

ASSOCIATION OF  
**COMMUNITY HEALTH COUNCILS**  
FOR ENGLAND & WALES

Friday August 29<sup>th</sup> 2003

Dear Colleagues,

**Patients' Forum Regulations – Draft Briefing**

- The Patients' Forums (Membership and Procedure) Regulations 2003  
<http://www.legislation.hmso.gov.uk/si/si2003/20032123.htm>
- The Patients' Forums (Functions) Regulations 2003  
<http://www.legislation.hmso.gov.uk/si/si2003/20032124.htm>

The Patients' Forum Regulations have been published today. There are two sets: Membership and Procedures (2003 No. 2123) and Functions (2003 No. 2124).

As you know the consultation on the Regulations finished on July 16<sup>th</sup>. The DH have made a number of important changes to the Regulations as a result of the consultation exercise. I have compared the draft and final Regulations and I have shown the key changes following consultation below and in some cases the areas where we would have liked amendments. If I have missed any key changes please let me know. I hope you will find the information below useful for your own local work. Overall I believe the Regulations are reasonable, that the DH have listened to our views and have incorporated some of our key recommendation into them. I understand there were about 300 responses to the Consultation.

## **Function Regulations No 2124**

### **Joint Exercise of Functions and Co-operation**

**Regulation 2(2)** 'commissioned' has been replaced by 'under arrangements made'

**Regulation 2(4)** has been modified (it was 2(5) in the draft). The words 'commission/commissioning' has been replaced with 'arrange/arranging for'

**Regulations 2(5)** This includes the phrase: 'shall have regard to any advice given to them by the Commission.' We advised the removal of this phrase because it might place an unreasonable duty on the Patients' Forum and limit its freedoms. The Commission's duty is to establish, resource and provide members to PFs and to give them advice and assistance. That is clearly different from obliging the recipient of that advice to accept it.

## **Entry and Inspection of Premises**

In this section the Regulations appear to have been made stronger by placing a duty on the NHS (including primary care - GPs, dentists, pharmacists and opticians - for the first time in the history of the NHS) to allow the entry of Patients' Forum members to their premises for the purpose of inspection. There were some limitations in the draft Regulations, but most of these have been removed in the final version. The rights of PFs are now as unfettered as were the Regulations that applied to CHCs – perhaps a little stronger.

**Regulation 3(1)(b).** New paragraph added re rights of access.

Rights of Access – The phrase ... 'shall comply with any request for entry' appears to strengthen the Regulations.

**Regulation 3(3)(e) refers to GP, dentists, pharmacists and opticians and to local authority services and 3(3)(f) to pilot pharmaceutical services and to local authority services.**

It is unfortunate that access for Patients' Forums to prison health services and health facilities at detention centres for asylum seekers, was not explicitly included in the Regulations. It would also have been useful to have included access to private hospitals and clinics where NHS patients receive care, e.g. through the Patients Choice programme. We are assured that further regulations will follow on access to private facilities. Hopefully the Guidance will deal with these issues and the issue of Foundation Trusts – there is no mention in the Regulations of the rights of PFs to visit Foundation Trusts. This is of course likely to be a very big problem - if the Government fail to change their position on Patients' Forums and Foundation Trusts i.e. to make it a right for NHS Trust PFs to continue in existence and have rights of access and inspection when Foundation Trust are formed, the new system could well disappear within a few years.

There does not appear to be any provision in the Regulations for an appeal against the refusal of an NHS body to grant entry to NHS premises, but in practice it is likely that such issues would be raised with Strategic Health Authorities and with the Secretary of State through the CPPIH. The OSC could potentially have a role in supporting their local PFs if problems about access arose.

**Regulation 3(5)** the additional phrase 'the need not to compromise the effective provision of health services' appears in connection with the rights of entry and inspection.

The phrase 'shall have regard.....to any advice given to it by the Commission.' appears again in this paragraph.

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## **Annual Accounts**

### **Regulation 4**

There are small changes in 4(1) and 4(3) to the effect that the PFs duty to keep annual accounts and send them to the Commission becomes a 'shall' instead of a 'must'. There are also other minor changes.

## **Obtaining Information**

### **Regulation 5**

**Regulation 5(1)** The DH have considerably strengthened this Regulation by creating a requirement (instead of 'may request') on NHS bodies to provide information within 20 working days.

However, there is no mention of information quality, or information required regarding national and regional NHS services, prison health services, private providers, local authorities or primary care providers. Hopefully the Guidance will deal with these issues and clarify the arrangements.

## **Restrictions on Disclosure of Information**

### **Regulation 6**

There are minor changes to 6(1)a, 6(1)b which refers to the protection of common law and 6(4) has been slightly modified.

There is no provision to reveal on a confidential basis to a PF that there is a potentially dangerous doctor or nurse working in the area e.g. a Rodney Ledward or Beverley Allit, so that the PF can use its local knowledge to assist the PCT or NHS Trust.

## **Referrals to the Overview and Scrutiny Committee**

### **Regulation 7**

This Regulation remains the same. It deals with NHS bodies that fail to involve patients and the public in their work; (the Section 11 duty in the 2001 Act). The section is much too narrow and weak. It should have included a general encouragement to refer any key issue in this way, i.e. in cases where the NHS is failing to deal adequately with issues concerning the health of local people, there could have been a requirement to refer such matters to the local overview and scrutiny committee. This Regulation could have been strengthened by specifically referring to Section 19(m) of the 2002 Act, which allows the PF to refer any matter to the Overview and Scrutiny Committee concerning the health of local people.

## **Annual and Other Reports**

### **Regulation 8**

This Regulation has been improved in a number of ways:

**In Regulation 8(1)** the requirement to produce a report after a service review has been made less onerous ('must' has been replaced by 'shall').

**In Regulation 8(2)** the very specific demands on PFs about the way in which they must produce their report has been replaced by a more specific and appropriate obligation to explain the methods used to obtain the view of patients and carers.

**Regulation 8(3)** fails to include Overview and Scrutiny Committees in the list of organisations to which the PF should send reports on service reviews.

**Regulation 8(4)** requires the NHS to respond to PF reports on NHS services within 20 working days (previously 28 days) and in addition the NHS body must give an explanation of what action it intends to take or why it does not intend to take any action.

There are three new paragraphs:

**Regulation 8(6)** restrains a PF from seeking assistance from the Strategic Health Authority or Overview and Scrutiny Committee, when a local Trust has failed to respond appropriately to a report on a service, until all reasonable efforts to resolve the matter have failed.

**Regulation 8(7)** facilitates the publication of NHS responses to PF reports on NHS services and is perhaps aimed at preventing the suppression of information by NHS Trusts.

**Regulation 8(8)** requires PFs to provide copies of their Annual Reports to the public.

## **Assistance to Patients, their Families and Carers**

**Regulation 9** which dealt with failing PALS services has been deleted.

There is no longer a requirement in the Regulations for PFs to take over failing PALS services from NHS Trusts.

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## Membership and Procedures Regulations No 2123

### Membership of Patients' Forums

#### Regulation 2

This is perhaps the worst part of the Regulations. The DH have not agreed to increase the minimum size of PFs above 7 members in **Regulation 2(1)** for NHS Trusts, and 9 members in **Regulation 2(4)** for PCT PFs. The size would make them equivalent to a CHC subcommittee. If PFs have such a small number of members some of them would be non-functional during holidays and sickness.

There may of course be a relationship between the very low amounts of money that CPPIH are offering local network providers to run the PFs and the minimum number of members.

**Regulation 2(2)** has been improved in that the term of office (between 1 and 4 years) for members is now subject to agreement between the prospective members and CPPIH. This gives less power to the Commission to determine the length of membership for individual members.

