

# Haringey Community Health Council

*Serving the community since 1974*

## Final Report

1974 – 2003 (we think!)

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### STOP PRESS

At the 11th hour, it was announced by Junior Health Minister, David Lammy MP, that the abolition date for CHCs, would now be extended from the 1 September to 1 December. We have been told to 'keep going' Redundancy letters were ready to go out on Friday the 31 May, when civil servants were instructed to delay these. This has provoked an angry reaction from CHCs nationally. Staff have been working towards the 1 September date, and the process of shutting down offices had already begun, in some cases, other jobs have been found, and lives have been planned!

The delay was announced just weeks after David Lammy was criticised by the Health Select Committee over the gap between the abolition of CHCs and the creation of patients forums' which will not be fully up and running until April 2004.

The reason for this last minute reprieve is that they got it wrong. Despite representations from CHCs,

MPs, and other patient groups that the 1 September was an unrealistic date for the new patient forums and other structures to be in place to ensure a smooth transition, Ministers set their face towards the cut off date.

Now they realise that patients would be left without an independent organisation to monitor the NHS, they want CHCs to show goodwill, and keep going.

Lammy told us that he has now had an assurance from Sharon Grant, the chair of the Commission for Patient & Public Involvement, that Patient Forums will be 'up and running by 31 December', (New Year's Eve)

Staff and members who have devoted many years of service to CHCs, have been treated shabbily. CHC members are precisely the people that the Government needs to attract in order to make Patients Forums work. The abolition of CHCs was first announced in the NHS Modernisation Plan in August 2000.

### How CHCs Work:

The Community Health Council is the local, independent 'watchdog', for the health service. CHCs were set up by the government in 1974 to monitor and review the health service, represent patients views, and to recommend improvements.

**CHC Membership:** Haringey CHC has 18 unpaid members, made up of people from the local community. Half are appointed by the local Council; one third are elected by local voluntary groups; the remainder are appointed by the Secretary of State.

**CHC Staff:** There is one Chief Officer, one Patient & Public Involvement Officer, and one Admin Officer.

**Provide advice and information to members of the public:** who can contact the office directly in person, or by telephone. We operate an appointments system for one-to-one advice, or help for those wishing to make a complaint about the NHS.

**CHC Legal Duties and Rights:** CHCs have a legal duty to represent the interests of the community in the NHS. They cover all aspects of the NHS, and have a legal right to be consulted by the Health Authority on changes in the NHS, to enter and inspect NHS premises and to receive information from the NHS.

**A BIG THANK-YOU TO ALL CHC MEMBERS AND STAFF WHO HAVE CONTRIBUTED & SUPPORTED THE CHC OVER THE LAST 29 YEARS!**



**HARINGEY COMMUNITY HEALTH COUNCIL**



## THE STAFF

Meral Ece	-	Chief Officer
Aysha Sparks	-	Patient and Public Involvement Officer
Ada Hobbs	-	Administrative Officer
Michelle Butler	-	Mental Health Service Users Co-ordinator (Resigned October 2002)

## Haringey CHC Members (April 2002 to June 2003)

### London Borough of Haringey Local Authority Nominees:

Balan Sisupalan (Chair)  
Amanda Green  
GMMH Rahman Khan  
Iris Josiah  
Michelle Von Ahn  
Valerie Silbiger  
Brian Haley (Joined June 01)  
Ron Aitken (Joined Sept 02)  
Wayne Hoban (Joined Sept 02)



### Secretary of State:

Faridoon Madon, MBE, (Joint Vice Chair)  
Martin Hewitt

### Voluntary Organisations Representatives:

Etta Khawja, Assoc. of Jamaicans, (Joint Vice Chair)  
Graham Trice, Churches Together in Hornsey  
Sue Ricketts, Haringey Disability Consortium  
Ayse Osman, Turkish Womens Philanthropic Soc. (Joined Sept. 2000)  
Grace Nwodili, Council of Igbo Community (Joined Sept. 2000)  
Sevtap Kemal, Turkish Parents Assoc. (Joined Sept. 2000)  
Atique Khan, (co-opted Jan. 2002)

The CHC would particularly like to thank recent members who have made a significant contribution to the CHC: Balan Sisupalan (current chair), Faridoon Madon MBE (vice chair), Etta Khawja (vice chair), Graham Trice, Katie Lindsey, Andrew Barton, Roger Harris, Ruth Bucky, and many more too numerous to mention.  
You all made a difference!





