Bromley CHC
Babbacombe House
2 Babbacombe Road
Bromley
Kent BR1 3LW

Tel: 020 8464 0249
Email: chief-officer@ms.bromley-chc.sthames.nhs.uk

125 LOCALITY HEALTH FORUMS

This document describes how we have developed a network of Forums to engage with the public. People attending the meetings discuss service developments and changes with senior NHS staff, put forward ideas for service improvements and raise matters of concern.

For more information: Basingstoke and North Hampshire CHC
Hampstead House
Basingstoke Town Centre
Hampshire RG21 1LG

Tel: 01256 350348
Email: health@basingstokechc.demon.co.uk

126 LOCAL MENTAL HEALTH SERVICES FOR PEOPLE WITH LEARNING DISABILITIES 2000

The CHC Special Interest Group for Mental Health decided to look at the local mental health services for people with learning disabilities. We were keen to discover what local mental health provision exists for this client group and how aware service users and carers are of what these services are and how they can be accessed.

For more information: Cambridge CHC
5 Wellington Court
Cambridge CB1 1HZ

Tel: 01223 362638
Email: camchc@dial.pipex.com

127 LOCAL PEOPLE'S VIEWS ON LOCAL HEALTH SERVICES 2001

A survey involving members of the public and 150 voluntary/community groups. The database set up from interested parties now forms the basis of health networking for capacity building towards the establishment of Patients Forums. Responses have informed the development of the PCT's successful LIFT application, and been fed into acute and mental health trusts. The public survey was conducted face-to-face in a variety of community settings including job centres, social security offices and supermarkets. Postal survey of voluntary/community groups covered consultation issues. Health bodies to improve consultation and involvement methods have also used this. The survey was conducted again in 2002 with students from the local 6th Form College and demonstrated that there was little interest amongst 16-18 year olds in joining specific 'committee style' health/patients forums.

For more information: Oldham CHC
Block D, Brunswick Square
Union Street
Oldham OL1 1DE

Tel: 0161 624 6251
Email: pat@oldhamchc.org

128 MATERNITY SERVICES IN PRESTON 1996

The aim and objectives of the project were to:

- Represent the views of local women to service providers and to the Health Authority via the Maternity Services Liaison Committee
- To enable purchasers and providers to take user views into account in service provision and commissioning by means of specific recommendations
- To receive a formal response to the report from the NW Lancashire Authority and the Preston Acute Hospitals

For more information: Preston CHC
128-130 Miller House
9 Lancaster Road
Preston PR1 2RY

Tel: 01772 259089
Email: preston_chc@compuserve.com

129 MATERNITY SERVICES PATIENT SATISFACTION SURVEY 2002

A questionnaire based survey of users' experience of antenatal, labour and postnatal care in the Wakefield District. The survey looked separately at users' experiences in these three service areas. Questionnaires: a mix of fixed response and open questionnaires were distributed between 19th November and 21st December 2001.

A range of recommendations were made and discussions are taking place with the agencies involved to determine what action will be taken as a result.

For more information: Wakefield CHC
Grosvenor House
16-18 Union Street
Wakefield WF1 3AE
Tel: 01924 362509
Email: chief-officer@ms.wakefield-chc.northy.nhs.uk

130 MATERNITY SERVICES LIAISON COMMITTEE 2000

The CHC started this group up again after a short break, liaising with staff and lay reps, it was originally chaired by the CHC but is now being chaired by a lay rep/user, the CHC now supplies support and guidance. The group has done focus group work and uses CHC networks.

For more information: Cambridge CHC
5 Wellington Court
Cambridge CB1 1HZ

Tel: 01223 362638
Email: camchc@dial.pipex.com

131 MATERNITY SERVICES SURVEY: PATIENTS' SATISFACTION REPORT 2000

This survey follows on from one conducted in November 1997 prior to the maternity service's move from Harrogate General to Harrogate District Hospital. It covers the whole of the mother's experiences of the service - from admission to hospital prior to labour to post-natal maternity care.

For more information: Harrogate and District CHC
Jesmond House
27/29 Victoria Avenue
Harrogate HG1 5QQ

Tel: 01423 530266
Email: chief-officer@ms.harrogate-chc.northy.nhs.uk

132 MATERNITY USERS SURVEY 2001

This survey focuses on two areas:

- It provides a general user commentary on the quality of care provided in the two Leeds hospitals with maternity facilities; and the
- Comments of service users on their views of accommodating ante and pre-natal mothers on the some 'mixed' ward, as opposed to separate ante and post natal wards.
- The survey was sent to members of the Leeds branch of the National Childbirth Trust (NCT)

For more information: Leeds CHC
3-4 Templar Street
Leeds LS2 7NU

Tel: 0113 245 7461
Email: chief-officer@ms.leeds-chc.northy.nhs.uk

133 MENS CANCER RESEARCH PROJECT 2001

A joint initiative by Newcastle and North Tyneside CHCs. The study focused on the patient's perspective of service planning for a patient with prostate cancer.

For more information: Newcastle CHC
6 Saville Place
Newcastle on Tyne NE1 8DQ

Tel: 0191 261 0841
Email: chief-officer@ms.newcastle-chc.northy.nhs.uk

134 MENS HEALTH EVENT 2002

An event held in the foyer of ASDA superstore in Southport. A lively and fun-packed day with an opportunity to test fitness on computrain bikes, have a healthy lifestyle assessment and receive simple advice on issues relating to men's health. As well as personal advice, a wide array of literature was available, healthy food was on offer and the opportunity to take part in a free raffle.

For more information: Southport & Formby CHC
53 Hoghton Street
Southport PR9 OPG

Tel: 01704 536262
Email: sf.chc@nhsassist.co.uk

135 MILTON KEYNES GENERAL HOSPITAL OUTPATIENT SATISFACTION STUDY REPORT 2001

A study to measure the satisfaction of patients attending the Outpatient's Department. Each stage of the appointment process, through to consultation; identifying any areas that need to be improved and what improvements the patients would like to see made.

For more information: Milton Keynes CHC
Queensway
Bletchley
Milton Keynes MK2 2EH

Tel: 01908 631040
Email: mkchc@dial.pipex.com

136 MOUNT VERNON CANCER PATIENT SURVEY 2001

In response to the Preliminary Report of the Long Term Review of Mount Vernon Cancer Network and Centre, Hillingdon CHC undertook a questionnaire survey of 472 cancer patients and their companions. The survey asked questions about people's satisfaction with the current service and sought their views on issues raised in the Preliminary Report, particularly the future siting of the cancer services.

For more information: Hillingdon CHC
65 Belmont Road, Uxbridge
Middlesex UB8 1QT

Tel: 01895 257858
Email: staff@hill-chc.fsnet.co.uk

137 NEONATAL NURSE PRACTITIONER SURVEY: PARENTS VIEWS OF THE DISCHARGE LETTER 1998

An important element of this evaluation is the assessment of parental satisfaction with the service. In order to examine this effectively, it was decided to look in detail at the baby's discharge letter, a copy of which is given to parents just before taking the baby home. Parents' perceptions of the content and form of the letter were assessed, as was the way in which the letter was handed over and its contents explained.

For more information: Northumberland CHC
Old Stables
Greys Yard
Morpeth
Northumberland NE61 1QD

Tel: 01670 504562
Email: nchc@compuserve.com

138 NEWHAM CHC WARD SURVEY VISIT – TOOLKIT 2002

Since September 2002 the CHC has undertaken a successful programme of Ward Survey Visits. The overall aim of the project was to improve services for patients provided at Newham General Hospital and St Andrew's by Newham Healthcare Trust. Over the past two years each ward in the hospital has been visited at least twice and valuable feedback from patients obtained on various aspects of their care, including the doctors/nurses, cleanliness, comfort, noise and the food. The collated results were then distributed to the relevant personnel at the Trust, and where necessary, improvements made. Newham CHC and Newham Healthcare Trust have found the Ward Survey Visits a valuable tool for obtaining balanced feedback and would recommend this approach to the Patients' Forums once they are established. This toolkit has therefore been produced to ensure that those wishing to adopt this approach have all the relevant information.

For more information: Newham CHC
128 The Grove
Stratford
London E15 1NS

Tel: 020 4217/8
Email: Newham-chc@clara.co.uk

139 NHS COMPLAINTS – ARE WE LISTENING, ACTING AND IMPROVING? 1998

This project was established in order to examine how the NHS complaints procedure was working in Croydon. Although some of the issues are common across the country, it was felt that it would be useful to look at local experiences in order to add to the growing body of national material and in order to see whether there were any specific issues where experience in Croydon might indicate ways to learn from problems arising from the procedure and to learn from emerging good practice.

