

CHC Listings

June 1996



CHC LISTINGS

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directory amendments

Page 8 Southend District CHC

Phone: 01702 391090

Page 15 Airedale CHC

Please insert Chief Officer: Mr John Godward (our apologies for this omission).

Page 28 Tunbridge Wells CHC

This CHC is not yet moving. Please re-instate its old address:

Sherwood Park

Pembury Road

Tunbridge Wells

TN2 3QE

Phone and fax unchanged

Page 33 Conwy CHC

Fax: 01492 860878

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Tees, South Page 19 (not 1 as given)

Consulting diabetic service users in South Bristol:

A report from Bristol & District CHC's Listening to Voices Project

Bristol & District CHC, 29 pages

All diabetics at five South Bristol GP practices were invited to comment on NHS services for diabetics. The report includes brief notes on 125 responses to a questionnaire, notes from each of eight local meetings (80 participants) and CHC recommendations.

Patient transport services in the Plymouth area

Plymouth & District CHC, 18 pages

This report includes: (a) notes on meetings held with the local health purchaser, a hospital trust, a community trust and the local ambulance services trust and (b) findings from a patient questionnaire (130 responses, 41% response rate). Among the recommendations are that the interdependency of the transport and hospital/clinic routines should be addressed. Providers should also recognise that it is as important to get patients home "on time" as it is for them to be brought in "on time".

Report of a disabled access survey carried out at Blackpool Victoria Hospital NHS Trust

Blackpool Wyre and Fylde CHC and Fylde Coast Disability Forum, 19 pages

A survey assessed the adequacy of car parking and facilities within a number of outpatient departments and wards. Volunteers from the CHC and various disability groups worked through a checklist of questions. Their answers and additional comments are presented in the report along with recommendations for minimum standards throughout the hospital.

Living in the centre:

The opinions of city centre residents on Birmingham's health services

West Birmingham CHC, 34 pages

West Birmingham CHC is undertaking a rolling programme of surveys of relatively small geographical areas in order to achieve more intensive coverage than usual. This is the report of a project in which city centre residents were asked: how they might avoid ill health, the use they have made of various health services and their perceptions of the quality of services. For various reasons (e.g. empty and demolished properties, no reply and refusal to be interviewed) it proved more difficult to contact residents and to persuade them to participate than in surveys of other areas. In the end, 160 residents were interviewed: quantitative findings and interviewees' comments are included in the report.

If you want to obtain a CHC publication, please
contact the relevant CHC. See directory for
contact details.

A study of speech and language therapy in East Dorset

East Dorset CHC, 25 pages

For this review the CHC interviewed the newly appointed manager of the speech and language therapy service, surveyed the views of therapists (through 26 questionnaires and 8 personal interviews) and invited 26 local organisations to contribute their views. Among the recommendations are that the number of therapists should be increased, and that they should have more suitable accommodation and more support from assistants and clerical staff. The role of the service and the existence of voluntary support groups needs to be publicised among both the general public and professionals.

Mixing it:

A survey of urology patients about mixed-sex wards and staffing at Hope Hospital, Salford

Salford CHC, 7 pages

Interviews were held with 12 patients on two wards. Most patients said that the sex of the nurse was not important, though three patients strongly preferred same-sex nursing. There were many more objections to mixed-sex wards. Only three patients thought that male and female bays separated by curtains were acceptable. Seven thought that single-sex sub-wards which were physically separated would be acceptable, but a number of respondents did not believe that privacy would be maintained in practice.

Priorities for patients:

Improving health services in West Lancashire and Southport & Formby

Galen Research for Southport & Formby and West Lancashire CHCs, 86 pages

In this two-stage review of health services in two districts, interviews were first held with clinicians, managers and GPs to identify options for the future of services. The intention had been to use the results of interviews to design a questionnaire about options for change to be sent to current hospital patients. However, since no clear picture of options emerged, it was decided to abandon the questionnaire and to hold discussions with patient support groups and health professionals. The report gives details of the preliminary interviews and the focus group discussions. Commenting on the review process, many participants said that it was too short – the views elicited from clinicians changed somewhat as the review progressed. In addition, some participants said that they needed more information on which to base decisions.

