CHC Listings

March 2000



CHC LISTINGS

March 2000

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directory amendments

Caerphilly / Caerffili CHC FROM 1st APRIL 2000

Caerphilly CHC will merge with South Gwent and North Gwent CHCS to form Gwent CHC, covering the areas of: Blaenau, Torfaen, Monmouth, Newport, Caerphilly. New Address:

Gwent CHC
Mamhilad House
Mamhilad Park Estate
Pontypool
NP4 0XH

Tel: 01495 785111 & 785112

Fax: 01495 785113

West Sussex CHC New Address;

> Collingwood House 20 Whiting Street Bury St Edmonds

Suffolk IP33 1NS

ASSOCIATION OF COMMUNITY HEALTH COUNCILS FOR ENGLAND & WALES

Earlsmead House, 30 Drayton Park, London N5 1PB. Phone: 020 7609 8405 Fax: 020 7700 1152

directory amendments

NEW CHIEF OFFICERS

Newcastle CHC: Ms Linda Redpath (effective September 1999)

Great Yarmouth CHC: Ms Sylvia Beck

Huntingdon CHC: Mrs Kate Holt

North East Essex CHC: Mrs Kate Gill

South Bucks CHC: Ms Ailsa Harrison

South West Surrey CHC: Mr Peter Carey

Oxford CHC: Mrs Linda Watson

Trafford CHC

New E-Mail: trafford.chc@virgin.net

South Warwickshire CHC New Address: Elta House

> Birmingham Road Stratford-upon-Avon

CV37 OAQ

Telephone No: 01789 263222 Fax: 01789 262976



Thank you to all the CHCs that 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 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.

Access to Healthcare services by People with a Disability (Adults) Isle of Wight CHC

Pages: 26

The report stresses the right of people with a learning disability to equal access to the same services, resources and facilities as the rest of society. They will often need additional resources and/or support to be able to access those services and, on occasion, specialist services will be

Che publications

required. Attitudes and skills of persons who serve the needs of people with a learning disability should be comparable to best practice. This report, if implemented, will assist in the process of improvement and help towards enhancing equal access to healthcare services for everyone.

Island Stroke Services

Isle of Wight CHC

Pages: 37

This report is part of the response to a Project Group set up to consider the broader picture of current stroke services provision on the Isle of Wight. There was a consensus amongst health professionals that improvements in stroke services need to take place, and progress has been made since the appointment of a Stroke Co-ordinator..

Community Dental Clinics Survey Report

South Durham & Weardale CHC

Pages: 13

Report of a survey carried out of patient/carer views of the community dental service. Recommendations are made.

Bishop Auckland General Hospital Out-Patients Survey Report

South Durham & Weardale CHC

Pages: 23

This reports on the survey carried out to assess what patients think of the out patients service provided, their views on possible future changes and to highlight any positive or negative aspects of the service. There was a high level of satisfaction with the service. Findings include a desire by outpatients to book their appointments in the GP surgery, and that most patients had not been seen on time.

Asking People About Mental Health Services

Rochdale CHC

Pages: 12

This is a report of a forum held to hear views and to provide feedback on developments in services for people with severe mental health illness and carers in Rochdale and Bury.

Monitoring Access to Local Primary Health Care Services in Manchester: Christmas 1999 and the Millennium

Manchester Central CHC

Pages: 6

This survey took place between 26th December and 3rd January 2000, with 14 members from the Manchester CHCs, who made a total of 88 calls to GP surgeries, using the normal surgery numbers. It was found that it was far easier to contact a local GP quickly throughout the Millennium



period than it was the previous year. The benefits of practices opening during some holiday days, and of providing services through GP Co-op's should be retained in future years planning.

The Real Millennium Bugs: Report of the Hospital Acquired Infection Project

North West Anglia CHC

Pages: 39

The aim of this report is to look at the policies and protocols in place for controlling Hospital Acquired Infections and to investigate how these affect patients. The project arose out of concerns raised by members of the public at the locality days held by NWACHC and by two members of the CHC itself. Recommendations are made.