**Regulation 2(4)** places a duty on the Commission to appoint members (in addition to the 7 members) to the PCT PF, who are also members of the PF for the main local NHS Trusts and one additional member from a 'body which represents members of the public in the Primary Care Trust's area in matters relating to their health...'

### Appointment of Chairman and Deputy Chairman

**Regulation 3 (1)** does not require a PF to have a Chair. This should be seen alongside Regulation 8(1), which says that staff provided to the PF shall be under the direction of the members.

**Regulation 3(2)** expects a chair who wishes to resign to give notice to the members of the PF in addition to the Commission.

**Regulation 3(3)** does not now require a vice chair who resigns to give notice to the Commission.



## **Disqualification from Membership**

### **Regulation 4**

This Regulation is virtually the unchanged. Many people are barred from PF membership but oddly not people previously expelled from CHCs by the Secretary of State for acting in a way believed not to be in the best interests of the NHS. Neither does this Regulation bar people who are considered to be unsuitable to work with vulnerable adults or are disqualified from working with children.

**Regulation 4(1)(g) and (m)**- Local authority councillors can be members of PFs if they are not on 'relevant' Scrutiny Committees or members of the executive (cabinet) of the Local Authority.

Employees and people who provide services to PCTs, PFs and ICAS are also barred from membership of PFs as are members of PCTs and NHS Trusts where this would create a conflict of interests.

**Regulation 4(1)(j)** places an 8 year maximum on the length of PF appointments unless 4 years have lapsed since the last period of membership.

## **Cessation of Disqualification**

**Regulation 5 – Remains the same**

## **Expulsions**

### **Regulation 6**

The original stipulation that a member of a PF who ceases to be a member of her/his appointing voluntary sector organisation shall cease to be a member of a PF has been removed.

**Regulation 6(2)** People expelled by the Commission from membership of a PF have no right of appeal in the Regulations.

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## **Appointment of Committees and Joint Committees**

### **Regulation 7**

There are a few changes to this Regulation. The main ones are

**Regulation 7(1)** would allow a PF to discharge all or some of its functions to a committee.

**Regulation 7(3)(a) and (b)** requires that a committee to which a PF has discharged its function has a minimum of two members of the PF or in the case of a joint committee of PFs, one from each.

This is an improvement on the draft, but does allow a sub-committee of the PF (which might only have seven members) to operate, which is made up almost entirely of non-PF members providing there are two full members present. There are no Regulations concerning co-opted membership.

## **Funding, Premises etc**

### **Regulation 8**

**Regulation 8(1)** Now places a more general duty on the Commission to provide support for the PFs (not just administrative and financial support).

**Regulation 8(2)** places staff under the direction of members of the PF, even though PF don't have to appoint a Chair. The complexities between the Local Network Provider and the Members regarding duties and responsibilities to staff might be difficult to resolve.

## **Allowances**

### **Regulation 9**

There appears to be no duty to pay expenses to PF members. 'The Commission may pay.....'.

## **Meetings and Proceedings**

### **Regulation 10**

There is no requirement in this Regulation to hold a minimum number of meetings – it appears that PF can meet whenever it wants and at a regularity chosen by the members.

**Regulations 10(4) and (5)** would allow a considerable amount of business to go on in private.

**Regulation 10 (4)** prevents 'referrals' being made to other bodies unless the PF has agreed to the referral by a majority vote and in public.

**Regulation 10(5)** does now require that proper notice of PF meetings (7 clear days) is both given to members and published.

### **Disability of Members in Proceedings on Account of Pecuniary Interest**

**Regulation 11 has not been changed in any way.**

Please let me know if there are other issues which you feel I should have included in this briefing.

Best wishes,

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## **Local Network Providers for PCTS not on the list:**

### **PCTS:**

- **Central Manchester PCT**
- North Manchester PCT**

**Adur, Arun and Worthing PCT** – West Sussex Voluntary Organisation Liaison Group

**Airedale PCT** – Health Talk Consortium

**Amber Valley PCT** – The Carers Federation Ltd

**Ashfield PCT** – The Carers Federation Ltd

**Ashford PCT** – Kent and Medway Networks Ltd

**Ashton, Leigh and Wigan PCT** – Community Care Options

**Barking and Dagenham PCT** – The College Of Health

**Barnet PCT** – Community Development Investors Agency (CIDA)

**Barnsley PCT** – The BPP Service Users & Carers

**Basildon PCT** – SAVS Centre

**Bassetlaw PCT** – The Carers Federation Ltd

**Bath and North East Somerset PCT** – The Health Advocacy Partnership

**Bebington and West Wirral PCT** – W.I.R.E.D / Age Concern Wirral

**Bedford PCT** – Bedfordshire Rural communities Charity Ltd

**Bedfordshire Heartlands PCT** – Bedfordshire Rural Communities Charity Ltd

**Bexhill and Rother PCT** – West Sussex Voluntary Organisation Liaison Group

**Bexley PCT** – The College Of Health

**Billericay, Brentwood and Wickford PCT** – SAVS Centre

**Birkenhead and Wallasey PCT** – W.I.R.E.D / Age Concern Wirral

**Blackburn With Darwen PCT** – East Lancashire Partnership

**Blackpool PCT** – Blackpool Wyre & Flyde CVS

**Blackwater Valley and Hart PCT** – Scout Enterprises Western Ltd

**Bolton PCT** – Community Care Options

**Bournemouth PCT** – Help & Care

**Bracknell PCT** – Scout Enterprises Western Ltd

**Bradford City PCT** – Health Talk Consortium

**Bradford South and West PCT** – Health Talk Consortium

**Brent PCT** – Age Concern Harrow

**Brighton and Hove City PCT** – West Sussex Voluntary Organisation Liaison Group

**Bristol North PCT** – Scout Enterprises Western Ltd

**Bristol South and West PCT** – Scout Enterprises Western Ltd

**Broadland PCT** – Norwich & Norfolk Voluntary Services

**Bromley PCT** – The College Of Health

**Broxtowe and Hucknall PCT** – Age Concern Nottingham & Nottinghamshire

Burnley, Pendle and Rossendale PCT – East Lancashire Partnership

Burntwood, Lichfield and Tamworth PCT

Bury PCT – Gaddum Centre

Calderdale PCT – Black Health Agency

Cambridge City PCT – Cambridge CVS

Camden PCT – Community Development Investors Agency (CIDA)

Cannock Chase PCT – Age Concern South Staffordshire

Canterbury and Coastal PCT – Kent and Medway Networks Ltd

Carlisle and District PCT – Eden CVS

Castle Point and Rochford PCT – SAVS Centre

Central Cheshire PCT – Congleton And Crewe CVS

Central Cornwall PCT – Scout Enterprises Western Ltd

Central Derby PCT – The Carers Federation Ltd

Central Liverpool PCT – Age Concern Liverpool

Central Manchester PCT

Central Suffolk PCT – Suffolk Acre

Charnwood and North West Leicestershire PCT – The Carers Federation Ltd

Chelmsford PCT – Colchester Community Voluntary Services

Cheltenham and Tewkesbury PCT – Scout Enterprises Western Ltd

Cherwell Vale PCT – Oxfordshire Area Consortium For PPIH

Cheshire West PCT – West Cheshire Health support Network

Chesterfield PCT – The Carers Federation Ltd

Chiltern and South Bucks PCT – Buckinghamshire Locality Network

Chorley and South Ribble PCT – Black Health Agency

City and Hackney PCT – The College Of Health

Colchester PCT – Colchester Community Voluntary Services

Cotswold and Vale PCT – Scout Enterprises Western Ltd

Coventry PCT – Touchstone Housing Association

Craven, Harrogate and Rural District PCT – The Carers Federation Ltd

Crawley PCT – West Sussex Voluntary Organisation Liaison Group

Croydon PCT – Scope

Dacorum PCT – Community Development Agency For Hertfordshire

Darlington PCT – Pioneering Care Partnership

Dartford, Gravesham and Swanley PCT – Kent and Medway Networks Ltd

Daventry and South Northamptonshire PCT – The Carers Federation Ltd

Derbyshire Dales and South Derbyshire PCT – The Carers Federation Ltd

Derwentside PCT – Durham Rural Community Council

Doncaster Central PCT – Doncaster CVS

Doncaster East PCT – Doncaster CVS

Doncaster West PCT – Doncaster CVS

Dudley Beacon and Castle PCT – Black Country Housing & Community Services Group Ltd