Services for people with a physical and sensory disability:

The views of people living in North West Anglia

North West Anglia CHC, 25 pages. Available in braille or on tape

This study aimed to identify issues important to people with a physical and sensory disability and their carers regarding their health care needs, rehabilitation and their continuing care and support. Focus group sessions were held with people contacted through local groups and via leaflets and advertisements. Key issues to emerge were: a lack of information and communication; an apparent lack of disability awareness; a failure to respect the client's self-knowledge; and poor service co-ordination.

A survey of health care in rural areas relating to the elderly

Nicki Reynolds for Norwich District CHC, 50 pages

This research project was prompted by concerns that elderly people living in rural Norfolk might experience problems in getting to their GP services. The survey also offered an opportunity to ask elderly people for their opinions about the health service. The CHC sent out 633 invitations; 272 replies were received and 190 people agreed to be interviewed. Many participants commented that they were pleased that the survey was being carried out – and several were anxious not to be missed out. Generally the group was unassertive, but had plenty to say when encouraged. Community services are available, but information about them is very poor, so that fewer than half of the people interviewed received any such services. The inadequacy of public transport was a major problem.

Survey of the triage procedure within the accident and emergency department of Scunthorpe General Hospital

Scunthorpe CHC, 19 pages, £2.50

This survey found that only 58% of patients were seen for assessment within the standard of five minutes. The trust challenged the CHC figures, saying that its computer system showed that over 90% of patients were seen within five minutes (this result had been approved by the Audit Commission). When the CHC Chief officer went through the computer records manually with the relevant manager, the result came out at 58%. There is considerable embarrassment within the trust at the discrepancy. Although its returns for the last quarter state that Scunthorpe achieved the 90% target, an addendum points out that the CHC disagrees with the figures and that an investigation is being carried out.

Sharing care in the community:

A study of partnership in care between users, carers and district nurses

Airedale CHC, 24 pages

The report includes a literature review and findings from focus group sessions held with district nurses and interviews with carers, users and nurses. In recent years there have been many changes in the relationships of district nurses both with both users/carers and with other professionals. District nurses feel that their autonomy is being eroded. In general they do not value the "control" which comes from a management role, so much as their traditional independence in giving direct patient care. But, as more hands-on care is transferred to home care assistants and to clinical nurse specialists, district nurses are increasingly having to take on administrative and management tasks. The survey identified an increased awareness of the rights and needs of carers.

A study of district nursing

East Dorset CHC, 25 pages

This report is based on questionnaires sent to district nurses and patients and carers. The first part of the report gives a good feel of the make up of the district nursing service and the nature of its role. The second part, on the patient/carer perspective, shows how enormously valued the service is.

Patients rights:

A guide to GP and hospital services

Scottish Consumer Council and Scottish Association of Health Councils, 10 pages

A public information booklet giving information on rights of health service users, help with costs, making complaints and sources of further advice and help.

Improving access to healthcare for lesbians in Wandsworth

Wandsworth CHC, A4 folded leaflet

Leaflet covering why access is an issue for lesbians; some of the issues faced by lesbians in using health services; how lesbians can use the CHC to help them access services; making a complaint; and useful contacts.

Together we are!

Poems for World Mental Health Day by children in East Birmingham

East Birmingham CHC, 48 pages

Schools in East Birmingham were invited to submit paintings or poems on the theme "Together we are!" for a competition. The CHC has assembled a selection of the poems and paintings in which all the children managed to capture the importance of friendship and talking about how we feel.

Meaningful monitoring:

A guide to assist CHCs in their quality monitoring functions

Commissioned by the Welsh Office and the CHC Development Unit from the Value for Money Unit of the Welsh Health Common Services Authority, 25 pages

Available from CHCDU, Ffynnon-las, Ty Glas Avenue, Llanishen, Cardiff CF4 5DZ; phone: 01222 681265, £5.

CHC members and staff, health authorities, trusts and the Welsh Office all contributed to the project which has resulted in this report. The guidance is clearly presented in two main sections which offers help with developing a strategic approach to monitoring both purchasers and providers and practical advice on undertaking monitoring visits within this framework.

