

# **CHC Listings**

## **February 1998**



# CHC LISTINGS

February 1998

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## directory amendments

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**LEWISHAM CHC**

New Address: 246 Lewisham High Street  
London SE13 6JU

New tel no. 0181 318 3435

New fax no. 0181 318 3655

**SOUTH WEST SURREY CHC**

E-mail: [southwestsurrey.chc@virgin.net](mailto:southwestsurrey.chc@virgin.net)

**SOUTH TYNESIDE CHC**

New Address: 3rd Floor  
Edinburgh Buildings  
Station Approach  
South Shields  
Tyne & Wear NE33 1HR

Tel/Fax no. remains the same.

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

# directory amendments

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## CENTRAL LINCOLNSHIRE CHC

New Chief Officer: Ms Marilyn Merry

## LAMBETH CHC

Now only using the  
following tel no. 0171 582 3288

## CENTRAL NOTTINGHAMSHIRE CHC

New tel no  
(with effect on  
29/01/98) 01623 627541

Fax no. remains the same

## chc publications

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

### **An Inter-Community Health Council Report into Court Diversion Schemes in Wessex *Southampton & SW Hants CHC***

*Pages: 13*

Southampton and SW Hants CHC has been co-ordinating a project in a rather unusual area of work for CHCs. In an interesting report, the CHC presents information about court diversion schemes in the Wessex region. These schemes aim, where appropriate, to redirect people with a mental health problem or a learning disability who have come into contact with the criminal justice system towards appropriate health and social care services.

## **Community Pharmacy Survey: Results of survey conducted in Maidstone Locality (covering Maidstone and Malling) during Summer 1997**

*Maidstone CHC*

*Pages: 7*

The survey was undertaken as a result of concern over a number of issues surrounding the pharmaceutical service. These included overspending of prescribing budgets, the underuse of pharmacists as part of the Primary Care Team and the enormous wastage of medicines each year. Views of 28 local pharmacists were obtained by personal interview on how to improve the situation and what measures would be needed to eliminate excess waste of drugs and money. The CHC analysed the results and these are reported based on the pharmacists contacted.

## **Healthwatch Pharmacy Survey**

*Cheshire Central CHC*

*Pages: 39*

A survey by Cheshire Central CHC shows what a high response rate can be achieved by using a healthwatch panel. Response were received from 408 panel members (84% of questionnaires sent out). Three of the 36 questions concerned the uptake and use of prescribed medicines. Almost 13% of respondents said that they did not always complete a course of treatment.

## **Monitoring NHS Dental Services**

*North Derbyshire CHC*

*Pages: 6*

Residents of New Mills, the Derbyshire Dales and Chesterfield were contacted during the course of taking out the CHC slide show about the Community Health Council to local organisations. 87 respondents completed questionnaires about their knowledge and experience of NHS dental services. The findings highlighted information needs, the restricted choice now available to NHS patients and future implications for the emergency services, and identified some specific local problems - long waiting times for NHS treatment in New Mills, no disabled access in New Mills, particular problems in obtaining NHS care in the Dales. Over a quarter said they didn't know of the need to register for NHS dental care, and 69% said they didn't know of the system of automatic de-registration if they didn't visit the dentist for more than 15 months. Over a quarter said they were now receiving private dental care and the vast majority of those in receipt of private care said this was because they could not find a dentist providing NHS treatment. Most of those receiving private care lived in the Dales.

## **Local Fact File**

*Calderdale CHC*

*Pages: 58*

Calderdale CHC has made several attempts at producing a local "factfile", and although there is a little work still to be done on it, its basic form and contents are now sorted out. It is a loose leaf booklet designed to fit into the ACHCEW Handbook for CHC Members, and it complements the information there. The CHC intends to update some portions about once or twice a year, and to put in additional pages in response to suggestions from members. It gives information on the CHC and local NHS services and includes various formal documents - along with "jargon cracker".