Dudley South PCT – Black Country Housing & Community Services Group Ltd


Durham and Chester-le-Street PCT – Durham Rural Community Council



Durham Dales PCT – Durham Rural Community Council  
Ealing PCT - Scope  
Easington PCT – Durham Rural Community Council  
East Cambridgeshire and Fenland PCT - Cambridgeshire Acre  
East Devon PCT – East Devon Volunteer Support Agency  
East Elmbridge and Mid Surrey PCT - Scope  
East Hampshire PCT – Help & Care  
East Kent Coastal PCT – Kent & Medway Networks Ltd  
East Leeds PCT – Voluntary Action Leeds  
East Lincolnshire PCT – Shaw Trust Regional Office – North & Scotland  
East Staffordshire PCT – Age Concern South Staffordshire  
East Surrey PCT - Scope  
East Yorkshire PCT – North Bank Forum  
Eastbourne Downs PCT – West Sussex Voluntary Organisation Liaison Group  
Eastern Birmingham PCT – The Carers Federation Ltd  
Eastern Cheshire PCT – Age Concern Cheshire  
Eastern Hull PCT – North Bank Forum  
Eastern Leicester PCT – The Carers Federation Ltd  
Eastern Wakefield PCT – Black Health Agency  
Eastleigh and Test Valley South PCT – The Help For Health Trust  
Eden Valley PCT – Eden CVS  
Ellesmere Port and Neston PCT – West Cheshire Health Support Network  
Enfield PCT - – Community Development Investors Agency (CIDA)  
Epping Forest PCT – The College Of Health  
Erewash PCT – The Carers Federation Ltd  
Exeter PCT – East Devon Volunteer Support Agency  
Fareham and Gosport PCT – Help & Care  
Fylde PCT – Blackpool Wyre & Flyde CVS  
Gateshead PCT – Gateshead Voluntary Organisations Council  
Gedling PCT – Age Concern Nottingham & Nottinghamshire  
Great Yarmouth PCT – Shaw Trust Regional Office – North & Scotland  
Greater Derby PCT – The Carers Federation Ltd  
Greenwich PCT – The College Of Health  
Guildford and Waverley PCT - Scope  
Halton PCT – Halton Voluntary Action / Warrington CVS  
Hambleton and Richmondshire PCT – Age Concern Teeside  
Hammersmith and Fulham PCT – Voluntary Sector Resource Agency  
Haringey Teaching PCT – Community Development Investors Agency (CIDA)  
Harlow PCT – The College Of Health  
Harrow PCT – Age Concern Harrow  
Hartlepool PCT – Age Concern Teeside  
Hastings and St Leonards PCT – West Sussex Voluntary Organisation Liaison Group  
Havering PCT – The College Of Health



**Heart Of Birmingham Teaching PCT** – The Carers Federation Ltd  
**Herefordshire PCT** – Herefordshire Community Care Alliance  
**Hertsmere PCT** – Community Development Agency For Hertfordshire  
**Heywood and Middleton PCT** – Gaddum Centre  
**High Peak and Dales PCT** – The Carers Federation Ltd  
**Hillingdon PCT** – Scope  
**Hinckley and Bosworth PCT** – The Carers Federation Ltd  
**Horsham and Chancetonbury PCT** – West Sussex Voluntary Organisation  
Liaison Group  
**Hounslow PCT** - Scope  
**Huddersfield Central PCT** – Black Health Agency  
**Huntingdonshire PCT** – Cambridgeshire Acre  
**Hyndburn and Ribble Valley PCT** – East Lancashire Partnership  
**Ipswich PCT** – Suffolk Acre  
**Isle Of Wight PCT** – Riverside Centre  
**Islington PCT** – Community Development Investors Agency (CIDA)  
**Kennet and North Wiltshire PCT** – The Health Advocacy Partnership  
**Kensington and Chelsea PCT** – Voluntary Action Westminster  
**Kingston PCT** - Scope  
**Knowsley PCT** – Knowsley CVS Community Services Centre  
**Lambeth PCT** – The College Of Health  
**Langbaugh PCT** – Age Concern Teeside  
**Leeds North East PCT** – Voluntary Action Leeds  
**Leeds North West PCT** – Voluntary Action Leeds  
**Leeds West PCT** – Voluntary Action Leeds  
**Leicester City West PCT** – The carers Federation Ltd  
**Lewisham PCT** – The College Of Health  
**Lincolnshire South West Teaching PCT** – Shaw Trust Regional Office – North  
& Scotland  
**Luton Teaching PCT** – Voluntary Action Luton  
**Maidstone Weald PCT** – West Kent CVS  
**Maldon and South Chelmsford PCT** – Colchester Community Voluntary  
Services  
**Mansfield District PCT** – The Carers Federation Ltd  
**Medway PCT** – Kent and Medway Networks Ltd  
**Melton, Rutland and Harborough PCT** – The Carers Federation Ltd  
**Mendip PCT** – The Health Advocacy Partnership  
**Mid Devon PCT** – East Devon Volunteer Support Agency  
**Middlesbrough PCT** – Age Concern Teeside  
**Mid-Hampshire PCT** – The Help For Health Trust  
**Mid-Sussex PCT** – West Sussex Voluntary Organisation Liaison Group  
**Milton Keynes PCT** – Age Concern Milton Keynes  
**Morecambe Bay PCT** – Lancaster, Barrow & South Lakes CVS  
**New Forest PCT** – Help & Care

Newark and Sherwood PCT – The Carers Federation Ltd  
Newbury and Community PCT – Oxfordshire Area Consortium For PPIH  
Newcastle PCT – North of Tyne Patients Voice  
Newcastle-under-Lyme PCT – Age Concern South Staffordshire  
Newham PCT – The College Of Health  
North and East Cornwall PCT – Scout Enterprises Western Ltd  
North Birmingham PCT – The Carers Federation Ltd  
North Bradford PCT – Health Talk Consortium  
North Devon PCT – East Devon Volunteer Support Agency  
North Dorset PCT – Help & Care  
North East Lincolnshire PCT – Shaw Trust  
North East Oxfordshire PCT – Oxfordshire Area Consortium For PPIH  
North Eastern Derbyshire PCT – The Carers Federation Ltd  
North Hampshire PCT – Scout Enterprises Western Ltd  
North Hertfordshire and Stevenage PCT – Community Development Agency  
For Herfordshire  
North Kirklees PCT – Black Health Agency  
North Lincolnshire PCT – Shaw Trust  
North Liverpool PCT – Sefton CVS  
 North Manchester PCT  
North Norfolk PCT – Norwich & Norfolk Voluntary Services  
North Peterborough PCT – Cambridge Acre  
North Sheffield PCT – The Carers Federation Ltd  
North Somerset PCT – The Health Advocacy Partnership  
North Stoke PCT – Age Concern South Staffordshire  
North Surrey PCT - Scope  
North Tees PCT – Age Concern Teeside  
North Tyneside PCT – North of Tyne Patients Voice  
North Warwickshire PCT – Touchstone Housing Association  
Northampton PCT – The Carers Federation Ltd  
Northamptonshire Heartlands PCT – The Carers Federation Ltd  
Norwich PCT – Norwich & Norfolk Voluntary Services  
Nottingham City PCT – Age Concern Nottingham & Nottinghamshire  
Oldbury and Smethwick PCT – Black Country Housing & Community Services  
Group Ltd  
Oldham PCT – Gaddum Centre  
Oxford City PCT – Oxfordshire Area Consortium For PPIH  
Plymouth PCT – Scout Enterprises Western Ltd  
Poole PCT – Help & Care  
Portsmouth City PCT – Help & Care  
Preston PCT – Black Health Agency  
Reading PCT – Scout Enterprises Western Ltd  
Redbridge PCT – The College Of Health  
Redditch and Bromsgrove PCT – Herefordshire Community Care Alliance