The new NHS complaints procedure:

Solving complaints locally

Chester & Ellesmere Port CHC

A public information leaflet

The new NHS complaints procedure:

The independent review panel

Chester & Ellesmere Port CHC

A public information leaflet

If you want to make a complaint about your NHS treatment

Hull CHC

A public information leaflet

Directory of useful health telephone numbers

Hull CHC

A public information leaflet

Information guides

North Tees CHC and North Tees NHS Trust, 40 pages

Four guides on primary and secondary services. There is one booklet for each of four languages: Chinese, Urdu, Punjabi and Hindi. In each case a page of non-English text is opposite its English translation. North Tees CHC has commented that other CHCs are welcome to adapt the material for local use.

Children in hospital:

A survey of children's services at City Hospital, Dudley Road

West Birmingham CHC, 45 pages

Questionnaires were sent to the parents of 524 children who had recently been discharged from hospital – 104 questionnaires were returned. While most parents and children were satisfied with services, there were shortcomings in communications: making parents aware of facilities, e.g. a private area; informing parents of the timing of doctors' visits; and information about services available after discharge.

Services for newly diagnosed blind and severely sight impaired people in the Southampton and South West Hampshire area

Southampton and South West Hampshire CHC, 12 pages

This study was prompted by concerns that newly diagnosed blind and severely sight impaired people are often left without support after diagnosis and that there is a lack of understanding about the availability of and need for services to help these people. The study involved a GP survey (30 practices responded – 42% of those approached) and interviews with GPs and social workers. Local consultants were unwilling to talk to the CHC.

Was it worth the journey?

Report on patients' experiences following their acceptance of an offer made by the West Surrey Health Commission to receive their treatment for oral surgery, ophthalmology or ENT at an alternative hospital to the Royal Surrey County Hospital, Guildford, as part of a waiting list initiative

South West Surrey CHC, 22 pages

This report on an increasingly important topic points to issues which need to be sorted out when patients are transferred for treatment away from their local area. Focus group discussions with patients showed that, while they welcomed the opportunity to receive treatment rather than remain on a waiting list, there were significant problems with the current operation of the system. All patients felt that they would have been disadvantaged if they refused the offer to transfer – one said that s/he was told that if s/he refused s/he would go to the bottom of the waiting list. There were problems, in one case serious, with responsibility for follow-up and aftercare, both routine and in emergencies.

"A new way forward ...?"

Mental health services in Devon.

Torbay & District CHC, 9 pages

This report incorporates a consideration of what service users in South Devon need from the mental health services, a review of mental health services in Somerset and a paper study of mental health care provision in the rest of Devon and Cornwall. It takes up a number of Blom-Cooper recommendations, in particular that "the mental health service should be separated from general hospital and community health services to form a separate trust".

Over the border:

A survey of residents of Ladywood constituency registered with GPs based outside Birmingham

West Birmingham CHC, 39 pages

This study was commissioned by the Ladywood Constituency Action Team (CAT). Interviews were held with 191 patients (54% response rate) who are registered with a GP whose surgery is in a different health authority from the patient's home address. The CHC recommends that, in its planning activities, the Ladywood CAT should involve the over-the-border practices which serve a significant number of Ladywood residents. The CAT should also investigate whether Birmingham-based GPs are not at present equally capable of meeting the needs of these residents.

Hospital inpatient services for ethnic minorities

Executive summary

West Birmingham CHC, 7 pages

As part of a quality monitoring project involving three Birmingham CHCs from 1994 to 1996, West Birmingham CHC monitored the provision of hospital care, excluding maternity and paediatric services, to minority ethnic groups. The study involved interviewing 104 patients and 213 nurses and sending a written questionnaire to 46 ward managers. The summary outlines the findings of various aspects of hospital services and lists suggested developments.

Poor expectations

Poverty and undernourishment in pregnancy, summary

NCH Action for Children and Maternity Alliance, 6 pages

Availability: Full report £5 from Maternity Alliance, 45 Beech Street, London EC2P 2LX; phone: 0171 588 8582 or NCH Action for Children, Information Office, 85 Highbury Park, London N5 1UD; phone: 0171 226 2033.

