

CHC Listings

July 1999



CHC LISTINGS

JULY 1999

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directory amendments

BradfordCHC

New Email: chief-officer@ms.bradford-chc.northy.nhs.uk

Darlington & Teesdale CHC

New E-mail: chief-officer@ms.darlington-chc.north.nhs.uk

Brighton, Hove and Lewes CHC

New E-mail: brighton.chc.@virgin.net

Neath & Port Talbot CHC

New E-mail: neathchc@chc.wales.nhs.uk

Sandwell CHC

New Address:

3rd Floor, Kingston House
438 High Street
West Bromwich B70 9LD

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.

Developing Patient Participation Groups in Primary Care: a brief guide.

Salford CHC

Pages: 11

The participation of patients in primary care is a relatively new but fast developing area. There are few patient participation groups in inner city areas. Through some initial work with GPs and practice staff at a health centre in Salford, Salford CHC developed this brief guide. It may be useful for those in primary care to consider whether patient participation groups are a useful way forward for them to ensure that their services are responding fully to the needs and wishes of patients and carers.

A Review of Mental Health Services in Lambeth

Lambeth CHC

Pages: 17

An audit was carried out on Lambeth inpatient mental health services. It was hoped the audit would allow Lambeth CHC to assess the situation in Lambeth in a focused and factual way and to build up a picture of the same level of demand in both East and West Lambeth. It reinforces evidence for overstretched, underfunded mental health services in inner London. This is because of under allocation of resources to health authorities, rather than underspending by the health authority.

Care Programme Approach User Survey

Hillingdon CHC

Pages: 12

Some mental health service users had expressed dissatisfaction with the way Care Programme Approach (CPA) meetings were being undertaken. It was decided that a survey should be undertaken on the extent of people's involvement in their own CPA meetings to see whether any lessons should be learned to improve the delivery of this service. The findings of the survey will be incorporated into staff training.

Elderly care: a review of National Health Services for the elderly in the South Buckinghamshire area.

South Buckinghamshire CHC

Pages: 78

This review was undertaken in order to identify how the South Bucks NHS Trust implements its strategy for elderly care, following concerns expressed by relatives, the closure of Booker Hospital and the awareness of a marked increase of elderly in South Buckinghamshire. They make recommendations to improve care, particularly the need for specialised care for elderly patients in very different situations.

Children's Services: looking at what is available locally

North West Anglia CHC

Pages: 24

Studies carried out by North West Anglia Health Authority during 1996/7 looked at health services for children, young people and their families. They researched the services available to people in North Cambridgeshire, Western Norfolk and Fenland, and the Community Health Council worked with school nurses in particular. The CHC then decided to look more closely at children's services, both acute and those for chronically ill children. This report looks at the national overview, a local purchasers' and providers' view, and a carer's view. The carer's view focuses on families with an autistic child in West Norfolk.

Diabetes Service in Preston: survey of service users

Preston CHC

Pages: 39

The aim of this project is to influence the provision of local diabetic services to better meet the needs and expectations of service users. Questionnaires were distributed via GP surgeries, hospital out-patient clinics and Diabetes Centre to service users. A 48% response rate was achieved.

Respite Care: voice of the carer.

Burnley Pendle & Rossendale CHC

Pages: 27

The aim of the project was to find out what type and quality of respite care is needed by carers and the views of carers on the service. Unmet needs and shortcomings in provision could therefore be identified. Recommendations could then be put forward to East Lancashire Health Authority and Lancashire County Council, Social Services.

Somerset Community Hospitals Casualty / Minor Injury Service.

Somerset CHC

Pages: 19

It had become apparent that the range and type of casualty and minor injury services in Somerset varied considerably between trusts, and indeed between hospitals managed by the same trust. The survey carried out by the CHC on which this report is based provides an indication of the current provision. It looks at the geographical distribution of these units and the need to ensure overall accessibility to local services.