**Richmond and Twickenham PCT** - Scope  
**Rochdale PCT** – Gaddum Centre  
**Rotherham PCT** – Mexborough & District CAB  
**Rowley Regis and Tipton PCT** – Black Country Housing & Community Services Group Ltd  
**Royston, Buntingford and Bishop's Stortford PCT** – Community Development Agency For Hertfordshire  
**Rugby PCT** – Touchstone Housing Association  
**Rushcliffe PCT** – Age Concern Nottingham & Nottinghamshire  
**Salford PCT** – Passionately Curious Ltd  
**Scarborough, Whitby and Ryedale PCT** – Age Concern Teeside  
**Sedgefield PCT** – Pioneering Care Partnership  
**Selby and York PCT** – The Carers Federation  
**Sheffield South West PCT** – The Carers Federation  
**Sheffield West PCT** – The Carers Federation  
**Shepway PCT** – Kent and Medway Networks Ltd  
**Shropshire County PCT** – Voluntary Action Shrewsbury  
**Slough PCT** – Scout Enterprises Western Ltd  
**Solihull PCT** – Solihull CVS  
**Somerset Coast PCT** – The Health Advocacy Partnership  
**South and East Dorset PCT** – Help & Care  
**South Birmingham PCT** – Black Country Housing & Community Services Group Ltd  
**South Cambridgeshire PCT** – Cambridge CVS  
**South East Hertfordshire PCT** – Community Development Agency For Hertfordshire  
**South East Oxfordshire PCT** – Oxfordshire Area Consortium For PPIH  
**South East Sheffield PCT** – The Carers Federation  
**South Gloucestershire PCT** – Scout Enterprises Western Ltd  
**South Hams and West Devon PCT** – East Devon Volunteer Support Agency  
**South Huddersfield PCT** – Black Health Agency  
**South Leeds PCT** – Voluntary Action Leeds  
**South Leicestershire PCT** – The Carers Federation Ltd  
**South Liverpool PCT** – Age Concern Liverpool  
**South Manchester PCT** – Black Health Agency  
**South Peterborough PCT** – Cambridge Acre  
**South Sefton PCT** – Sefton CVS  
**South Somerset PCT** – The Health Advocacy Partnership  
**South Stoke PCT** – Age Concern South Staffordshire  
**South Tyneside PCT** – Gateshead Voluntary Organisations Council  
**South Warwickshire PCT** – Touchstone Housing Association  
**South West Dorset PCT** – Help & Care  
**South West Kent PCT** – West Kent CVS  
**South West Oxfordshire PCT** – Oxfordshire Area Consortium For PPIH



