

CHC Listings

January/February 2000



CHC LISTINGS

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directory amendments

Association of Welsh CHCs

New Address:

Park House
Greyfriars Road
CARDIFF CF10 3AF

Telephone No: 01222 235558

Huntingdon CHC

New E-Mail: HuntsCHC@care4free.net.

Southend District CHC

New E-Mail: southend@essexchcs.org.uk

Website: www.essexchcs.org.uk

Newcastle CHC

New Chief Officer: Ms Linda Redpath (effective September 1999)

**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

Mid Essex CHC

New E-Mail: mid@essexchcs.org.uk

Website: www.essexchcs.org.uk

North West Surrey CHC

New E-Mail: NWSCHC@TESCO.NET

Exeter & District CHC

New E-Mail addresses:

Chief Officer: k.dee@exeter.chc.org.uk.

Project Manager: g.jolliffe@exeter.chc.org.uk

Personal Assistant (am): a.mann@exeter.chc.org.uk

Personal Assistant (pm): PA2@exeter.chc.org.uk

General office: Office@exeter.chc.org.uk

We are constructing our web page and intend to build it up over the next year.

<http://www.exeter.chc.org.uk>

And coming on line shortly is:

Shadow CHC (in association with Exeter College): shadow@exeterchc.org.uk

Lancaster & Morecambe CHC

New E-Mail: Judith, Matthew, Nancy or Kate@CHCLANCASTER.ENTA.NET

South West Surrey CHC

New Chief Officer: Mr Peter Carey (Effective 4 January 2000)

South Gwent CHC

Acting Chief Officer: Mrs Angela Cheetham-Wilkinson

New E-Mail: Sgwentchc@whcsa.wales.nhs.uk

Thank you to all the CHCs that 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 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.

Patient Satisfaction Survey (Part 2)

West Cumbria CHC

Pages: 41

This patient satisfaction survey is the second of four to be completed this year. The questionnaire examines general issues of pre-admission, admission, the stay on the ward, personal and doctor care, ward domestic services and catering, discharge arrangements, and general care and concerns. The questionnaire was sent to everyone discharged from West Cumberland Hospital during the month of September.

Patient Satisfaction with the Colorectal Cancer Service in North Cumbria.

West Cumbria CHC

Pages: 70

This study aimed to examine patients' views of procedures during the investigation and treatment of Colorectal Cancer. The intention was to interview patients about their experiences of diagnosis, choice, decision-making, information, and communication. Therefore, the investigation looked at all episodes of care.

Mental Distress: A Dilemma.

Stockport CHC

Pages: 16

In this report, Stockport CHC investigate the provision of Mental Health Care in Stockport. Recent years have witnessed the shifting of mental illness treatment from a hospital base to care in the community. Such a change inevitably leads to problems which must be addressed for the good of the public. For the past two years, Stockport CHC gathered information by visits to hospital psychiatric wards and community resource centres, meetings with key personnel as well as patients, and the monitoring of press reports and complaints.

Just keep taking the tablets...? Discharge from acute mental health in-patient care

Winchester – Central Hampshire CHC

Pages : 25

As a part of their Annual Plan for 97-98, Winchester & Central Hampshire CHC aimed to evaluate local Mental Health Services. In particular, they were concerned with the general treatment, and the discharge of adult patients in Melbury Lodge during the period March to September 1998. This report details their findings.

Report On the Survey Conducted By Waltham Forest CHC and Forest Healthcare Trust on Food Standards

Waltham Forest District CHC

Pages: 14

ISS Mediclean have been suppliers of the catering service at Forest Healthcare Trust since 1996. In July 1999, Waltham Forest CHC in conjunction with the Contracts Department at Forest Healthcare Trust undertook a survey on patients' views of the quality, choice and presentation of hospital food. A total of 59 interviews in 18 wards took place. This report details the findings of the survey.

'Hungry In Hospital' Revisited

Portsmouth & SE Hants CHC

Pages: 25

In 95/96, the CHC received complaints from patients, relatives and carers that in-patients at the District's two main Hospitals - Queen Alexandra and Saint Mary's - were not receiving appropriate food, or relevant assistance to enable them to eat their meals, and the CHC contributed information to ACHCEW's 'Hungry in Hospital report'. Two years later the CHC decided to review the situation in a more formalised way and a series of unannounced visits were made to selected wards at the two hospitals. This report details their findings.