Report updating a Maternity Alliance study carried out in 1988 and drawing on NCH Action for Children's 1991 Poverty and Nutrition Survey. Over 120 pregnant women and women with new born babies took part. The new research takes into account changes to official nutritional guidelines, welfare benefits, food prices and changing patterns of food accessibility.

Providing a service for people with neurological conditions

The Neurological Alliance, 11 pages

Availability: The Neurological Alliance, Shirley Dalby, 41 Frewin Road, London SW18 3LR; phone/fax: 0181 875 0282

A paper written in an attempt to show the way towards a quality service that could be offered to people affected by neurological conditions and their families. This generally requires input across the total range of health and social services, yet the group is largely unacknowledged and data on the impact on health and social services is difficult to find.

National Health Manifesto

Royal College of Nursing, 19 pages

Availability: Royal College of Nursing, 20 Cavendish Square, London W1M 0AB; phone: 0171 872 0840; re-order number 000 613

A Manifesto launched in April which highlights: the protection of patients from shortages; the maintenance of national standards of care; national workforce planning; and national pay for registered nurses. The Manifesto also recommends specific action needed to improve the care of vulnerable people such as children, older people, people with learning disabilities and those with mental illness.

Diabetes in the United Kingdom – 1996

British Diabetic Association, 48 pages

Availability: Distribution Department, British Diabetic Association, PO Box 1, Portishead, Bristol BS20 8DJ. One copy free for BDA members (P&P extra), individual non-BDA members £10

The report summarises much of what is known about diabetes in the UK today – many sources of information are listed at the end of each chapter. Chapters cover: a description of diabetes, its prevalence, causes, treatment and complications, care of people with diabetes and the costs of the condition to individuals and wider society. A final chapter looks at what the future holds for the prevention and treatment of diabetes.

general publications

Managing medicine: managing care.

Managed care: an opportunity or threat to British pharmacy?

Deloitte and Touche Consulting Group for the Royal Pharmaceutical Society of Great Britain, 6 pages

Availability: Phone Anita Constable on 0171 735 9141

One definition of "managed care" is that it is "a process which seeks to manage the delivery of high quality healthcare in order to improve cost effectiveness." This review looks at the possible impacts of managed care on pharmacists in Great Britain. Under an optimistic interpretation, pharmacists may have a key role to play in the vertical integration of care and in advising purchasers. Under a pessimistic interpretation, pharmacists, and especially community pharmacists, could be marginalised or by-passed entirely.

official publications

The Private Finance Initiative

Treasury Committee Sixth Report, Session 1995-96, 222 pages

Availability: HMSO, £20.40

The publication consists of the committee's 18-page report (which includes six paragraphs concentrating specifically on the NHS) together with the proceedings of the committee, minutes of evidence and appendices.

Do you have a complaint about the service you have received from the NHS?

How the Health Service Ombudsman can help you

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

Public information leaflet available in English, Welsh, Bengali, Gujarati, Hindi, Punjabi, Urdu, Chinese, Greek, Turkish, Somali, Sinhalese, Arabic and Vietnamese. It will shortly be available in braille, large print, symbol summary and on tape.

Diet and health in school age children

Health Education Authority, Nutrition Briefing Paper, 55 pages

Availability: HEA, Hamilton House, Mabledon Place, London WC1H 9TX,

A briefing paper aimed at those who work with young people, particularly health professionals, teachers and school governors. It provides an overview of current thinking about diet and health in children and young people aged 5 to 18 years.

Health, disability and care:

Your chance to apply, and

A guide for people with learning difficulties

National Lottery Charities Board

Availability: For an application pack phone 0345 919191 (Welsh language line: 0345 273273) by 12 July.

The National Lottery Charities Board is inviting applications for projects that can help to make a difference in improving the quality of life for those affected by health, disability and care issues. Applications must arrive by 9 August 1996.

