

CHC Listings

March 1998



CHC LISTINGS

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directory amendments

WALSALL CHC

New Chief Officer: Mrs Lydia Hudson

New tel no. 01922 633970

SOUTH AND WEST ASSOCIATION OF CHCs

New address: c/o North and East Devon Health Authority
Cecil Boyall House
Southernhay East
EXETER EX1 1RB

New Tel: 01392 207358

Temp fax: 01392 250861

BOLTON CHC

New Chief Officer: Jenny Crabb

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

WEST BERKSHIRE CHC

New tel no: 0118 9595678

New fax no: 0118 9510016

SCARBOROUGH CHC

New Chief Officer: Tanya O'Neill

BEXLEY CHC

Mobile no: 0976 842849

EALING CHC

New E-mail address: "Josephine @ ealing chc.demon.co.uk"

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.

Response To: Lincolnshire Health's Consultation Document: 'The Future Shape of Health Services for the Horncastle Area'

Central Lincolnshire CHC

Pages: 83

The CHC's response to Lincolnshire Health's consultation document includes the results of a questionnaire survey. 149 questionnaires were completed and the report also discusses comments made in 133 letters. The public response shows particular concern about transport issues related to the proposed rationalisation.

A Study of Patient Transport Services in Mid Downs Provided by The Sussex Ambulance Service

Mid Downs CHC

Pages: 16

The aim of the research was to investigate how local services were organised and to interview patients to establish why they had needed to request transport and their satisfaction with the service provided. 480 interviews were conducted in a variety of outpatient departments and clinics. A high level of satisfaction was reported by patients using the patient transport services, with particular praise being given to the helpful, cheerful and courteous attitude of the ambulance crews and hospital drivers.

Are We Prepared? A Study of Services for People with Learning Difficulties Resettled from Long Stay Hospitals

Bristol & District CHC

Pages: 29

In order to assess the impact of the closure of Stoke Park Hospital and the quality and range of services subsequently provided, members of the CHC's project group carried out a wide range of visits, met with users, carers and staff, held discussions with the key NHS and voluntary sector providers and met with voluntary organisations, groups and individual service users. The report's findings cover the closure process, community homes, transport, day services, general practice and dentistry services and staffing.

Going to see the Doctor in South Devon

Torbay & District CHC

Pages: 26

The main aims of the survey were to ascertain: the travelling distance from home to surgery; the mode and difficulties of transport; whether surgery opening times were acceptable; whether general facilities available within the surgery were satisfactory. 1167 patients were interviewed independently by CHC members in 25 practices. The survey did not reveal a problem of access to a GP surgery in any part of the district. Of those interviewed, general satisfaction was expressed with most aspects of their GP services. Most patients respected the busy life of a GP.

Review of Chiropody Services

North West Anglia CHC

Pages: 30

The aims of the review were to assess chiropody services, and access to those services, in particular for those identified with a clinical need; and to obtain user perceptions of the service. The methods included a literature review, round table discussions with managers and staff, visits to clinics and postal questionnaires at three clinics. Many people were satisfied with the service. The introduction and implementation of criteria and a protocol for referral was a significant achievement on the part of the Trust.

Working in Localities. A Framework for Community Involvement. A Discussion Paper

North West Anglia CHC

Pages: 8

This discussion paper was produced by a project team set up to recommend to the full CHC a mechanism for members to work on a locality basis, which would enable effective contribution to the commissioning and monitoring of NHS services on a locality basis. The proposals were intended to progress the framework for community involvement.

Palliative Care in West Norfolk and Wisbech: Report of Consultation by the Community Health Council to Obtain the Views of People (and their Carers) using the Service.

North West Anglia CHC

Pages: 9

The CHC sought the views of people, and their carers, using the palliative care service. The agreed methods were to establish contact with people using the service through recognised community and voluntary support groups and to use focus group discussions. The report confirms the need for the development of a service for people living in West Norfolk and Wisbech. The service specification could be extended to cover the need for seamless services and improved communication and information.

Client Satisfaction Survey

Doncaster CHC

Pages: 16

Two questionnaires were designed and sent out, one to complainants and the second to agencies and professionals with whom the CHC had contact over the previous year. 88 questionnaires were sent to people who had used the CHC to make a complaint, and 77 per cent returned. 75 per cent of respondents felt that staff at the CHC were very helpful. 41 questionnaires were sent to other agencies and professionals, of which 34 were returned.

Maternity Survey Report. Harrogate Health Care NHS Trust.

Harrogate & District CHC

Pages: 44

The CHC in association with Harrogate Health Care NHS Trust's Community Midwives distributed 300 questionnaires to mothers on the last community midwife visit (with a 35 per cent response rate). The purpose of the report is to: present current childbirth policy and trends; present patient views on services provided by the Trust; assess methods and birth interventions practised by the Trust; and evaluate existing services with a view to recommending improvements in the new Maternity Unit of the Strayside Wing of the District Hospital.

