

CHC Listings

June 1999



CHC LISTINGS

JUNE 1999

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directory amendments

South West Association of CHCs

New Tel & Fax: 01392-207358

New Email: swachc@nedevon-ha.swest.nhs.uk

C/O North & East Devon Health Authority

Cecil Boyall House

Southerhay East

Exeter EX1 1RB

London

New Address:

Regional Association of London CHCs

164 Holloway Road, London N7 8DD

Tel: 0171-609-2264 Fax: 0171-609-3018

Chair: Elizabeth Monero

Swindon CHC

Email for complaints:

Complaints@swindonchc.cix.co.uk

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

Association of Welsh Community Health Council

Correct job title: Sue Wilshire: Chief Officer

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

South Cumbria CHC

Correct Postcode: LA14 1RR

Pembrokeshire CHC

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

New Name:

Norwich and District CHC

chc publications

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.

Effective Obesity Management in Hillingdon

Hillingdon CHC

Pages: 46

The report contains study reports which have looked at obesity management, a comparison of services offered by medical dietetic clinics (hospital based and primary care based), and private slimming clinics in Hillingdon. Focusing on the needs and perceptions of both the consumers and providers of weight management.

Reaside Consumer Satisfaction Survey, July 1998

South Birmingham CHC

Pages: 35

To assess patient satisfaction with services at Reaside and to highlight areas of good practice and make recommendations for service improvements.

Care for people with lung cancer in Wolverhampton

Wolverhampton CHC

Pages:8

This report contains survey questions and patient's views on services for people with lung cancer. The questionnaires were sent to people who have received diagnosis and/ or treatment for lung cancer and were asked to describe their feelings about their treatment. They were not asked to produce evidence to support their comments.

Emergency Contraceptive Services. Results and Recommendations

Lambeth CHC

Pages: 13

This document contains results from a mystery shopper survey of emergency contraceptive services in the Lambeth and Southwark and Lewisham area conducted by Lambeth CHC. This consisted of ringing up A&E departments, Family Planning clinics and GUM clinics to ascertain a snap shot survey which would highlight areas of good and bad practice for access to emergency contraceptive services.

Podiatry / Chiropody Services Survey Results

Harrogate & District CHC

Pages: 17

Patients were selected at random from the waiting list of each clinic run by the Trust in proportion to the length of the list. Questionnaires were then mailed which patients were invited to fill in anonymously and return. The questionnaires were analysed and the report compiled.

Seminar on Public Involvement Techniques. Report of the day.

Bassetlaw CHC

Pages: 46

This is a report of a one-day seminar on Public Involvement that was organised by a group of Community Health Council staff working in the Trent Region, primarily for the benefit of CHC staff in Trent and neighbouring Regions and for recently appointed lay representatives on Primary Care Groups.

How can your health be improved?

Leeds CHC

Pages:39

The survey was conducted to collect suggestions from people in the local areas of the NE Leeds Primary Care Group about how their health and that of their family and neighbours could be improved. Questionnaires were distributed through a range of outlets and responses received from a spectrum of age, gender and ethnicity including those who used the services of an interpreter to take part in the survey.

A Report on Learning Disability Services in Bassetlaw

Bassetlaw CHC

Pages:40

This project reviews the current services available for people with learning disabilities in Bassetlaw, seeks the views of users and carers and makes recommendations for the development of these services in the future.

Continence Survey

North West Regional Assn of CHCs

Pages: 15

There is a review of studies of continence services that has been taking place nationally and will lead to updated guidance on continence services. A questionnaire was sent to all CHCs in the North West Region, which concentrated on the supply of products, assessment and waiting lists. In many cases continence services did not receive adequate funding.

Electro – convulsive therapy and its use

Salford CHC

Pages:124

Salford CHC has investigated E.C.T and its use in the Mental Health Services of Salford with the views of users, 'survivors' and 'carers'. This report and the responses to its contents and recommendations, will help to create better and more effective mental health services.

Blessed are the pure in heart. A report on services for Coronary Heart Disease in Swindon

Swindon & District CHC

Pages: 13

This report was compiled after a working group was established to examine the provisions for the treatment of Coronary Heart Disease in Swindon and after public concern was expressed in several ways at the apparent dearth of treatment available in this area.

Assessing Users' Views of The Local Continence Service

Stockport CHC

Pages: 9

This survey was conducted after a number of concerns were being raised about the local continence service. A percentage of random sample users of the continence service were questioned about their views on the quality and quantity of products they receive and their experiences of other services provided.