Report of the 1996 Study on Information Given to People Using the Day Surgery Units at the Queen Alexandra and St. Mary's Hospitals Portsmouth.

Portsmouth & SE Hants CHC

Pages: 18

Following a number of complaints received by the CHC in early/mid 1996 that Day Surgery patients were not prepared for their post-surgery experiences, the CHC sought to investigate methods of improving information provision. This entailed a three-part approach. Firstly a paper questionnaire survey was disseminated to all Day Surgery patients in a given time period. Secondly, an advertisement was placed in the local media inviting comments from past patients.

Finally, a public meeting was held where the findings could be discussed and tested.

This report details methodology and findings.

Services For Women with Breast Cancer in Somerset.

Somerset CHC

Pages :17

In August 1997 Somerset CHC established a Project Group to examine provision for women with Breast Cancer in the local area. Points to consider were the findings of the Calman Report and the decision to

establish a split site Breast Cancer Unit in Somerset. The project group focused in particular on the support and information available to patients, especially when 'breaking the bad news'. In order to study this, semi-structured interviews with patients attending Oncology Clinics took place. This report details the findings.

GP Out of Hours Services in Somerset.

Somerset CHC

Pages:53

In 1997, Somerset CHC established a Project Group to 'monitor the provision of medical advice and treatment to patients by GPs in Somerset outside of normal surgery hours'. A county wide survey of patients contacting their GP Out of Hours was conducted over a two week period. This report comments on the actual local provision available against the agreed contract set by Somerset Health Authority, as well as the different co-operative systems in operation. In addition, it compares the number of patients seen both at home and at the Primary Care Centre/Health Centre, to those receiving only telephone advice.

A Report of the third annual food survey at Southend Hospital 12th-18th July 1999.

Southend District CHC

Pages: 26

This report is the third annual food survey of Southend Hospital. An annual survey ensures that past year recommendations are picked up and implemented for the good of the public. The wards surveyed are routinely reviewed by the Hospital's Food Chain Audit as part of a continuous quality improvement initiative. The survey response rate was 50 per cent.

Maternity Services Users Views

Blackpool, Wyre & Fylde CHC

Pages:28

The objective of this study was to provide user input into improving maternity services for local residents at Blackpool Victoria Hospital. It aimed to determine women's views on their maternity care in order to determine satisfaction levels; identify areas of good practice; identify areas of concern; recommend service improvements. Both qualitative and quantitative data were collected. Recommendations are made, which include improvements in staff training, and provision of epidurals.

What the public thinks of accountability in the NHS.

Maidstone CHC

Pages:5

This report reveals what local people think about how the National Health Service ought to be managed, and whether they believe it is accountable to the general public.

Rapid Appraisal: Seeking the Views of Young People.

Preston CHC

Pages:5

A rapid appraisal exercise undertaken by Preston CHC on behalf of Preston Primary Care Group. In a survey which took place in a two week time period, 20 people under the age of 25 were interviewed. Four general questions were asked. The questions were related to good health, contraceptive services and child support.

Why Complain? Report on Waltham Forest CHC case work 1998/99

Waltham Forest District CHC

Pages: 24

This report outlines the contribution of CHCs, and in particular Waltham Forest CHC, when it comes to registering complaints, and the provision of other services and information. They draw attention to various shortcomings of the NHS complaints procedure.

Access to Out of Hours and Emergency Services in Bury and Rochdale.

Rochdale CHC

Pages: 100

Rochdale CHC were commissioned by Bury & Rochdale Health Authority to undertake a major assessment of the use of emergency and out of hours services in the local area. Improving emergency services has been a high priority on the Health Authority's agenda and of great

interest to local CHCs. The aim of such an assessment was to improve service deficiencies and increase residents' awareness of local provisions. NHS Direct was one of the issues covered.

Chiropody Questionnaire Report: Residential and Nursing Homes in Hull and Holderness.

Hull CHC

Pages: 11

This report details the findings of a questionnaire designed by Hull CHC. The aim of the questionnaire was to assess the scale of NHS chiropody care available to those in residential homes in the Hull and Holderness area.