**South Western Staffordshire PCT**

**South Wiltshire PCT** – The Health Advocacy Partnership

**South Worcestershire PCT** – Herefordshire Community Care Alliance

**Southampton City PCT** – Help & Care

**Southend On Sea PCT** – SAVS Centre

**Southern Norfolk PCT** – Norwich & Norfolk Voluntary Services

**Southport and Formby PCT** – Sefton CVS

**Southwark PCT** – The College Of Health

**St Albans and Harpenden PCT** – Community Development Agency For Hertfordshire

**St Helens PCT** – Knowsley CVS Community

**Staffordshire Moorlands PCT** – Age Concern South Staffordshire

**Stockport PCT** – Gaddum Centre

**Suffolk Coastal PCT** – Suffolk Acre

**Suffolk West PCT** – Suffolk Acre

**Sunderland Teaching PCT** – age Concern Sunderland

**Sussex Downs and Weald PCT** – West Sussex Voluntary Organisation Liason Group

**Sutton and Merton PCT** - Scope

**Swale PCT** – Kent and Medway Networks Ltd

**Swindon PCT** – The Health Advocacy Partnership

**Tameside and Glossop PCT** – Gaddum Centre

**Taunton Deane PCT** – The Health Advocacy Partnership

**Teignbridge PCT** – East Devon Volunteer Support Agency

**Telford and Wrekin PCT** – Voluntary Action Shrewsbury

**Tendring PCT** – Colchester Community Voluntary Services

**Thurrock PCT** – SAVS Centre

**Torbay PCT** – East Devon Volunteer Support Agency

**Tower Hamlets PCT** – The College Of The Health

**Trafford North PCT** – Passionately Curious Ltd

**Trafford South PCT** – Passionately curious Ltd

**Uttlesford PCT** – The College Of Health

**Vale Of Aylesbury PCT** – Buckinghamshire Locality Network

**Wakefield West PCT** – Black Health Agency

**Walsall Teaching PCT** – Walsall Citizens Advice Bureau

**Waltham Forest PCT** – The College Of Health

**Wandsworth PCT** - Scope

**Warrington PCT** – Halton Voluntary Action / Warrington CVS

**Watford and Three Rivers PCT** – Community Development Agency For Hertfordshire

**Waveney PCT** – Shaw Trust Regional Office – North & Scotland

**Wednesbury and West Bromwich PCT** – Black Country Housing & Community Services Group Ltd

**Welwyn Hatfield PCT** – Community Development Agency For Hertfordshire

West Cumbria PCT – Eden CVS

West Gloucestershire PCT

West Hull PCT – North Bank Forum

West Lancashire PCT – Sefton CVS

West Lincolnshire PCT – Sure Trust Regional Office – North & Scotland

West Norfolk PCT – Cambridgeshire Acre

West Of Cornwall PCT

West Wiltshire PCT – The Health Advocacy Partnership

Western Sussex PCT – West Sussex Voluntary Organisation Liaison Group

Westminster PCT – Voluntary Action Westminster

Windsor, Ascot and Maidenhead PCT – Scout Enterprises Western Ltd

Witham Braintree & Halstead PCT – The College Of Health

Woking Area PCT - Scope

Wokingham PCT – Scout Enterprises Western Ltd

Wolverhampton City PCT – Wolverhampton Citizens Advice Bureau

Wycombe PCT – Buckinghamshire Locality Network

Wyre Forest PCT – Herefordshire Community Care Alliance

Wyre PCT – Blackpool Wyre & Flyde CVS

Yorkshire Wolds and Coast PCT – North bank Forum



## **NHS TRUSTS:**

-

**5 Boroughs Partnership NHS Trust** – Halton Voluntary Action / Warrington CVS

**Addenbrooke's NHS Trust** – Cambridge CVS

**Aintree Hospitals NHS Trust** – Sefton CVS

**Airedale NHS Trust** – Health Talk Consortium

**Ashford and St Peter's Hospitals NHS Trust** - Scope

**Avon Ambulance Service NHS Trust** – Scout Enterprises Western Ltd

**Avon and Wiltshire Mental Health Partnership NHS Trust** – The Health Advocacy Partnership

**Barking, Havering and Redbridge Hospitals NHS Trust** – The College Of Health

**Barnet and Chase Farm Hospitals NHS Trust** – Community Investors Development Agency

**Barnet, Enfield and Haringey Mental Health NHS Trust** – Community Investors Development Agency

**Barnsley District General Hospital NHS Trust** – BPP Service Users & Carers

**Barts and The London NHS Trust** – The College Of Health

**Basildon and Thurrock University Hospitals NHS Trust** – Contact Details

**Bedford Hospitals NHS Trust** – Bedfordshire Rural Communities Charities

**Bedfordshire and Hertfordshire Ambulance and Paramedic Service NHS Trust** – Bedfordshire Rural communities Charity

**Bedfordshire and Luton Community NHS Trust** – Voluntary Action Luton

**Berkshire Healthcare NHS Trust** – Scout Enterprises Western Ltd

**Birmingham and Solihull Mental Health NHS Trust** – Black Country Housing & Community Services Group Ltd

**Birmingham Children's Hospital NHS Trust** – The Carers Federation Ltd

**Birmingham Heartlands and Solihull (teaching) NHS Trust** – Solihull CVS

**Birmingham Women's Health Care NHS Trust** – The Carers Federation Ltd

**Black Country Mental Health NHS Trust** – Black Country Housing & Community Services Group Ltd

**Blackburn Hyndburn and Ribble Valley Healthcare NHS Trust** – East Lancashire Partnership

**Blackpool, Fylde and Wyre Hospitals NHS Trust** – Blackpool Wyre & Fylde CVS

**Bolton Hospitals NHS Trust** – Commcare Options

**Bolton, Salford and Trafford Mental Health NHS Trust** – Commcare Options

**Bradford Teaching Hospitals NHS Trust** – Health Talk Consortium

**Brighton and Sussex University Hospitals NHS Trust** – West Sussex Voluntary Organisation Liaison Group

**Bromley Hospitals NHS Trust** – The College Of Health

**Buckinghamshire Hospitals NHS Trust** – Buckinghamshire Locality Network

**Buckinghamshire Mental Health NHS Trust** – Buckinghamshire Locality Network

**Burnley HealthCare NHS Trust** – East Lancashire Partnership

**Burton Hospitals NHS Trust** – Age Concern South Staffordshire

**Calderdale and Huddersfield NHS Trust** – Black Health Agency



**Camden & Islington Mental Health & Social Care Trust** – Community Investors Development Agency  
**Calderstones NHS Trust** – East Lancashire Partnership  
**Cambridgeshire and Peterborough Mental Health Partnership NHS Trust** – Cambridgeshire Acre  
**Central and North West London Mental Health NHS Trust** – Voluntary Action Westminster  
**Central Manchester and Manchester Children's University Hospitals NHS Trust**  
**Chelsea and Westminster Healthcare NHS Trust** – Voluntary Action Westminster  
**Cheshire and Wirral Partnership NHS Trust** – West Cheshire Health Support Network  
**Chesterfield and North Derbyshire Royal Hospital NHS Trust** – The Carers Federation Ltd  
**Christie Hospital NHS Trust** – Black Health Agency  
**City Hospitals Sunderland NHS Trust** – Age Concern Sunderland  
**Clatterbridge Centre For Oncology NHS Trust** – W.I.R.E.D/Age Concern Wirral  
**Communtiy Health South London NHS Trust** – The College Of Health  
**Cornwall Partnership NHS Trust** – Scout Enterprises Western Ltd  
**Countess Of Chester Hospital NHS Trust** – West Cheshire Health Support Network  
**County Durham and Darlington Acute Hospitals NHS Trust** – Durham Rural Community Council  
**County Durham and Darlington Priority Services NHS Trust** – Durham Rural Communtiy Council  
**Cumbria Ambulance Service NHS Trust** – Eden CVS  
**Dartford and Gravesham NHS Trust** – Kent and Medway Networks Ltd  
**Derbyshire Mental Health Services NHS Trust** – The Carers Federation Ltd  
**Devon Partnership NHS Trust** – East Devon Volunteer Support Agency  
**Doncaster and Bassetlaw Hospitals NHS Trust** – Doncaster CVS  
**Doncaster and South Humber Healthcare NHS Trust** – Doncaster CVS  
**Dorset Ambulance NHS Trust** – Health & Care  
**Dorset Health Care NHS Trust** – Health & Care  
**Dudley Group Of Hospitals NHS Trust** – Black Country Housing & Community Services Group Ltd  
**Ealing Hospital NHS Trust** - Scope  
**East and North Hertfordshire NHS Trust** – Community Development Agency For Hertforshire  
**East Anglian Ambulance NHS Trust** – Norwich & Norfolk Voluntary Services  
**East Cheshire NHS Trust** – Age Concern Cheshire  
**East Kent Hospitals NHS Trust** – Kent and Medway Networks Ltd  
**East Kent NHS and Social Care Partnership Trust** – Kent and Medway Networks Ltd  
**East Lancashire Hospitals NHS Trust** – **East Lancashire Partnership**  
**East London and The City Mental Health NHS Trust** – The College Of Health  
**East Midlands Ambulance Service NHS Trust** – Age Concern Nottingham & Nottinghamshire  
**East Somerset NHS Trust** – The Health Advocacy Partnership  
**East Sussex County Healthcare NHS Trust** – West Sussex Voluntary Organisation

Liaison Group  
 East Sussex Hospitals NHS Trust – West Sussex Voluntary Organisation Liaison Group  
 Epsom and St Helier University Hospitals NHS Trust - Scope  
 Essex Ambulance Service NHS Trust – Colchester Community Voluntary Services  
 Essex Rivers Healthcare NHS Trust – Colchester Community Voluntary Services  
 Frimley Park Hospital NHS Trust - Scope  
 Gateshead Health NHS Trust – Gateshead Voluntary Organisations Council  
 George Elliot Hospital NHS Trust – Touchstone Housing Association  
 Gloucestershire Ambulance Services NHS Trust – Scout Enterprises Western Ltd  
 Gloucestershire Hospitals NHS Trust – Scout Enterprises Western Ltd  
 Gloucestershire Partnership NHS Trust – Scout Enterprises Western Ltd  
 Good Hope Hospital NHS Trust – Walsall Citizens Advice Bureau  
 Great Ormond Street Hospital For Children NHS Trust – Community Investors Development Agency  
 Greater Manchester Ambulance Service NHS Trust  
 Guy's and St Thomas' NHS Trust – The College Of Health  
 Hammersmith Hospitals NHS Trust – Voluntary Sector Resource Agency  
 Hampshire Ambulance Service NHS Trust – The Help For Health Trust  
 Harrogate Health Care NHS Trust – The Carers Federation  
 Health Partnership NHS Trust – Cambridge Acre  
 Heatherwood and Wexham Park Hospitals NHS Trust – Scout Enterprises Western Ltd  
 Hereford and Worcester Ambulance Service NHS Trust – Hereford Community Care Alliance  
 Hereford Hospitals NHS Trust – Herefordshire Community Care Alliance  
 Hertfordshire Partnership NHS Trust – Community Development Agency For Hertfordshire  
 Hillingdon Hospital NHS Trust - Scope  
 Hinchingsbrooke Health Care NHS Trust – Cambridgeshire Acre  
 Homerton University Hospital NHS Trust – The College Of Health  
 Hull and East Riding Community Health NHS Trust – North Bank Forum  
 Hull and East Yorkshire Hospitals NHS Trust – North Bank Froum  
 Ipswich Hospital NHS Trust – Suffolk Acre  
 Isle Of Wight Healthcare NHS Trust – Riverside Centre  
 James Paget Healthcare NHS Trust – Shaw Trust Regional Office – North & Scotland  
 Kent Ambulance NHS Trust – West Kent CVS  
 Kettering General Hospital NHS Trust – The Carers Federation Ltd  
 King's College Hospital NHS Trust – The College Of Health  
 Kings Lynn and Wisbech Hospitals NHS Trust – Cambridgeshire Acre  
 Kingston Hospital NHS Trust - Scope  
 Lancashire Ambulance Service NHS Trust – Black Health Agency  
 Lancashire Care NHS Trust – Black Health Agency  
 Lancashire Teaching Hospitals NHS Trust – Black Health Agency  
 Leeds Mental Health Teaching NHS Trust – Voluntary Action Leeds