## **A survey of users' views on dental Services**

*Brighton, Hove and Lewes CHC*

*Pages: 10*

The CHC has received considerable anecdotal evidence about difficulties people have experienced in finding NHS dentists. This document reports an exploratory pilot study involving a questionnaire circulated with the CHC's quarterly newsletter and local press coverage led to requests for members of the public for the questionnaire. Respondents were therefore a self-selecting group. 142 completed forms were returned, a response rate of approximately 20 per cent. Areas covered included: registration and treatment as an NHS patient; information given to patients; emergency treatment; dentures; travel to the dentist; disabled access; and general satisfaction.

## **Hospital Services for Children: visited as part of Ladybird Project**

*North West Herts CHC*

*Pages: 29*

The Ladybird Project was an attempt to discuss some real problems about the standard of clinical care and the difficulties in obtaining recognition from the Royal College of Paediatrics and Child Health for training posts for Senior House Officers and Specialist Registrars at Hemel Hempstead Hospital. The CHC decided to visit local Paediatric Units to find out how Ambulatory Care, Observation Units and Day Surgery worked in practice.

## **Complaints Survey**

*Warrington CHC*

*Pages: 9*

This is the second complaints survey completed by the CHC to find out what people thought of the service received from the CHC. 43 questionnaires were sent out and 31 returned - a response rate of 72 per cent. A high proportion stated that the CHC dealt with their complaint promptly, they received clear information and the staff were very helpful and courteous.

## **Care Programme Approach: The Service User View**

*East Birmingham CHC*

*Pages: 42*

The CHC visited a selection of day centres in North and East Birmingham. The centre managers were asked about their involvement with the users' care programme. Service users were given a guided questionnaire to discover their level of awareness and involvement in CPA. Most users who had regular reviews were aware of why they had them and were generally satisfied. Only a small number had keyworkers. Most did not have a care plan.

## **In For The Day: Knutsford Patients' Experiences Attending Day Case**

### **Surgery/Procedures**

*Macclesfield CHC*

*Pages: 17*

The 'Accountability Framework for GP Fundholding' requires GPs to seek their patients' views when planning and reviewing services provided. In the spring of 1997 Macclesfield CHC and Knutsford Health Care Group invited members of the local community to share their experiences of day case surgery and procedures and provide a unique 'snapshot' of their perceptions. Surgery and procedures were wide-ranging and included a number of hospitals covering a wide area. Focus groups were used as a research tool and patients discussed their views of the quality of services provided and identified issues important to them. The groups raised a number of key issues and centred around information, communication, transport and aftercare. The recommendations in the report reflect these key issues and offer an opportunity to consider change.

## **Survey of Patient Opinion At The Oncology Centre, Cheltenham General Hospital**

*Gloucestershire CHC*

*Pages: 29*

The CHC interviewed nearly 100 patients after being made aware of long delays experienced by some chemotherapy patients. The Oncology Centre operates no waiting list, believing that patients would rather spend time in the clinic instead of finding their treatment delayed by being placed on a waiting list. Accessing relevant details about treatment is a problematic area, particularly for those patients who had not attended the pre-chemotherapy unit. Always patients stressed the positive aspects of their care with the skills and attitude of staff being held in high regard. The CHC worked closely with the East Gloucestershire NHS Trust in preparing questions to ask patients during face-to-face interviews and also asked the Trust for comments on the draft report before publication.

## **Sedgefield Locality Community Health and Social Needs Survey July 1997**

*South Durham & Weardale CHC*

*Pages: 41*

A questionnaire was designed by Sedgefield Locality Health Alliance, South Durham & Weardale CHC and Sedgefield Locality Local Advisory Group and distributed to a random selection of 5000 Sedgefield locality residents with a response rate of 23.6 per cent. 48 per cent of respondents stated that they or a member of their family had a long term or recurring health problem. A significant number of carers need further support to continue caring. A large number of people would like their GP surgeries to provide a wider range of services.