For more information: Croydon CHC
90 London Road
Croydon CR0 2TB

Tel: 020 8680 1503
Email: X400.mailbox@sc.ms.croydon-chc.sthames.nhs.uk

140 NHS SURVEY TO GAIN THE OPINIONS OF CHILDREN, THEIR PARENTS AND GRANDPARENTS 2001

Young Children are often marginalised when it comes to public involvement. A survey was done at a local Primary School to determine year six pupils' views on their local health service. Questionnaires were also distributed via the pupils to their parents and grandparents. The comments received are being fed into the Ceredigion Local Health Group who are very supportive of this project.

For more information: Ceredigion CHC
5 Chalybeate Street
Aberystwyth SY23 1HS

Tel: 01970 624760
Email: ceredchc@chc.wales.nhs.uk

141 NHS WALK IN CENTRE – COVENTRY 2001

Report on a follow up visit by the Coventry CHC subsequent to members being involved six months earlier as 'trial users' in an initial pilot day, pre launch of the centre. The report discusses the operation of the service, progress made so far, and the linkages to other services.

For more information: Coventry CHC
1st Floor John Sinclair House
St Nicholas Street
Coventry CV1 4LY

Tel: 024 7625 1304
Email: chc@coventrychc.fsnet.co.uk

142 NHS WATCH 2000

The CHC have produced a newsletter 'NHS Watch' which has been distributed to all households in South Birmingham (170 000 approx.). This gives information about the work of the CHC and invites comments from the public.

For more information: South Birmingham CHC
1802 Pershore Road
Birmingham B30 3AU

Tel: 0121 458 2888
Email: co@sbchc.u-net.com

143 OLDER PEOPLES DISCHARGE FROM HOSPITAL ARRANGEMENTS 2000

Study of older people's experience of discharge from hospital – planning process, discharge and follow up care arrangements.

For more information: Wigan and Leigh CHC
Suite 7, Second Floor Buckingham Road
Brick Kiln Lane
Wigan WN1 1XB

Tel: 01942 239631
Email: wigan_chc@compuserve.com

144 OLDER PEOPLES EXPERIENCE OF HOSPITAL ADMISSION AND DISCHARGE: A SEAMLESS CIRCLE OF CARE? 1998

One of the key objectives of the CHC for 1996/1997 was to examine the extent to which older people being admitted to, and discharged from, hospital are receiving a 'seamless circle of care', highlighting examples of good practice and identifying areas for improvement.

For more information: Hastings and Rother CHC
103 Sedlescombe Road North
St Leonards-on-Sea
East Sussex TN37 7EJ

Tel: 01424 433221
Email: chief_officer@hastings.chc.sthames.nhs.uk

145 OPHTHALMOLOGY OUTPATIENTS SURVEY REPORT 2001

This report details the results of a survey of 150 outpatients who attended ophthalmology outpatient departments at Clayton Hospital and Pontefract General Infirmary between the dates 5th March 2001 and 16th March 2001. The aim of the survey was to monitor the quality of ophthalmology outpatient care from the patients' perspective.

For more information: Wakefield CHC
Grosvenor House, 16-18 Union Street
Wakefield WF1 3AE

Tel: 01924 362590
Email: chief-officer@ms.wakefield-chc.northy.nhs.uk

146 ORTHOPAEDIC SERVICES AT HARROGATE DISTRICT HOSPITAL: A JOINT SURVEY REPORT 1998

This survey is a joint venture undertaken by North Yorkshire Health Authority, Harrogate GP Forum and the CHC to monitor NHS Orthopaedic Services available to Harrogate and District patients. The survey covers patients who were treated at Harrogate General, Harrogate District and Ripon Community Hospitals.

For more information: Harrogate and District CHC
Jesmond House
27/29 Victoria Avenue
Harrogate HG1 5QQ

Tel: 01423 530266

147 OUTPATIENT SURVEY AT ST ALBANS AND HEMEL HEMPSTEAD HOSPITALS 2001

A three-week comprehensive survey undertaken in outpatients at both hospitals, speaking to staff and patients. Looking at the clinic services, access and environment, administration, patient care and staff and management issues.

For more information: North West Herts CHC
1 Canberra House
17 London Road
St Albans
Hertfordshire AL1 1LE

Tel: 01727 855338
Email: nwhertschc@btinternet.com

148 OUTPATIENTS SURVEY**1999**

Survey carried out over three week period. Aims were to:

- Identify patient satisfaction levels, particularly waiting experiences
- Assess cancellation levels
- Assess how staff communicated and dealt with patients
- Measure whether patients understood the doctor during consultation
- Measure how patients perceived environment including facilities and access
- Assess the level of awareness of work of CHC and how CHC would promote itself
- Obtain peoples views on services provided in outpatients

For more information: Basildon, Brentwood and Thurrock CHC
67 Southernhay
Basildon
Essex SS14 1EU

Tel: 01268 284602

Email: basbt@essexchcs.freemove.co.uk

149 PAAAFE REPORT (PATIENTS AWAITING ALTERNATIVE FACILITIES ELSEWHERE)**1999**

PAAAFE'S, also known as 'bed-blockers' are in hospitals because they are waiting for accommodation elsewhere. The accommodation is likely to be either in a nursing home bed or residential care or with a care package so that they can live at home. The PAAAFES, by definition, have finished their medical treatment: they are occupying beds which could be used to treat other patients.

This survey was undertaken to find out the reason for the existence of PAAAFES, their length of stay, their conditions and the effect these conditions might have on them.

For more information: Cambridge CHC
5 Wellington Court
Cambridge CB1 1HZ

Tel: 01223 362638

Email: camchc@dial.pipex.com

150 PACK FOR PATIENT ADVICE AND LIAISON STAFF**2002**

CHC and PCT project to establish Bassetlaw PCT PALS Service. Project included meeting and agreeing service with other local PALS Services, training programme for PALS Staff, and a final 'pack' for PALS Staff to assist them in the day to day running of the service.

For more information: Bassetlaw CHC
38 Watson Road
Worksop
Nottinghamshire S80 2BQ

Tel: 01909 485257

151 PALS/PATIENTS FORUM AT CHELMSFORD PRISON**2002**

Mid Essex CHC's proposal to work with local health organisations and Chelmsford Prison to develop a PAL/Patients Forum. Its remit is to facilitate input from patients in prison and prison staff, into the quality and commissioning of local NHS services and other health care services available to prisoners. It will give a link for patients who are prisoners to the local PAL services (PCT, North Essex Mental Health Partnership, Mid Essex Hospital Trust and Essex Ambulance Trust).

For more information: Mid Essex CHC
4/5 New Street
Chelmsford
Essex CM1 1NT

Tel: 01245 262891

Email: mid@essexchcs.org.uk

152 PATIENT ADVICE AND LIAISON SERVICE – PATHFINDER PROJECT FOR DARLINGTON PCT AND SOCIAL SERVICES 2002

The Darlington PALS service will work towards seamless health and social services by taking a collaborative approach. The report outlines progress from November 2001 to June 2002:

- Promoting PALS
- PALS structure and training
- Piloting PALS
- Issues to be resolved

For more information: Darlington & Teesdale CHC
2 Maude Street
Darlington DL3 7PW

Tel: 01325 254848
Email: chief-officer@ms.darlington-chc.northy.nhs.uk

153 PATIENT AND CARER PERCEPTIONS OF STROKE SERVICES 2000

Following concerns raised by users and carers regarding access to stroke services, the CHC undertook a study to identify gaps in current service provision from the patient and carer perspective. This was carried out using questionnaires to examine patient experiences of discharge from hospital and community services. During this time, the National Clinical Guidelines for Stroke were published and a comparison could be made between the standards expected and those currently being achieved. Several recommendations were therefore made to improve stroke services to better meet patient and carer needs and, using this research as part of their work to develop an effective stroke service for residents of the South Humber area.

For more information: North East Lincolnshire CHC
New Oxford House
6 George Street
Grimsby
North East Lincolnshire DN31 1HB

Tel: 01472 354113
Email: christine@nelincsclc.f9.co.uk

154 PATIENT INFORMATION IN GP SURGERIES 1998

As a result of the white paper 'Promoting Better Health' CHC members visited GP surgeries to record information leaflets available for patients on services provided by statutory and voluntary organisations.

For more information: Aylesbury Vale CHC
8 Temple Square
Aylesbury HP20 2QH

Tel: 01296 483222
Email: avchc@dial.pipex.com

155 PATIENT INVOLVEMENT – HOW TO DO IT IN YOUR PRACTICE 2001

The Local Voices Project at the CHC developed and designed a training pack on public involvement for GP practices in South Gloucestershire PCT. The toolkit gives suggestions for good practices on working with patients and the public on the whole process of engagement. Inserts are available which outline methods for PCTs surgeries and health centres to consult and work with people who use their services. The inserts available are: Planning and Preparation, Focus Groups, Meeting Carer and Patient Groups, Questionnaires, Interviews, Ongoing Involvement, The Right Method? And the Role of the Primary Care Team.