Wandsworth Pensioners A-Z of Health

Wandsworth CHC

Pages: 52

The booklet was produced by Wandsworth CHC with the assistance of Age Concern Wandsworth. Its aim was to give information on health services available to older people living in Wandsworth.

The Wandsworth Women's Health Book

Wandsworth CHC

Pages: 200

This is the fifth edition of the handbook, updated and revised by Wandsworth CHC. It aims to give women accurate knowledge about their bodies and health care so that they can make informed choices about how they want the health services to meet their needs. The CHC has tried to ensure that the book meets the needs of all women living in Wandsworth, recognising differences in culture, race, age, sexuality, class, mobility and economic and social situation.

Patient Survey: Leeds Road GP Practice, Harrogate

Harrogate & District CHC

Pages: 37

The survey was a joint venture by the Leeds Road Practice and the CHC. A postal questionnaire was sent to a sample of 500 patients from the practice list (with a 54 per cent response rate). The main findings relate to: the range of appointment times; confidentiality in talking to receptionists; getting an appointment with a doctor of the patient's choice; delays to appointments; the emergency doctors service; and problems telephoning the surgery.

Report of Discussion Groups' Views on Health Services for People in the Putney, Richmond and Roehampton Areas

Wandsworth CHC

Pages: 18

This document represents the outcome of discussion group meetings held with a variety of agencies within the Putney, Roehampton and Richmond communities. Consultation was undertaken by both Wandsworth CHC and Richmond & Twickenham CHC. The closure of Queen Mary's Hospital or a reduction of services provided on that site was totally unacceptable to the residents of the locality.

Report of a Unison/Nursing Times Health Study Tour of Cuba

Wandsworth CHC

Pages: 23

The report concludes that even allowing for the hardships and difficulties imposed by the blockade Cuba has an enviable health care structure. However, its achievements are limited by the deterioration of its buildings, fuel shortages, food rationing, lack of medicines and equipment.

Bournville - Towards 2000. Developing Appropriate Local Health Services on the Bournville Estate in Weston-super-Mare.

Bristol & District CHC

Pages: 18

The report makes a series of recommendations for improving health services on the Bournville Estate in Weston-super-Mare, an area of high health need, including the development of a Bournville Healthy Living Centre and a dedicated GP practice on the estate. The report also raises concerns about the difficulty patients are having in Weston registering with a local GP and the urgent need to review GP practice boundaries in the town. In writing the report, the CHC members met many people in a variety of community based groups active on the estate.

Evaluation of The Bentley Community Health Forum

Doncaster CHC

Pages: 30

The Bentley Health Forum BHF was set up in 1995 following a locality survey by Doncaster CHC. The evaluation involved a literature search, a review of BHF minutes and semi-structured interviews with BHF attendees. It is concluded that the BHF provides a unique environment in which all voices can be heard and enables individuals to legitimise their feelings. The process of the forum has engendered greater understanding between providers and users of services and a number of tangible outcomes have been achieved in a relatively short space of time.

Research Project into African and Caribbean Health Needs on the Stonebridge Estate

Brent CHC

Pages: 10

The project aimed to: examine perceptions of mental distress amongst African and Caribbean women on the Stonebridge Estate; examine their views of services currently provided; assess the need for a more culturally specific counselling service to improve the quality of life. Rapid appraisal focus groups were used. It is concluded that the reluctance to access services is based on a number of factors some specifically related to ethnicity, others common to the wider population. With the combination of the stigma of mental illness, fears about the repercussions of accessing the system and concerns about the institutions and staff providing mental health care, it seems understandable why many black women are reluctant to voluntarily access the system before absolute necessity.

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

First Class Delivery: A National Survey of Women's Views of Maternity Care

Audit Commission. National Perinatal Epidemiology Unit

Availability:Audit Commission Publications, Bookpoint Ltd, 39 Milton Park,
Abingdon, Oxon, OX14 4TD. Tel: 0800 502030

This report is part of a study of maternity services carried out in England and Wales by the Audit Commission. It gives the detailed results of a large national survey of mothers who gave birth in 1995.

Health Authority Costs and Management Costs in NHS Trusts

NHS Executive

Availability:Department of Health, Quarry House, Quarry Hill, Leeds LS2 7UE.
Tel: 0113 254 5000

This document follows previous publications of health authority costs and Trust management costs - the latest of which was in March 1997. It details the amount spent by each health authority in 1996/97 in running its affairs and their planned spending in 1997/98, together with expenditure by NHS Trusts on management costs in 1996/97 and planned spending in 1997/98.

Summary of: Signposts for Success in Commissioning and Providing Health Services for People with Learning Disabilities.