**Leeds Teaching Hospitals NHS Trust** – Voluntary Action Leeds  
**Leicestershire Partnership NHS Trust** – The Carers Federation  
**Lincolnshire Ambulance and Health Transport Service NHS Trust** – Shaw Trust  
 Regional Office – North & Scotland  
**Lincolnshire Partnership NHS Trust** – Shaw Trust Regional Office – North &  
 Scotland  
**Lincolnshire South West Teaching NHS Trust** – Shaw Trust Regional Office – North  
 & Scotland  
**Liverpool Womens Hospital NHS Trust** – Sefton CVS  
**Local Health Partnerships NHS Trust** – Suffolk Acre  
**London Ambulance Service NHS Trust** – The College Of Health  
**Luton and Dunstable Hospital NHS Trust** – Voluntary Action Luton  
**Maidstone and Tunbridge Wells NHS Trust** – West Kent CVS  
**Mayday Healthcare NHS Trust** - Scope  
**Medway NHS Trust** – Kent and Medway Networks Ltd  
**Mersey Care NHS Trust** – Age Concern Liverpool  
**Mersey Regional Ambulance Service NHS Trust** – Age Concern Liverpool  
**Mid Cheshire Hospital NHS Trust** – Congleton and Crewe CVS  
**Mid Essex Hospital Services NHS Trust** – Colchester Community Voluntary Services  
**Mid Staffordshire General Hospitals NHS Trust** – Age Concern South Staffordshire  
**Mid Yorkshire Hospitals NHS Trust** – Black Health Agency  
**Milton Keynes General Hospital NHS Trust** – Age Concern Milton Keynes  
**Moorfields Eye Hospital NHS Trust** – Community Investors Development Agency  
**Morecambe Bay Hospitals NHS Trust** – Lancaster, Barrow & South Lakes CVS  
**Newcastle Upon Tyne Hospital NHS Trust** – **North of Tyne Patients Voice**  
**Newcastle, North Tyneside and Northumberland Mental Health NHS Trust** – North  
 of Tyne Patients Voice  
**Newham Healthcare NHS Trust** – The College Of Health  
**Norfolk and Norwich University Hospital NHS Trust** – Norwich & Norfolk Voluntary  
 Services  
**Norfolk Mental Health Care NHS Trust** – Norwich & Norfolk Voluntary Services  
**North Bristol NHS Trust** – Scout Enterprises Western Ltd  
**North Cheshire Hospitals NHS Trust** – Halton Voluntary Action / Warrington CVS  
**North Cumbria Acute Hospitals NHS Trust** – Eden CVS  
**North Cumbria Mental Health and Learning Disabilities NHS Trust** – Eden CVS  
**North East Ambulance Service NHS Trust** – North of Tyne Patients Voice  
**North East London Mental Health NHS Trust** – The College Of Health  
**North Essex Mental Health Partnership NHS Trust** – Colchester Community  
 Voluntary Services  
**North Hampshire Hospitals NHS Trust** – Scout Enterprises Western Ltd  
**North Middlesex University Hospital NHS Trust** – Community Investors  
 Development Agency  
**North Staffordshire Hospital NHS Trust** – Age Concern South Staffordshire  
**North Staffordshire Combined Healthcare NHS Trust** – Age Concern South  
 Staffordshire  
**North Tees and Hartlepool NHS Trust** – Age Concern Teeside



North West London Hospitals NHS Trust – Age Concern Harrow  
 North West Surrey Mental Health NHS Partnership Trust - Scope  
 Northampton General Hospital NHS Trust – The Carers Federation Ltd  
 Northampton Healthcare NHS Trust – The Carers Federation Ltd  
 Northern Devon Healthcare NHS Trust – East Devon Council For Voluntary Service  
 Northern Lincolnshire and Goole Hospitals NHS Trust – Sure Trust  
 Northgate and Prudhoe NHS Trust – North Of Tyne Patients Voice  
 Northumbria Health Care NHS Trust – North of Tyne Patients Voice  
 Nottingham City Hospital NHS Trust - Age Concern Nottingham & Nottinghamshire  
 Nottingham Healthcare NHS Trust – The Carers Federation Ltd  
 Nuffield Orthopaedic Centre NHS Trust – Oxfordshire Area Consortium For PPIH  
 Oxford Radcliffe Hospitals NHS Trust – **Oxfordshire Area Consort for CPPIH**  
 Oxfordshire Ambulance NHS Trust – Oxfordshire Area Consortium For PPIH  
 Oxfordshire Learning Disability NHS Trust – Oxfordshire Area Consortium For PPIH  
 Oxfordshire Mental Healthcare NHS Trust – Oxfordshire Area Consortium For PPIH  
 Oxleas NHS Trust – The College Of Health  
 Papworth Hospital NHS Trust – Cambridge CVS  
 Pennine Acute Hospitals NHS Trust – Gaddum Centre  
 Pennine Care NHS Trust – Gaddum Centre  
 Peterborough Hospitals NHS Trust – Cambridge Acre  
 Plymouth Hospitals NHS Trust – Scout Enterprises Western Ltd  
 Poole Hospitals NHS Trust – Health & Care  
 Portsmouth Hospitals NHS Trust – Help & Care  
 Queen Elizabeth Hospital NHS Trust – The College Of Health  
 Queen Mary's Sidcup NHS Trust – The College Of Health  
 Queen's Medical Centre, Nottingham University Hospital NHS Trust – Age Concern Nottingham & Nottinghamshire  
 Queen Victoria Hospital NHS Trust – West Sussex Voluntary Organisation Liaison Group  
 Robert Jones and Agnes Hunt Orthopaedic and District Hospital NHS Trust – Voluntary Action Shrewsbury  
 Rotherham General Hospitals NHS Trust – Mexborough & District CAB  
 Royal Berkshire Ambulance Service NHS Trust – Scout Enterprises Western Ltd  
 Royal Berkshire and Battle Hospitals NHS Trust – Scout Enterprises Western Ltd  
 Royal Bournemouth and Christchurch Hospitals NHS Trust – Help & Care  
 Royal Brompton and Harefield NHS Trust – Voluntary Action Westminster  
 Royal Cornwall Hospitals NHS Trusts – Scout Enterprises Western Ltd  
 Royal Devon and Exeter Healthcare NHS Trust – East Devon Volunteer Support Agency  
 Royal Free Hampstead NHS Trust – Community Investors Development Agency  
 Royal Liverpool and Broadgreen University Hospitals NHS Trust – Age Concern Liverpool  
 Royal Liverpool Childrens NHS Trust – Sefton CVS  
 Royal Marsden NHS Trust – Voluntary Action Westminster  
 Royal National Hospital For Rheumatic Diseases NHS Trust – The Health Advocacy Partnership