Lifestyle In Wednesfield.

Wolverhampton CHC

Pages: 18

Wolverhampton CHC embarked on this project to learn more about the lifestyles of people living in Wednesfield. The CHC randomly delivered 600 questionnaires to residents of Wednesfield, of which half were distributed to Wednesfield North and half to Wednesfield South.

Health Visiting and School Nursing: The Croydon Story.

Croydon CHC

Pages: 100

In December 1997 Croydon Health Authority issued a consultation document which proposed disinvesting in health visiting and school nursing services. Apparently the Health Authority required savings of approximately £300,000 from the Croydon Community NHS Trust in order to 'balance the books'. In response to this, Croydon CHC commissioned this study. The main objective being to highlight the changes to health visiting and school nursing services in Croydon since 1997. All changes were to be examined from every single perspective and a comparison was to be drawn between Croydon's services and other comparable areas. This report consists of quantitative and qualitative data. The report aims to defend the important role of health visiting and school nursing in Croydon.

"Our Discharge From Hospital" The Patients Perception.

Plymouth CHC

Pages: 30

In this report, a Working Group consisting of three members from each CHC and a Project Manager, set out to examine how patients perceived their progress through hospital towards returning home. The methodology used was face-to-face interviews with patients shortly after discharge. In order to gain a correct picture of the varying demography

of patients, three drastically different groups of patients were interviewed. They were: Children's Orthopaedic Services, Hysterectomy and Stroke. This report comes in two parts (30 pages each), part II being Case Studies. There were clearly identified concerns about communication.

In The Patient's Interest: A Study of the Management of Nursing in Gloucestershire's Acute Hospitals.

Gloucestershire CHC Pages: 16

This study arose from a number of comments made to the Gloucestershire CHC suggesting that patients in Gloucestershire Royal and Cheltenham General Hospitals have not received the level of attention required. This report seeks to understand the pressure nurses undergo due to rising hospital admissions and the introduction of high-tech medical equipment. Although patient expectations have remain unchanged, nursing practice has not. Current Management of Nursing techniques are looked at to gain examples of good practice, and highlight areas that can be improved. Basic personal needs still require attention to aid recovery.

Waiting Times For Routine GP Appointments: A survey of practices in Northumberland.

Northumberland CHC

Pages: 30

Northumberland CHC, with the support of Primary Care Groups and Northumberland Health Authority, distributed a questionnaire to Practice Managers asking them to state expected waiting times for patients with non-urgent appointments. This survey was a response to a number of comments from patients who had experienced difficulty in this area, particularly if they wished to see a specific doctor. The aim of the questionnaire was to discover and improve acceptable and unacceptable waiting times, and other difficulties involved in the appointment making process.

Bury Community Health Council's Response to 'Fit for the Purpose'.

Bury CHC

Pages: 5

The NHS discussion document 'Fit for the Purpose' looks at the various options for grouping health authorities, trusts and primary care groups, into organisations that would serve a larger proportion of the population than the existing organisations do. This report consists of Bury's opinion of the NHS document. It concludes by stating that a single Bury and Rochdale Health Authority should replace the several existing organisations in the area.

**Complainants' Experiences of the NHS Complaints
Procedure: A North Yorkshire Survey**

Northallerton & District CHC

Pages: 26

In April 1996 a new NHS complaints procedure was introduced, involving front-line staff for rapid resolution. Feedback from a number of sources indicated that this service was generally unsatisfactory, hence the Northallerton & District CHC undertook a local survey to gain a clearer insight of complainants' frustrations. This survey was conducted by an independent researcher via postal questionnaires. This report details the findings of the questionnaire and highlights areas which require improvement.

Teesdale Maternity Services Report

Darlington & Teesdale CHC

Pages: 10

This report looks at the maternity services available in the rural area of Teesdale prior to the change of the dual role of district/midwife nursing to a dedicated midwifery team and district nurses linked to GPs. The aim was to involve the views of local women who had used the services to help improve maternity provision. The survey was a joint project with the CHC, National Childbirth Trust and the Midwifery Team. Recommendations have since been reported to the midwifery teams and hospitals who are in the process of implementing them.