Patiently Waiting? A report of research into waiting time at King George Hospital Accident and Emergency Department - patient and staff views

Redbridge CHC

Pages: 72

This study had the overall objective of understanding more about the effect of lengthy waiting time on patient and staff. The combination of qualitative and quantitative methodologies was used because it was felt this would enable complementary insights together with an understanding of the interpersonal dynamics between patient and staff.

Are They Being Heard? A Study of Patients' Perceptions of The New NHS Complaints Procedure in Primary Care

Newcastle CHC

Pages: 42

The overall aim of the new procedure is to console and satisfy complainants, whilst at the same time allowing the NHS to learn lessons to improve services. The aim of the study was to assess patients' perceptions of the new primary care complaints procedure in Newcastle and North Tyneside. A substantial number of complainants are experiencing difficulties.

An evaluation of Clinical Communication and General Information Using the Patient Tracking Methodology.

West Cumbria CHC

Pages: 44

The object of the study was to evaluate the patient tracking technique whilst in care as an appropriate method of service evaluation and to evaluate the clinical communication and general information the patient received.

Survey of Local Health Services 1998/99

East Dorset CHC

Pages: 32

This report summarises the views that people living in the East Dorset Area have about their local NHS services. The report highlights a number of issues of concern raised by correspondents and makes recommendations for further action, which will be followed up by the CHC in the coming year.

Voices into Action. Listening and acting upon the views of carers of people with learning disabilities.

Salford CHC

Pages: 14

A team was formed to study people with learning disabilities and the services available to them in the future. The team formed, held a workshop with an independent facilitator looking at the issues surrounding this subject and put together a plan of action for twelve months of the project.

Report on a Notional Patient with a Hearing Problem

Isle of Wight CHC

Pages: 12

A new scheme has been developed in the approach to the Isle of Wight's visiting programme. They have undertaken a scheme of visiting based on tracking a notional (imaginary) patient through one NHS service, from referral to discharge. This approach is sometimes referred to as The Pathway of Care.

Performance Evaluation Standards Framework for Community Health Councils

ACHCEW

Pages: 38

The aim of this framework is to describe the functions of a CHC in the form of performance standards against which CHCs will be able to assess their compliance. The process is designed to enable CHCs to assess their own organisation critically against a nationally recognised framework of organisational standards and so highlight good practice whilst setting an agenda for service development.

St. George's Hospital Accident and Emergency Department 24 Hour Survey

Wandsworth CHC

Pages: 27

The aims of the survey were to observe and seek information on areas of the Accident and Emergency Department, reason and source of referral, time elapse between injury, illness and attendance, methods of transport used, how easily patients could find the wards, waiting times and it examines the advice given.

" Whose Treatment is it anyway" Report of a pilot project on patient-led clinical audit in mental health services in Salford

Salford CHC

pages:60

A pilot "patient - led" clinical audit project was set up to see if it was possible to involve patients in the clinical audit process and its development and achieve improvements in clinical practice.

Use of Human Organs After Death

ACHCEW: Health News Briefing

Pages: 8

This looks at, in the absence of advance authority from the deceased, the retention of organs for research, education or therapeutic purposes.

Patient Confidentiality - Implications of New Guidance From the General Medical Council

ACHCEW: Health News Briefing

Pages: 8

Guidance on patient confidentiality is currently changing, concerning the release of patient identifiable information for the purposes of clinical and financial audit. The Data Protection Act is extending its data protection principles which will apply to patient records and will be brought into force some time this year.

The Data Protection Act 1998. Implications for Patients Rights - A Briefing Paper

ACHCEW: Health News Briefing

Pages: 6

The new Data Protection Act 1998 will be implemented sometime this year and will replace and expand on the Provisions of the Data Protection Act 1984. ACHCEW has identified and raised a number of concerns about patient rights of access to their medical files and the right to confidentiality with the Department of Health and the Home Office. These are detailed in this briefing.

1000 Years Experience in NHS Complaints The Evidence of Community Health Council Officers

Society of CHC Staff

Pages: 17

This report details the research into the effectiveness of the new complaints arrangements introduced in 1996. It highlights some of the difficulties of the new system and discusses complaints, quality and clinical governance in the NHS and the future role of CHCs as advocates for complaints.

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

Critical Care - Draft for consultation

Audit Commission

Availability:

Draft report of an Audit Commission study looking at critical care services

Once a Day

NHS Executive

This handbook is intended to make primary care staff aware that people with learning disabilities have the same rights of access to health services as anyone else, and that there are often problems in meeting their needs. It also makes local primary health care teams more responsive and better equipped to work with people with disabilities and their families.