Guidance on the microbiological safety of human tissues and organs used in transplantation

Committee on Microbiological Safety of Blood and Tissues for Transplantation, NHS Executive, 19 pages

Availability: no availability details given

Guidance to assist clinicians in patient management. It covers issues such as the bacteriological safety, storage and transport of tissues/organs and the selection of donors. On this last point: the list of people to be excluded from donation is surprisingly wide. Because of the risk of HIV infection many groups of people would be excluded on the basis of sexual history –not that this information would generally be available for a donor who had died.

Directions as to the functions of the Family Health Services Appeal Authority 1996

NHS Executive, 20 pages

Availability: no availability details given. Copies have gone to CHCs

Directions from the Secretary of State for Health to come into force on 1 April 1996, when the new NHS complaints procedure is implemented. The Directions take account of the new disciplinary arrangements for family health services practitioners and the provisions of the Health Authorities Act 1995.

The NHS Executive: the hospital information support systems initiative

National Audit Office, 54 pages

Availability: HMSO, £8.95

Looks at an NHS Executive initiative, launched in 1988, to promote the development of integrated computer systems in major acute hospitals which would cover all aspects of a hospital's functions and management in order "to improve patient services and to support the [NHS] reforms". The NAO report identifies many problems with the operation of the initiative in pilot sites and concludes that projects have been slow to deliver benefits. However, it also comments that other hospitals can now draw on the useful experience which has been accumulated during the initiative.

Eat Well II:

A progress report on the action plan to achieve the Health of the Nation targets on diet and nutrition

Nutrition Task Force, Department of Health, 50 pages

Availability: Department of Health, PO Box 410, Wetherby, LS23 7LN

The Eat Well action plan was published in 1994. This report sets out the progress of 12 project teams in implementing the main action points set out in the plan. Sections of the report cover subjects such as "Guidelines on education materials", "Product development", "Training for caterers", "Low income" and the "Primary health care team". Some project teams have been disbanded, having completed their allotted tasks. The report stresses the importance of seeing through the programme of action; it calls on Government departments to continue monitoring progress and to provide a focus for further action.

The NHS (Service Committees & Tribunal) Amendment Regulations 1996

Statutory Instrument 1996 No. 703, 26 pages

Availability: HMSO, £4.70

Statutory Instrument coming into force on 1 April 1996 when the new NHS complaints system is implemented. The changes to the regulations on the operation of service committees are intended to separate NHS complaints procedures from family health service disciplinary procedures. Copies have been sent to CHCs

Women's services seminar

Special Hospitals Service Authority, 46 pages

Availability: SHSA, Charles House, 375 Kensington High Street, London W14 8QH; phone 0171 605 9700

This seminar was attended by staff from Ashworth, Broadmoor and Rampton hospitals, Holloway Prison and the SHSA. The purpose was to look at women's services in secure care and to discuss future directions. The discussion naturally reflects the pre-occupations of participants, who were drawn very largely from management and senior clinical grades – there were a few social workers and just one of the 58 participants listed his occupation as "patient advocacy".

A practical guide for disabled people

Where to find information, services and equipment

Department of Health, 168 pages

Availability: Free of charge from Department of Health, PO Box 410, Wetherby, LS23 7LN. Available on audio cassette (HB6A) and braille (HB6B)

This substantial guide is divided into four main sections. "Help near by" describes the help people can get from social services, the NHS and voluntary organisations. "Help with every day needs" covers various aspects of life such as housing, work, aids and equipment and holidays. "Help with particular needs" looks at the needs of specific groups of people. It gives information on services, equipment and sources of information. "Helpful organisations" gives the full contact details of all the organisations mentioned elsewhere in the guide. Greenwich CHC has pointed out that, despite its length, the guide does not once mention CHCs.

official publications

Moving into a care home: things you need to know

Caring for People, Department of Health, 34 pages

Availability: Department of Health, PO Box 410, Wetherby, LS23 7LN

A public information leaflet offering advice to anyone who needs to move into a residential care or nursing home, on either a short-term or long-term basis. It briefly explains the rules on finding and paying for care homes, though it avoids going into the details of procedures that will be followed. Given the lack of national policy about eligibility for long-term NHS care, it is vague about what rights many people have in practice.