Caring For Carers

South Lincolnshire CHC

Pages: 19

In February 1999 the National Strategy about Carers Report was published, outlining the vision for supporting Britain's many carers. It revealed that there were approximately 5.7 million carers nation-wide. This report aims to highlight ways which will enable carers to take a break from caring, and services and information which will make their jobs easier. Rurality and isolation has been identified as a common problem.

Pain

North West Anglia CHC

Pages: 12

The aim of this project was to look at local services providing pain relief to patients after surgery. Where pain relief services are provided, areas of good and bad practice are examined. In particular, adherence to the Audit Commission's guidelines are looked at. Pain management concerns acute and chronic pain, and these are considered separately.

**Salford Social Entrepreneurs' Programme 1999-2000:
Report on the Development Phase.**

Salford CHC

Pages: 39

This report describes the Salford Social Entrepreneurs' Programme, which is the first of its kind anywhere in the UK. The Programme aims to address problems within the community by forming a cluster of grassroots activists (or 'community sparkplugs') to lobby issues and ensure their long-term success. The Programme was run with Salford CHC and backed by the Health Action Zone.

Evaluation of Spectrum Integrated Sexual Health Clinic in Louth.

Central Lincolnshire CHC

Pages: 23

Until April 1998 community family planning and genito-urinary medicine services in Louth were provided separately on the Louth County Hospital site and were managed by two separate Trusts. In July 1998, a pilot clinic with integrated sexual health services called SPECTRUM was formed. This report presents the results of questionnaires and focus group discussions, which were part of SPECTRUM's evaluation process.

What If I need help from the NHS in an Emergency

London Health Link

Pages: 27

This report is a source of information for the public about access to emergency services for Londoners. It is a comprehensive guide that outlines good practice, describes local work by London CHCs and considers comments from the Refugee Council. It also contains survey results revealing Londoners' use of the NHS.

Amendment

Rochdale CHC's complaints database study. We included this report in the last issue of Listings (p3), but Rochdale would like to point out that this report is now of historical interest only, and is no longer available.

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

Zanamivir (Relenza) in the Management and Treatment of Influenza.

National Institute for Clinical Excellence

Availability: NICE, 90 Long Acre, Covent Garden, London
WC2E 9RZ

The National Institute for Clinical Excellence has been asked by the Department of Health and the National Assembly for Wales, to prepare guidance for use within the NHS of zanamivir (Relenza) for the treatment of influenza, during the forthcoming winter. This guidance will be reviewed in advance of the 2000/2001 influenza season. New guidance will then be issued to cover both zanamivir (Relenza) and oseltamivir (Tamiflu), which is expected to be licensed next year.

Countering Fraud in the NHS: The NHS Counter Fraud Charter.

Department of Health

Availability: Department of Health

Modernising Health and Social Services: National Priorities Guidance 2000-01-2002/03.

Department of Health

Availability: Free. Department of Health, PO Box 777, London
SE1 6XH

This report contains NHS guidelines for improving the country's health and social services. It explains the steps the NHS aims to undertake to tackle the issues of improving health, saving lives, improving services, care for vulnerable people, and modernisation strategies.

The NHS Direct Healthcare Guide

NHS Direct

Availability: NHS Direct Healthcare Guide, PO Box 306, London
WC1H 9BR

Written by Dr. Ian Banks, this basic guide works alongside the NHS Direct telephone advice service. It helps members of the public decide when it is safe to treat themselves or the person they are worried about and provides tips on what to do.

**The Government's Response to the Health Committee's
Fifth Report on the Regulation of Private and Other
Independent Healthcare.**

Department of Health

Availability: HMSO

In this report, the government responds to the Health Committee's fifth report on the regulation of private and other independent healthcare. It outlines what steps should be taken to safeguard the public in a number of areas ranging from cosmetic surgery to mental health services. It acknowledges that many of the recommendations made will require primary legislation which will take time. On the recommendation that the remit of CHCs should be extended to include the activity of the independent sector, the government response is that they are keeping the role and functions of CHCs under review and will bear this recommendation in mind.

Health Service Ombudsman Information Sheet

The Health Service Ombudsman

Availability: Office of the Health Service

Ombudsman, Millbank Tower, Millbank, London
SW1P 4QP; phone: 0171 217 4051; text telephone:
0171 217 4066. Leaflets free of charge.