## **Local Voices In Health: A Partnership between Sefton Health and the People of Sefton**

*Southport & Formby CHC*

*Pages: 65*

The main objective of the research, commissioned by Sefton Health Authority, was to audit Sefton Health's communication and consultation procedures against national guidelines; identify interesting practice elsewhere; and provide the basis for the development of a communications strategy. Recommendations for its implementation and evaluation are also included. A wide range of views were canvassed and the methodology included individual interviews, focus groups, national and local networks and CHC web site links. The Health Authority Board have agreed that the report should be accepted and all the recommendations taken to their senior management group for implementation.

## **Health and Social Care for the Elderly: The case for preventative and effective health and social care for all elderly people in Southwark**

*Southwark CHC*

*Pages: 46*

The report was originally produced as a response to 'A Framework for Healthcare of Elderly People' published by Lambeth, Southwark and Lewisham Health Authority in June 1997. It is concluded that elderly people have become victims of NHS 'demarcation', demonstrated by the lines drawn between health and social care, hospital and nursing home care, and the vague rules that govern continuing care in the local NHS. Rehabilitation services need to be developed for elderly people with rheumatic diseases and those who have suffered from stroke or heart disease. The Health Authority should concentrate its resources on preventable causes of severe disability.

### **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

## **The coming of age: Improving care services for older people**

*Audit Commission*

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

This is a major report on how the NHS, social services and the independent sector could work together to provide better care for older people. The main theme of this report is that much could be achieved with improved co-ordination and planning.

## **The new NHS**

*NHS Executive*

**Availability:** Department of Health, Quarry House, Quarry Hill Leeds LS2 7UE  
Tel: 0113 254 5000

The NHS White Paper is intended to show how the Government will build a modern and dependable health service fit for the twenty first century - a national health service which offers people high quality treatment and care when and where they need it.

## **The Caldicott Committee: Report on the Review of Patient-Identifiable Information**

*Department of Health*

**Availability:** Richmond House, 79 Whitehall, London SW1A 2NS Tel: 0171 210 3000

This review was commissioned by the Chief Medical Officer of England owing to increasing concern about the ways in which patient information is used in the NHS in England and Wales and the need to ensure that confidentiality is not undermined.

## **National Confidential Inquiry into Suicide and Homicide by People with Mental Illness**

*NHS Executive*

**Availability:** Professor Louis Appleby, PO Box 86, Manchester M20 2EF  
Tel: 0161 261 4751/4752

This report outlines the new methods of data collection employed by the Inquiry since April 1996, and reports selected preliminary findings from cases notified to the Inquiry since this date.

## **Service Standards for Emergency Medical Admissions**

*Health Services Accreditation*

**Availability:** Health Services Accreditation, Rutherford Park, Marley Lane,  
Battle, East Sussex TN33 0EZ Tel: 01424 772277

This report is one of a growing range of titles focusing on areas of patient care across the entire health service. It has been prepared by a working group drawing on input from service provider professionals, purchasers, general practitioners, service managers and, most importantly, lay representation.

# official publications

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## **Anaesthesia Under Examination**

*Audit Commission*

**Availability:** Bookpoint Ltd, 39 Milton Park, Abingdon, Oxon OX14 4TD

Tel: 0800 502030

This report explores whether anaesthetists truly limit trusts' ability to deliver their core services, and sets out good practice in how they can in fact enhance it. It considers the place of anaesthetists in a patient-focused hospital, and illustrates the problems that can arise when interdisciplinary teamworking breaks down using examples of pain after surgery.

## **Personal Medical Services Pilots under the NHS (Primary Care) Act 1997.**

**A comprehensive guide.**

*NHS Executive*

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

This document consolidates and replaces the information contained in previous NHS Executive documents. In addition, it provides further advice on areas which were highlighted as a result of the consultation.

## **Guidance on making a proposal to pilot Personal Dental Services (PDS)**

*NHS Executive*

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

Tel: 0113 254 5000

This guidance is for dentists, health authorities and NHS Trusts who are considering submitting a proposal for a Personal Dental Services (PDS) pilot.