The Care of Older Patients in the Department of Medicine for the Elderly, Southend Hospital NHS Trust

Southend District CHC

Pages: 41

This report by the Task Group for Older People in Southend Hospital examines the results of a series of unannounced visits to the Department of Medicine for the Elderly at Southend Hospital, between 3rd May-27th June 1999. It follows a rising number of complaints. Recommendations are made, which include addressing the issue of staff shortages, the use of fewer agency staff, and more permanent health care assistants.

Caring for Children with Cancer

Wolverhampton CHC

Pages: 7

This report is a transcript of a focus group which was held with parents of children with cancer, who were being cared for at New Cross Hospital in Wolverhampton and at the Birmingham Children's Hospital.

Discharge from Hospital: Does patients' experience match written policy and procedure?

Northumberland CHC

Pages: 63

Northumberland CHC members raised concerns about some aspects of patients' discharge from hospital. This report examines discharge policies and practice across the country and compares them with patients' actual experience. The focus was on concerns around timing of discharge, preparation, information and communication between hospital, primary care, patient and carer. The report includes both a literature review and a qualitative survey. Recommendations are made.



Child, Adolescent & Mental Health Services: A Review & Evaluation of Users of the Child, Adolescent & Family Consultation Service in East Suffolk.

East Suffolk CHC

Pages: 40

The survey in this report took place in East Suffolk in March 1999. It involved conducting a postal questionnaire which was sent to all parent/carers of children who had attended for their first assessment at the Child Adolescent & Family Consultation Service in Ivry Street, Ipswich between the following dates: 1st April to 30th September 1998 and 1st November 1998 to 31st January 1999. Findings are presented and recommendations made for improving the service.

A Study of Women's Experience of Breast Cancer Services

Wigan & Leigh CHC

Pages: 27

This report looks at the breast cancer service provided to Wigan & Leigh residents in order that the CHC can represent the 'patient & carer experience' of the service. They used focus groups and a qualitative questionnaire. On the whole the standard of care was of a high standard, and the role of the Breast Cancer Care Nurses is highlighted. Waiting times are raised by some patients, some of whom opted for private treatment as a result.

Joint Paediatric Patient Satisfaction Survey

Kidderminster & District CHC

Pages: 18

This survey looks at the responses from sixty forms which were completed by parents after their child's discharge and returned to the Quality Assurance Co-ordinator at Worcester Royal Infirmary NHS Trust.

Care of the Elderly at Pembury Hospital

Tunbridge Wells CHC

Pages: 14

This report contains the results of a survey containing 62 patient questionnaires and 44 visitor questionnaires, looking at the care of the elderly in Pembury Hospital in Kent. Recommendations are made for improvements on each ward.

An evaluation of the hospital discharge policy at the Royal Lancaster Infirmary.

Lancaster & Morecombe CHC

Pages: 46

The aim of the project was to evaluate the implementation of a new discharge policy for patients at the Royal Lancaster Infirmary. An Audit of 229 individual records and 39 case studies involving interviews with the patients, carers and professionals formed the basis of the research.



Various criticisms of the discharge policy are made, and the hospital trust and social services are acting on the recommendations.

Survey of Local Health Services

West Birmingham CHC

Pages: 56

This is a report of a postal survey of West Birmingham residents' views and experiences of local NHS services. It covered family doctors, hospital waiting times; getting to hospital; hospital stays; ambulances; dentists and residents' own priorities for the NHS. They also make comparisons with the national survey of NHS patients.

'Can I phone a friend?' Summary of a report on a survey of 'Sexual Health for teenagers in North & Mid Bedfordshire'

North Bedfordshire CHC

Pages: 3

This is a summary of the report on a survey of Sexual Health for Teenagers in North & Mid Beds. The survey established the views (from a questionnaire) of 322 young people (primarily between the age of 13-19), both male and female, including 26% from ethnic minority groups.