Feeding in Hospital

North Herts CHC

Pages: 29

This report details the investigations into the food service arrangements both at the North Hertfordshire Trust and elsewhere within the experience of local people. An extensive monitoring project was undertaken with the support of Trust Management and the Health Authority.

Palliative Care Services

Southampton & SW Hants CHC

Pages: 32

This is a review of palliative care services in the area of Southampton and SW Hants, undertaken in conjunction with the health authority.

Breast Feeding in Somerset

Somerset CHC

Pages: 16

This report is from a study by Somerset CHC concentrating on the initiation of breast feeding, why women choose not to breast feed and why many women do not continue to breast feed until the baby is weaned.

A tale of two reviews; Acute services in South West London in 1996 and 1997-98

Wandsworth CHC

Pages: 11

This talk was part of a seminar entitled "Acute Hospital Service Reviews: Closing Hospitals or Transforming Health Care?". It represents a personal perspective on developments over the last few years and includes a record of events.

A review of mental health outreach day services

West Cumbria CHC

Pages: 41

North Cumbria Health Authority commissioned a review of the mental health outreach day services. They asked the CHC to undertake an independent study examining the staff and clients' satisfaction with the service. This project aimed to examine whether the recommendations from the previous studies had been adopted. Focus groups, interviews, and questionnaires were used to gain knowledge from the staff and clients of the day centres.

Report on GP practice and complaints leaflets

Chorley & South Ribble CHC

Pages: 11

Due to the shift in emphasis on primary care services the CHC felt it was important that the public are made aware of the services which are provided in this setting. As a first step to achieving this the CHC felt that they should look at the information provided by GPs to their patients, GPs being the main contact the public have with the NHS. The aim was to obtain copies of both practice and complaints leaflets from all 34 GP practices in the Chorley and South Ribble area.

Evaluation - outpatient's department at Lea Castle Centre, Wolverley

Kidderminster & District CHC

Pages: 11

North Warwickshire NHS Trust asked the CHC to carry out an evaluation of the outpatients department at the Lea Castle Centre, Wolverley. The users of this service all have a severe learning disability and cover a wide age range. The objective of this survey was to ascertain users' and carers' views of the services and clinics provided. Members of the mentally ill /people with learning disabilities working group carried out the survey of clinics, which were held during a two week period in March 1999.

A report on local continence services

North West Anglia CHC

Pages: 9

North West Anglia Healthcare Trust reviewed its services in 1997 to come back into budget and to identify more efficient ways of working. The NWACHC feared there might be problems for patients using continence services and undertook to carry out a snapshot investigation. They also looked at other continence studies and guidelines.

A new approach for health and well-being

Salford CHC

Pages: 13

This document outlines the CHC's desired long-term approach for the future, reflecting the new emphases on public health and involving citizens in decision-making. The Council recognises that it includes proposals that will require some changes in its framework. The CHC's future mission will be to promote and support the participation of local citizens in maintaining and improving public health and well-being; as well as promoting action to maintain and improve the health and well-being of citizens. Ideally, at local and wider levels, the council will be linked into wider strategies for health improvement, and be an integral part of a coherent approach to the participation of local citizens.

A guide to residential homes and nursing homes for elderly people in Berkshire

West Berkshire CHC

Pages: 77

This is the 7th edition of a guide to private elderly people's residential and nursing homes in Berkshire and contains advice on choosing a suitable home. It emphasises that there is no substitute for visiting a home, talking to the manager, staff and residents, and judging for oneself whether it is suitable for one's own or relatives' requirements.

Accident and emergency patient charter compliance: Staffordshire General Hospital

Mid Staffordshire CHC

Pages:

"If you go to an Accident and Emergency Department needing immediate treatment you will be cared for at once. Otherwise you will be assessed by a doctor or trained nurse within 15 minutes of arrival. Following assessment you will be given a priority category which will be communicated to you. This priority will determine the urgency with which you will be treated." This charter standard was measured by interviewing patients face to face in the Accident and Emergency department. 183 patients were interviewed, spanning over several visits.