An information sheet that coincides with the publication of Ombudsman's report on investigations undertaken between 1st April and 30th September 1999.

**National Surveys of NHS Patients: General Practice 1998,
Summary of Key Findings.**

NHS Executive

Availability: DoH, PO Box 777, London SE1 6XH

This summary contains the key findings of the national survey on patients' views of general practices. It was designed to monitor the quality and performance of the new NHS. The survey reveals a wide variety of issues, including what patients think of surgery waiting times, choice of GP, out-of-hours care and practice nurses.



Medical Practices Committee: Recruitment Survey 1999.

Medical Practices Committee

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

In 1994, the Medical Practices Committee (MPC) launched its pilot recruitment survey. There has been an annual survey ever since. MPC Recruitment surveys are designed to study the availability of doctors willing and able to take up partnership vacancies agreed by the Committee the previous year.

Mental Health: National Service Framework.

NHS Executive

Availability: Department of Health

This report gives a comprehensive account of the government's new vision in developing the National Service Framework for mental health. It discusses standards and service models, local implementation, methods to monitor progress, and national support for local action. There is also a separate executive summary.

Extremes of Age: The 1999 Report of the National Confidential Enquiry into Perioperative Deaths.

National Confidential Enquiry into Perioperative Deaths (NCEPOD).

Availability: National Confidential Enquiry into Perioperative Deaths (NCEPOD), 35-43 Lincoln's Inn Fields, London WC2A 3PN. £15. Summary available free of charge. Or www.ncepod.org.uk.

This report concentrates on the extremes of age: those of less than 16 years and those aged 90 years and over. It must be noted that the data collected, and participation in this report took place before the introduction of clinical governance. NCEPOD collects basic details on all deaths occurring in hospital within 30 days of surgical procedure. The data collection runs from 1 April to 31 March each year, and a sample of the total number of reported deaths is selected for detailed review. Clinical and organisational recommendations are given as a result of the study.



Evaluation of the Leeds NHS Interpreting Project

Zara Farshi, Kate Atkinson & Jenny Sleight.

Availability: St James' Hospital, The Leeds Teaching Hospital,
The Leeds Teaching Hospitals NHS Trust

The Leeds NHS Interpreting Project was set up in 1995 based on the philosophy that patients are entitled to clear communication in their own language. It aimed to "establish and provide over three consecutive years, a one-year diploma/certificate level course free to students". This would help to establish a highly qualified interpreting service. This report evaluates the progress of the project, and Leeds CHC is involved in implementing its findings.

An Evaluation of the General Medical Council's Health Procedures

Myfanwy Morgan, Corinna White, Natalie Fenwick and Iain Smith

Availability: External Relations Office, General Medical
Council, 178 Great Portland Street, London W1 6JE

This evaluation of the health procedures commissioned by the GMC, forms part of its initiative for independent peer reviews as essential stimuli to effective performance. The aims of the health procedures are to protect the public from doctors whose fitness to practise is impaired by ill health, and to assist the sick doctors in a programme of recovery. The research was a retrospective review of the GMC's management of health cases based on the data extracted from case notes of doctors referred to the GMC's Health Section.

Beyond urgent: towards a strategy for refugee health.

Dr Barian Baluchi

Availability: The Kimia Institute, Britannia House, 1-11 Glenthorne
Road, London W6 0LH. Tel: 0181 748 9898

Study of 759 refugees from the major communities granted asylum in the U.K since the mid 1980s to the present day. It includes physical and mental health status, both self reported and verified by refugee mental health clinics and/or GP's, and the use of and views on mental health services of the 759 participants.

Nursing in secure environments: summary and action plan from a scoping study.

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: 020 7637 7181

This is a comprehensive report on the educational, occupational and professional practice expectations placed on nurses working in secure environments. It is part of an initiative by the UKCC to assist registered nurses working in secure hospitals and prisons to improve standards of care.

Turning your back on us: older people and the NHS

Age Concern

Availability: Age Concern, 1268 London Road, London SW16 4ER. £5.

Despite government assurances of equal treatment, discrimination against older people is widespread within the NHS. Case studies of discrimination are given in this report, and recommendations made.