Royal National Orthopaedic Hospital NHS Trust – Age Concern Harrow  
 Royal Orthopaedic Hospital NHS Trust – Black Country Housing & Community Services Group Ltd  
 Royal Shrewsbury Hospitals NHS Trust – Voluntary Action Shrewsbury  
 Royal Surrey County Hospital NHS Trust - Scope  
 Royal United Hospital Bath NHS Trust – The Health Advocacy Partnership  
 Royal West Sussex NHS Trust – West Sussex Voluntary Organisation Liaisons group  
 Royal Wolverhampton Hospitals NHS Trust – Wolverhampton Citizens Advice Bureau  
 Salford Royal Hospitals NHS Trust – Passionately Curious Ltd  
 Salisbury Health Care NHS Trust – The Health Advocacy Partnership  
 Sandwell and West Birmingham Hospitals NHS Trust – Black Country Housing & Community Services Group Ltd  
 Scarborough and North East Yorkshire Health Care NHS Trust – Age Concern Teeside  
 Sheffield Children's NHS Trust – The Carers Federation Ltd  
 Sheffield Teaching Hospitals NHS Trust – the Carers Federation Ltd  
 Sherwood Forest Hospitals NHS Trust – The Carers Federation Ltd  
 Somerset Partnership NHS and Social Care Trust – The Health Advocacy Partnership  
 South Devon Health Care NHS Trust – East Devon Volunteer Support Agency  
 South Downs Health NHS Trust – West Sussex Voluntary Organisation Liaison Group  
 South Essex Partnership NHS Trust – SAVS Centre  
 South London and Maudsley NHS Trust – The College Of Health  
 South Manchester University Hospitals NHS Trust  
 South Of Tyne and Wearside Mental Health NHS Trust – Gateshead Voluntary Organisations Council  
 South Staffordshire Healthcare NHS Trust – Age Concern South Staffordshire  
 South Tees Hospitals NHS Trust – Age Concern Teeside  
 South Tyneside Health Care NHS Trust – Gateshead Voluntary Organisations Council  
 South Warwickshire General Hospitals NHS Trust – Touchstone Housing Association  
 South West London and St George's Mental Health NHS Trust - Scope  
 South West Yorkshire Mental Health NHS Trust – Black Health Agency  
 South Yorkshire Ambulance Service NHS Trust – Mexborough & District CAB  
 Southampton University Hospitals NHS Trust – Help & Care  
 Southend Hospital NHS Trust – SAVS Centre  
 Southern Derbyshire Acute Hospitals NHS Trust – The Carers Federation Ltd  
 Southport and Ormskirk Hospital NHS Trust – Sefton CVS  
 St George's Healthcare NHS Trust - Scope  
 St Helens and Knowsley Hospitals NHS Trust – Knowsley CVS Community Services Centre  
 St Mary's NHS Trust – Voluntary Action Westminster  
 Staffordshire Ambulance Service NHS Trust – Age Concern South Staffordshire  
 Stockport NHS Trust – Gaddum Centre  
 Surrey Ambulance Service NHS Trust - Scope  
 Surrey and Sussex Healthcare NHS Trust - Scope  
 Surrey Hampshire Borders NHS Trust - Scope



**Surrey Oaklands NHS Trust - Scope**  
**Sussex Ambulance Service NHS Trust – West Sussex Voluntary Organisation Liaison Group**  
**Swindon and Marlborough NHS Trust – The Health Advocacy Partnership**  
**Tameside and Glossop Acute Services NHS Trust – Gaddum Centre**  
**Taunton and Somerset NHS Trust – The Health Advocacy Partnership**  
**Tavistock and Portman NHS Trust – Community Investors Development Agency**  
**Tees and North East Yorkshire NHS Trust – Age Concern Teeside**  
**Tees East and North Yorkshire Ambulance Service NHS Trust – North Bank Forum**  
**The Cardiothoracic Centre - Liverpool NHS Trust – Age Concern Liverpool**  
**The Lewisham Hospital NHS Trust – The College Of Health**  
**The Princess Alexandra Hospital NHS Trust – The College Of Health**  
**The Princess Royal Hospital NHS Trust – Voluntary Action Shrewsbury**  
**The Royal Wolverhampton Hospitals NHS Trust – Wolverhampton Citizens Advice Bureau**  
**Trafford Healthcare NHS Trust – Passionately Curious Ltd**  
**Two Shires Ambulance NHS Trust – Age Concern Milton Keynes**  
**United Bristol Healthcare NHS Trust – Scout Enterprises Western Ltd**  
**United Lincolnshire Hospitals NHS Trust – Shaw Trust Regional Office – North & Scotland**  
**University College London Hospitals NHS Trust – Community Investors Development Agency (CIDA)**  
**University Hospital Birmingham NHS Trust – Black Country Housing & Community Services Group Ltd**  
**University Hospital Of North Staffordshire NHS Trust**  
**University Hospitals Coventry and Warwickshire NHS Trust – Touchstone Housing Association**  
**University Hospitals Of Leicester NHS Trust – The Carers Federation Ltd**  
**Walsall Hospitals NHS Trust – Walsall Citizens Advice Bureau**  
**Walton Centre For Neurology and Neurosurgery NHS Trust – Sefton CVS**  
**Warwickshire Ambulance Service NHS Trust – Touchstone Housing Association**  
**West Dorset General Hospitals NHS Trust – Help & Care**  
**West Hampshire NHS Trust – Help & Care**  
**West Hertfordshire Hospitals NHS Trust – Community Development Agency For Hertfordshire**  
**West Kent NHS and Social Care Trust – West Kent CVS**  
**West London Mental Health NHS Trust - Scope**  
**West Middlesex University NHS Trust - Scope**  
**West Midlands Ambulance Service NHS Trust - Black Country Housing & Community Services Group Ltd**  
**West Suffolk Hospitals NHS Trust – Suffolk Acre**  
**West Sussex Health and Social Care NHS Trust – West Sussex Voluntary Organisation Liaison Group**  
**West Yorkshire Metropolitan Ambulance Service NHS Trust – Health Talk Consortium**  
**Westcountry Ambulance Services NHS Trust – East Devon Volunteer Support Agency**

Whipps Cross University Hospital NHS Trust – The College Of Health  
Whittington Hospital NHS Trust – Community Investors Development Agency  
Wiltshire Ambulance Service NHS Trust – The Health Advocacy Partnership  
Winchester and Eastleigh Healthcare NHS Trust – The Help For Health Trust  
Wirral Hospital NHS Trust – W.I.R.E.D/Age Concern Wirral  
Worcestershire Acute Hospitals NHS Trust – Herefordshire Community Care Alliance  
Worcestershire Mental Health Partnership NHS Trust – Herefordshire Community  
Care Alliance  
Worthing and Southlands Hospitals NHS Trust – West Sussex Voluntary  
Organisation Liaison Group  
Wrightington, Wigan and Leigh NHS Trust – Commcare Options  
York Hospitals NHS Trust – The Carers Federation



ACHCEW Publications:

- ◆ The first CD (The Golden Age of Patient and Public Involvement – Volume One) has been compiled and contains a number of recent publications
- ◆ Publications in the following categories have been identified, marshalled, catalogued and one hard copy of each filed.
  - Leaflets and Factsheets
  - Health Perspectives
  - Health News Briefings
  - Annual Reports
  - CHC News
  - National Plan News
  - CHC Listings
- ◆ Initial trials have been run with Imagestor to convert these documents to electronic format on CD. A sample CD has been compiled to view the quality of reproduction over the various types of format.

Converting this amount of material in house would take far too long and would be very expensive using conventional scanning equipment. For this reason we need the services of a company such as Imagestor who specialise in this type of work using purpose built high speed scanners. However in running at this speed quality is compromised to a certain extent. This can be resolved on most of the publications but on the limited quantity of material which is in colour, the results are not felt to be acceptable.

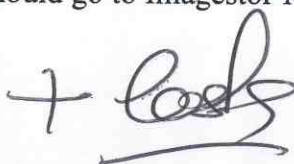
It is therefore proposed to engage Imagestor to convert all the plain black and white publications to electronic format on CD. The limited amount of colour work we will convert in house. This will allow us to bring all the information together in house in the shortest time and to an acceptable level of quality. We can then compile further volumes of the ACHCEW CD in a suitable format, (PDF), with our choice of content and indexed in a preferred style..