User Perceptions of the Maternity Services at St Richard's Hospital - A User Involvement Exercise

Chichester CHC

Pages: 8

A joint report by the Royal West Sussex NHS Trust and Chichester CHC. This report aims to find out how users of the maternity services at St Richard's hospital perceived the quality of the care they received and to ask them to recommend ways in which the users' perceptions of the service could be improved for future users. A follow up report will be produced detailing the action taken by St Richard's Hospital as a result of the views expressed by the users

Generic medicines: the 'wild card' for PCG budgets (Health Perspective) ACHCEW

Pages: 4

This Health Perspective examines the issues surrounding the pricing of generic drugs sold to the NHS; the recent rise of generic prices; and the effect of such rises on the new unified budgets of PCGs. It concludes that the volatility of the prices of generic drugs poses a 'wild card' for PCG budgets and may even result in the failure of plans for changes to the way that services are delivered.



Millennium

Worcester CHC Pages: 18

A new style of monitoring which fully involves members has been introduced. Members receive high quality training, and monitoring activities are carefully scrutinised.

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

Mofficial publications

Medical Treatment (Prevention of Euthanasia) Bill: Bill 12 of 1999-2000 (Research paper 00/8)

House of Commons Library

Availability: Social Policy Section, House of Commons Library
This paper discusses the background and some of the ethical issues involved in
MP Ann Winterton's Private Members Bill. The Bill aims to prevent doctors
from witholding or withdrawing treatment where the purpose of so doing is to
hasten the death of a person who is not fatally ill.

Better Care, Higher Standards. A charter for long term care.

Department of Health

Availability: Department of Health. PO BOX 777. London SE1 6XH
Co-ordinated help and support from housing, health and social services can
make it easier for people to continue to live independently and for their family
and friends to support them. This national charter is an important part of the
Government.'s Manifesto commitment to help people who need support or care
over the long term.

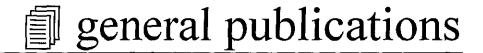
Mofficial publications

Ethnicity: an agenda for mental health

Royal College of Psychiatrists

Availability: £25 from Gaskell, Publications Dept, Royal College of Psychiatrists, 17 Belgrave Square, London SW1X 8PG

This book sets the scene for identifying and meeting the mental health needs of black and minority ethnic groups. It discusses the importance of primary care in diagnosing mental illness and sensitive and meaningful approaches to health promotion directed at black and minority ethnic groups. It highlights different aspects of providing mental healthcare to black and minority ethnic groups and includes good practice on commissioning primary and secondary care services. It address the diverse needs of black and minority ethnic populations in mental health.



The difference is physiotherapy: here's the evidence (1)

Chartered Society of Physiotherapy

Availability: Chartered Society of Physiotherapy, 14 Bedford Row, London WC1R 4ED

This brochure demonstrates the range and effectiveness of good physiotherapy practice. It should help healthcare commissioners make informed decisions when purchasing healthcare services. They use four areas as examples from the wide scope of physiotherapy practice to demonstrate the evidence base CSP works from.

The difference is physiotherapy - here's the evidence (2)

Chartered Society of Physiotherapy

Availability: Chartered Society of Physiotherapy, 14 Bedford Row, London WC1R 4ED

Rehabilitation helps people, young and old, to maximise physical and emotional well-being, thus enabling them to return, as far as they can, to independent living. It works best with a multidisciplinary approach involving therapists, nurses, doctors and other health and social care professionals, as this report shows.

Hidden volunteers: evaluating the extent and impact of unrecognised volunteering in the UK

Community Service Volunteers

Availability: CSV, 237 Pentonvile Road, London N1 9NJ

There is increasing recognition that the problems in our society have volunteering solutions. A range of new government initiatives aimed at encouraging increased involvement in voluntary activity, have been set in motion. There is, however, a danger in overlooking the extent to which people in the UK are already reliant on 'hidden' forms of volunteering, such as the running of schools and enabling local democracy.