Your healthcare - whose decision? Public and health care professionals' perceptions of public participation in healthcare decision making in the NHS in West Surrey

Wendy Lockwood

Availability: MSc in Health Care Management at the University of Surrey

The government has emphasised the importance of greater public involvement in the NHS, but what is the purpose of this participation, who are 'the public' and how can they participate in health care decision making? This study explores the perceptions of public and health care professionals in order to assist local NHS organisations and the Community Health Council in the development of public participation strategies.

Guidelines of Practice for Residents with Diabetes in Care Homes

British Diabetic Association

Availability: British Diabetic Association, PO.Box 1, Portishead, Bristol BS20 8DJ. Tel: 0800 585088. £3.95p (plus £1 postage) Quote Ref: 6275.

Little information exists about residents with diabetes residing in long-term care settings although recent studies have provided evidence of unstructured diabetes care, lack of clear boundaries of clinical responsibility, and a tremendous health burden endured by residents as a result of diabetes. This report summarises the evidence base of published studies in the area, and reviews documents relevant to long-term care within residential and nursing homes. It also contains recommendations from an expert working party.

Doctors, economics and clinical practice guidelines: can they be brought together?

David M Eddy

Availability: The Office of Health Economics, 12 Whitehall, London SW1A 2DY. Tel: 020 7930 9203

Doctors need guidelines, and Eddy argues that it is both ethical and feasible to include cost and cost effectiveness in the design guidelines, and to help doctors feel comfortable with them.

Towards evaluation and certification of telematics services for health

Jari Forsstrom

Availability: University of Turku, Grafia Oy, Turku, Finland. No price given.

Telematic services in health care include clinical software; health-related web sites; and telemedicine services. Users of these services would benefit from their evaluation and certification. The European Commission has funded the project TEAC-health to look at how this might best be carried out Europe-wide. The project team studied the literature, undertook a user survey and studied certification and accreditation processes. They make various recommendations.

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Priority setting and the public

Penelope Mullen and Peter Spurgeon

Availability: Radcliffe Medical Press, 18 Marcham Road, Abingdon, Oxon OX14 1AA. £24.50

Various pressures have led to discussions of the need for a priority-setting process to be established in the provision of healthcare, and to attempts to set priorities. The authors are concerned at the apparently unquestioning acceptance of the need for 'hard choices', which overshadows the many aspects of healthcare provision where priority setting is both indicated and non-controversial. They are also concerned that many of the attempts at priority setting appeared to ignore longstanding experience within the healthcare sector and outside. They explore and critically question the role of public involvement in healthcare priority setting.

Good practice in acute hospital care for older people

University of Sheffield

Availability: No price given. Help the Aged, St James Walk, Clerkenwell Green, London EC1R 0BE

This report draws upon the experiences of service users and staff at 24 acute hospitals in England to identify care practices which help to ensure good care from an older person's perspective within an acute hospital environment. Basic prerequisites for an adequate standard of care include sufficient staffing levels, effective leadership and seamless co-ordination between different service models for older people. However, quality of care can be elevated if ward teams and managers work together to create a positive culture of care which values older people, their families and the staff working with them.

A shattered world: the mental health needs of refugees and newly arrived communities

CVS Consultants

Availability: No price given. CVS Consultants, 27-29 Vauxhall Grove, London SW8 1SY

The mental health needs of refugees are a cause for major concern in the UK. This report looks at the factors involved and provides information on the types of mental health problems that are being presented. It focuses on issues of access to health care. It describes some of the experiences from the perspective of two of the larger recent refugee communities. As well as exploring factors which affect service development, it details a range of positive strategies to improve the mental health of refugees.

Setting the records straight: a review of progress in health records services

Audit Commission

Availability: £5. Audit Commission Publications, Bookpoint Ltd, 39 Milton park, Abingdon, OX14 4TD

225 hospital trusts were surveyed to examine the progress made in hospital records services since the Commission's national report (published in 1995) and subsequent audits of records services. *Health records services have generally seen significant improvements in the last four years, although there is scope for further progress.*

Risk Adjusting Health Care Resource Allocations: Theory and practice in the United Kingdom, The Netherlands and Germany.