For more information: Bristol and District CHC
3rd Floor, Riverside House
Welsh Back
Bristol BS1 4RR

Tel: 0117 987 3800
Email: office@bristolchc.org

156 PATIENT SATISFACTION SURVEY**2001**

Survey to identify patient satisfaction with services provided by single handed rural GP practices.

For more information: Northallerton CHC
32 High Street
Northallerton DL7 8EE

Tel: 01609 770627

Email: chief-officer@ms.northallerton-chc.northy.nhs.uk

157 PATIENT SATISFACTION SURVEY ON MENTAL HEALT INPATIENT SERVICES**2001**

Primary aim of survey was to assess whether users are satisfied with services available to them
Areas where users are satisfied/dissatisfied and
How and where improvements in services could be made

For more information: Basildon, Brentwood and Thurrock CHC
67 Southernhay
Basildon
Essex SS14 1EU

Tel: 01268 284602

Email: basbt@essexchcs.freeserve.co.uk

158 PATIENT SATISFACTION STUDY OF MKDOC OUT OF HOURS GP SERVICE

Aims and objectives of report:

To obtain patients' perceptions of the service they received from the MKDoc Out of Hours GP service in Milton Keynes.

For more information: Milton Keynes CHC
231 Queensway
Bletchley
Milton Keynes MK2 2EH

Tel: 01908 631040

Email: mkchc@dial.pipex.coM

159 PATIENT SATISFACTION WITH THEIR GP PRACTICE IN DERWENTSIDE**2002**

Fifteen surveys undertaken in Derwentside GP Practices seeking patients' views on the services provided, to enable good and bad practice to be highlighted.

For more information: North Durham CHC
Suite 1, Newton Chambers
Elddis Business Park
Finchdale Road
Durham DH1 SME

Tel: 0191 370 9995

Email: chief-officer@ms.ndurham-chc.northy.nhs.uk

160 PATIENT SATISFACTION WITH THEIR GP PRACTICE IN DURHAM AND CHESTER-LE-STREET**2002**

Seventeen surveys undertaken in Durham and Chester-le-Street. GP Practices seeking patients' views on the services provided, to enable good and bad practice to be highlighted.

For more information: North Durham CHC
Suite 1, Newton Chambers
Elddis Business Park
Finchdale Road
Durham DH1 SME

Tel: 0191 370 9995

Email: chief-officer@ms.ndurham-chc.northy.nhs.uk

161 PATIENT SATISFACTION SURVEY**2000/
2001**

In partnership with Addenbrooke's Trust, the survey was carried out for Basic Nursing Care in the hospital. A questionnaire was drawn up with the Trust to send to patients during/after their stay.

For more information: Cambridge CHC

5 Wellington **Court**

Cambridge CB1 1HZ

Tel: 01223 362638

Email: camchc@dial.pipex.com

162 PATIENT SATISFACTION SURVEY – ROYAL OLDHAM HOSPITAL**2002**

Oldham CHC designed a patient satisfaction survey for in-patients which has been adopted by the Royal Oldham Hospital (now part of the Pennine Acute Hospitals NHS Trust) as part of their six-monthly review of older patient's satisfaction with medical services.

For more information: Oldham CHC
Block D, Brunswick Square
Union Street
Oldham
Lancashire OL1 1DE

Tel: 0161 624 6251

Email: pat@oldhamchc.org

163 PATIENT VOICE**2001**

Report of a workshop, facilitated by the CHC chief officer of the CHC, with the aim of setting up a 'capacity building' project in Castle Point and Rochford. The group has a membership 80+ with up to twenty people attending six-weekly workshops and regular training events. The joint training programme with Patient's Public Voice in the east of the district covers: The role and structure of the NHS; A Stronger Voice; Which Hat Are You Wearing (Nolan principles); Diversity Awareness and Monitoring Skills. Some members of the group hope to become members of the future Patients' Forum while others are considering other roles in the new NHS.

For more information: Southend District CHC
6 Nelson Street
Southend-on-Sea
Essex SS1 1EF

Tel: 01702 391090

Email: southend@essexchcs.org.uk

164 PATIENTS AND CONFIDENTIALITY**1998**

Gloucestershire CHC 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. 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.

For more information: Gloucestershire CHC
10 Pullman Court
Great Western Road
Gloucester GL1 3ND

Tel: 01452 413044

Email: julie@gloschc.demon.co.uk

165 PATIENTS DISCHARGED FROM PINDERFIELDS GENERAL AND CLAYTON HOSPITAL 2001

The project is funded by Health Action Zone (HAZ) with the aim to focus on the outcomes for users and carers once discharged from hospital into the community and to monitor the discharge and community care process from a user/carer perspective. The project is divided into two stages – questionnaire and interviews. This report details the results of stage one, the survey of 393 patients who were discharged from Pinderfields General Hospital and Clayton Hospital between October 2000 and December 2000.

For more information: Wakefield CHC
Grosvenor House
16-18 Union Street
Wakefield WF1 3AE

Tel: 01924 362590
Email: chief-officer@ms.wakefield-chc.northy.nhs.uk

166 PATIENTS EXPERIENCE OF BASIC NURSING CARE 1999

This report is the result of a survey undertaken at the William Harvey Hospital in June and July 1999. The aim of the survey was to identify patient satisfaction of some aspects of their basic care whilst in hospital. The results are not intended to be used as criticism of the staff but as a way of identifying areas of care which could be improved,

For more information: South East Kent CHC
5 Town Walk
Folkestone
Kent CT20 2AD

Tel: 01303 851127

167 PATIENTS HELP TO PLAN THEIR NEW HEALTH CENTRE 1999

The Local Voices Project worked in partnership with the William Budd Health Centre, Bristol City Council and the Avon Health Authority on an 18 month project to enable patients and local people to be involved in the design of this new Health Centre. The Health Centre is in an area of high health need in South Bristol. The Local Voices Project worked with patients and a diverse range of community groups encouraging them to have their say in the design and appointment of architects. A patient group continued the in depth work with the architects and design process, organised Open Days, exhibitions, a community photographic project to encourage both young and old people to make their views known.

For more information: Bristol and District CHC
3rd Floor, Riverside House
Welsh Back
Bristol BS1 4RR

Tel: 0117 987 3800
Email: office@bristolchc.org

168 PATIENTS VIEWS OF THE LEIGH MINOR INJURIES UNIT 1999

Study into satisfaction levels of users of the Leigh Minor Injuries Unit. Exploring patients understanding of what services were provided and what gaps were present.

For more information: Wigan and Leigh CHC
Suite 7, Second Floor
Buckingham Road
Brick Kiln Lane
Wigan WN1 1XB

Tel: 01942 239631
Email: wigan_chc@compuserve.com

169 PATIENTS VIEWS AND EXPERIENCES OF THE QUEENS MEDICAL CENTRE**2001**

A joint project between Nottingham CHC and Queens Medical Centre. The project aimed to contribute to the Modernisation Programme by feeding patients' and users' perspectives and experiences into developing the Nottingham Acute Services Strategy. To also build on the foundations for a Nottingham Acute Services Strategy the Patient Partnership in collaboration with Nottingham City Hospital.

For more information: Nottingham CHC
319 Mansfield Road
Nottingham NG5 2DA

Tel: 0115 960 2206
Email: nottchc@nottchc.f9.co.uk

170 PATIENT VIEWS ON THE CHIROPODY SERVICE**1998**

For more information: Shropshire CHC
Suite 1 (North) Prospect House
Belle Vue Road
Shrewsbury SY3 7NR

Tel: 01743 235261
Email: co@shchc.u-net.com

171 PEER LEADER PROJECT**2002**

The CHC is hoping to attract around 250-300 young people to join in a fun event later in the year to find out what young people think is wrong with their health services, how they could be improved and how young people can make sure they are heard and acknowledged as the 'experts' in youth matters.

There is now an opportunity for a smaller group of young people to work with staff in the CHC and become 'helpers' and 'advocates' for other young people who have problems but who do not have the confidence to discuss them with older people or other in authority. The hope is that a network of 'Youth Advocates' can be started and that this might lead to a health section of the Youth Forum. This could then link in with another innovative scheme being set up by the CHC in the form of Cybercafes across the Borough.

As part of its policy in assisting disadvantaged groups to get help and make their views known, Hounslow CHC has chosen to work in an unusual way and try to empower young people to help themselves, their own families and their communities. Young people make up approximately one third of the local population of around 300,000. This is a substantial number whose voice is rarely heard except through parents or other adults.