# general publications

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## **A Way Forward for the Next Five Years?**

*Foundation for Integrated Medicine*

**Availability:** The Foundation for Integrated Medicine on behalf of the Steering Committee for The Prince of Wales Initiative on Integrated Medicine

This report summarises the conclusions of four Working Groups, under guidance of a Steering Committee, set up at the suggestion of the Prince of Wales to consider the current positions of orthodox, complementary and alternative medicine in the United Kingdom (UK) and how far it would be appropriate and possible for them to work more closely together.

# general publications

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## **Complementary and Alternative Medicine**

*Anne Wadsworth Associates*

**Availability:**The Foundation for Integrated Medicine

This report sets out as background an overview of the current demand for complementary and alternative medicine, levels of professional support and some suggestions as to what its huge popularity may mean. It concludes that detailed guidance on good practice requires more comprehensive studies to provide the information practitioners, consumers and purchasers of healthcare need in order to shape their decisions.

## **Professional Organisation of Complementary and Alternative Medicine in the United Kingdom 1997**

*Simon Mills and Wendell Peacock*

**Availability:**The Centre for Complementary Health Studies, University of Exeter

This report of a survey of professional associations presents information on 14 major disciplines from Acupuncture to Shiatsu and briefer information on eight minor disciplines and concludes that complementary and alternative medicine professional organisations have made progress towards taking public responsibility for their activities. Further improvements are needed in some areas including educational standards and coordination.

## **Intimate Examinations**

*The Royal College of Obstetricians and Gynaecologists*

**Availability:**The Royal College of Obstetricians and Gynaecologists, 27 Sussex Place, Regent's Park, London NW1 4RG Tel: 0171 772 6275

This guidance on conducting intimate examinations on women covers many types of intimate examination during pregnancy and at other times, and gives special consideration to particular groups of women, such as those who are anaesthetised and those with learning disabilities.

## **'The tip of the iceberg'**

*Kim Willcock*

**Availability:**Help the Aged

The report discusses standards of care for older people in NHS hospitals, the nature of complaints received by CHCs, and effectiveness of the NHS complaints procedure for older people.

## **Hygiene Good Practice Guide**

*Hospital Caterers Association*

**Availability:**Hospital Caterers Association, c/o Mark Hayman, North Kent Healthcare NHS Trust, Keycol Hospital, Newington, Sittingbourne, Kent ME9 8NG Tel: 01795 842222

This publication on standards at ward level is aimed at hospital catering staff.

# general publications

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## **Good Practice Guide**

*Hospital Caterers Association*

**Availability:** Hospital Caterers Association, c/o Mark Hayman, North Kent  
Healthcare NHS Trust, Keycol Hospital, Newington, Sittingbourne,  
Kent ME9 8NG Tel: 01795 842222

This publication is mainly concerned with the catering end of hospital food, with sections on communication, meal presentation and service, waste control, food hygiene, staff training, and ward kitchen design and equipment.

## **Difficult Patients: Guidance for GPs and Their Staff**

*Local Medical Committee*

**Availability:** Local Medical Committee, Duncan Macmillan House, Porchester Road,  
Mapperley, Nottingham, NG3 6AA Tel: 0115 955 5440

The aim of this booklet is to provide guidance to GPs and their staff on managing patients adjudged to be 'difficult'. It is intended to alleviate the inter-personal difficulties which these patients give rise to, and to encourage practitioners to take a reasonable and balanced approach to resolving those difficulties.

## **The Seven Values of Medicines**

*The Association of the British Pharmaceutical Industry (ABPI)*

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

The Association of the British Pharmaceutical Industry, which represents nearly 100 companies in the UK, has now identified the Seven Values of Medicines and brought together a number of studies quantifying the benefits and potential savings they offer through improved health care to the health service, taxpayer and patient.

## **Helping Doctors Who Are Ill: The GMC's Health Procedures**

*General Medical Council*

**Availability:** Fitness to Practise Directorate, General Medical Council,  
178 Great Portland Street, London W1N 6JE Tel: 0171 915 3580

This booklet explains how the GMC deals with information which suggests a doctor has a serious health problem which puts patients at risk. It explains the action doctors should take if the GMC tells them that they have received such information.