Adam J Oliver.

Availability: Office of Health Economics, 12 Whitehall, London SW1A 2DY £7.50p

When health care purchasers or providers bear any financial risk there are incentives to 'risk select', and many countries have introduced risk adjustment mechanisms. In this report the discussion of risk adjustment is extended beyond competitive health plan markets to include the National Health Service.

responses to consultations received

Bristol Royal Infirmary Inquiry. Phase Two Position Paper on the culture of Heathcare

Bristol Inquiry

10/01/00

Managing Dangerous People with Severe Personality Disorder – proposals for policy development

DoH/Home Office

22/12/99

Consultation paper:Draft Leaflet - Genetics Research and You

CERES

10/12/99

Fit for the Future? National Standards for Residential and Nursing Homes for Older People

DoH

02/12/99

Primary Care Trusts: Establishment, the preparatory period and their functions. DRAFT GUIDANCE

DoH

01/12/99

consultation documents received

Social Exclusion Unit-consultation on the effectiveness of public services in deprived neighbourhoods-Cabinet Office
Response by 25/2/00

Good Practice in Medical Research- Draft report of the ad hoc Working Group - GMC
Response by 1/3/00

Proposals for changes to the Fitness to Practise Procedures – GMC
Response by 1/3/00

Revalidation for Clinical General Practice – General Practitioners Committee

Mobile base stations: environmental and health concerns. The use of mobile phones in the UK is growing at a phenomenal rate. One 2 One have produced a set of fact sheets in response to increasing public concern about mobile base stations. Available from One 2 One, Imperial Place, Maxwell Road, Borehamwood, Herts WD6 1EA. Tel 0181 214 2121

forthcoming events

'Clinical Excellence 2000: promoting quality in mental health & learning disability services' A one day multi-professional conference given by The Royal College of Psychiatrists' Research Unit.

- ◆ Date Wednesday 1st March 2000
- ◆ Venue The Commonwealth Institute Kensington, London
- ◆ Costs Standard Rate £175 per person. Special Group Discounts: If a group of Three delegates from the same organisation wish to attend, the third Delegate rate is charged at half price. Discount of 20% for GCSS members (£140 per person)

For more information including booking contact Victoria Thomas, The Royal College of Psychiatrists' Research Unit, 11 Grosvenor Crescent, London, SW1X 7EE. Tel 0171 235 2351 x 282 Fax 0171 235 2954 e-mail: victoria.thomas@virgin.net

Tackling child poverty in the year 2000! 'How action from local government and its partners can make a real difference.' A Conference for education, social services, housing, health and the voluntary sector organised by Infolog Training

- ◆ Date 15 March 2000
- ◆ Venue The Holiday Inn, Kings Cross, London
- ◆ Costs £220 First delegate; £200 Second delegate; £180 Additional; £150 Voluntary organisations, all prices exclude VAT

For further information please contact Trevor Fisher on 0181 313 3053

Ethnic Minorities and Primary Health Care: Meeting the Challenges.

A two day National Conference

- ◆ Date Saturday 25th and Sunday 26th March 2000
- ◆ Venue The Cedar Court Hotel, Mayo Avenue, Off Rooley Lane, Bradford, West Yorkshire, BD5 8HZ
- ◆ Fee £75 for one day; £130 for both days. Concessionary fee £35 per day.

For booking arrangements contact Hazel Blackburn at the Centre for Research in Primary Care, University of Leeds, Hallas Wing, Nuffield Institute for Health, 71-75 Clarendon Road, Leeds LS29PL. Tel 0113 2334835. Fax 0113 2334836

forthcoming events

UKPHA 8th Annual Public Health Forum – Partnership, Participation & Power

- ♦ Date 28 – 29 March 2000
- ♦ Venue Harrogate International Centre

For further information contact Profile Productions Tel 020 8832 7300 Fax 020 8832 7301

Learning from the NHS. A three day Conference.

