

CHC Listings

December 1997



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Contents:

Directory Amendments	1
CHC Publications	2
Official Publications	5
General Publications	6
ACHCEW: Responses to Consultation Documents	10
Forthcoming Events	11
Information Wanted	11

directory amendments

SOUTH SEFTON CHC

Chief Officer: Liz Johnson

ISLES OF SCILLY CHC

Telephone number now same as fax no.

Tel/Fax: 01720 422 860

EASTBOURNE, SEAFORD & WEALDEN CHC

Temporary accommodation:

Westlords

250 Willingdon Road

Eastbourne BN20 9AL

Tel/Fax Nos. remain the same

BLACKPOOL, WYRE & FYLDE CHC

Tel No: 01253 622 865

NORTH DEVON CHC

Tel: 01271 373 739

Fax : 01271 378 084

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

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

Review of Blood Transfusion Services and Products

Oxfordshire CHC

Pages: 11

This review of the feelings of the users of the Blood Service suggests that the reorganisation has led to marginal benefits around non-core services, some limited commercial discounting and access to certain services. However, these benefits are offset by the hidden costs of reorganisation: Trusts are carrying greater stocks of some products, are experiencing higher delivery costs and there is potential for greater wastage because of volumes of product stocked in the smaller units and poor quality control.

The Liverpool Issue

Liverpool Central & Southern CHC

Pages: 46

The Directory is a basic guide to services in Liverpool aimed specifically at homeless people - accommodation, food and clothing, primary health care provision - including referral routes for emergency and longer-term temporary accommodation. Details are also provided of other relevant services - bereavement counselling, drugs and alcohol services and benefits advice. A section is included on relevant national organisations and also on groups meeting in the city to improve services for homeless people. Funding was obtained from the Joint Finance budget of Liverpool Health Authority and Liverpool City Council to produce the Directory and to provide annual updates for at least the next two years.

Users' Views of Cancer Services in West Essex

West Essex CHC

Pages: 9

The CHC visited five out-patient clinics in local hospitals and talked to over 100 patients and carers in this piece of qualitative research. Areas to commend included the quality of care in the Breast Care Service and the provision of less intensive out-patient chemotherapy at St Margaret's Hospital. Areas of concern included the overall inadequacy of palliative care in West Essex and the arrangements for hospital transport to North Middlesex Hospital.

Breast Care Services in Dudley

Dudley CHC

Pages: 15

This report describes local services in the national context, quoting the views and experiences of local women. The Working Group concludes that women can have confidence in the integrated service available at Russells Hall Hospital. But it is clear that more and better information should be made available before women arrive at the Rapid Access Breast Clinic.

Taking The Strain?

Greater London Association of CHCs (GLACHC)

Pages: 41

This report on the capital's 25 Minor Injuries or Treatment Units reveals a confusing array of types of services, established in an ad-hoc and uncoordinated way, with differences in definition and understanding across different agencies. Three types of units are identified: those that replaced an A&E Department, those that were established to relieve pressure on A&Es and 'stand alone' units that were set up to serve a local population. The feedback from many users is positive but there is a need for clarity and good local publicity.

Patient Satisfaction Survey on Day Surgery

West Dorset CHC

Pages: 30

1,000 questionnaires were sent to patients who attended for day surgery either in the day surgery unit or on the wards. 415 completed questionnaires were returned. The majority of patients felt that adequate notice of admission was given, admission information was clear and they were treated courteously and efficiently. There was no obvious difference in the level of satisfaction between patients treated on the ward or in the day surgery unit. The CHC had two meetings with the Trust to discuss the survey results and the Trust stated they would be drawing up an action plan based on the recommendations.

A report on GP Fundholder contracts in the Brighton, Hove and Lewes District

Brighton, Hove and Lewes CHC

Pages: 5

The CHC studied all the fundholders' contracts for 1996/7 which had been received at the health authority offices. This was a very small and possibly unrepresentative sample. Apart from the early possibility of shortening waiting times and the private - presumably quicker - diagnostic procedures which are used by a number of the GPs, there would seem to be little of continuing benefit to patients and much extra paperwork for GPs in this method of contracting for services.