Equity and Interchange. Multiprofessional working and learning

SCOPME

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

This describes SCOPME's enquiries into the area of multiprofessional working and learning over a period of three years. It describes the questions asked by the members of a SCOPME working group and gives an account of the answers reached.

Takling Racial Harassment in the NHS. A plan for action

NHS Executive

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

This document is concerned with racial harassment of staff and patients in the NHS, hospitals, primary health care settings and the community. It is being overcome by a campaign to encourage appropriate and effective action enabling the NHS to lead in the systematic, ongoing anti-racist practice.

Development of services for people with Learning Disabilities (Mental Handicap) or Mental Illness in England

House Of Commons

Availability: The Stationery Office.

This report contains details on developments of health and social services in the community and health service hospitals for people with disabilities and mental illnesses.

Future NHS Staffing Requirements. Third Report Volume 1

House Of Commons, Health Committee

Availability: The Stationery Office

This report examines the Government's plans for improvement on NHS staffing. It discusses their policy initiatives and proposals intended to modernise the NHS by improving standards for patients and staffing difficulties.

Official publications

Future NHS Staffing Requirements Third Report - Volume 2

Health Committee

Availability: The Stationery Office

Minutes of evidence and appendices.

Piloting 'National Occupational Standards for Professional Activity in Health Promotion and Care' in the NHS

Health Education Authority

The National Occupational Standards for Professional Activity in Health Promotions and Care were published in 1997. This agenda outlines a number of priorities for future service provisions many of which are addressed by the successful implementation of standards to support organisational and professional development.

Piloting 'National Occupational Standards for Professional Activity in Health Promotion and Care' in the NHS. Case Studies

Health Education Authority

Availability:

These case studies are examples of developments in the health care services.

Feasibility Study of The Case for National Standards for Specialist Practice in Public Health

Suzy Lessof (and others)

Availability:

This study describes and puts into a meaningful framework the broad outcomes that should be achieved in specialist public health organisations and contrasts this ideal with current practice. It recommends on options, advises on strategy and includes a detailed programme of action.

Cover Story. The Use of locum doctors in NHS Trusts

Audit Commission

Availability: Audit Commission Publications. Bookpoint Ltd 39 Milton Park Abingdon OX14 4TD

This report provides practical advice to trusts about how to reduce expenditure on locum doctors.

Patient Defined Outcomes

Marcia Kelson College of Health

Availability: Publications Dpt College of Health. St Margaret's
House 21 Old Ford Road London E2 9PL

This report was written to inform advice on how best to incorporate the issues and concerns that are of greatest importance to patients in outcomes work and includes general recommendations on patient defined outcomes and specific recommendations on issues such as resources, training and education, patient involvement and evidence-based information, and patient involvement in guideline development.

Training for Partnerships with patients and clients

Nancy Kohner and Ali Leftwich

Availability: The College of Health St. Margarets House. 21 Old Ford Road London E2 9PL

The training in this pack is designed to equip health professionals and others to work in partnership with health service users at the level of individual care. It offers help and support in developing skills which are relevant in every encounter between health workers and patients or clients.

Moving to Quality. Good Practice for Staff in Residential Care and Nursing Homes

Counsel and Care. Advice and help for older people

Availability: Counsel and Care, Twyman House, 16 Bonny Street,
London NW1 9PG

Each booklet looks at an issue as it affects residents in residential care and nursing homes and discusses how staff in those homes can improve their working practice with input and support from their managers and other staff.

First Off the Starting Block; Lessons from GP Commissioning pilots for Primary Care Groups

Emma Regen Judith Smith Johnathan Shapiro

Availability: Health Services Management Centre, University of Birmingham

The findings presented in this report are based on fieldwork carried out on commissioning group pilot sites and how they operated in a context of rapidly changing policy in relation to the establishment and operation of PCGs.

Patients Rights Development in Europe December 1998

Dimo Lliev and Mikko Vienonen

Availability: World Health Organization

This is an assessment of the experience gained in promoting the rights of patients, combined with changes in society and countries' legal frameworks.

Involving Users. Improving the delivery of local public services.

National Consumer Council, and others

Availability: National Consumer Council. 20 Grosvenor Gardens London SW1W 0DH

This guide is designed to help public service providers become more effective at consulting and involving their users, at setting standards that matter to them, and at working together to achieve them.