For more information: Hounslow CHC
7/9 Spur Road
Isleworth TW7 5BD

Tel: 020 8526 8558
Email: chiefofficer@hounslow-chc.org.uk

172 PHARMACY SURVEY – HEALTHWATCH**1997**

The survey was carried out as part of the Cheshire Central CHC Healthwatch project. The objectives of the survey were to determine:

- Ease of access to a pharmacy
- Prescription use of panel members and pattern of pharmacy usage
- Problems experienced having medicines dispensed 'out of hours'
- Number of panel members who have to pay for prescriptions, have season tickets or have been given private prescriptions by their GP; Panel members' response to prescription charges
- To determine why some people do not have all prescription items made up
- Panel choice of possible new services offered by pharmacies
- To determine whether panel feel able to talk to their pharmacist in confidence
- Frequency of using pharmacist as medical expert
- If problems experienced opening containers of medicine or reading labels
- If health promotional leaflets are available in pharmacy; Panel response to leaflets
- Feedback on pharmacy service and/or prescriptions

For more information: Cheshire Central CHC
199 Edleston Road
Crewe CW2 7HT

Tel: 01270 255909
Email: chc@cheshirecentralchc.org

173 PFI INFORMATION PACK**1999**

The pack begins with an overview of the approach arrived by Barnet CHC to its involvement in PFI. It seeks to set out the mechanisms, which may be of relevance to other CHCs faced with a PFI deal.

For more information: Barnet CHC
159 Ballards Lane
Finchley
London N3 1LJ

Tel: 020 8349 4364
Email: Chief-officer@barnet-chc.nthames.nhs.uk

174 'PLEASE KNOCK AND COME IN FOR SOME TEA'**1999**

The aim of the project was to: obtain views of people with dementia in Preston and promote them to improve the quality of life and quality of services for people with dementia in the future and to promote and encourage the consultation of people with dementia.

For more information: Preston CHC
128–130 Miller Road
9 Lancaster Road
Preston PR1 2RY

Tel: 01772 259089
Email: preston_chc@compuserve.com

175 PODIATRY/CHIROPODY SURVEY RESULTS**1999**

This survey is a joint venture undertaken by Harrogate CHC and the chiropody service provided by Harrogate Health Care NHS Trust. This forms part of a regular programme of surveys of the service, aimed at monitoring and improving the service provided. Respondents received either clinic based or domiciliary based services and both were assessed in terms of quality of care and ease of access.

For more information: Harrogate and District CHC
Jesmond House
27/29 Victoria Avenue
Harrogate HG1 5QQ

Tel: 01423 530266

176 PRE-CONSULTATION SURVEY 2001

A qualitative postal survey carried out by sending 5000 response forms out through service providers (social services, GPs, housing offices, etc.). The intention being to discover the priorities for current and future health services over the rural area. These priorities are then addressed during the consultations on the simultaneous changes to form PCT and merge local Trusts.

For more information: Northallerton District CHC
32 High Street
Northallerton DL7 8EE

Tel: 01609 770627
Email: chief-officer@ms.northallerton-chc.northy.nhs.uk

177 PRIMARY MEDICAL SERVICES PILOT IN WESTON-SUPER-MARE 2000

Supporting local people to become involved in recruitment of staff for this PMS pilot which provides a new Primary Care Team for an area of high health needs in Weston. Local people were involved in the recruitment/selection procedure for all staff employed in the Practice. Report available.

For more information: Bristol and District CHC
3rd Floor Riverside House
Welsh Back
Bristol BS1 4RR

Tel: 0117 987 3800
Email: office@bristolchc.org

178 PRIVACY AND DIGNITY AUDIT 1999

The principal aim of the audit was to look at the availability of washing and toilet facilities and management of mixed sex wards to ensure that guidelines are being followed. In the course of the audit, however, it became obvious that other privacy and dignity issues needed addressing.

For more information: Salisbury and District CHC
95 Crane Street
Salisbury
Wiltshire SP1 2PU

Tel: 01722 342736
Email: sbealy@salisburychc.demon.co.uk

179 PRIVACY AND DIGNITY SURVEY 1999

Within the CHCs Annual Plan for 1998/99, a main objective was to carry out a privacy and Dignity survey at Wrightington Hospital in accordance with the charter declaration.

For more information: West Lancashire CHC
Kendale
Moorgate
Ormskirk
Lancashire L39 4RT

Tel: 01695 577376
Email: 106030.1066@compuserve.com

180 PRO-TEEN 2000

The overall aim of the project was to involve young people in health service issues in Gloucestershire and to develop different ways in which they might express their opinion to influence service provision.

For more information: Gloucestershire CHC
10 Pullman Court
Great Western Road
Gloucester GL1 3ND

Tel: 01452 413044
Email: julie@gloschc.demon.co.uk

181 PUBLIC INVOLVEMENT AFTER ABOLITION OF CHCS: BLUEPRINT FOR SUCCESS OR BLUEPRINT FOR FAILURE? 2000

An executive summary of London Health Links response to the NHS Plan proposals on patient and public involvement.

For more information: London Health Link
164a Holloway Road
London N7 8DD

Tel: 020 7609 2264
Email: admin@londonhealthlink.org

182 PUBLIC INVOLVEMENT IN CORNWALL 1999

The project aimed to survey the opinions of a sample of service providers, users and voluntary groups with an interest in health care in West Cornwall and the Isles of Scilly area about public involvement. Information was also gathered from other areas of the UK where successful public involvement strategies are already in operation.

For more information: Cornwall CHC
9 Castle Street
Truro
Cornwall TR1 3AF

Tel: 01872 264402
Email: cornwallchc@btinternet.com

183 PUBLIC INVOLVEMENT PROJECT – GREENWICH 2001

A Greenwich PCT/CHC funded project to identify and record on shared databases: Individuals and groups interested in present and future public involvement arrangements for NHS users;

- Advocacy services currently available to Greenwich residents
- The information collected and compiled on the databases will enable those using them to select lists of groups or individuals by postcode, by particular interests or by any other fields specified. This could be used as a basis for targeted consultation exercises on various proposals for change and also for attracting applicants to serve on, or be involved in, whatever public involvement bodies the government eventually decide upon.

For more information: Greenwich CHC
23 Anglesea Road
Woolwich
London SE18 6EG

Tel: 020 8317 9994
Email: chiefofficer@greewichchc.co.uk

184 PUBLIC INVOLVEMENT STRATEGY FOR NORTH EAST LINCOLNSHIRE 2001

With the publication of the NHS Plan detailing the reforms to be made to ensure a patient centred NHS, this report has been produced to examine local views and current practice regarding public involvement in health care delivery within North East Lincolnshire. A similar study has been carried out by North West Lincolnshire to produce a strategy for the whole South Humber area. Recommendations have been made based on the views obtained from health and social care organisations, voluntary groups and the general public and these should provide a guide to developing the new structures outlined in Chapter 10 of the NHS Plan.

For more information: North East Lincolnshire CHC
New Oxford House
6 George Street
Grimsby
North East Lincolnshire DN31 1HB

Tel: 01472 354113
Email: christine@nelincsclc.f9.co.uk

185 PUBLIC PARTICIPATION NETWORK

The Public Participation Network (PPN) is a Health Action Zone sponsored project based at Wakefield CHC. Members of the public are invited to join the PPN database. We keep them informed about local health service developments, opportunities to get involved in other activities via the newsletters.

For more information: Wakefield CHC
Grosvenor House
16-18 Union Street
Wakefield WF1 3AE

Tel: 01924 362590
Email: chief-officer@ms.wakefield-chc.northy.nhs.uk

186 PUBLIC VIEWS ON THE SHARING OF PERSONAL MEDICAL AND SOCIAL CARE INFORMATION

2000

Patient confidentiality and the need to safeguard personal medical and social care information is a key concern for the Northumberland Health Action Zone programme 'Information for Health'. Similarly, the CHC is keen to be involved in formulating guidelines for those concerned with developing or implementing information systems.

For more information: Northumberland CHC
Old Stables
Greys Yard
Morpeth
Northumberland NE61 1QD

Tel: 01670 504562
Email: nchc@compuserve.com

187 QUALITY CARE? CARE AT HOME FOR OLDER PEOPLE WITH DEMENTIA AND THEIR CARERS

2001

The report provides a service user perspective on the care and support available in Leeds to older people with dementia who live at home and their carers. The report covers:

- The quality and adequacy of the care and support provided for older people
- A service user perspective on accessing the care and support available for older people with dementia living at home
- The support available to carers, and
- The experiences of older people with dementia when they are admitted to hospital for reasons other than dementia.

For more information: Leeds CHC
3-4 Templar Street
Leeds LS2 7NU

Tel: 0113 245 7461
Email: chief-officer@ms.leeds-chc.northy.nhs.uk

188 QUALITY FRAMEWORK FOR HOSPITAL SERVICES

1999

'If the patient doesn't think she is getting a quality service, then she probably isn't. Patient experience is the beginning, middle and end of any successful drive to improve standards.'

For more information: Barnet CHC
159 Ballards Lane
Finchley
London N3 1LJ

Tel: 020 8349 4364
Email: Chief-officer@barnet-chc.nthames.nhs.uk

189 RENAL REPLACEMENT SERVICES

A survey was undertaken to understand what local people using renal/kidney dialysis services think of the current provision (whereby people have to travel to hospitals out of Bedfordshire for treatment) and identify changes needed to improve the service.