- Only 49% received assessments within 15 minutes if they did not receive immediate treatment.
- 64% of those assessed, said they received information on their priority category.

A summary of the survey is available together with an example of the protocol and questionnaire used to conduct the research.

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

Primary Care Trusts: establishing better services

NHS Executive

Availability: NHS Executive Telephone: 0541 555455

This document seeks to address some of the questions that GPs, and others have been asking on how Primary Care Trusts will be established, how they will work, and the benefits they will bring. It enables those who have an interest in establishing a Primary Care Trust to consider the opportunities and benefits more widely, answering the initial questions about Primary Care Trusts and their implications.

UKCC Handbook 1999-2000

United Kingdom Central Council for Nursing, Midwifery and Health Visiting

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

This annual handbook provides information about the work of UKCC and the services it provides for practitioners, employers and the public.

Capital Investment Strategy for the Department of Health

Department of Health

Availability: Department of Health

The Capital Investment Strategy sets out how the government plans to use capital to develop the modern infrastructure for better health services.

Involvement Works: the second report of the Standing Group on Consumers in NHS Research.

NHS Executive

Availability: Consumers in NHS Research Support Unit, Help for Health Trust, Highcroft, Romsey Road, Winchester, SO22 5DH

The Standing Group aims to ensure that consumer involvement in research and development in the NHS improves the way that research is prioritised, commissioned, carried out and researched. This report outlines work between 1997-1998, and plans for the future. It also includes some examples of consumer involvement in research and development.

Official publications

Modernising Health and Social Services: Developing the Workforce.

Department of Health

Availability: NHS & Local Authority staff: 0541 555455. Health literature line 0800 555777. Health Website at: <http://www.open.gov.uk/doh/coinh.htm>

The national Priorities Guidance - Modernising Health and Social Services sets out the programme of modernisation. This guidance sets out a framework for action over the next three years for the people who work in the health service. It looks at increasing the number of health professionals in employment; and education and training for them.

Investigations About Aspects of the NHS Complaints Procedure

Health Service Ombudsman

Availability: House of Commons report, HC410. Also <http://www.ombudsman.org.uk>

This report contains two recently completed investigations about aspects of the NHS complaints procedure. It is the first in a new series in which the Ombudsman intends to give wider publicity and easier access to reports of investigations raising matters of particular interest to Health Service staff and others concerned with the NHS. Both cases concern GPs.

The 1998 National Survey of NHS Patients (General Population). List of Tables

SCPR Picker Europe Ltd, Imperial College

Availability:

This is the 1998 National Survey of NHS Patients (General Population) tables. These are contact with GP; communications; views of GP and surgery; practice nurses; out of hours care; hospital referrals; use of other services.

Service Standards for the NHS Care of Older People

Health Services Accreditation

Availability: Centre for Policy on Ageing. 25-31 Ironmonger Row, London EC1V 3QP Tel: 0171- 253 - 1787

This report covers issues affecting the standard of care received by older people in both acute and community settings. It provides a practical, NHS based scheme for the development of service standards and a method of undertaking accredited assurance of the achievement of these standards. It focuses on both clinical and organisational issues.

Official publications

Nursing Home Placements for Older People in England and Wales: a national audit 1995-1998.

Department of Geriatric Medicine. St. George's Hospital Medical School

Availability: Department of Geriatric Medicine. St. George's Hospital Medical School, Tel: 0181 725 5327

The Audit was conducted in six Health Authorities in six regions in England and Wales, to identify local and national variations in the assessment, documentation and provision of long term care for older people in nursing homes. The audit loop was closed by re-auditing the same regions eighteen months later, to identify if local feedback of the results and local discussion of the findings had changed practice.

general publications

Standards for NHS hospital HIV services

BMA Foundation for AIDS

Availability: BMA Foundation for AIDS, BMA House
Tavistock Square, London WC1H 9JP

This document defines standards for the quality of hospital care for people living with HIV. It brings together and reflects the views of the key groups which have a role in HIV care in England, including clinicians, health authorities and people living with HIV.