Involving Users. Improving the Delivery of Healthcare

National Consumer Council

Availability:

The National Consumer Council initiated a number of local pilots which set out to see how, in practice, users could be most effectively involved in drawing up new standards and new priorities, and how that impacted on new providers. This report describes how the Leicester Royal Infirmary NHS Trust worked with black and minority ethnic communities to draw up a service improvement plan, and sets out the lessons learned.

Healthy Neighbourhoods

Natasha Gowman

Availability: King's Fund bookshop 11-13 Cavendish Square
London W1M 0AN

This report describes the views of local people on what makes a healthy neighbourhood, and how they have informed the development of neighbourhood projects with the help of the Government, local agencies and residents .

A Higher Level of Practice Report of the Consultation on the UKCC's Proposals for a Revised Regulatory Framework for Post-Registration Clinical Practice

United Kingdom Central Council for Nursing, Midwifery and Health Visiting

Availability: Sarah Waller Director of Standards Promotion
UKCC 23 Portland Place London W1N 4JT

This report details the findings from the UKCC's consultation on its proposals for the future regulation of those nurses, midwives and health visitors who are working at a higher level of practice.

Guidelines for Health Care Commissioners for an ECT Service

The Royal College of Psychiatrists

Availability: Royal College of Psychiatrists, 17 Belgrave Square, London SW1X 8PG

This report provides general information and guidelines on the treatment of ECT.

general publications

An Unwanted Generation A Response by the National Pensioners Convention to the Government's Green Paper. " A New Contract for Welfare: Partnerships in Pensions"

National Pensioners Convention

Availability: National Pensioners Convention 47 Charlton Street
London NW1 1HY

This pamphlet sets out to draw attention to the needs of older pensioners and the way in which pension provision discriminates against them.

Who cares about the health victim

John Elder

Availability: Klaxon Books PO Box 24, Chepstow, NP6 6XS

This publication is about a dozen developed countries and the complaints procedures they have put in place to investigate, resolve and redress the grievances of patients at the receiving end of unsatisfactory health care or treatment. Reviews each of these systems and where the UK version figures in this league.

Organisational costs in the new NHS

Bronwyn Croxson

Availability: OHE, Office of Health Economics 12 Whitehall
London SW18 2DY

This is an introduction to the transaction costs and internal costs of delivering health care.

Disease Management, The NHS and The Pharmaceutical Industry

Anne Madson, Adrian Towse and Mich Drummond

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

In this report different notions of disease management are discussed and their relevance to the NHS.

Trade Mark Legislation and The Pharmaceutical Industry

Shelley Lane Jeremy Philips

Availability: OHE Office of Health Economics 12 Whitehall
Economics SW1A 2DY

This report focuses on the impact upon the pharmaceutical industry of the UK Trade Mark Act 1994 and the new set of Trade Mark Registry Guidelines.

Primary Eye Care Development in Camden and Islington

Fedelma Winkler and Geoff Meads

Availability: Camden and Islington Health Authority 110 Hampstead Road London NW1 2LJ

This is written as a guide for those wishing to develop an integrated eye care service and for those who need to understand developments in this rapidly changing field.

Planning for the future as Consultants in Obstetrics and Gynaecology

The Royal College of Obstetricians & Gynaecologists

Availability: The Royal College of Obstetricians and Gynaecologists, 27 Sussex Place, Regent's Park London NW1 4RG Tel: 017 772 6296

Looks at the provision for a quality service in obstetrics and gynaecology. It identifies issues affecting the profession as well as new ways of delivering care for women.

The Safer cigarette: What the tobacco industry could do! And why it hasn't done it

Action on Smoking and Health, Imperial Cancer Research Fund

Availability: Action on Smoking and Health, 16 Fitzhardinge Street, London W1H 9PL Tel: 0171 224 0743

Community involvement infrastructure in the Bradford District

Ruth Wilson, Independent Consultant

Availability: Ruth Wilson and Associates Research and Communications Counsultancy, 68 Sydenham Place, Bradford BD3 0LA Tel/fax: 01274 643735

Community involvement underpins the work of the Health Action Zones initiative, and this research looks at existing community involvement activity.

Teacher development in hospital medicine & dentistry:- with recommendations for further work

SCOPME

Availability: Department of Health, PO Box 410, Wetherby, LS23 7LN Fax: 0990 210 266

This report sets out the findings of a limited enquiry, commissioned by SCOPME and undertaken by Soundings Research and Ms Morag Macdonald, which sought to review progress in teaching hospital doctors and dentists to teach since SCOPME's 1994 report.

general publications

Disabled people and the National Assembly of Wales

Disability Wales

Availability: Disability Wales, Llys Ifor, Crescent Road, Caerphilly,
CF83 1XL Tel: 01222 887325

The Disability Wales guide sets out some of the basic questions that candidates should be able to answer, and the policies that Disability Wales members want implemented.

