

CHC Listings

December 1998



CHC LISTINGS

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directory amendments

Association of Welsh CHCs

New E-mail: awchc@whcsa.wales.nhs.uk

Scottish Association of Health Councils

Address should read: 24a Palmerston Place

Northern & Yorkshire Regional Council of CHCs

New address: 92 Housesteads Road, Sandsfield Park, Carlisle, Cumbria CA2 7XG
Tel/fax: 01228 541326

North West Anglia CHC

New address notified in October CHC Listings.

Please note that both offices of NWA CHC (Peterborough and Kings Lynn) have relocated to The Former Sorting Office, 6 Post Office Lane, Wisbech, PE13 1HG

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.

What is a Health Visitor? A perception of Health Visitors in Gloucestershire
Gloucestershire CHC

Pages: 9

This report summarises findings of a study of health visitors and the work they undertake. Members met with lead health visitors from the East Gloucestershire and Severn NHS Trusts, and 'shadowed' health visitors at work.

Report on the changes to family planning services in East Dorset

East Dorset CHC

Pages: 16

The family planning service was changed by Dorset Healthcare NHS Trust and resulted in the closure of some general clinics. East Dorset CHC agreed to these changes in order to avoid duplication of services. However, the CHC also agreed to work with the Trust to undertake an evaluation of the Family Planning Service. This evaluation highlighted a number of areas of concern relating to general practice provision of Family Planning Services.

Day Surgery - Patient Satisfaction Survey: Results of a Survey within United Hospitals Facilities.

Northern Health and Social Services Council

Pages: 23

This report aimed to establish levels of patient satisfaction and highlight strengths and weaknesses in the information network. It provides a baseline for the future measurement of satisfaction and helps to identify and establish quality standards.

Patient Information in GP Surgeries Review

Aylesbury Vale CHC

Pages: 12

GPs are required by Government to make specific information available in their surgeries, both about the practice and about the complaints procedure. The CHC carried out visits to all the GP surgeries in Aylesbury Vale to find out if this information was readily available. They found that the information varied widely, and was sometimes of poor quality. Recommendations are made.

Involving Patients

West Essex CHC

Pages: 8

The Princess Alexandra Hospital is working with West Essex CHC to give patients, their carers and the general public a greater say in how the hospital runs. This includes the establishment of a user group, and this pack is intended to help the public decide whether they want to become involved.

Coronary Care Services in Dudley

Dudley CHC

Pages: 12

This report examines coronary care services in Dudley, in both primary care and the acute sector. It suggests that the new primary care groups have a role to play in ensuring that treatment for CHD and primary and secondary CHD prevention in the community are available to all patients on an equitable basis. The report also looks at the question of 'rationing' of coronary care services.

Hard Questions and Difficult Choices

Dudley CHC

Pages: 12

This report looks at issues around 'rationing' in the health service, and contains details of work the CHC did with Wolverhampton University. Members of the CHC's Health Matters Panel were invited to join a series of 'talkshops' and the report makes recommendations for involving users in local NHS services.

Children's Hospital Services in Dudley

Dudley CHC

Pages: 11

The report looks at children's hospital services, and makes recommendations about improving the quality of information for children, and the importance of a 'child-friendly' approach in all areas of the hospital. The report outlines work carried out to ascertain user views from adolescents on quality and consent issues.

The Future of the NHS Survey

Cheshire Central CHC

Pages: 28

Cheshire CHC undertook a survey looking at local people's current perception of the NHS with particular reference to the issues raised in the White and Green Papers. Residents believed that the NHS can no longer hope to provide free healthcare for all.

The Patient Experience of Day Surgery in Oxfordshire

Oxfordshire CHC

Pages: 68

Oxfordshire CHC decided to investigate the expanding use of day surgery, particularly the organisation and communication aspects of it. The report makes recommendations that it is hoped will enhance the service offered and improve the patient experience.

"Changing Childbirth"

Chichester CHC

Pages: 7

The report set out the background to "Changing Childbirth", how it was developed locally, concerns of Chichester Community Health Council members and the views of mothers on this service. It also highlights the demands made on the local provider and the funding difficulties which may be experienced in maintaining and developing their very high quality service into the millennium against the context of other hospitals which have not implemented "Changing Childbirth".

A study into the Visiting Arrangements on the Maternity Wards at the Women's Hospital, Doncaster Royal Infirmary

Doncaster CHC

Pages: 54

Doncaster Royal Infirmary has become more flexible with the visiting arrangements on the maternity wards to allow more visitors per bed. The CHC looked at these arrangements to see if they were an improvement. The views of patients differed from those of the staff, as regards satisfaction with the arrangements.

Guidance on how to make a complaint

Somerset CHC

Pages: 12

A booklet to help patients use the NHS complaints procedure.

Protocol for Members' Visiting Arrangements

Rotherham CHC

Pages: 13

The protocol is designed to establish a shared understanding of the purpose of hospital visits by CHC members.