## **When your Professional Performance Is Questioned: The GMC's Performance Procedures**

*General Medical Council*

**Availability:** Fitness to Practise Directorate, General Medical Council,  
178 Great Portland Street, London W1N 6JE Tel: 0171 915 3667

The booklet explains how the performance procedures work. It explains the action doctors should take if the GMC tells them that they have received information about them and wants to assess their professional performance.

# general publications

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## **Facing A Complaint: The GMC's Conduct Procedures**

*General Medical Council*

**Availability:** Fitness to Practise Directorate, General Medical Council.

178 Great Portland Street, London W1N 6JE Tel: 0171 915 3603

This booklet explains how the GMC deals with complaints or other information which suggests misconduct. It explains the action doctors should take if the GMC tells them that they have received a complaint.

## **A Problem With Your Doctor?**

*General Medical Council*

**Availability:** Fitness to Practise Directorate, General Medical Council.

178 Great Portland Street, London, W1N 6JE Tel: 0171 915 3603

The booklet explains what to do if a patient wants the GMC to investigate a problem with their doctor. It also explains what the GMC does when they receive such information.

## **UKCC Handbook: Protecting the public through professional standards**

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

**Availability:** United Kingdom Central Council for Nursing, Midwifery and Health

Visiting, 23 Portland Place, London, W1N 4JT Tel: 0171 637 7181

The UKCC is the regulatory body for nursing, midwifery and health visiting.

Their purpose is to establish and improve standards of nursing, midwifery and health visiting care in order to serve and protect the public.

## **Maintaining Standards: Guidance to Dentists on Professional and Personal Conduct**

*General Dental Council*

**Availability:** General Dental Council, 37 Wimpole Street, London, W1M 8DQ

Tel: 0171 887 3800

This new ethical guidance aims to be positive and focuses on best practice rather than on conduct which can lead to disciplinary action.

## **Ask: for help and support for families of children & young people with special needs**

*Pat Brickley & Sue Schutt*

**Availability:** Norwich Advice Arcade, 4 Guildhall Hill, Norwich, Norfolk, NR2 1JH

Tel: 01603 661779

The Ask Service was originally started by four parents of children with different disabilities in 1977, offering a telephone "helpline" from their own homes to other parents needing information on services.

# general publications

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## **Telephone helplines directory 1998**

*Telephone Helplines Association*

**Availability:** The Basement, 38 Great Pulteney Street, London, W1R 3DE

Tel: 0171 287 8928

The directory is principally aimed at advice workers and other professionals working in social welfare or health. However, it is also designed to be of use to members of the public.

## **Turning Evidence into Everyday Practice**

*Michael Dunning, Gerard Abi-Aad, David Gilbert, Steve Gillam and Hayley Livett, King's Fund*

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

Tel: 0171 307 2400

The report suggests that a co-ordinated approach to implementing change is necessary and suggests a series of steps towards achieving this. It describes also some of the current challenges that organisations need to overcome in order to make evidence-based practice a normal way of working.

## **The future of professional regulation**

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

**Availability:** United Kingdom Central Council for Nursing, Midwifery and Health

Visiting, 23 Portland Place, London W1N 4JT Tel: 0171 637 7181

This document is a formal submission to the Government's review of the Nurses, Midwives and Health Visitors Act (1997). It sets out the view of the United Kingdom Central Council (UKCC) on important changes and improvements that could be made to the system of professional self-regulation in the United Kingdom.

## **Saving Lives, Saving Money**

*Gay Men Fighting AIDS (GMFA)*

**Availability:** Gay Men Fighting AIDS (GMFA), Unit 42, Eurolink Centre,

49 Effra Road, London SW2 1BZ Tel: 0171 738 6872

GMFA believes that the best way to defeat AIDS is to ensure that resources are focused on where they can have the best outcome for HIV reduction.