For more information: North & Mid Bedfordshire CHC
41 Mill Street
Bedford MK40 3EU

Tel: 01234 212228
Email: northbedschc@dial.pipex.com

190 REPEAT PRESCRIBING: USER VIEWS

2001

Joint project with Bristol West PCG. Survey of patient views from 3 practices in North West Bristol. Report detailing process, user views and recommendations for action available.

For more information: Bristol and District CHC
3rd Floor Riverside House
Welsh Back
Bristol BS1 4RR

Tel: 0117 987 3800
Email: office@bristolchc.org

191 REPORT OF A SURVEY OF SERVICE USER EXPERIENCE OF DIABETIC SERVICES AT WRIGHTINGTON, WIGAN AND LEIGH NHS TRUST

2001

To obtain views of service users and comments on their experience and satisfaction levels with local diabetic services.

For more information: Wigan and Leigh CHC
Suite 7, 2nd Floor, Buckingham Row
Brick Kiln Lane
Wigan WN1 1XB

Tel: 01942 239631
Email: wigan_chc@compuserve.com

192 REPORT OF SERVICE USERS VIEWS OF PARK ROYAL CENTRE FOR MENTAL HEALTH

2002

Partnership project between Brent CHC, Brent Mental Health Users Group and Brent Campaign Against Racial Discrimination.

For more information: Brent CHC
22 Willesden High Road
London NW2 2QD

Tel: 020 845 4533
Email: brentchc@hotmail.com

193 REPORT OF THE CHC'S SURVEY ON RESIDENTS' PREFERENCES REGARDING GP/FAMILY DOCTOR AND GP BASED SERVICES IN THE OLD PORTSMOUTH AREA

2002

Undertaken in response to residents' demands for a local GP surgery and aimed to show prospective levels of support, together with indicators of any desired features or content. (In the event, commitment to using the requested surgery was not sufficient to enable the matter to be pursued).

For more information: Portsmouth and South-East Hampshire CHC
Admiral House, High Street
Cosham
Portsmouth
Hampshire PO6 3BZ

Tel: 023 9238 3832
Email: portsmouth.chc@pipex.com

194 REPORT OF WAITING LIST STUDY GROUP**2001**

The CHC had begun to investigate waiting lists at Addenbrooke's NHS Trust in 1998. During 1998 the CHC's attention had been drawn to patient concern over waiting times – particularly the time some patients were waiting for consultation by specialists, and to a lesser extent, the time they were waiting for admission after a decision to operate had been taken. The study group was formed to investigate whether or not these concerns were well founded. Despite the fact that the Government's main concern was a reduction in the *numbers*, local people, who CHCs are required to represent, seemed to view these waiting *times* as more significant from their point of view.

For more information: Cambridge CHC
5 Wellington Court
Cambridge CB1 1HZ

Tel: 01223 362638
Email: camchc@dial.pipex.com

195 ROUNDHOUSE HEALTH INFORMATION**1997**

The Roundhouse in Cramlington was funded on a pilot basis for 3 years, to provide a drop-in health information service, a resource for self-help groups and a link between the community and health professionals. As part of a comprehensive evaluation of the service, carried out in order to make decisions about future funding, Northumberland Health Authority commissioned this study.

For more information: Northumberland CHC
Old Stables
Greys Yard
Morpeth
Northumberland NE61 1QD

Tel: 01670 504562
Email: nchc@compuserve.com

196 SAFETY OF WOMEN INPATIENTS ON MENTAL HEALTH WARDS**2002**

A survey of women who had been inpatients on mental health wards in Hackney in the past 12 months. The report was presented to the CHC's meeting in September 2002 and recommendations were sent to the East London and the City Mental Health Trust. The survey was undertaken by the CHC Women and Mental Health Working Group.

For more information: City & Hackney CHC
210 Kingsland Road
London E2 8EB

Tel: 020 7739 6308
Email: cityhackney.chc@talk21.com

197 SALFORD SOCIAL ENTREPRENEURS' PROGRAMME**2000**

The Salford Social Entrepreneurs' Programme is the first of its type anywhere in the United Kingdom. It seeks to address problems in communities in Salford by forming a cluster of grassroots activists (or 'community sparkplugs') to work on projects in their areas in which they will determine the form, nature and theme of the project. The programme aims to give the projects a real fighting chance of long-term success by bringing individuals together into a team, giving them the means to concentrate full-time on their work and insuring that they have the support and training that they need.

For more information: Salford CHC
22 Church Street
Eccles
Manchester M30 0DF

Tel: 0161 789 0474
Email: salford_chc@compuserve.com

198 SATISFACTION WITH SERVICES AND EXPERIENCES OF PEOPLE AFFECTED BY STROKE**1998**

Bury and Rochdale Health Authority targeted the provision of services to people who have experienced stroke as part of the work undertaken on clinical effectiveness. An initial view from health and social care professionals was that services were fragmented, although it was recognised that there were areas of good practice, a real commitment to improving the service, and to making it more effective. The Health Authority was also influenced by a national prioritisation of this area of health care and the need to develop a strategy to assess the level and effectiveness of stroke services was identified.

For more information: Rochdale CHC
5th Floor, Telegraph House
Baillie Street
Rochdale
Lancashire OL16 1LJ

Tel: 01706 860035
Email: Rochdale-chc@csi.com

199 SEARCH FOR THE TRUTH**1999**

This report looks at why people suffering from a mental illness fail to attend for clinic appointments. Outpatient or clinic appointments which are not kept by patients are known within the Health Service as 'do not attends' (DNAs). The rate for adult mental health services in general is higher than for most other services. For the year 1997/98 21% was recorded as 'did not attend' adult mental health services for Aylesbury Vale Healthcare Trust. Discussions with the Trust revealed that patients had not been canvassed to find out *their* reasons for not attending or giving 24hr notice. The CHC considered this to be vital and undertook this work.

For more information: Aylesbury Vale CHC
8 Temple Square
Aylesbury
Buckinghamshire HP20 2QH

Tel: 01296 483222
Email: avchc@dial.pipex.com

200 SEXUAL HEALTH INFORMATION CONFERENCE**2000**

Report produced following a Sexual Health Information Conference by Shadow CHC jointly hosted with Basildon Youth Council.

For more information: Basildon, Brentwood and Thurrock CHC
67 Southernhay
Basildon
Essex SS14 1EU

Tel: 01268 284602
Email: basbt@essexchcs.freeserve.co.uk

201 SHADOW PATIENT FORUMS**2001**

This document describes how we have developed shadow Patient Forums for both our Acute Trust and Primary Care Trust. We are recruiting members of the public to join CHC members on the Forums, which monitor services, discuss service changes, undertake surveys, make visits and carry out Casualty Watch. We have the support of the respective Boards and a Non-Executive Director in each Trust attends the Forum meetings and reports directly to the Board.

For more information: Basingstoke and North Hampshire CHC
Hampstead House
Basingstoke Town Centre
Hampshire RG21 1LG

Tel: 01256 350348
Email: health@basingstokechc.demon.co.uk

202 SHADOW PATIENTS' FORUM

Chichester CHC is working with the Royal West Sussex NHS Trust (St Richard's Hospital) to set up a Shadow Patients' Forum while firm national guidelines are awaited. As a transitional arrangement members of the CHC's Acute Hospitals Working Group will join patients who are members of the Trust's Patient Involvement and Experience Group to form the Shadow Patients' Forum. Members of the Forum will abide by the CHC's Code of Conduct and Equal Opportunities Policy.

For more information: Chichester CHC
4 The Chambers 28 Chapel Street
Chichester
West Sussex PO19 1DL

Tel: 01243 781912
Email: chichester.chc@btopenworld.com

203 SIMPLE GUIDE TO USING YOUR LOCAL HEALTH SERVICES

This guide was designed to give a brief description and a contact for all the services available in Mid Essex.

For more information: Mid Essex CHC
4 New Street
Chelmsford
Essex CM1 1NT

Tel: 01245 352305
Email: mid@essexchcs.org.uk

204 SOUTHEND HEALTHY VOICES

2001

Report of a workshop, facilitated by the CHC chief officer with the aim of setting up a 'capacity building' project in Southend on Sea. The group has a membership 100+ with up to forty people attending six-weekly workshops and regular training events. The joint training programme with Patient Voice in the west of the district, covering The role and structure of the NHS; A Stronger Voice; Which Hat Are You Wearing (Nolan principles); Diversity Awareness and Monitoring Skills. (The title of the group has now been changed to Patient's Public Voice). Some members of the group hope to go on to become members of the new Patients' Forum, while others have begun to consider other roles in the new NHS.