Focus on Cancer: reports of focus groups 1996 -1998

Wolverhampton CHC

Pages: 32

The cancer focus groups incover urology services; chemotherapy and radiotherapy treatment; care for people with lung cancer; haematology services; stoma care; breast cancer care.

Deprivation and Poor Health in Preston

Preston CHC

Pages: 55

The connection between chronic ill health and poverty is well known. The CHC was increasingly concerned about the poor health of people in the most deprived areas of Preston. In collaboration with the health authority the CHC conducted a survey to identify the community's perception of health and primary health care needs.

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

Are you entitled to help with health costs?

NHS Executive

Availability: NHS Executive Responseline 0541 555 455

Help with Health Costs Video in seven languages, covering prescriptions, dental treatment, ophthalmic services etc.

Stopping Smoking Made Easier

Health Education Authority

Availability: Health Education Authority, Trevelyan House, 30 Great Peter Street, London SW1P 2HW

This booklet takes you through the stages of stopping smoking. It will help smokers make up their mind, prepare to stop, stop smoking and stay stopped. And it answers the most common questions smokers ask about stopping.

Feeding your child from 1-3

Health Education Authority

Availability: Health Education Authority, Trevelyan House, 30 Great Peter Street, London SW1P 2HW

A booklet of advice for parents/guardians.

official publications

Healthy Living for Men

Health Education Authority

Availability: Health Education Authority, Trevelyan House, 30 Great Peter Street,
London SW1P 2HW

A booklet of health promotion advice.

Modernising Health and Social Services: National Priorities Guidance 1999/00 - 2001/02

Department of Health

Availability: The NHS Response Line: 0800 555455

Joint guidance (reported in CHC News, November 1998).

A life in the fast lane: value for money in emergency ambulance services

Audit Commission

Availability: Audit Commission Publications, Bookpoint Ltd, 39 Milton Park,
Abingdon, Oxon OX14 4TD Tel: 0800 502030

This report aims to help ambulance trusts and health authorities, among others, to assess how their service is performing, allowing for external factors such as local geography. For ambulance trusts, the report underpins the value-for-money work that their external auditors have been carrying out during 1998.

Treasury Taskforce on Private Finance: Policy Statement No.4, Disclosure of information and consultation with staff and other interested parties.

HM Treasury

Availability: Public Enquiries Unit, HM Treasury, Parliament Street,
London SW1P 3AG Tel: 0171 270 4558/4860/4870

This policy statement is the fourth in a series of papers issued by the Treasury Taskforce, addressing key policy issues arising from the implementation of the Private Finance Initiative (PFI). Each statement is endorsed by the Paymaster General and represents the definitive statement of general Government policy on a particular aspect of PFI.

Pre-Action Protocol for the Resolution of Clinical Disputes

Clinical Disputes Forum

Availability: Chairman Dr Alastair Scotland Tel: 0181 746 8000

Secretary Sarah Leigh Tel: 0171 650 1200

The protocol aims to improve the pre-action communication between the parties in a clinical disputes by establishing a timetable for the exchange of information relevant to the dispute and by setting standards for the content of correspondence. The Clinical Disputes Forum is a multi-disciplinary body formed in 1997, as a result of Lord Woolf's 'Access to Justice' inquiry.

general publications

Guidelines for records and record keeping

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

Availability: Distribution Department, UKCC, 23 Portland Place, London, W1N 4JT

The guidance is based upon extensive consultation with organisations representing the interests of patients and clients, registered nurses, midwives and health visitors, professional organisations and trades unions, employers and managers and legal experts in record keeping.

Midwives rules and code of practice

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

Availability: Distribution Department, UKCC, 23 Portland Place, London, W1N 4JT

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

Learning from the NHS Internal Market

Julian Le Grand, Nicholas Mays and Jo-Ann Mulligan, King's Fund

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

The aim of this book is to review the evidence on the impact of the three main elements of the reforms - health authority purchasing and its variants, GP fundholding and its later developments, and NHS trusts - and consider the lessons that can be learned for the future.

Informing Patients: An assessment of the quality of patient information materials

Angela Coulter, Vikki Entwistle and David Gilbert, King's Fund

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

Selected materials were reviewed by groups of patients who had experienced specific health problems and by clinical and academic specialists with relevant expertise.

Making Partnerships Work

Baroness Pitkeathley and Edward Roberts, Pharmaceutical Partners - UK

Availability: Hawker Publications Ltd, 13 Park House, 140 Battersea Park Road, London SW11 4NB

The booklet incorporates all the principles and recommendations from a seminar attended by representatives of 20 patient groups and 15 companies, and is intended to contribute to the major changes now taking place in the provision of health care through the NHS.

Within reason: Access to services for blind and partially sighted people

Royal National Institute for the Blind

Availability: RNIB Customer Services Department on 0345-02 31 53

The document reports on a survey on accessibility to a range of services, including the NHS.

general publications

Over to you: Helping pharmacists shape their professional future

Royal Pharmaceutical Society of Great Britain

Availability: Royal Pharmaceutical Society of Great Britain,
1 Lambeth High Street, London SE1 7JN Tel: 0171 735 9141

A booklet to promote "pharmacy in a new age."