A Practical Guide For People with Learning Disabilities: where to find the help that you need.

Availability: Department of Health

People with learning disabilities and their carers can use this Guide to find the help they need. It covers - somewhere to live, school, college, training, jobs, money, health, getting around, holidays and having fun. It also explains where to go for help in getting services and benefits that you are entitled to.

Some Like It "Light": Women and Smoking in the European Union.

Luk Joossens

Availability: European Network for Smoking Prevention.
Tel: +32 2 230 6515. Fax: + 32 2 230 7515
E-mail: info@ensp.org

Describes the current state of knowledge on health effects of tobacco use in women and from this assessment derives recommendations on actions to be undertaken in order to promote health in the population at large.

general publications

Reference manual for public involvement

Jacqui Barker (and others)

Availability: Bromley Health: 0181 315 8315

This manual (second edition) was written by three individuals working in Health Authorities from their experience of tackling the difficult question of how to engage the public effectively in relation to health care, knowledge and choices. It is also updated to incorporate issues and methods for Primary Care Groups and General Practitioners and aims to provide support to them in involving their population. It is foremost a practical guide, although it offers some background in policy and theory.

Warning: Smoking Causes Male Impotence. Smoking and Threats To Men's Sexual Health

British Medical Association

Availability: ASH: 0171 224 0743

This pamphlet describes the increased effects of smoking and the causes of impotence and other damage to male sexual health.

Ill informed: the provision of accessible health and medical information.

Royal National Institute for the Blind

Availability: Royal National Institute for the Blind. 224 Great Portland Street. London W1N 6AA. Tel: 0171 388 1266

RNIB is calling for all health information to be made available in a patient's preferred format without undue delay or cost. The RNIB's survey of health authorities, trusts and CHCs showed that provision of accessible health information was limited to pockets of good practice.

Doctors and Dentists: the Need for a Process of Review

Standing Committee On Postgraduate Medical and Dental

Availability: Education (SCOPME) Department of Health
PO Box 410, Wetherby, LS23 7LN

This working paper puts forward recommendations about how the performance of doctors and dentists can be sustained and developed within a framework that is primarily educational, but which is also responsive to the views and needs of the people to whom they are accountable. It also sets out SCOPME's further views on educational aspects of poor performance taking account of the responses to the consultation.

general publications

Access to Dental Services and Recruitment of Salaried GDP's-. A Survey of Health Authorities.

British Dental Association

Availability: British Dental Association, 64 Wimpole Street,
London W1M 8AL.

This survey was a preliminary attempt to find whether data on access problems could be collected from Health Authorities. It is a first step in monitoring problems with access to dentists, which further surveys will now follow up. The initial results suggest that there are significant problems and that further research should be conducted to monitor trends and analyse the problems in more detail.

Behavioural and Cognitive Treatments: Guidance for Good Practice

The Royal College of Psychiatrists

Availability: Book Sales Assistant Royal College of Psychiatrists,
17 Belgrave Sq SW1X 8PG

These guidelines are concerned with any treatment that makes use of behavioural and cognitive methods of treatment, alone or in combination with other forms of therapy.

Offenders With Personality Disorder

Royal College of Psychiatrists

Availability: Book Sales Assistant: Royal College of Psychiatrists
17 Belgrave Square, London SW1X 8PG
Tel: 0171 235 2351

This report describes contemporary classifications of personality disorders. It discusses current knowledge of the prevalence of personality disorders, both in the general population and in prison and special hospitals populations; and of the lifelong course of childhood conduct disorder, risk factors for and protective factors against delinquency. The final and most important section of the report discusses the various therapies that have been employed in an attempt to enable personality disordered people to change their established ways of life. This report will be of interest to lawyers, criminologists, social workers, probation officers and others involved with a particular concern for personality disordered offenders.