## **Gene Therapy Myth and Reality: Hype and Practicality**

*Gene Therapy Advisory Committee*

**Availability:** The Central Public Health Laboratory, Colindale Avenue, London NW9

A report of a one-day Workshop to examine how far gene therapy has come, its future and the potential barriers to its development.

# general publications

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## **Theory and evidence on cost sharing in health care: an economic perspective**

*Martin Chalkley and Ray Robinson, Office of Health Economics (OHE)*

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

This paper has sought to provide an economic perspective on the subject of cost sharing in health care.

## **Public Involvement in Health Care Purchasing Phase 2**

*Carol Lupton and Pat Taylor*

**Availability:** SSRIU, Halpern House, 1/2 Hampshire Terrace, Portsmouth PO1 2QF

Tel: (01705) 845550

The report summarises the main findings of the second stage of this study which paid particular attention to developments in primary care.

## **Food, Nutrition and Prevention of Cancer: a Global Perspective**

*World Cancer Research Fund and American Institute for Cancer Research*

**Availability:** WCRF, 105 Park Street, London W1Y 3FB Tel: 0171 343 4200

This report, the most comprehensive review of diet and cancer research from a global perspective to date, was more than 3 years in development.

## **Eating Matters: A Resource for Improving Dietary Care in Hospitals**

*University of Newcastle*

**Availability:** Department of Health, Richmond House, 79 Whitehall, London SW1A 2NS

Tel: 0171 210 5597

Eating Matters has been put together in response to requests from nurses for help in improving standards of dietary care. It contains a variety of suggestions that will assist nurses to identify actual or potential problems for individual patients, or with the organisational aspects of nutrition. It also offers practical solutions to improve practice, which have worked in some hospitals, and provides guidance on how to audit practice at ward level.

## **Standards for Records and Record Keeping**

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

**Availability:** United Kingdom Central Council for Nursing, Midwifery and Health

Visiting, 23 Portland Place, London, W1N 3AF

This booklet stresses that the important activity of making and keeping records is an essential and integral part of care and not a distraction from its provision.

# general publications

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## **Sedgefield Area Service User Project**

*Sedgefield Area Service User Project*

**Availability:** Service User Involvement Officer, Service User Project, Locality

Office, Green Lane, Spennymoor Co. Durham DL16 6HD Tel: 01388 824107

The Sedgefield Area Service User Project came into existence in June 1996.

The Sedgefield Locality Health Alliance Partners (i.e Social Services, County Durham Health Authority and Sedgefield Borough Council) recognised that users of health and social services needed support to enable them to participate in the consultation and involvement process.

achcew

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## **responses to consultation documents**

**Electronic Data Interchange (EDI) for prescriptions.**

*NHS Executive*

05/01/98

**Poorly performing doctors and dentists: some educational aspects**

*SCOPME*

19/12/97

**Work programme for 1998/99**

*SCOPME*

10/12/97

## **forthcoming consultations**

**Draft guidance on the transfer of frail older patients from NHS long stay settings**

*NHSE*

Response by 6 February 1998

**Verification project for National Occupational Standards in Aromatherapy,**

**Homeopathy, Hypnotherapy and Reflexology**

*Care Sector Consortium*

Response by 13 February 1998

**The Regulation of Nurses, Midwives and Health Visitors - Invitation to comment**

*J M Consulting*

Response by 27 February 1998

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

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## **Relatives Association**

- ◆ An opportunity for Homes, relatives and friends involved in groups to share experiences, discuss roles, problems, ideas and potential and to share this information with those wishing to establish a Relatives Group.
- ◆ on 24 February 1998
- ◆ at Cartwright Gardens, London WC1
- ◆ organised by: the Relatives Association
- ◆ cost: £20 non members  
£15 members

Further information:

telephone: 0171 916 0515

## **Epilepsy in Education**

- ◆ on 20 February 1998
- ◆ at the Robens Suite, The Tower, Guy's Hospital, London
- ◆ organised by: Conference administration and training services
- ◆ cost: £111.63