Putting vision into Community Care

Royal National Institute for the Blind

Availability: RNIB Social Services Team, 7 The Square, 111 Broad Street,
Edgbaston, Birmingham, B15 1AS Tel: 0121 643 9912

This report looks at the findings and issues raised from analysing the Community/Social Care Plans produced for 1995 and 1996 and which covered England and Wales. The report aims to raise the profile and needs of visually impaired people, and to influence local strategic and operational planning, the delivery of services and, most importantly, the outcomes experienced by visually impaired people.

Improving Health Care

David Taylor, King's Fund

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

The policy paper discusses audit and accreditation; communication and consumer participation; and commissioning better services.

Provision and quality assurance for head and neck cancer care in the United Kingdom

The British Association of Head & Neck Oncologists

Availability: Mr A E Brown Consultant Maxillofacial Surgeon, Queen Victoria
Hospital, Holtye Road, East Grinstead, West Sussex RH19 3DZ

The report sets out recommendations for a rationally co-ordinated multidisciplinary approach.

Towards Continence

Rosie Chester, Counsel and Care

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

A discussion document about approaches to continence in care for older people.

responses to consultation documents

A strategy for NHS dentistry
Department of Health

16/11/98

Scope of Professional Practice Research
UKCC

10/11/98

Use of locum doctors in NHS Trusts
Audit Commission

05/11/98

Review of District Nursing services - Draft report for consultation
Audit Commission

04/11/98

Partnership in Action - New Opportunities for Joint working between Health and Social Services
DoH

30/10/98

Aids and appliances - study specification
Audit Commission

30/10/98

forthcoming consultations

Consultation on the Board's Revised continuing Professional Education Framework Encompassing all Post - Registration Studies Programmes
English National Board for Nursing, Midwifery and Health Visiting
Response by 7 December 1998

The Royal College of Psychiatrists - A Strategy for Psychiatric Education
Response by 11 December 1998

forthcoming consultations

Consultation on the involvement of consumer panellists in the work of the UKCC's Professional Screeners and the Health Committee

Response by 18 December 1998

Proposed amendments to The Medicines (Products other than veterinary drugs) (General Sale List) Order 1984 (SI 1984/769) etc

Medicines Control Agency

Response by 24 December 1998

Review of the Mental Health Act 1983

Mental Health Legislation Scoping Study Review Team (To advise DoH)

Response by 8 January 1999

Performance Review Scheme for the Dental Profession: A consultation paper

GDC

Response by 15 January 1999

Professions complementary to dentistry - A consultation paper

GDC

Response by 15 January 1999

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

forthcoming events

"The Social Care White Paper"

- ◆ This one day conference will be an early opportunity to discuss these issues and is relevant to all those who will carry out the legislation presaged by the White Paper, including policy-makers, local councillors, NHS Trust and Health Authority members as well as organisations working in partnerships with them.
- ◆ on 7 January 1999
- ◆ at The Royal College of Surgeons of England, London
- ◆ organised by: Harrogate Public Sector Management Centre
- ◆ cost: Public Sector Organisations: £299.63
Voluntary Organisations, CHCs and Charities: £229.13
Private Sector Organisations: £334.88

Further information: Liz Haw or Fiona Tweedy (01423 506611)

forthcoming events

Consumer Health Information: Health Direct - Access & Empowerment For All ?

- ◆ This one day conference aims to start a process where all those interested in helping to create a public well informed on the availability and quality of services will meet regularly.
- ◆ on 13 January 1999
- ◆ at the University of Central Lancashire

Further information: 01772 892250 (Sally Edmundson)

information wanted

Canterbury and Thanet CHC are about to do another major consultation exercise the most recent was on the hospital services being provided and where. **This latest exercise will be about the re-configuration of the three acute hospital trusts in East Kent.** At the time of writing they are awaiting the Secretary of State for Health announcement on his preferred option. If there are any CHCs which have gone, or are going, through a similar exercise, it would be helpful if they could get in touch. If they have already produced any material (leaflets, posters, flyers, press releases etc.) or have produced the CHC's response a copy of these would also be very welcome. Please contact the Chief Officer, Rupert Williamson, or Brenda O'Neill on 01227 766011.

Swansea Community Health Council would like to hear from CHCs who have looked at the subject of **mixed sex wards**, particularly in psychiatric hospitals. Please contact Sandra Taylor, Chief Officer, on telephone number 01792 654967 or fax 01792 654617.

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 following leaflets are available from the organisations listed.

Campaign for Choice - what you can do to help the woman's right to choose campaign

Abortion Law Reform Association
11 -13 Charlotte Street
London W1P 1HD
Tel: 0171 637 7264

Disability access rights advice service (DARAS)

Advising Advisers on Part III of the DDA
Unit 303
The Chandlery
50 Westminster Bridge Road
London
SE1 7QY
Tel: 0345 585 445

<p>The deadlines for the next two issues of CHC Listings are 11 December and 8 January</p>