Making a Complaint about the NHS - a guide for patients

Public Law Project

Availability: PLP, Room E608, Birkbeck College, University of London, Malet Street, London WC1E 7HX

If you are not satisfied with the service you, or a close relative or friend, have received while using the NHS, it is your right to have your concerns investigated and to be given a full and prompt reply. A new procedure was introduced in April 1996 to deal with people's complaints. If you are thinking of making a complaint about the NHS, this guide tells you about the complaints procedure and gives you advice.

Sure Start - local authorities lead the way, a survey of Sure Start trailblazers

Local Government Association

Availability: IDeA Publication Sales, Layden House, 76-86 Turnmill Street,
London EC1M 5LG £20 (inc p&p), £10 for local authorities
Sure Start is a cross-departmental programme which aims to fill gaps in
provision to improve support for families in ensuring their children get the
best start in life. Services range from healthcare and childcare to early
education and support for families.

The Pennell Report on women's health: positive steps for later life

Pennell Initiative for Women's Health

Availability: Free from the Pennell Initiative for Women's Health, C/0 J.M. Associates, 13 Grove Street, Summerstown, Oxford OX2 7JT

The purpose of this report is to raise awareness of the issues which have an impact on the health of women from the start of the menopause to old age. It is hoped to draw attention to the circumstances of their lives in relation to their health and act as a catalyst for action which will lead to improvements.

Voices in Action - Training & Support for Lay Representatives in the Health Service Jane Bradburn and others

Availability: £10 inc p&p from College of Health, St Margaret's House, 21 Old Ford Road, London E2 9PL

This report is based on the views of users, carers and statutory and voluntary sector staff as well as those of lay representatives around the country about what sort of training and support is most needed and how it should be provided

Why are we waiting? Snapshot surveys of the impact of emergency pressures on patient care

Royal College of Nursing and Association of Community Health Councils

Availability: Free from Royal College of Nursing, 20 Cavendish Square,

London W1M 0AB

This report combines the findings of both the nationwide Casualty Watch survey and the parallel RCN survey of A&E nurses. It seeks to identify the problems caused by emergency pressures on service delivery in A&E in order to identify and develop solutions. More specifically, the report aims to explore the relationship between the patient's experience and local variables, such as staffing levels and access to other services.

Thinking the Unthinkable - The case against charges in primary health care John Eversley and Christine Sheppard

Availability: Sue Whittaker, Health Matters, P.O. Box 459, Sheffield S1 2UP £4.95 (indiv rate) £7.95 (organisations) inc p&p

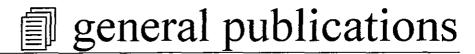
The Report makes a number of key recommendations on how the NHS might be most effectively funded. It examines the strength of the arguments for and against charging for health. The findings of the Report are that charges are not an answer to the problems of health service funding. Any financial benefit results primarily from deterring people from using services rather than income generation.

Hitting The Target: the role of medicines in achieving the Government's public health objectives

Association of the British Pharmaceutical Industry

Availability: Free from The Association of the British Pharmaceutical Industry, 12 Whitehall, London SW1A 2DY

This report, a response to "Saving Lives: Our Healthier Nation", supports the Government's public health objectives to cut more than 300,000 deaths from heart disease, cancer, accidents and suicide. It argues that modern medicines must play a key part in achieving each of these targets and discusses how the better use of medicines could reduce pressure on the NHS in the long run



Joint response to the public health white paper - Saving Lives: Our Healthier Nation

Local Government Association and UK Public Health Association

Availability:LGA Publications, The Local Government Association, Local Government House, Smith Square, London SW1P 3HZ

'Saving Lives', the English white paper on public health, is a major step forward in public health policy, which recognises that health is socially and economically constructed and that poor health is not the fault of those who suffer it. The authors give a detailed response to it.

Understanding the PPRS - The control of NHS medicine prices and costs Association of the British Pharmaceutical Industry

Availability: Free from ABPI Publications Dept, tel 0171 930 3477.