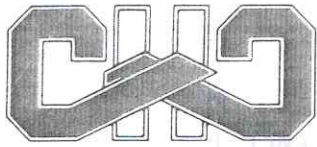
In using this approach we reduce the conversion lead time to a minimum since we do not need to concern ourselves in the first stages with indexing, format or individual CD content. It also gives us the maximum flexibility to compile the CDs for publication as we wish and to make changes right to the point of producing the final version for distribution.

By using Imagestor to carry out the time consuming work and keeping editorial control over content and format of the final CDs in house, we will minimise the overall cost of the process.

The choice of Imagestor as the conversion contractor is based on their competitive pricing, their flexibility and their relative proximity to ACHCEW (Wood Green).

- ◆ The first batch of work should go to Imagestor for conversion in the next few days.





ASSOCIATION OF  
**COMMUNITY HEALTH COUNCILS**  
FOR ENGLAND & WALES

## **ACHCEW Exit Strategy – Sept 10<sup>th</sup> 2003**

### **Background**

ACHCEW's budget to provide services for English CHCs three months for the period September 2<sup>nd</sup> 2003 – December 1<sup>st</sup> 2003 was agreed with David Mowatt and is £85,135. This is the amount requested from the DH and is sufficient to meet our needs.

Our small team is coping well with the limited work programme and in implementing the Exit Strategy. Rob Hill currently receives calls for the legal desk and in co-operation with Mike Bird at Freeth Cartwright we continue to provide an excellent legal advice service. Shiela Dollery provides administrative services to ACHCEW and Vera Beswick support for financial work. Bill Marks and Rob Hill are actively involved in securing our archives. Other support is provided on an ad hoc basis as required e.g. media support.

In the remaining three months ACHCEW will continue to secure its archives, ensure that the accounts are closed, dispose of its assets, terminate contracts and close the organisation ensure that it leaves behind a valuable legacy.

Part of ACHCEW's resources/assets belong to the Association of Welsh CHCs. We are waiting for them to provide details of the equipment and publications they require. There are active discussions with Peter Johns the Director of the Welsh Association on this issue.

The lease for Earlsmead House has been extended to December 1<sup>st</sup>.



The key requirements for successfully completing the closure of ACHCEW during September–December 2003 are shown below.

| <b>1) Staff</b>  | <b>Responsibility</b> | <b>Completion Date</b>          |
|--|-----------------------|---------------------------------|
| ◆ Ensuring that staff have their full entitlements and support during the final period of their employment and any additional support possible to assist them to secure suitable jobs and develop their careers. | MA                    | Up to November 28 <sup>th</sup> |
| ◆ Support with CVs and references  | MA                    | Up to November 28 <sup>th</sup> |

| <b>2) Publications</b>   | <b>Responsibility</b> | <b>Completion Date</b>     |
|--|-----------------------|----------------------------|
| ◆ Recent ACHCEW publications will be placed on the web site and hyperlinked to other national organisations. We will retain the website for two years after closure. | MA/RH/BM              | September 30 <sup>th</sup> |
| ◆ Purchase CD writer to secure information for supply and archiving.   | MA                    | July ©                     |
| ◆ All of ACHCEW's publications will be scanned and transferred to a CD Rom   | MA/RH/BM              | September 30 <sup>th</sup> |
| ◆ A hard copy collection of ACHCEW publications and CD Roms will be produced and placed in a library to keep them as a single collection.                            | MA/RH/BM              | October 31 <sup>st</sup>   |

| <b>3) Documents and Correspondence</b> | <b>Responsibility</b> | <b>Completion Date</b> |
|--|-----------------------|------------------------|
|--|-----------------------|------------------------|

| 6) Legal   | Responsibility | Completion Date            |
|--|----------------|----------------------------|
| <b><u>Securing and archiving of the following:</u></b>   |                |                            |
| ◆ Discuss with Welsh Association of CHCs and the Scottish Health Councils Association re legal archive and publications. | MA             | September 30 <sup>th</sup> |
| ◆ Place selected legal documents on CD Rom   | MA/BM/BM       | September 30 <sup>th</sup> |

| 9) Training   | Responsibility | Completion Date            |
|---|----------------|----------------------------|
| ◆ OSC training document – DH report that the revised document is almost complete. | MA             | September 30 <sup>th</sup> |

| 10) Casualty Watch   | Responsibility | Completion Date            |
|--|----------------|----------------------------|
| ◆ Transfer of project to another organisation e.g. BMA, Royal College of Nursing, Consumers Assoc., Unison, MSF, Age Concern | MA             | October 31 <sup>st</sup>   |
| ◆ Finding a home for the data e.g. the Welsh Association   | MA             | September 30 <sup>th</sup> |
| ◆ Producing the final report   | MA/Lavania/MAR | September 30 <sup>th</sup> |

| 11) Journals                 | Responsibility | Completion |
|------------------------------|----------------|------------|
| ◆ Discussions with Welsh CHC | MA             | September  |



|  |    |                  |
|--|----|------------------|
| and Patient's Association                                      |    | 30 <sup>th</sup> |
| ♦ Subscriptions will be cancelled as they come up for renewal. | MA |                  |

| <b>12) Computers</b>   | <b>Responsibility</b> | <b>Completion Date</b>     |
|--|-----------------------|----------------------------|
| ♦ Hard-drives of ACHCEW computers will be cleaned prior to disposal  | MA                    | Nov 30 <sup>th</sup><br>15 |
| ♦ A decommissioning project has been established by the DH will provide advice on this issue.                                | MA                    | Nov 30 <sup>th</sup><br>35 |
| ♦ Email addresses will need to be closed   | SD/MA                 | Nov 30 <sup>th</sup><br>5  |
| ♦ Computers will be subject to a rigorous housekeeping programme. Back up files will be needed for all information retained. | MA                    | Nov 30 <sup>th</sup><br>5  |

| <b>15) Furniture and Equipment</b>               | <b>Responsibility</b> | <b>Completion Date</b>   |
|--|-----------------------|--------------------------|
| ♦ Detailed computer register is complete         | RH                    | June 30 <sup>th</sup> ©  |
| ♦ Disposal by transfer to Welsh CHCs or the DoH. | MA                    | October 31 <sup>st</sup> |

**MA/10/09/03**

List of Contacts for NHS-related records.

**1/ The Departmental Record Office** - concerning issues covered in this guidance, or wider records management issues and electronic *administrative* records -

Department of Health Departmental Record Office  
Premier Buildings  
Brunswick Street  
Nelson  
Lancs BB9 OHU  
Tel: 0113 254 5000  
Fax: 0113 254 7332

**2/ The Public Record Office (PRO)** - concerning long-term archiving of selected material; and liaison with local authority archive services and other archives appointed to hold deposited public records

Steven Jones, Records Management Department  
Public Record Office  
Kew  
Richmond  
Surrey TW9 4DU  
Tel: 020 8392 5318  
Fax: 020 8392 5283  
E-mail: [steven.jones@pro.gov.uk](mailto:steven.jones@pro.gov.uk)

**3/ The Institute of Health Record Information & Management (IHRIM)** - professional association for all NHS Medical Records Managers Clinical Coding Managers and NHS Archivists - for practical advice and contacts.

IHRIM Secretary  
115 Willoughby Road  
Boston  
Lincs PE21 9HR.  
Tel and Fax: 01205-368870 (office hours only).

**4/ The Health Archives Group (HAG)** - professional association for all NHS

Archivists. Contact  
Jonathan Evans (Chair)  
Archivist Royal London Hospital  
Whitechapel  
London E1 1BB  
Tel: 020 7377 7608  
Fax: 020 7377 7413 or via PRO Tel: 020 8876 3444 (Switchboard)

**5/ Standing Conference on National & University Libraries (SCONUL)** - for information, practical advice and contacts concerning the use of NHS records for research purposes. Contact via PRO (Steven Jones)

**6/ General Medical Council**

178 Great Portland Street  
London W1N 6JE