Services for children and young people in Wales

Welsh Office, 48 pages

Availability: Health Information Wales, Health Promotion Wales, Freepost CF2 42N, Cardiff CF4 1XX

Patient's Charter booklet in Welsh and English. It is addressed to "the parents, families and carers of children and young people" rather than to children. As a result, the rights and expectations it talks about mostly apply to adults, and very little is said about what children themselves can ask for or expect. The charter covers primary and community health services for different age groups and caring for children in hospital.

achcew responses to consultation documents

Constitution of fitness to practise committees: proposals for change

General Medical Council. 24 April 1996

Consultation document: Patient's Charter and mental health

NHS Executive. 26 April 1996

Prescription charges system

Royal Pharmaceutical Society. 19 April 1996

Moving forward: consultation document on the regulation and inspection of social services

Department of Health. 17 April 1996

Ambulance services study specification

Audit Commission. 15 April 1996

forthcoming events

Working with postnatal depression

- ◆ course for those working with individuals affected by postnatal depression
- ◆ organised by MIND and the National Childbirth Trust
- ◆ on 1 October 1996 at Connaught Hall London WC1
- ◆ and 15 October 1996 at the Town Hall, Manchester
- ◆ £50

Further info from: The Conference Administrator, MIND, Granta House, 15-19 Broadway, London E15 4BQ; phone: 0181 519 2122; fax: 0181 522 1725.

Promoting the health of children: working together to reduce inequalities

- ◆ conference organised by the British Association of Community Child Health and the National Children's Bureau
- ◆ on 13 June 1996
- ◆ at etc limited, Consultancy Courses Centre, London SE1
- ◆ £88.12 voluntary NCB members; £99.87 voluntary non-members, £117.50 NCB members, £146.87 non-members

Further info from: Conference office on 0171 843 6042/1.

Children's Services Plans: real services for real people

- ◆ organised by the Family Rights Group
- ◆ on Wednesday 10 July 1996
- ◆ at NCVO, Regent's Wharf, London N1
- ◆ £115

Further info from: Family Rights Group, The Print House, 18 Ashwin Street, London E8 3DL; phone: 0171 923 2628; fax: 0171 923 2683.

Mental incapacity

- ◆ conference organised by the British Medical Association and the Law Society
- ◆ on Friday 21 June 1996
- ◆ at BMA House, London
- ◆ £80

Further info from: Fiona Morris, The Law Society, Conference Centre, 50 Chancery Lane, London WC2A 1SX; phone: 0171 320 5786; fax: 0171 404 1124.

30 years & counting!

- ◆ a conference to celebrate the empowerment of disabled people
- ◆ organised by the Association for Spina Bifida and Hydrocephalus for its 30th anniversary
- ◆ at the Queen Elizabeth II Conference Centre, Westminster
- ◆ on Thursday 6 June 1996
- ◆ £15 professionals, £5 able-bodied ASBAH members, no charge for disabled people or their enablers

Further info from: Tony Britton, ASBAH, 42 Park Road, Peterborough PE1 2UQ; phone: 01733 555988; fax: 01733 555985.

Litigating in the public interest

- ◆ conference organised by the Public Law Project
- ◆ on Thursday 27 June 1996
- ◆ at the Institute of Advanced Legal Studies, 17 Russell Square, London WC1B 5DR
- ◆ £29.38

Further info from: Jackie Cochrane, The Public Law Project, 17 Russell Square, London WC1B 5DR; phone: 0171 467 9801.

forthcoming events

Head injury and the law

- ◆ a legal seminar organised by the National Head Injuries Association
- ◆ on Saturday 20 July 1996
- ◆ at the Terminal 2 Conference Suite, Manchester Airport
- ◆ £20

Further info from: Headway – National Head Injuries Association, 7 King Edward Court, King Edward Street, Nottingham NG1 1EW; phone: 0115 924 0800; fax: 0115 924 0432.

Growing old in the countryside

- ◆ national conference organised by Help the Aged and the Rural Development Commission
- ◆ on Tuesday 25 June 1996
- ◆ at Church House, Great Smith Street, Westminster, London SW1P 3NZ
- ◆ £80; £50 voluntary organisations

Further info from: Lesley Phillips, Conference Organiser on 01367 820448.