The PPRS (Pharmaceutical Price Regulation Scheme) is the agreement between the UK-based pharmaceutical industry and the Department of Health, under which the profits on companies' sales of branded prescription medicines to the NHS are combined and controlled. This booklet sets out the structure and working of the PPRS to aid public understanding of this complex agreement.

Quest for Abortion: new research about obstacles, delays and negative attitudes

Voice for Choice

Availability: Jane Roe, Pro-Choice Alliance, 40 Mortimer Street, London W1N 7RB

This survey of health authorities reveals obstacles, delays and negative attitudes in the funding and provision of abortion services. The Government are urged to take action to establish equity of access to NHS abortion throughout the country

Narrowing the Gap between provision and need for medicines in developing countries

Hannah E Kettler

Availability: Office of Health Economics, 12 Whitehall, London SW1A 2DY £7.50

Analyses the provision and need for medicines in developing countries. An imbalance exists between the need for new medicines to treat diseases specific to less developed countries and the level of investment allocated towards research and development for new medicines in these areas.

Shaping tomorrow: issues facing general practice in the new millennium Chris Mihill

Availability: Free from BMA

This book is part of the BMA's process of mapping out possible futures for primary care and initiating debate inside and outside general practice. The views of various stakeholders are elicited on the major issues affecting general practice. It includes a chapter on "what do patients want?".

Management in Health Care: The Role of Doctors

General Medical Council

Availability: Free from GMC Publications, 178 Great Portland Street, London W1N 6JE

Explains how the principles set out in the GMC's 'Good medical practice' apply to doctors working in management.

Systematic Review of Brief Psychological Therapies in Primary Health Care Adrian Hemmings

Availability: The Counselling in Primary Care Trust, First Floor, Majestic
House, High Street, Staines TW18 4DG £10 (inc p&p) £5 for
members of The Association of Counsellors and Psychotherapists
in Primary Care (please quote membership no. on application)
This review covers in detail the problems of using randomised control trial
evidence to inform service provision. In this extensive review there is

considerable evidence that brief psychological therapies, delivered by counsellors are effective in a number of ways including cost effectiveness, GP consultation rate reductions, reductions in the levels of psychological distress and high levels of GP and patient satisfaction.

Enrolled nursing -- delivering the agenda for action

UK Central Council for Nursing, Midwifery and Health Visiting

Availability: UKCC Distribution Department, 23 Portland Place, London W1N

4JT

This publication explains the progress which has been made by the UKCC, in partnership with other organisations, in addressing the issues identified in the 1997 publication, Enrolled nursing — an agenda for action. It should help to ensure that enrolled nurses are treated fairly.

Forget me not -- Mental health services for older people Audit Commission

Availability: £20 from Audit Commission Publications, c/o Bookpoint Ltd, 39 Milton Park, Abingdon, Oxon OX14 4TD. Tel; 0800 502030.

Many older people experience mental health problems and government policy recognises that caring for this group should be a priority. Health and local authorities are being encouraged to work more closely together and submit joint annual plans. The evidence shows that services for older people with mental health problems are patchy and inconsistent across the country. All the elements of a comprehensive mental health service for older people needs to be drawn together at the strategic level. Users should be involved in this strategy.

Statistical analysis of the UKCC's professional register 1 April 1998 to 31 March 1999

UKCC

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

The professional register statistics for nursing, midwifery and health visiting contained in this publication relate to the period 1 April 1998 to 31 March 1999. In addition, the intention to practise statistics for midwives are collected prospectively and relate to the year commencing 1 April 1999.