For more information: Southend District CHC
6 Nelson Street
Southend on Sea
Essex SS1 1EF

Tel: 01702 391090
Email: southend@essexchcs.org.uk

205 SPEAKING FOR PATIENTS

1999

A series of public newsletters sub-headed 'A communication for health workers and the public'.

For more information: Gloucestershire CHC
10 Pullman Court
Great Western Road
Gloucester GL1 3ND

Tel: 01452 413044
Email: julie@gloschc.demon.co.uk

206 SPECIAL DIETS PROVIDED BY HOSPITAL TRUSTS IN THE MID DOWNS AREA

Following a previous foodwatch campaign questions were raised whether an appropriate variety of special diets were provided by Hospital Trusts. The Hospital Working Group agreed to carry out a survey in all hospitals in the Mid Downs area to establish current procedures. Catering managers and dieticians were interviewed.

For more information: Mid Downs CHC
Maxwelton House
Boltro Road
Haywards Heath
West Sussex RH16 1BJ

Tel: 01444 450025
Email: middowns@hotmail.com

207 SPINAL INJURIES: A SURVEY

2000

A survey of the support available to North West spinal injuries patients recently discharged from the Southport Spinal Injuries Unit.

For more information: North West Regional Association of CHCs
Lancaster Buildings
77 Deansgate
Manchester M3 2BW

Tel: 0161 833 4689
Email: association@nwrachcs.com

208 STRESS IN YOUNG PEOPLE: A SURVEY

1998

Survey was carried out by Shadow CHC Youth Group. Aim of project was:
To find out whether young adults between ages of 13-19 felt there were enough facilities for them concerning stress.
If they would recognise they were suffering from stress and where they would get help.

For more information: Basildon, Brentwood and Thurrock CHC
67 Southernhay
Basildon
Essex SS14 1EU

Tel: 01268 284602
Email: basbt@essexchcs.freeserve.co.uk

209 STROKE SUMMIT – POINTING THE WAY FORWARD FOR LOCAL STROKE CARE

2001

150 health care professionals came together to discuss the way forward for local stroke services. Margaret Goose, Chief Executive of the Stroke Association, chaired the summit and local and national speakers set the scene, sharing valuable and innovative experiences, culminating in a desire to share working practices and improve services.

For more information: Southport and Formby CHC
53 Houghton Street
Southport PR9 PPG

Tel: 01704 536262
Email: sf.chc@nhassist.co.uk

210 SUGGESTED OUTLINE FOR PALS FOR ACUTE TRUSTS**2001**

Following discussions with Trust staff, CHC and Healthwatch members and is based on the experience of handling complaints the CHC put forward a suggested model to assist the Trust develop its PAL service. The suggested service included an Information Centre, trained staff to mediate and signpost people to relevant organisations.

For more information: Mid Essex CHC
4 New Street
Chelmsford
Essex CM1 1NT

Tel: 01245 352305
Email: mid@essexchcs.org.uk

211 SUPPORT FOR PARENTS WHO FIND OUT THEIR CHILD HAS A LEARNING DISABILITY**1999**

The aim of this survey was to gain information on what happens currently when learning disability is diagnosed: how parents view the information and support they receive and what improvements or changes they would identify.

For more information: Northumberland CHC
Old Stables
Greys Yard
Morpeth
Northumberland NE61 1QD

Tel: 01670 504562
Email: nchc@compuserve.com

212 SURESTART/COMMUNITY HEALTH COUNCIL PROJECT**2000-
2002**

The Beavers Lane estate was identified as a suitable area for a Surestart Scheme and the CHC decided to be a partner in the venture, providing improved health information services:

- The CHC to use some of its resources to have an outreach service on the estate
- In conjunction with NHS Direct, it would update information on local support organisations for the NHS database. In return, NHS Direct would supply and install a freephone in the area for local people
- A range of other organisations were approached to see if they wished to provide complementary services from a small base on the estate, with funds from Surestart and the CHC.
- The CHC bid for £83,000 over a three year period, commencing October 2000. £25,000 capital was spent upgrading a small shop on the Beavers Lane parade. Work was completed in June 2001 and staff appointed in September 2001. A range of local organisations are now working with the CHC and providing drop-in and counselling services but due to the impending closure of CHCs, Hounslow CHC has withdrawn from the project as of the end of September 2002.

For more information: Hounslow CHC
7/9 Spur Road
Isleworth TW7 5BD

Tel: 020 8526 8558
Email: chiefofficer@hounslow-chc.org.uk

213 SURVEY OF PATIENT OPINION OF A&E SERVICES IN WRIGHTINGTON, WIGAN AND LEIGH NHS TRUST**2001**

To gain a user perspective of the current service and ask for suggestions on how it could be improved.

For more information: Wigan and Leigh CHC
Suite 7, 2nd Floor, Buckingham Row
Brick Kiln Lane
Wigan WN1 1XB

Tel: 01942 239631
Email: wigan_chc@compuserve.com

214 SURVEY OF PATIENT OPINION OF INFORMATION PROVIDED BY WRIGHTINGTON, WIGAN AND LEIGH TRUST SURGICAL DIRECTORATE 2001

To obtain representative views of service users and comments on the usefulness of information provided by the directorate when attending hospital for inpatient or day stay procedures.

For more information: Wigan and Leigh CHC
Suite 7, 2nd Floor, Buckingham Row
Brick Kiln Lane
Wigan WN1 1XB

Tel: 01942 239631
Email: wigan_chc@compuserve.com

215 SURVEY OF PATIENTS' VIEWS OF GENERAL PRACTITIONER SERVICES 2001

This looked at six practices within three PCGs in Wigan to determine:

- The convenience of appointment times
- Registration with GPs
- Waiting times for appointments
- Access
- Overall opinion of service

For more information: Wigan and Leigh CHC
Suite 7, 2nd Floor, Buckingham Row
Brick Kiln Lane
Wigan WN1 1XB

Tel: 01942 239631
Email: wigan_chc@compuserve.com

216 SURVEY OF SMALL GP PRACTICES IN CITY & HACKNEY 2002

Every small practice was visited. Doctors, receptionists and patients filled in questionnaires. Report presented to the CHC's meeting in May 2002. Recommendations were sent to the PCT and the Small Practices Forum.

For more information: City & Hackney CHC
210 Kingsland Road
London E2 8EB

Tel: 020 7739 6308
Email: cityhackney.chc@talk21.com

217 SURVEY OF WOMEN'S EXPERIENCE OF COLPOSCOPY 2001

This survey looked at colposcopy services against a NHS measurement tool:

- Information
- Choice
- Environment
- Facilities
- Counselling
- General satisfaction of service

For more information: Wigan and Leigh CHC
Suite 7, 2nd Floor, Buckingham Row
Brick Kiln Lane
Wigan WN1 1XB

Tel: 01942 239631
Email: wigan_chc@compuserve.com

218 SURVEY REPORT ON SERVICE USERS' VIEWS ON CARE IN HAMBLETON AND RICHMONDSHIRE 2001

Results of survey into the views of service users on the current level of care provided by services in Hambleton and Richmondshire and the changes users would like to see being made. The survey results to be part of the PCT Whole Service Review of Diabetes Care.

For more information: Northallerton and District CHC
32 High Street
Northallerton DL7 8EE

Tel: 01609 770227

Email: chief-officer@ms.northallerton-chc.northy.nhs.uk.

219 'TAKING THE RISK TO BLOSSOM' – SALFORD SOCIAL ENTREPRENEURS PROGRAMME 2000

Report on the UK pilot programme for social entrepreneurs (community sparkplugs) at a local level. This was run in Salford by the School for Social Entrepreneurs in conjunction with Salford CHC, with support from the local Health Action Zone. The report reflects the experience of the programme and the projects of the five local people who took part.

For more information: Salford CHC
22 Church Street
Eccles Manchester M30 0DF

Tel: 0161 789 0474

Email: office@salfordchc.net

220 TEENAGE PREGNANCY: A STUDY 1999

Survey undertaken by Shadow CHC in light of Governments aim at tackling teenage pregnancies. Survey was undertaken by contacting Head Teachers/Principals of all local secondary schools/Colleges. Aims of survey were:

- Type of information displayed for young people with regard to advice centres
- If education is specifically about pregnancy or part of sex education
- What support is given to girls who find themselves pregnant
- If any support is given to boys
- If there is any liaison with the school/college and parents of pregnant student
- Is the student encouraged to continue her education
- What approaches do schools think would be most successful in helping to reduce the number of teenage pregnancies
- Obstacles to effective sex and relationship education and how could they be resolved.

For more information: Basildon, Brentwood and Thurrock CHC
67 Southernhay
Basildon
Essex SS14 1EU

Tel: 01268 284602

Email: basbt@essexchcs.freeserve.co.uk

221 TEENAGE VIEWS ON STRESS IN HUNTINGDONSHIRE 2000

Report compiled by members of the Huntingdon Youth Community Health Council from results of a survey carried out at local Senior Schools.