Strengthening Public Health:- Proposals for National Public Health Structures

National Heart Forum

Availability: Tavistock House South, Tavistock Square, London
WC1H 9LG Tel: 0171 383 7638

This report reviews the strengths and weaknesses of the current national public health structures and presents some proposals for reform.

Standards & Guidelines for General Anaesthesia for Dentistry:- February 1999

The Royal College of Anaesthetists

Availability: The Royal College of Anaesthetists, 48-49 Russell
Square, London WC1B 4JY

The Royal College of Anaesthetists expects the same standards in dental anaesthesia as are widely accepted for anaesthetists in other clinical settings.

Towards Safer Childbirth:- Minimum Standards for the Organisation of Labour Wards

Royal College of Obstetricians and Gynaecologists and Royal College of Midwives

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

This guidance sets out the minimum midwife and medical staff numbers required to support women in labour.

responses to consultation received

Protecting and using patient information: a national framework

NHSME 03/06/99

Revised Code of Conduct for CHC Members

NHS Executive 01/06/99

consultation documents received

Review of the Public Sector Ombudsmen in England – Cabinet Office

Response by 30/06/99

Commercial sponsorship: ethical standards for the NHS Executive

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.

forthcoming events

Voices in Action: Sharing ideas and experiences on training and support for lay representatives.

- ◆ The conference will be an opportunity to share ideas about the training and support needs of lay representatives. The project team will report on the results of the first year of the project. Participants will be invited to look at how ongoing support could be established and links made with other lay representatives.
- ◆ Monday 21st June 1999
- ◆ London Voluntary Sector Resource Centre, London N7
- ◆ Organised by: Voice in Action Project, College of Health, Jane Bradburn
- ◆ The conference is free to service users/ lay representatives voluntary group members.
- ◆ Further information: 0181 983 1225 Fax: 0181 983 1553

Patient Partnership Conference

- ◆ An updated Patient Partnership Strategy is due to be launched. Participants may wish to attend both conferences, share their views, learn about current initiatives and explore the way forward over the two days.
- ◆ College of Health, Tel : 0181 983 1225
- ◆ Tuesday 22 June 1999
- ◆ Any queries about the conference details can be gained from the above address.
- ◆ Information about accommodation will be made available upon request.

forthcoming events

Mental Capacity -Who decides?

- ◆ This half day seminar will be of interest to parents and carers of people with a learning disability, as well as health professionals, solicitors and those with an interest in health law.
- ◆ Tuesday 13 July 1999
- ◆ Westminster Central Hall
- ◆ Organised by MENCAP
- ◆ Non Members - £30.00
- ◆ More info: Vivienne Shea, Mencap National Centre 0171 696 5586

Why Consider Intermediate Care Now? Structuring Health Care for the future.

- ◆ 22nd June 1999
- ◆ Central London
- ◆ Organised by Capita
- ◆ Carolyn Spring 0171 222 5210

Primary Care in London- An Update Developing Genuine Partnerships

The Greater London Association of Community Health Councils

- ◆ The aim is to update participants on developments in primary care in London, look at the new role of the health authority in the 'New NHS', examine current examples of patient/user/carer/voluntary sector/ public involvement strategies, explore ideas for future partnership working, to produce a report which can be used as a tool by the above groups and primary care groups.
- ◆ Monday 28th June
- ◆ The Jones Suite, London Voluntary Sector Resource Centre, London N7
- ◆ 9.30am – 5pm
- ◆ Price: £55.00
- ◆ Further Information: 0171- 700- 8125

Public Health Symposium: 'Towards a Healthier Environment'

The Royal Institute of Public Health & Hygiene and Society of Public Health

- ◆ The aim of the event is to address further, issues raised at the 7th Annual Public Health Forum on health inequalities.
- ◆ 22ND June 1999
- ◆ 29 Portland Place, London
- ◆ Cost: Members - £99 (+ VAT) Non-Members - £110 (+VAT)
- ◆ More Information: Penny Moore, Tel: 0171-580-2731

information wanted

Any information, protocols or experiences on joint visits for members of the CHC, and non-executives of the Health Authority and Trusts. Please contact Graham Girvan, Chief Officer Darlington and Teesdale CHC 01325 254848

Could any CHCs which have done work specifically relating to the health issues and concerns of younger people (aged 16 to 24) please contact Dawn Imm or Linda Castle at the Gloucestershire CHC Tel: 01452 413044

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