Standing Group on Consumers in NHS Research -- Strategic Alliances Workshop 27th January 1999

The Help for Health Trust

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

Strategic Alliances Workshop Report discussed, amongst other subjects, the question of involving consumers in health research.

achcewc

responses to consultations received

Changes to the GMC's Fitness to Practice Procedures

General Medical Council

03/03/00

Good Practice in Medical Research. Draft report of the ad hoc Working Group

General Medical Council

02/03/00

Supporting doctors protecting patients

DoH

24/02/00

consultation documents received

Good Medical Practice for General Practitioners-General Practitioners

Reform of the Mental Health Act 1983 - Proposals for consultation - DOH

leaflets

Women's Health: promoting informed choices Women's Health is a voluntary organisation independent of the NHS offering a consultancy service providing information on specialist areas to the press, media, health professionals and community organisations. Recently the organisation has updated leaflets covering hysterectomy, PMS, heavy bleeding and HRT. Leaflets are 60p each and there is a reduction on postage for orders of over 500. Leaflets are also available on audiotape and a quarterly newsletter is available by subscription. Enquiry line tel: 020 7490 5489

A Framework for Contraceptive Services: The Family Planning Association have produced a new policy document in response to frequent enquiries as to what a model contraceptive service should look like. The document is particularly relevant at the current time given rapid changes in the way in which services are commissioned, and further anticipated changes with the development of the National Sexual Health Strategy. The framework is intended to act as a check list for individuals and agencies involved in the commissioning, delivery or monitoring of contraceptive services.

If you would like to order copies contact Tracey Anderson on 020 7923 5232 or email: traceya@fpa.org.uk

forthcoming events

Patient Information for All! A one day conference, a follow up to the successful PIF launch conference held in November 1998.

◆ Date Tuesday 11 April 2000

♦ Venue The University of Central England in Birmingham

◆ Costs PIF Member/CHC/voluntary group/charity £80 per person Other £120 per person

For more information including booking contact Sue Weston, Patient Information For AIII Conference, Institute of Health Sciences, Old Road, Headington, Oxford, OX3 7LF Tel 01865

forthcoming events

Visibility and Invisibility A Conference addressing Current Issues in Mental Health for Black and Asian Communities

◆ Date Thu 13 – Fri 14 April 2000

♦ Venue Rupert Beckett Lecture Theatre, University of Leeds, Leeds

♦ Costs £125

For more information including booking contact Mr Errol Reid, Mrs Sheila Power or Ms Barbara Stead, 40 Clarendon Road, Leeds, LS2 9PJ Tel 0113 295 5430 Fax 0113 295 5431

NHS Direct: Evidence and Expectations A National One Day Conference

◆ Date Tuesday 18 April 2000

Venue University of Sheffield, Regent Court, 30 Regent Street, Sheffield, S1 4DA

◆ Cost £95 per person

♦ For further information and booking details contact Michelle Hassall Tel 0114 222 0755 or e-mail: e.m.hassall@sheffield.ac.uk

Participation Produces Partnerships A one day conference aiming to share experiences of service user involvement in developing NHS care for people with HIV/AIDS, cancer and mental health problems and to enable participating doctors and health professionals to involve patients more effectively in the future

◆ Date Friday 14 April 2000

Venue BMA House, Tavistock Square, London, WC1H 9JP

◆ Costs £40 for health professionals, limited free places reserved for patient/user representatives

For further information please contact BMA Foundation for AIDS, BMA House, Tavistock Square, London WC1H 9JP. Tel 0171 383 6345 e-mail aidsfdn@bmaids.demon.co.uk

On the Edge: Improving Services for Minority Ethnic Disabled Children A one day Conference organised by the Centre for Research in Primary Care. Interpreters for major South Asian languages and BSL provided

◆ Date Wednesday 19th April 2000

♦ Venue The Cedar Court Hotel, Mayo Avenue, Off Rooley Lane, Bradford, West Yorkshire, BD5 8HZ

◆ Fee £90 full conference fee (Statutory organisations)
 £35 concessionary fee (Voluntary sector)