Further information:

telephone: 01892 519678

## **Opening the door: on abuse in care settings**

- ◆ This two day conference aims to highlight and explore the nature and forms of abuse and neglect in continuing care - hospital, residential homes (including small homes), nursing homes and day care, and looks at intervention and prevention strategies.
- ◆ on 16 and 17 March 1998
- ◆ at the University of Warwick
- ◆ organised by: Action on Elder Abuse
- ◆ cost: AEA members £176.25  
Non members £205.63

Further information:

telephone: 0181 679 4074

## **Whose Health Service? User and Carer Involvement and The White Paper**

- ◆ This one day conference will be of interest to Chairs and Members, Managers and Professionals in Health and Local Authorities, Trusts and Primary Care, the Voluntary Sector and all those concerned with promoting patient choice and involving public opinion in health care decision making.
- ◆ on 20 March 1998
- ◆ at The Royal Institute of British Architects, 66 Portland Place, London W1
- ◆ organised by: GateHouse
- ◆ cost: £255 + VAT  
VAT is fully reclaimable by Authorities/Trusts

Further information:

telephone: 0171 726 4311 / 251 6889

# forthcoming events

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## **It's Only Natural**

- ◆ This one day conference aims to examine the place of parents/carers in sex education and the sexual lives of people who are learning disabled.
- ◆ on 12 February 1998
- ◆ at the Cedar Court Hotel, Bradford
- ◆ organised by: Barnardos
- ◆ cost: £135.12

Further information:

telephone: 01273 623222

## **Achieving Integrated Care**

- ◆ This one day conference draws on the experience of those who are delivering forms of Integrated Care, breaking down barriers between Primary and Secondary Care and between Healthcare and Social Care thus pushing out the boundaries towards systems of Integrated Care.
- ◆ on 19 February 1998
- ◆ at The Royal College of Surgeons of England, Lincoln's Inn Field, London
- ◆ organised by: Harrogate Public Sector Management Centre
- ◆ cost: £287.88 per delegate  
£264.38 per delegate for two or more from one organisation  
£229.13 Voluntary organisations, CHCs and charities

Further information:

telephone: 01423 772882 - Conference enquiries

01423 870598 - Other enquiries

## **"The New NHS" - A Government White Paper**

- ◆ This one day conference will be of interest to all those concerned with the radical changes which will take place in commissioning, in changes in the delivery of health and social care and the way in which 'The Centre' will drive quality by means of outcome audit.
- ◆ on 10 February 1998
- ◆ at The Royal College of Surgeons of England, Lincoln's Inn Field, London
- ◆ organised by: Harrogate Public Sector Management Centre
- ◆ cost: £287.88 per delegate  
£264.38 per delegate for two or more from one organisation  
£229.13 Voluntary organisations, CHCs and charities

Further information:

telephone: 01423 772882 - Conference enquiries

01423 770837 - Other enquiries

# forthcoming events

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## **Towards Coherent Commissioning**

- ◆ This one day conference will focus on examples of the framework which needs to be built up across agencies and sectors in order to facilitate local coherence and service practice.
- ◆ on 27 February 1998
- ◆ at ORT House Conference Centre, London
- ◆ organised by: Lewisham Partnership
- ◆ cost: £158.63

Further information:

telephone: 01273 623222

## **Healthy People, Healthy Communities, Healthy Planet**

- ◆ This one day conference will offer the opportunity to meet acquaintances and develop new contacts; explore exhibitions and stalls; to participate in discussions and demonstrations which provide visionary alternatives to develop sustainable policies, practice and theory applicable to the environmental problems of the northern regions of the UK.
- ◆ on 21 March 1998
- ◆ at St George's Hall Liverpool
- ◆ organised by: Schumacher Society
- ◆ cost: Lecture Tickets only: - £8 - £25  
Schumacher Membership: - £20 for membership  
£30 for family membership

Further information:

telephone: 0151 231 3295 (Denise Glinister)