For more information: Huntingdon CHC
1 Ferrars Road
Huntingdon
Cambridgeshire PE29 3DH

Tel: 01480 451657

Email: huntschc@care4free.net

222 THE CARE OF OLDER PATIENTS IN SOUTHEND HOSPITAL**2001**

This study was executed by the Task Group for Older People which, was established in 1999 in response to a rising number of complaints and concerns about the Department of Medicine for the Elderly at Southend Hospital. The Task Group has undertaken two follow up visits to each DME ward (one announced, one unannounced) to monitor progress since their previous study, report and recommendations.

For more information: Southend District CHC
6 Nelson Street
Southend-on-Sea
Essex SS1 1EF

Tel: 01702 391090
Email: southend@essexchcs.org.uk

223 THE EXPERIENCES OF USERS OF ST ANNES CENTRE AND THEIR CARERS: A STUDY**2000**

This study reflects the continued interest by CHC members to which older people entering and leaving hospital are receiving a 'seamless circle of care'. This report focuses on the experiences of older people with mental health problems using the St Annes Centre.

For more information: Hastings and Rother CHC
103 Sedlescombe Road North
St Leonards-on-Sea
East Sussex TN37 7EJ

Tel: 01424 433221
Email: chief_officer@hastings.chc.sthames.nhs.uk

224 THE FUTURE OF HEALTH SERVICES IN BURY AND ROCHDALE**1999**

This is a report of the workshops held with Rochdale people.

For more information: Rochdale CHC
5th Floor, Telegraph House
Baille Street
Rochdale Lancashire OL16 1LJ

Tel: 01706 860035
Email: Rochdale-chc@csi.com

225 THE FUTURE OF THE NHS – HEALTHWATCH**1998**

This survey was carried out as part of the Cheshire Central CHC Healthwatch project. The aims of the survey were:

- To present qualitative and quantitative data on the Healthwatch panel's perceptions of the future direction of the National Health Service
- To present qualitative and quantitative data on the Healthwatch panel's perceptions of health issues in the workplace
- To make the resultant information publicly available
- To invite public opinion on the National Health Service

For more information: Cheshire Central
199 Edleston Road
Crewe CW2 7HT

Tel: 01270 255909
Email: chc@cheshirecentralchc.org

226 THE HEALTH NEEDS OF CHILDREN AND YOUNG PEOPLE IN THE COMMUNITY 2001

Research and studies assessing the health care needs of children and young people including focus groups, interviews and discussions with young people themselves.

For more information: Aylesbury Vale CHC
8 Temple Square
Aylesbury
Bucks HP20 2QH

Tel: 01296 483222
Email: avchc@dial.pipex.com

227 THE PALS ROADSHOW – LESSONS FROM THE COLLABORATIVE PROCESS OF CONSULTING WITH STAFF AND THE PUBLIC ABOUT PALS IN DONCASTER 2002

A report on the consultation with members of the public and staff, to raise awareness of the new PALS service, and to gather views about how PALS should operate in Doncaster. A road show format was utilised, including a short sketch to illustrate the kind of problems PALS might help with. 380 people attended the road shows, 175 members of the public and 205 staff.

A series of themes were raised and the report discusses these and makes recommendations on:

- The method of consultation
- Publicising PALS
- Capacity and funding for PALS
- Barriers and tensions in using and providing PALS
- The links for PALS
- Training and PALS making a difference

For more information: Doncaster CHC
24 Nether Hall Road
Doncaster DN1 2PW

Tel: 01302 326215
Email: information@doncasterchc.f9.co.uk

228 THE PATIENT EXPERIENCE OF DAY SURGERY IN OXFORDSHIRE 1998

The aim of the study was to assess patients' experiences of day surgery, particularly the information they received and how this prepared them for surgery.

For more information: Oxfordshire CHC
5th Floor, Seacourt Tower
West Way
Botley
Oxford OX2 0JG

Tel: 01865 723569
Email: oxonchc@dial.pipex.com

229 THE SOUTH DENES PROJECT 2001

The objectives of this project were to:

- Raise awareness amongst the population of the services available to them from the CHC
- Gain the populations views with regard to their local health services and for the CHC to use the information to lobby and to enhance health services locally
- Provide a base for members of the CHC to work more closely in the South Denes community
- Provide a local base for the Complaints Officer of the CHC to assist clients in their complaints with regard to the NHS services

For more information: Great Yarmouth and Waveney CHC
The Old Court Buildings
5 Police Station Road
Lowestoft
Suffolk NR32 1NY

Tel: 01502 500635
Email: gyarandwavchc@dial.pipex.com

230 TRAFFIC AND THE RECONFIGURATION OF HOSPITAL SERVICES AT FAIRFIELD GENERAL HOSPITAL 2000

For more information: Bury CHC
5 The Wylde
Bury
Lancashire BL9 OLA

Tel: 0161 761 4524
Email : 106030.1072@compuserve.com

231 TYPE 2 DIABETES: A FOCUS GROUP BASED PROJECT 2002

Focus Groups were held to improve the services provided to type 2 (non-insulin) diabetic patients at a health centre. The report measures the satisfaction of patients with the services currently provided and patients' expectations of services provided in the future by primary care services.

The focus groups encompassed discussion on:

- How the system works
- How could it be done better
- How do all the different services interact with each other from a patient's perspective
- Access to Nurse/GP
- Important relationships
- Diet

For more information Milton Keynes CHC
Queensway
Bletchley
Milton Keynes MK2 2EH

Tel: 01908 631040
Email: mkchc@dial.pipex.com

232 UROLOGY CLINICS SURVEY- HARROGATE & DISTRICT CHC AND HARROGATE HEALTH CARE NHS TRUST 2002

Almost 100% of patients attending the Urology Clinic at Harrogate District Hospital said they had been treated courteously and were happy with their consultation with the doctor. The survey looked at the experiences of 75 recent patients. Many respondents expressed gratitude and satisfaction about the way they were treated by staff and the majority were satisfied with the information they were given before and during clinic session.

For more information: Harrogate and District CHC
Jesmond House
27-27 Victoria Avenue
Harrogate HG2 5QO

Tel: 01423 530266
Email: chief-officer@ms.harrogate-chc.northy.nhs.uk

233 UROLOGY OUTPATIENT SURVEY 2001

This report details the results of a survey of 149 outpatients who attended urology outpatient departments at Pinderfields, Clayton and Pontefract Hospital in December 2000. The aim of the survey was to monitor the quality of the urology outpatient care from the patients' perspective.

For more information: Wakefield CHC
Grosvenor House
16-18 Union Street
Wakefield WF1 3AE

Tel: 01924 362590
Email: chief-officer@ms.wakefield-chc.northy.nhs.uk

234 USER VIEWS OF CARDIAC SERVICES 2000

The CHC became aware of concerns locally about waiting times for angiograms and the delays in diagnosis and treatment that this could cause.

For more information: West Essex CHC
1 West Square
The High
Harlow CM20 1JJ

Tel: 01279 443875
Email: Chief-officer@wechc.freearchive.co.uk

235 USER VIEWS OF HEART HEALTHCARE IN NORTHUMBERLAND 1999

In 1997 the Northumberland Heart Health Programme was launched. It had been developed by a steering group of GPs and hospital doctors working with the Health Authority to produce a strategy, which aimed to raise knowledge of the prevention and treatment of heart disease.

For more information: Northumberland CHC
Old Stables
Greys Yard
Morpeth
Northumberland NE61 1QD

Tel: 01670 504562
Email: nchc@compuserve.com

236 USERS VIEWS OF SHROPSHIRE'S FAMILY PLANNING SERVICES 1998

For more information: Shropshire CHC
Suite 1 (North)
Prospect House
Belle Vue Road
Shrewsbury SY3 7NR

Tel: 01743 235261
Email: co@shchc.u-net.com

237 USER VIEWS ON THE DEVELOPMENT OF WILLESDEN HOSPITAL 2002

Report of a seminar held for users of the current hospital to review how it should function when developed.

For more information: Brent CHC
22 Willesden High Road
London NW2 2QD

Tel: 020 8451 4677
Email: brentchc@hotmail.com

238 USER VOICE

Northumberland User Voice is an independent organisation for people who have experienced mental health problems and their carers. The project aims to help service users to communicate their views and to influence the mental health services, which they receive.