Mind The Law. Mind's Evidence to the Government's Mental Health Act Review Team

Margaret Pedler

Availability: MIND Publications, Granta House, 15-19 Broadway,
London E15 4BQ. Tel: 0181 519 2122

This report contains details of a review on mental health legislation carried out by a Review Team.

general publications

Better Act Now! NSF's Views on the Mental Health Act Review

National Schizophrenia Fellowship

Availability: National Schizophrenia Fellowship (NSF)
Public Affairs, 30 Tabernacle Street, London EC2A 4DD
Tel: 0171 330 9100

This is a response from NSF members, service users and staff about what should be changed in the new legislation. It represents the voice of people with severe mental illness, their carers and the professionals who care for them. It also sets out the rights to quality treatment and care, as well as setting out the duties of the community and the state.

Patient Advocacy

The Royal College of Psychiatrists

Availability: Book Sales Assistant, Royal College of Psychiatrists
17 Belgrave Square, London SW1X 8PG. Tel: 0171 235 2351

Advocacy for people with mental illness and learning disabilities and/or their carers is now a well-established and valuable component of good care in the mental health field. Psychiatrists are encouraged to work with advocacy schemes.

Of Heritage and Homeland

Yasmin Alibhai-Brown

Availability: Counsel and Care, Twyman House, 16 Bonny Street,
London NW1 9PG. Tel: 0171 267 6877

An exploration of the feelings, needs and expectations of elders from the ethnic communities.

A New Era for Community Care? What People want from Health, Housing and Social Care Services

Christine Farrell (and others)

Availability: King's Fund Bookshop: 0171307 2591

This report provides an insight into the experiences of older and disabled people and their carers who use health, housing and social care services, and of front-line staff providing treatment, care and support. The report presents evidence indicating that efforts need to be made to improve services in order to promote independent living and to achieve better integrated care and support for vulnerable people.

Primary care and local health groups: risks, opportunities and the way forward

Royal College of General Practitioners

Availability: Royal College of General Practitioners
14 Princes Gate, Hyde Park, London SW7 1PU
Tel: 0171 581 3232

This paper analyses some of the risks and opportunities that PCG's present to general practice and College members.

general publications

Organisational Costs in the New NHS. An Introduction to the transaction costs and internal costs of delivering health care.

OFFICE OF HEALTH ECONOMICS

Availability: OHE, 12 Whitehall, London SW1A 2DY

This report casts doubt on government claims that the current round of NHS reforms will lead to 'red tape' savings of £1bn.

Drug problems: where to get help

Standing Conference on Drug Abuse

Availability: Publication Sales, Standing Conference on Drug Abuse

32-36 Loman Street, London SE1 0EE

Tel: 0171 928 9500

The new edition of SCODA's directory of drug treatment and care services in England and Wales. *Drug problems: where to get help* is the only information source of its kind and lists over five hundred services in both the voluntary and statutory sector. The directory is aimed at professionals and service users across all sectors including social services, health care and criminal justice.

responses to consultations received

Inquiry into Procedures related to Adverse Clinical Incidents and Outcomes in Medical House of Commons Health Committee 6/14/99

Review of Prescribing, Supply and Administration of Medicines - final report
Review Team for the Prescribing, Supply and Administration of Medicines 6/4/99

consultation documents received

Vision 2000 – Maternity services in the new NHS: a vision for the future. Royal College of Midwives.
Response by 01/08/99

Commercial sponsorship: ethical standards for the NHS Executive
Response by 27/08/99

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

consultation documents received

Regulating Private and Voluntary Healthcare

Response by 17/09/99

This is a consultation document seeking views on the future regulation of private and voluntary healthcare establishments in England. It contains a draft regulatory impact assessment setting out how the proposals will affect businesses involved in providing private and voluntary healthcare.