Disability Action Day

Wakefield CHC

Pages: 31

In a day of action organised by Wakefield CHC, both able-bodied people and those with a physical disability travelled around four different city centre routes to discover problems accessing public buildings etc. The report highlights some good practices but also lists over 80 recommendations where improvements could be made.

24 Hours In The Life Of An Accident And Emergency Department

South West Surrey CHC

Pages: 8

The report is a comparison of two 24-hour observation studies and a patient questionnaire conducted in the A&E Department at the Royal Surrey County Hospital in February and July 1997. There was a high level of satisfaction expressed by the patients interviewed with the helpful, courteous and efficient treatment received from the staff. There is a need to re-evaluate the current local access to the most appropriate emergency services. It is essential that the alterations planned allow the lack of privacy for patients to be addressed.

Are We Listening?

Bassetlaw CHC

Pages: 10

The CHC conducted a small survey over the summer to gain feedback from people the CHC had assisted through the NHS complaints procedure. A short postal questionnaire was set to complainants and a 67 per cent response was achieved. Respondents said that the CHC provided a polite service. 90 per cent found the CHC to be accessible and 90 per cent would recommend the CHC to another person who wished to complain about the NHS. Some complainants felt their complaints are "covered up" by staff and the complaints procedure is still too bureaucratic.

Child & Adolescent Mental Health Services Monitoring Report

North Thames Regional Association of CHCs

Pages: 22

The mental health services monitoring group was set up by the North Thames Regional Group of CHCs in June 1996. A survey on adolescent psychiatry contracts showed that some districts had inadequate local facilities and a large number of ECRs were being funded. A second survey identified the progress made by local authorities and health authorities in developing Children's Services Plans. Tools for CHC monitoring were developed and tested. (See 'CHC News', November 1997)

The voice of older people in Greenwich: their views on the Health Service

Greenwich CHC

Pages: 36

Five discussion groups were held with older people. 42 people took part from a variety of residential settings. Most of the discussions were unstructured but all participants were asked for their views on continuing care in hospital compared with continuing care in the community and also to come to a consensus on 'Three Wishes' for improvements in the NHS. (See 'CHC News', November 1997)

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

official publications

Survey of GP Recruitment in England and Wales

Medical Practices Committee (MPC)

Availability: Medical Practices Committee, 1st Floor Eileen House, 80-94 Newington Causeway, London, SE1 6EF

The main task of the MPC remains to oversee the distribution of general medical practitioners in England and Wales. One key factor is the availability of doctors to take up vacancies.

NHS Trust Reconfiguration Project Plan

Welsh Office Health Department

Availability: Welsh Office, Cathays Park, Cardiff CF1 3NQ

The aim of this project is to improve the quality of hospital and community health care in Wales through the establishment of a more effective and efficient structure of NHS Trusts.

Code of Practice: in the Appointment and Employment of HCHS Locum Doctors

NHS Executive

Availability: Department of Health, Quarry House, Quarry Hill, Leeds LS2 7UE

This document provides guidelines and sets standards for the appointment and assessment of HCHS locum doctors in order to safeguard the quality of patient care.

general publications

Summary of the Report into the Care and Treatment of Ms B

Availability: Ms Kate Tregale, Avon Health Authority, King Square House,
Kings Square, Bristol BS2 8EE. Tel: 0117 900 2568

This is the report of an independent inquiry after homicide, carried out on behalf of Avon Health Authority in accordance with the requirement of NHS Executive Guidance HSG (94) 27.

The Guidelines: The Data Protection Act 1984

The Data Protection Registrar

Availability: The Office of the Data Protection Registrar, Wycliffe House,
Water Lane, Wilmslow, Cheshire SK9 5AF Tel: 01625 545740.

The September 1997 revision of the Guidelines is an interim revision, resulting from the need to update certain parts of the Guidelines to reflect specific developments, including changes to the method of registration and the forthcoming Data Protection Bill.

Enrolled Nurses: a study for the UKCC

The Institute for Employment Studies

Availability: The Institute for Employment Studies, Mantell Building,
University of Sussex, Brighton BN1 9RF Tel: 01273 686751

The Institute for Employment Studies aims to help bring about sustainable improvements in employment policy and human resource management. The Institute for Employment Studies achieves this by increasing the understanding and improving the practice of key decision makers in policy bodies and employing organisations.