NHS Executive

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

This document summaries the core features and components of good quality health services for people with learning disabilities.

Community Health Care For Elderly People

Clinical Standards Advisory Group

Availability:CSAG Secretariat, Wellington House, Waterloo Road, London SE1 8UG.
Tel: 0171 972 4918

CSAG found unacceptable variations in community services according to where elderly people live and what kind of accommodation they are in. The Government welcomed this report, as an endorsement of its drive to remove unhelpful divisions between health and social care for vulnerable older people, and a timely presentation of issues that were causing concern.

A Voice for the Guinea Pig?

CERES: Consumers for Ethics in Research

Availability:CERES. Consumers for Ethics in Research, PO Box 1365, London N16 0BW
A report of a conference held on 9 October 1997 CERES newsletter Winter 97/98.

As Others See Us: A Study of Relationships in Homes for Older People
Relatives Association

Availability:Relatives Association, 5 Tavistock Place, London WC1H 9SN.

Tel: 0171 916 6055 Fax: 0171 916 6093

This report is not about physical care: it is about social and emotional care, about communication and relationships. It gives an insight into how people feel within Homes, what they expect, what difficulties they have communicating their needs and expectations. It warns about jumping to conclusions, stereotyping, making assumptions, and suggests ways in which communication and understanding can be improved.

Living in Someone Else's Home. The Concept of Negotiation, the Process of Ownership and the Role of Relationships in Homes for Older People.

Professor Roger Clough, Counsel and Care

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

Tel: 0171 485 1550 Fax: 0171 267 6877

The focus of this paper is on the relationship of the people who live in residential care and nursing homes to the place where they live and to other people who live and work there. The title of 'Living in Someone Else's Home' is chosen to capture one of the distinctive characteristics of life in a residential home.

Recommendations for the Management of Diabetes in Primary Care

British Diabetic Association

Availability:British Diabetic Association, 10 Queen Anne Street, London W1M 0BD.

Tel: 0171 323 1531 Fax: 0171 637 3644

This document contains practical guidance on the running of a practice based diabetes programme and also includes generally agreed referral criteria and suggestions for undertaking the clinical audit of diabetes care programmes.

PREP and you

UKCC: United Kingdom Central Council for Nursing, Midwifery and Health Visiting

Availability:United Kingdom Central Council for Nursing, Midwifery and Health

Visiting 23 Portland Place, London W1N 4JT. Tel: 0171 637 7181

Fax:0171 436 2924

This is a guide for nurses, midwives and health visitors to the UKCC's Post-Registration Education and Practice requirements. The contents are based largely on the questions which are asked at the UKCC's roadshows around the United Kingdom and through the PREP telephone helpline which has been available since April 1995.

Rethinking Public Health: The First 10 years of the Public Health Alliance

The Public Health Alliance

Availability:The Public Health Alliance, BVSC, 138 Digbeth, Birmingham B5 6DR.

Tel: 0121 643 7628

Disability Discrimination Act 1995 Part 3 - Disabled People's Rights of Access to Goods and Services

DARAS: Disability Access Rights Advice Service

Availability: Disability Access Rights Advice Service. Tel: 0345 585 445

Fax: 0345 585 446

achcew

responses to consultation documents

Verification project for National Occupational Standards in aromatherapy, homoeopathy, hypnotherapy and reflexology

Care Sector Consortium

12/02/98

Confidentiality: providing and protecting information

General Medical Council

11/02/98

Draft guidance on the transfer of frail older patients from NHS long stay settings

NHSE

06/02/98

Public Interest Disclosure Bill

Public Concern at Work

30/01/98

NHS Complaints procedure; directions paper and proposed confidentiality EL.

NHS executive

26/01/98

Reaccreditation and recertification for the dental profession

General Dental Council

14/01/98

The use of locum doctors

Audit Commission

14/01/98

Draft Guidelines for mental health and learning disabilities - a guide for working with vulnerable patients.

UKCC

12/01/98

forthcoming consultations

The new NHS. Modern and Dependable: A National Framework for Assessing Performance - Consultation Document

NHSE

Response by 20 March 1998

Proposed Code of Professional Practice

General Chiropractic Council

Response by 31 March 1998

Our Healthier Nation: A Contract for Health

DoH

Response by 30 April 1998

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

forthcoming events

Prostate Health: Common Conditions other than Cancer

- ◆ The conference will explore two common types of non-cancerous prostate disorder - Benign Prostate Hyertrophy (BPH) and Prostatitis. Thanks to a grant from the Kings Fund, the Men's Prostate Health Project is carrying out research to raise awareness and increase knowledge about non-cancerous prostate ill health. Their research report will be presented for the first time at this conference.
- ◆ on 10 March 1998
- ◆ at the Royal Horticultural Halls, Vincent Square, London SW1
- ◆ organised by: Age Concern
- ◆ cost: £95 with reduced rates for voluntary organisations, retired persons, full time students, unwaged.