Equity in healthcare for older people

- ◆ conference organised by Age Concern
- ◆ on Tuesday 16 July 1996
- ◆ at Royal Society of Medicine, Wimpole Street, London W1
- ◆ £105.75 standard rate; £58.75 voluntary organisations; £11.75 retired people, full time students

Further info from: Claire Brooke, Events Department, Age Concern England, Astral House, 1268 London Road, London SW16 4ER; phone: 0181 679 8000; fax: 0181 679 6069.

Out and about:

accessible mental health services for lesbians, gay men and bisexuals

- ◆ conference organised by MIND
- ◆ on 18 June 1996
- ◆ at Brunei Gallery, London WC1
- ◆ £85; £70 MIND members

Further info from: The Conference Administrator, MIND, Granta House, 15-19 Broadway, London E15 4BQ; phone: 0181 519 2122; fax: 0181 522 1725.

National Association of Health Authorities and Trusts

Health & society in a changing world

- ◆ NAHAT annual conference and healthfair
- ◆ on 19-21 June 1996
- ◆ at Harrogate International centre

Primary care led NHS – what does this mean?

- ◆ on 4 July 1996
- ◆ at Church House, London

Healthcare Expo

- ◆ 9 conferences and a healthcare exhibition
- ◆ on 19-22 September 1996
- ◆ National Exhibition Centre, Birmingham

Mental health: the way ahead

- ◆ in association with the Sainsbury Centre for Mental Health
- ◆ on 24 September 1996
- ◆ at Kensington Town Hall, London

Further info from: NAHAT, Birmingham Research Park, Vincent Drive, Birmingham, B15 2SQ; phone: 0121 471 4444; fax: 0121 414 1120.

information wanted

Could CHCs send ACHCEW copies of any *protocols for working with local purchasers or providers on a contractual basis.*

Shropshire CHC would like to hear from any other CHC which has been involved in *projects or research on "men's health"*. Please contact Sophie Aindow at the CHC.

Does any CHC have information on how to *improve emergency services or examples of good practice in its area?* Contact names and numbers would be useful if documentation is not readily available.

Central Manchester CHC would like information on *restrictions on hospital prescribing of newer medication for people living with HIV.* Some users of HIV services in the North West have reported problems in obtaining Gancyclovir – though it is widely available in London – unless they are "prepared to make a fuss" and disclose their HIV+ status to all and sundry.

West Cumbria CHC would like to hear from any CHC which has set up a *network/database of local people.* The CHC is particularly interested to know where the funding came from.

Newham CHC reports that patients of non-fundholding GPs have faced cancelled operations due to the *trust and the health authority failing to agree contracts before the start of the financial year.* Do other CHCs know of similar problems?

In Waltham Forest CHC's local hospital, patients who are over 75 years old go into the elderly medical wards under the care of geriatricians (now called "care of the elderly consultants") rather than the general medical wards under the care of consultant physicians. The CHC is aware that in some other hospitals all medical patients go into the same medical wards, regardless of age. Do any CHC have views about the advantages and disadvantages of these two approaches, and do they know of any research?

Southport & Formby CHC will be conducting a *review of public consultation* later in the year. The aim is to identify best practice and innovation in order to enable local purchasers and the CHC to work more effectively with the resident population. The CHC would be pleased to hear from any colleagues who have participated in or are aware of innovative schemes in their area, or have information on examples of good practice in public consultation. Please call Sheila Claydon on 01704 536262.

Salford CHC would like to hear from any CHC which has worked with its local health authority on *protocols/guidelines on how consultation procedures should be carried out.*

Newcastle CHC would like to know if any other CHCs have been involved in "tracking" a *major service change, i.e. reviewing the service before and after the change is made (and during the transitional period) from the perspective of patients.*

Have any CHCs withdrawn from the *monitoring of regional services located within their district on the grounds that the CHC was not funded for this work?* Please contact Salford CHC.

Waltham Forest CHC is looking for examples of *short, well written hospital discharge booklets/leaflets (with the emphasis on short) and would be grateful if CHCs could send any good examples.*

Deadline for next issue: 8 July
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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.
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