To Challenge and Survive

Eastwards Trust Hostel

Availability: Head Office, Hamara Ghar, 412/422 Green Street, London E13 9JN
Tel: 0181 548 8486

This report outlines crucial issues that are vital in community care planning for black elders.

Regulating prices paid by the NHS for medicines supplied by the UK-based pharmaceutical industry

Office of Health Economics

Availability: Office of Health Economics, 12 Whitehall, London SW1A 2DY
Tel: 0171 930 9302

The aim of this paper is to review alternative methods of regulating the price of pharmaceuticals bought by the NHS from the perspective of the experience of the economic regulation of other industries in the UK, notably the privatised utilities.

general publications

Drivers of the Growth in Medicines Expenditure

Nick Marchant, Office of Health Economics

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

This paper examines the causes of the increase in medicines expenditure in the UK. It reports on a study carried out by the Office of Health Economics, with technical assistance from the Department of Health, under the auspices of the Industry Strategy Group, a forum for joint discussion of matters of strategic interest to the pharmaceutical industry and the Government.

Healthsmart 2010

Michael Cross

Availability: Kable, 55 Charterhouse Street, London EC1M 6HA Tel: 0171 608 0900

This novel is about two fields where we can be certain of dramatic changes, information technology and the practice of medicine.

Reporting The Public Health

Anne Davies

Availability: Institute for Public Policy Research, 30 - 32 Southampton Street, London WC2E 7RA

This report suggests a number of reforms to give annual public health reports a clarity of purpose which could lead to greater impact both locally and nationally.

Beyond help?

Jenny O'Leary, National Homeless Alliance

Availability: National Homeless Alliance, 5-15 Cromer Street, London WC1H 8LS
Tel: 0171 833 2071 Fax: 0171 278 6685

This book is about improving service provision for street homeless people with mental health and alcohol or drug dependency problems.

Framing the Debate: Crime and Public Health

Public Health Alliance

Availability: The Public Health Alliance, 138 Digbeth, Birmingham B5 6DR
Tel: 0121 643 4343/7628

This report looks at the many links between crime, the fear of crime and public health. It involved seeking the views of managers and professionals working in the fields of health and criminal justice, and of ordinary people and communities. It included a survey of GPs' patients in parts of Bristol and West Bromwich.

general publications

Hospital Travel Costs Scheme: Current Practice & Best Practice Guide

Manchester Health Authority

Availability: Manchester Health Authority, Gateway House, Piccadilly South,
Manchester M60 7LP

This report has been prepared to help hospitals provide effective assistance to those patients who need it most.

Hospital Acquired Infection

R. M. Plowman, N. Graves and J. A. Roberts, Office of Health Economics

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

This report outlines what is known about such infections and discusses the principles, management and cost-effectiveness of infection control.

Examples of lay involvement in Research & Development

Sandy Oliver and Phyll Buchanan, EPI centre

Availability: EPI-centre, Social Science Research Unit, London University Institute of Education, 18 Woburn Square, London WC1H 0NS Tel: 0171 612 6393

This report was undertaken to inform the NHS Research and Development Standing Advisory Group on Consumer Involvement about the nature and degree of lay involvement in health care research, within and beyond the NHS R&D Programme, by seeking and describing published and unpublished examples.

NHS Complaints Procedures: The First Year

National Consumer Council

Availability: National Consumer Council, 20 Grosvenor Gardens, London SW1W 0DH
Tel: 0171 730 3469

This report raises issues reflecting those set out by the Health Service Commissioner in his recent annual report and those arising from a recent survey of complainants carried out by the Consumers' Association.

Improving communication between doctors and patients

Royal College of Physicians of London

Availability: Royal College of Physicians of London, 11 St Andrews Place,
London NW1 4LE

This report emphasises the importance of good communication, describes some of the reasons why communication may be sub-optimal at times and draws attention to ways in which it can be improved.

general publications

THE FOLLOWING PUBLICATIONS HAVE BEEN PRODUCED BY THE NATIONAL CHILDBIRTH TRUST (NCT)

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

Breastfeeding: returning to work

The leaflet gives you some ideas to start you thinking about the arrangements that will suit you. Whatever stage you are at now, it will probably be valuable for you to talk to someone such as a breastfeeding counsellor who will listen to your personal needs.