It sets out proposals built on the approach that the Department of Health has taken in establishing new independent arrangements for regulating residential and nursing home care. This document requires action, the Secretary of State for Health wants to hear from all those with an interest in this subject – the private and voluntary healthcare sector itself, the NHS, professional bodies, patient and consumer organisations, before making final decisions. *Please send comments to:* **Craig Turton, CA-OPU, Room 737, Wellington House, 133-155 Waterloo Road, London SE1 8UG Tel: 0171 972 4455 / Fax: 0171 972 4685 / Email: cturton@doh.gov.uk.**

Copies for this consultation document are available from The Department of Health, PO Box 777, London SE1 6XH Fax: 01623 724524.

Revitalising Health and Safety

Response by 24/09/99

This initiative was announced by the Deputy Prime Minister in March, with the aim of injecting new impetus into the health and safety agenda. The overriding objective is to make further headway in reducing accidents and ill-health caused by work activities.

Ministers want everyone concerned with health and safety to have their say in this consultation exercise. They are therefore circulating the document widely, to both private and public sector organisations. In addition to the main consultation document, they have produced three leaflets, covering the specific issues of interest to employers, workers and small and medium-sized enterprises. *These are available on the DETR Website (www.detr.gov/hsw/index.htm) and from the DETR free literature service (Tel: 0870 122 6236 / Fax 0870 122 6237)*

forthcoming events

College of Health Training Workshops. The training courses include

- Effective user involvement in health services – 13 October 1999
- Focus groups – 15 & 16 September / 23 & 24 November 1999
- Analysis of qualitative data – 10 November 1999
- Training for lay members of PCGs – 13 & 14 September / 19 & 20 October 1999

For further details contact: Francesca Avbara or Jessica Bush at the College of Health on 0181 983 1225 or email:info@tcoh.demon.co.uk

forthcoming events

On Your Side: The importance of advocacy for older people. Bringing together a national forum to debate the future of advocacy services for older people.

- ◆ The wider context in which advocacy services operate; the benefits of advocacy; how advocacy for older people is distinct from generic advocacy schemes.
- ◆ Places will be limited and early booking is strongly recommended.
- ◆ Tuesday, 14 September 1999, 10am – 4pm.
- ◆ Baden Powell House, Queen's Gate, London SW7.
- ◆ Age Concern England, Astral House, 1268 London Road, London SW16 4ER.
- ◆ Switchboard 0181 765 7200 or fax 0181 765 7211

Choices in health. It will be an important one-day conference.

- The findings of the day will be used to develop a public policy on rationing.
- It represents an opportunity for healthcare users and providers to come together and debate rationing.
- If you wish to play a role in shaping this debate, you must attend
- 21 September 1999, Warwick Suite, Aston University, Birmingham.
- Booking form to Nexus, Alexandra House, Alexandra Terrace, Guildford, Surrey, GU1 3DA
- Tel 01483 306912 or fax back to 01483 306125

information wanted

Since ACHCEW's publication 'Hungry in Hospital' in January 1997, **North East**

Lincolnshire CHC has been keen to consider the issue of nutrition and ill health.

During our Annual Review in March 1997 the Acute Focus Group set this as one of their objectives.

We are aware of Central Lincolnshire CHC's survey of catering facilities at Lincoln and Louth County Hospitals, but we would be pleased to learn of any other CHC's who are currently carrying out work on this issue. We would be interested to see any report by CHCs who have already done this. Please contact **Christine Bromley, Chief Officer, North East Lincolnshire CHC, New Oxford House, 6 George Street, Grimsby, North East Lincolnshire DN31 1HB Tel: 01472 354113; Fax: 01472 343653.**

Mid Staffordshire CHC would like to hear from any CHC that is operating a system that delivers feedback on performance, for individual CHC members. This is an idea that has originated from the membership itself, and any information or experience obtained in this area would be helpful. Please contact Carole Renshaw at Mid Staffordshire CHC on 01785 606522.

To 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 9 August and 13 Sept