This international conference will be considering what the world might learn from the NHS

Date 3,4,& 5 April 2000

Venue St Catherine's College, Oxford, UK

For costs and further information contact Jane Lewis, BMA Conference Unit on 020 7383 6605 or Fax 020 7383 6663

Action on Elder Abuse

On **20 March 2000** at the University of Warwick, the Department of Health is to launch **No Secrets** – national guidelines on the protection of vulnerable adults. The event is being arranged through Action on Elder Abuse, in conjunction with the Ann Craft Trust, VOICE UK, and POPAN (Prevention of Professional Abuse Network) and will be followed by the Conference '**No more secrets**'.

For further information including booking Tel 020 8764 7648 Fax 020 8679 4074 email: aea@ace.org.uk website:www.elderabuse.org

information wanted

I. Information wanted

Prisoners' health care. At Standing Committee, the NHS Executive and Prison Service proposals for an NHS partnership with the prison health service were discussed in terms of an input from Community Health Councils. CHCs currently have no legal rights with regard to the prison health service. We would like to have information about any experiences that CHCs have of their local prison health service, or involvement in it. Please send to Frances Presley at ACHCEW.

Private Finance Initiative. This is another issue that was raised at Standing Committee, especially as the new PFI guidance has been produced. Marian Chester and Donald Roy will be examining it. Discussion also centred around whether CHCs have any formal leverage on PFI. Some CHCs seem to have more involvement in PFI than others. South Durham & Weardale CHC stated that their PFI requires a letter of support from the CHC. We would like to have CHCs' experiences of their local PFI, and details of your

information wanted

involvement in it, if any. We hope to produce a health perspective on PFI. Please send information to Frances Presley at ACHCEW.

The Trent Regional Association of CHCs (TRACHCs) is investigating the possibility of developing a regional **CHC website** and would be pleased to hear from any CHCs who have developed their own website. Details of overall costings, design and ongoing development, would be particularly helpful. Please contact Karen Foyster at TRACHCs on 0116 2546411.

Ceredigion CHC would appreciate hearing from any CHC or regional committee which has produced a **protocol for public consultation** – what exactly they are prepared to do for their health authorities during a consultation to ensure the wider public is reached. Please contact Monica Williams, Chief Officer, Ceredigion CHC.

Out of area treatment. Janet Richardson of City and Hackney CHC are concerned that Primary Care Groups are interpreting out of area treatment for their own benefit rather than that of the patients. Do any other CHCs have experience of how out of area treatment is or isn't being operated under the new NHS? Please send details to Frances Presley at ACHCEW.

Are other CHCs aware of a shortage of local nursing home places for younger people with severe and long-term physical disability - e.g. for those recovering from serious head injury. The majority of homes are registered for those over 65 years and our Health Authority (North and Mid Hants) and (Hampshire) Social Services recognise there is a problem but say they can not solve it as this is private sector.

I have a young mother who had a serious head and other injuries, who was left in a hospital eighty miles from home for nearly a year because there was no suitable local nursing home provision.

All information gratefully received – e-mail to basingstokechc@cix.co.uk

II. Information received

DoH publications. Thank you to all the CHCs who wrote in with details of problems they have had getting hold of DoH publications. I have spoken to the DoH Publications Unit, and they claim that some of the trouble was due to a change in contractors. (Mike Edwards is no longer in charge). I was advised that the best (possibly the only) way to order DoH publications is to use the NHS Response Line 0541 555 455. They should also be able to check your orders with you. One of the CHCs has been using the Literature Line on 0800 555 777, but I was told that this was intended for members of the public. If you have any more problems contact Frances Presley at ACHCEW.

information wanted

III. Dentistry issues – free expert advice for ACHCEW members

An experienced and recently retired dental reference officer, Ivor Brecker, has recently approached ACHCEW. He is willing to offer his services, on a voluntary basis, to CHCs that are assisting complainants on dental matters. Mr Brecker brings considerable expertise to this issue. His experience and qualifications include: 28 years in general dental practice; a law degree and a Masters degree in the Legal Aspects of Medical Practice; 12 years as Dental Reference officer with, initially, the Department of Health and then the Dental Practice Board; many attendances as witness at health authority hearings, General Dental Council and Court in negligence cases; since retirement, consultant to solicitors and the Dental Practice Board.

If you have a case, now or in the future on which you would like Mr Brecker's advice, please send details to Mr Ivor Brecker, 31 Harman Drive, London NW2 2ED.

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 deadline for the next issue of CHC Listings is 7 March 2000