## **Haringey CHC- Past Achievements**

The CHC has over the last 29 years made a significant contribution to monitoring, planning and shaping of local health services. This has been thanks to the numerous unpaid lay members of the CHC, who over the years have contributed their time freely to act as unpaid watchdogs for NHS patients.

Listed below are some of the services that have been monitored, and some services that have been developed.

A recent report 'Hidden Volunteers', conducted by Community Service Volunteers (CSV) estimated that nationally CHC members contribute over £7.9million worth of free labour to the NHS.

### **Monitoring Local Services:**

North Middlesex Hospital Bed Shortages

A & E Visits

Casualty Watch

Delayed Discharge Monitoring

Local Cancer Services

Hornsey Central Hospital

Maternity Services

Child Health

Child & Adolescent Mental Health Services

Health & Race

GP Services

Services for Older People

Drug & Alcohol Services

Complaints

Clinical Governance



### **Service Developments:**

Linkworkers Service at the North Middlesex

Matrix, Mental Health Users Group

Developing Primary Care Groups

### **Liaison & Monitoring:**

CHC members and staff, have over the years regularly attended trust board meetings and held regular liaison meetings with all our local trusts:

**The Whittington Hospital**

**The North Middlesex Hospital**

**Haringey Teaching Primary Care Trust**

**Barnet, Enfield & Haringey Mental Health Trust**





## Complaints and Advice Service

### 1st April 2002 - 1st June 2003

#### Complaints

Following the announcement that CHC's were to be abolished, a number of pilot schemes were introduced nationally, to temporarily take over the role of complaints.

In Haringey an Independent Complaints Advocacy Service (ICAS) pilot, run from Haringey Racial Equality Council in Turnpike Lane was set up in November 2002. ICAS pilot projects will run until September 2003.

We have still been dealing with a number of complaints over the telephone and face to face, as well as all of our ongoing complaints. Some individual complaints can take, literally years to reach a conclusion.

We have frequently liaised with Barbara Waller, former CHC employee and PALS Co-ordinator based at the Haringey Teaching Primary Care Trust to assist patients who are experiencing problems accessing GPs and other Primary Care services.

Poor access to GP services remains a real problem for patients in Haringey.

We were one of the first CHC's to develop a self-help complaints pack, which has assisted patients with making their own complaints and we are still sending these out as well as offering support and advice to patients.

The total number of complaints relating to local NHS services dealt with by CHC staff in the past year was 50.

#### Advice and Information

During the last year, the CHC was contacted by 600 members of the public, who needed advice and information of a whole range of NHS services.

This advice was given face-to-face and over the telephone.

#### Complaints about the NHS

50

#### General Advice (face-to-face and over the telephone)

600

### Useful Addresses

#### Haringey Teaching Primary Care Trust

St Ann's General Hospital  
St Ann's Road  
London  
N15 3TH

Tel: 020 8442 6000

PALS service: 020 8442 6859

#### Barnet, Enfield & Haringey Mental Health Trust

Avon Villa  
Chase Farm Hospital  
The Ridgeway  
Enfield EN2 8JL  
Tel: 020 8366 9167

#### North Middlesex Teaching Hospital

Sterling Way  
London N18 1QX  
Tel: 020 8887 2000

#### The Whittington Hospital Trust

Highgate Hill  
London N19 5NF  
Tel: 020 7272 3070

#### North Central London Strategic Health Authority

Victory House  
170 Tottenham Court Road  
London W1P 0HA  
Tel: 020 7756 2500



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