Further information:

telephone: 0181 679 8000

Promoting Equality in Sexual Health: Practical Approaches

- ◆ This one day conference will focus on how professionals can promote equality in sexual health, exploring how inequality works and how impacts on health and describing practical approaches to developing inclusive sexual health strategies and services.
- ◆ on 26 March 1998
- ◆ at the Royal Society of Arts, Strand, London WC2
- ◆ organised by: Family Planning Association
- ◆ cost: £85

Further information telephone: 0171 923 5201

forthcoming events

Responding to Traumatic Events

- ◆ This one day conference is a response to the Needs of Individuals, Professionals and Families after a Traumatic Event.
- ◆ on 30 April 1998
- ◆ at The Queen's Hotel, City Square, Leeds
- ◆ organised by: CRI-TEC: Crisis Training Education Counselling
- ◆ cost: £85

Further information:

telephone: 0113 392 6498

The Emotional Cost of Caring - Debit or Credit

- ◆ This one day conference is to increase awareness and appreciate the particular ways in which stress affects people. Increase awareness of the relationship between life-style, profession and stress. Reduce and cope with stress and its effects.
- ◆ on 10 March 1998
- ◆ at The Garden House Hotel, Granta Place, Mill Lane, Cambridge CB2 1RT
- ◆ cost: £80

Further information:

telephone: 0113 292 6498

Coping with Sudden Death

- ◆ This one day workshop will offer the opportunity to consider the crisis and process of bereavement from the point of view of the helper and to apply the concepts in experiential exercises. The hope is that the professional and personal experiences of the participants will be available to facilitate the learning.
- ◆ on 21 April 1998
- ◆ at The Garden House Hotel, Granta Place, Mill Lane, Cambridge CB2 1RT
- ◆ cost: £80

Further information:

telephone: 0113 292 6498

CERES: Who Sets The Agenda of Medical Research?

- ◆ on 26 March 1998
 - ◆ at IFT, 24-32 Stephenson Way, NW1
- Further information: CERES, PO Box 1365, London N16 0BW
telephone: 0181 802 8231

Could any CHCs which have produced guides to patients on choosing a GP please contact Susie Collins at Kensington & Chelsea and Westminster CHC.

information wanted

Kathlyn Taylor has just started working as a Community Liaison Officer with North Manchester CHC, and she would like to know if there are any other workers in **community development in post**. If so she would like to get in touch to share experiences and hear about the kind of initiatives you are involved in - particularly relating to needs analysis and community participation in health services and decision making.

Bristol and District CHC (Tony Jones) and Hammersmith & Fulham CHC (Niall Fitzgerald) would like to hear from CHCs involved in **GP Commissioning**.

Preston CHC would be interested to receive information on/copy of any **"Strategy for Black and Ethnic Minority Health"** that has been developed either by the CHC or their Health Authority. Please contact either Angelene True or Janice Nicholson at Preston CHC (01772 259089).

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 6 March and 6 April

information projects

The following information projects may be interest.

The Centre for Health Information Quality (CHiQ) was launched in November 1997 and offers a range of free support services to organisations developing patient information.

For more information, contact CHiQ at:

Highcroft, Romsey Road, Winchester, Hampshire SO22 5DH

Tel: 01962 863511 ext. 200 Fax: 01962 849079/840454

Is There An Accessible Loo? An Atlas Guide for Wheelchair Users will detail the facilities available on motorways and trunk roads and in towns and cities. For more information, contact Diana Twitchin at:

10 Stilecroft Gardens, North Wembley, HAO 3HE

Tel: 0181 904 8321 Fax: 0181 904 8321 E-mail: AccLooProj@aol.com

DARAS: Disability access rights advice service has been established to run an expert advice service for primary advice agencies on Part III of the Disability Discrimination Act 1995, which introduced new rights of access to goods, services, facilities and premises for disabled people. For further information, contact Nina Sisodia at:

Unit 303

The Chandlery, 50 Westminster Bridge Road.

London SE1 7QY

Tel: 0345 585 445 Fax: 0345 585 446 Minicom: 0345 585 447

E-mail: dda_daras@deloitte.touche.co.uk

The Continence Foundation has moved to:

307 Hatton Square, 16 Baldwins Gardens, London EC1N 7RJ

Tel: 0171 831 9831(helpline)

The King's Fund Library & Information Service deal with more than 18,000 enquiries a year. Contact:

The King's Fund, 11-13 Cavendish Square, London W1M 0AN

Tel: 0171 307 2568/9 Fax: 0171 307 2805 E-mail: libenq2@kingsfund.org.uk

Website: www.kingsfund.org.uk