## **New Drugs...Old Problems**

- ◆ In response to the growing concern being voiced by users, professionals and Mind, a new seminar will be held on the effects of street drugs and new psychiatric drugs on mental health.
- ◆ on 23 April 1998
- ◆ at Regent's College, London
- ◆ organised by: Mind and ConNeCT - National Childbirth Trust

Further information:

telephone: 0181 519 2122

## **Emergency Conference on Legal Aid**

- ◆ The aim will be to give information about Legal Aid and the likely impact of the Government's proposals, and to discuss alternatives for the future of legal services.
- ◆ on 21 February 1998
- ◆ at Congress House, Great Russell Street, London WC1B 3LW
- ◆ organised by: Access to Justice Campaign.
- ◆ cost: Local organisations £10  
Working individuals £5  
Unwaged individuals free

Further information:

telephone: 0171 242 2897

# forthcoming events

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## **Legal Rights and Mental Health: A Foundation Course**

- ◆ This two day course is suitable for those seeking to broaden their knowledge from a specialisation in the field or for those with at least some experience working with the law and seeking a comprehensive grounding in mental health and the law.
- ◆ on 11 - 12 March 1998
- ◆ at Regent's College, London
- ◆ organised by: Mind and ConNeCT - National Childbirth Trust

Further information:

telephone: 0181 519 2122

## **Higher Purchase: Commissioning Specialised Services in the NHS**

- ◆ This one day seminar is to discuss issues with managers, clinicians and policy makers in the service. This seminar includes presentations on the findings of the Audit Commission study, examples of good commissioning from health authorities and trusts around the country and discussion on the way ahead led by opinion formers in the NHS.
- ◆ on 12 February 1998
- ◆ at Leeds
- ◆ organised by: The Audit Commission
- ◆ cost: £129.25

Further information

telephone: 0171 396 1448

# information wanted

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Rochdale Community Health Council will be involved in the near future with gathering **children's views about their experience of hospital services**. We 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.

Hull CHC is concerned about the position of clients who have relatives or friends who are refusing treatments for their **mental health condition** but whose condition does not make them sectionable. How do other CHCs advise clients in this position? Do other CHCs know of relevant research or policy initiatives?

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.

# information wanted

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"Chichester CHC would like to know if any CHCs have carried out projects or have information on **advocates for mental health and people with learning disabilities**, particularly forming relationships with their "clients" in the event of the death or incapacity of that person's family members."

Herefordshire CHC would like to know if any CHC has knowledge of their local acute and community trusts having protocols **and/or procedures for breaking bad news to patients**. Any information of this kind would be much appreciated by Judy Sharman at Herefordshire CHC.

Coventry CHC are looking for information on "**Fast Response Services**". This is a service where staff (often nurses) go out to patients who require treatment, complementing the work of district nurses. It is being expanded to include a "supported discharge service". Any CHCs that have any information, please call Ann Raschke, chair of Coventry CHC Tel: 01203 251304.

Barnet CHC is interested to hear from other CHCs about how **the appeals process in relation to continuing care is working in their area**. Any CHC that has information please call Kay Wong, Chief Officer Tel: 0181 349 4364.

## 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 6 February and 6 March

The following leaflets are available from the organisations listed.

**Weaning your baby**

Health Education Authority

Trevelyan House, 30 Great Peter Street, London SW1P 2HW

Tel: 01235 465 565

**Special Problems Surrounding Mentally Ill Offenders**

Schizophrenia Association of Great Britain, Bryn Hyfryd,

The Crescent, Bangor, Gwynedd LL57 2AG

Tel: 01248 354 048

**"4 Girls"**

Family Planning Association, 2 - 12 Pentonville Road, London N1

Tel: 0171 923 5242

**The Mentally Ill Criminal Offender**

Schizophrenia Association of Great Britain, Bryn Hyfryd,

The Crescent, Bangor, Gwynedd LL57 2AG

Tel: 01248 354 048

**Open your eyes and get a good eye test**

Royal National Institute for the Blind,

224 Great Portland Street, London W1N 6AA