Coping with pain in labour

This leaflet offers you some information and ideas for coping with pain in labour. It includes a range of options, from the support of a partner or friend to an epidural.

Postnatal depression

This leaflet will help you decide whether you have, or someone you care about has, postnatal depression. It will also tell you how to get help.

Becoming a grandparent

This leaflets covers feelings you may have about becoming a grandparent, ideas for supporting new parents, ideas for looking after yourself and how to avoid some common problems.

Making a birth plan

This leaflet explains how a birth plan can be useful and offers a step-by-step guide to writing one. It includes information about the choices available and suggests further reading.

Happy and Healthy after Childbirth

This leaflet is designed to help women through the first months of motherhood - what to expect, what to eat, how to get into shape, how to make time for yourself and for your relationships with others. It will also tell you how to get postnatal support from health professionals and other parents.

general publications

Your Baby's First Foods

This leaflet contains information and practical tips on: When to start giving your baby solid food, which foods to start with, preparing and offering your baby solid food, which foods to avoid, allergies, and vegetarian babies.

Breastfeeding: the first seven days

How to breastfeed your baby with confidence.

Feeding your baby

This leaflet gives information about breastfeeding and bottle feeding to help you make the best choice for you and your baby. It does not tell you in detail how to breastfeed your baby or make up bottles of formula milk.

Hypoglycaemia of the Newborn

This report consists of guidelines for appropriate blood glucose screening and treatment of breastfed and bottle fed babies in the UK. The guidelines represent a positive example of parent power. They are part of a solution to a problem parents have been telling the NCT about for a number of years - the problem of testing newborn, healthy, full-term babies for low blood sugar.

achcew

responses to consultation documents

Guidance on the role of the NHS in the GMC's performance procedures and the rehabilitation of doctors

NHS Executive

03/11/97

Consultation on proposed amendments to the Midwives Rules

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

13/11/97

Comprehensive spending review

NHS Executive

29/10/97

forthcoming events

"Research: What's in it for me?"

- ◆ This one day conference is for consumer and specialist interest organisations, NHS managers and professionals to explore the issues surrounding consumer involvement in health research and how it can benefit the quality and delivery of health services.
- ◆ on 28 January 1998
- ◆ at Kensington Town Hall, London
- ◆ organised by: The Standing Advisory Group

Further information:

telephone: 01865 226917 (Sue Weston)

Urban Regeneration and Health: New Priorities for Health Education

- ◆ on 19 March 1998
- ◆ at The University of Manchester
- ◆ organised by: Institute of Health Education
- ◆ cost: £20 for members of the Institute
£30 for non-members

Further information:

telephone: 0161 275 6610 (Professor A S Blinkhorn)

Asian Helpline

QUIT Helping smokers to quit
Victory House
170 Tottenham Court Road
London W1P 0HA
Telephone: 0171 388 5775
Facsimile: 0171 388 5995
Quitline 0800 002200

information wanted

Have any CHCs produced or seen any guidance to help members of CHCs or members of the public to respond to **pharmacy applications**? If so, please contact Oxfordshire CHC.

Rochdale Community Health Council will be involved in the near future with gathering **children's views about their experience of hospital services**. They are interested in any information you may have of working with children through the medium of focus groups. Please contact Shelley at Rochdale CHC. Tel: 01706 860035.

Have any CHCs had any concerns about the organisation of the provision of **Orthotic Shoes**? If so please contact Chris Hogg at North East Essex CHC.

information wanted

Pontefract and District CHC are working with a local self-help mental health group to try to prove that there is a need for a **24-hour Crisis Intervention Centre** in their area and are trying to establish what similar facilities are available in other areas. They would like the following information from CHCs that have a Crisis Intervention Centre in their district:

What services are provided from the Centre?

How is the Centre Staffed?

Mid Staffordshire CHC would be interested to hear from anyone who has been involved with cases involving **dental care for people with Learning Disabilities**. In particular how often examinations are carried out; how 'unco-operative' patients are managed; and finally, General Anaesthetics, their use and frequency.

For our files:

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

**The deadlines for the next two issues of CHC Listings are
5 December and 9 January**