For more information: Northumberland CHC
Old Stables
Greys Yard
Morpeth
Northumberland NE61 1QD

Tel: 01670 504562
Email: nchc@compuserve.com

- 239 USERS AND CARERS OF MENTAL HEALTH SERVICES: A SURVEY 2001**
- Study of patients using mental health services, exploring quality of services in both the Acute and Community settings. Also sought views of carers of service users.
- For more information: Wigan and Leigh CHC
Suite 7, Second Floor, Buckingham Row
Brick Kiln Lane
Wigan WN1 1XB
- Tel: 01942 239631
Email: wigan_chc@compuserve.com
- 240 USERS OF ANTI-COAGULANT CLINICS: A SURVEY 2000**
- Extensive study of outpatient attendance at hospital and community based anti-coagulant clinics. Exploring quality, access, information and improvement issues.
- For more information: Wigan and Leigh CHC
Suite 7, Second Floor, Buckingham Row
Brick Kiln Lane
Wigan WN1 1XB
- Tel: 01942 239631
Email: wigan_chc@compuserve.com
- 241 USERS OF THE WHEELCHAIR SERVICE PROVIDED BY SURRY HAMPSHIRE BORDERS TRUST 2000**
- The NHS Wheelchair Service for the West Surrey and North East Hampshire CHC area is provided by Surrey Hampshire Borders Trust primarily based at the Jarvis Centre in Guilford and at Farnham Hospital. The CHC has made regular visits to both these locations as a matter of routine in monitoring the service provided. The CHC felt that in order to get a complete picture of the service it was important to gather views of the users of the service.
- For more information: West Surrey and North East Hampshire CHC
Civic Offices, Harlington Way
Fleet Hampshire GU51 4AE
- Tel: 01252 816020
Email: wsnehchc@hotmail.com
- 242 VISITING TIMES AT DEWSBURY AND DISTRICT HOSPITAL: A REVIEW 2001**
- Survey of patients, relatives and staff to ascertain views of present visiting times.
- For more information: Dewsbury District CHC
Town Hall
Dewsbury
West Yorkshire WF12 8DG
- Tel: 01924 450706
Email: chief-officer@ms.dewsbury-chc.northy.nhs.uk
- 243 VOICES OF EXPERIENCE: THE VIEWS OF FRAIL AND VULNERABLE OLDER PEOPLE ON FUTURE HEALTH CARE SERVICES IN SALFORD 2002**
- Working with senior NHS and social care managers, the Council had in-depth discussions with a range of older people in their own homes or in residential care. They gave their priorities for future health and social care services in Salford, highlighting their wish for better access to more local services from a wider range of professionals. They stressed the importance of socialising and the need to keep active and occupied so as to maintain positive well-being.
- For more information: Salford CHC
22 Church Street
Eccles
Manchester M30 0DF
- Tel: 0161 789 0474
Email: salford_chc@compuserve.com

244 WAKEFIELD WALK-IN CENTRE SURVEY REPORT ON TEENAGE SEXUAL HEALTH; HEALTHY LIVING AND ETHNIC MINORITY SERVICES 2002

The Wakefield Centre has now been open to the public since May 2000, providing a confidential nurse-led service, seven days a week with no appointments necessary. It was agreed with the Walk-In Centre that Wakefield CHC would undertake a survey of users' views of this service to monitor how effective and established the centre was within the community. It was agreed to target ethnic minorities, middle-aged men and teenagers focussing on teenage sexual health, healthy living for men and ethnic minority users of the Walk-In Centre.

The first two surveys were carried out between September 2001 and May 2002 and the third survey between 1 and 30 June 2002. The outcome is currently being shared with the Walk-In Centre to determine actions to be taken.

For more information: Wakefield CHC
Grosvenor House, 16-18 Union Street
Wakefield WF1 3AE

Tel: 01924 362509
Email: chief officer@ms.wakefield-chc.northy.nhs.uk

245 WANDSWORTH MENS HEALTH BOOK 1999

The aim of this booklet is to give information on health services available to men living in the local area.

For more information: Wandsworth CHC
1 Balham Station Road
London SW12 9SG

Tel: 020 8673 8820
Email: chief-officer@wandsworth-chc.nhs.uk

246 WANDSWORTH PENSIONERS A-Z OF HEALTH 1998

The aim of this booklet is to give information on health services available to older people living in the local area.

For more information: Wandsworth CHC
1 Balham Station Road
London SW12 9SG

Tel: 020 8673 8820
Email: chief-officer@wandsworth-chc.nhs.uk

247 WHAT IF I NEED HELP FROM THE NHS IN AN EMERGENCY 1999

A report on NHS emergency services for Londoners, examining the experiences of those whose emergency is so serious that it is beyond the scope of a GP and needs hospital attention.

For more information: London Health Link
164a Holloway Road
London N7 8DD

Tel: 020 7609 2264
Email: admin@londonhealthlink.org

248 WILLIAM BUDD HEALTH CENTRE – SOUTH BRISTOL 1999

18 Month project to enable patients and local people to be involved in the design of this new Health Centre. Summary report available.

For more information: Bristol and District CHC
3rd Floor, Riverside House
Welsh Back
Bristol BS1 4RR

Tel: 0117 987 3800
Email: office@bristolchc.org

249 WOMENS EXPERIENCE OF BREAST CANCER**2000**

Study into women's experience of whole care process when diagnosed with breast cancer. Involves questionnaires and focus group reports or personal experiences.

For more information: Wigan and Leigh CHC
Suite 7, Second Floor
Buckingham Row
Brick Kiln Lane
Wigan WN1 1XB

Tel: 01942 239631
Email: wigan_chc@compuserve.com

250 WORKING IN PARTNERSHIP

A guide for GPs on setting up Patient Participation Groups.

For more information: West Essex CHC
1 West Square
The High
Harlow CM20 1JJ

Tel: 01279 443875
Email: chief-officer@wehc.freearserve.co.uk

251 WORKING TOGETHER – IS THERE A SHARED AGENDA?**2000**

There is no formal mechanism for the various community representatives to meet together to share issues of common interest and good practice. It is for that reason why the Community Action on Health and the two local CHCs decided to organise a workshop. The aims of the workshops are:

- To offer an opportunity for networking and support
- To address common issues relevant to the target group
- To give and receive immediate feedback to Chief Executive of PCGs regarding Community Involvement in the proposed PCT

For more information: North Tyneside CHC
19 Albion House
Sidney Street
North Shields NE29 0ED

Tel: 0191 258 1056
Email: chief-officer@ms.ntyneside-chc.northy.nhs.uk

Newcastle CHC
6 Saville Place
Newcastle-upon-Tyne NE1 2DQ

Tel: 0191 261 0841
Email: chief-officer@ms.newcastle-chc.northy.nhs.uk

252 YOUNG PEOPLES VIEWS ON MENTAL HEALTH AND THEIR KNOWLEDGE OF SERVICES**2001**

The report highlights the findings of work completed by North East Lincolnshire CHC into child and adolescent mental health services. The aim of the research was to ascertain the views that local people, aged 14-16, hold on mental health and define their knowledge of available services. Three focus groups were held within different schools and the young people made some useful comments and suggestions on services they would like to see. The report therefore makes several recommendations and it is hoped that the findings can now be included in the development of Child and Adolescent Mental Health Services in the South Humber area.

For more information: North East Lincolnshire CHC
New Oxford House
6 George Street
Grimsby
North East Lincolnshire DN31 1HB

Tel: 01472 354113
Email: christine@nelincschc.f9.co.uk

253 YOUR RIGHTS IN YOUR NHS – A SUMMARY

This useful booklet is produced in 12 different languages and gives a brief summary of your rights as a patient.

For more information: Croydon CHC
90 London Road
Croydon CR0 2TB

Tel: 020 8680 1503

Email: x400.mailbox@sc.ms.croydon-chc.sthames.nhs.uk

254 YOUR STAY, YOU SAY

2001

A survey of inpatient experiences at the Norfolk and Norwich University NHS Trust. Last year 500 patients were asked about their say at an acute hospital. 65% responded giving an account of the conditions on the ward. This was complemented by reports by members who visited many of the wards during the project. Areas of good practice were highlighted and recommendations and a plan of action developed.

For more information: Norwich District CHC
15 Unthank Road
Norwich NR2 2PA

Tel: 01603 624610

Email: norwichchc@dial.pipex.com

255 YOUTH IT NETWORK

2002

As part of its policy in assisting disadvantaged groups accessing information and help from local health services, the CHC worked with range of partners to set up a network of centres. The purpose of the centres is:

- To empower young people to speak on their own behalf to those responsible for commissioning and providing all services for youth in the borough
- Set up a network through which local authority youth services and NHS services can access young people who historically have not had an avenue through which to make their views known
- Promote access to IT support to overcome inequalities experienced in access to and use of information and advice services in marginalised communities
- Develop leadership amongst young people and initiatives to improve health and promote healthy lifestyles involving young people themselves
- Create links for social contacts with other young people in different parts of the borough through sport, art and social events, etc and provide innovative ways of creating opportunities for training and future employment using information technology
- Create a neighbourhood approach to youth and young people to complement developments in schools and school communities, e.g. homework clubs

For more information: Hounslow CHC
7/9 Spur Road
Isleworth TW7 5BD

Tel: 020 8526 8558

Email: chiefofficer@hounslow.chc.org.uk

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