For booking arrangements and further information contact Hazel Blackburn, Centre for Research in Primary Care, Hallas Wing, Nuffield Institute for Health, 71-75 Clarendon Road, Leeds LS2 9PL Tel: 0113 233 4835 Fax: 0113 233 4836 E-mail: h.blackburn@leeds.ac.uk

forthcoming events

Clinical Effectiveness in Mental Health Services for Older People

◆ Date Tuesday 23 May 2000

♦ Venue The Commonwealth Institute, Kensington, London

◆ Cost Delegate Rates £120 per person. Special rates for CGSS members at time of booking qualify for 20% discount and pay £96 per person

For booking and further information contact Ms Sam Coombs, Communications Officer, (REF: 23/5), The Royal College of Psychiatrists' Research Unit, 11 Grosvenor Crescent, London, SW1X 7EE Tel: 020 7235 2351 x 234 Fax: 020 7235 2954 E-mail: sam.coombs@virgin.net

Fresh Thinking: The NHS Confederation annual conference and exhibition

A three day Conference.

Date 28 to 30 June 2000

Venue Scottish Exhibition and Conference Centre, Glasgow

For booking, costs and further information contact Helen Bradburn, Director of

Communications and Membership Tel: 020 7233 7388

E-mail: helen.bradburn@confed.co.uk

information wanted

I. Information wanted

Private nursing homes. The issue of occupancy levels in private nursing homes has been raised in Standing Committee. Some areas, such as Cheshire, are experiencing a lot of closures of private nursing homes and a consequent lack of beds. Are any other areas experiencing a crisis in the provision of nursing home beds? If so, please contact Frances Presley at ACHCEW.

Misleading information about CHCs. 'The Cancer Guide', published by BBC Education in association with Macmillan Cancer Relief includes a section entitled 'For more information about the record of your doctors and hospital' which suggests contacting your CHC. Northumberland CHC have been approached by a patient wanting information about a hospital department, and individual surgeons. They are concerned that this publication is giving misleading information to patients, and wondered if any other CHCs have had experience of it. If so, please contact Frances Presley at ACHCEW.

The Guardian/ IPPR Public Involvement Awards 2000. They are seeking nominations for the best public involvement in the UK. The awards are open to all bodies that make decisions in the public interest. The closing date for entries is May 31st 2000. Barrie Taylor of South West Herts CHC is one of the judges. For more information contact Vicki Combe, IPPR, 30-32 Southampton Street, London WC2E 7RA. Tel 020 7470 6127. Website: www.pip.org.uk.

information wanted

Learning disabilities: interface between primary and secondary care. Preston CHC would be interested to learn of any research undertaken to track, from primary care through to secondary care and subsequent discharge, the experiences of people with learning disabilities (over 18) and their carers. This would include the support they receive etc. whilst in hospital, and also experiences of admission through A&E departments for these service users. For further information please contact either Tracy or Janice at Preston CHC. Tel 01772 259089 or e-mail: Preston chc@compuserve.com.

Primary care trusts. We would like to hear from CHCs who are involved with Primary Care Trusts, or have examples of good practice. We are hoping to produce a health perspective on this topic. If you have not already sent us information, please send it to Gary Fereday at ACHCEW.

Child care costs for CHC members. South Tees CHC are currently experiencing difficulties funding child care costs for members attending meetings. They would like to know if this is a problem that other CHCs have experienced. This is a cost that should be met, but given their current budget they are unable to do so. If your CHC has not come across this problem because of the age of your members could you also make comments on whether CHCs have a fair representation of age groups as members and, if not, could the budget restraints be one of the causes? Please send your comments as soon as possible to South Tees CHC. Fax 01642 251869, or email chief-officer@ms.stees-chc.northy.nhs.uk.

Geoffrey Ellam at Camden CHC is looking for examples of good practice surrounding the **provision of interpreters for people who are profoundly deaf** at Health Authority and PCG meetings. Please call Geoffrey on 0171 530 5255

Geoffrey Ellam at Camden CHC would also like to hear from any CHC who has had experience of assisting a complainant who was immediately told in the first reply to their complaint that local resolution has ended (without any real attempt being made to try to resolve the complaint), and that they can apply for an Independent Review Panel. Please call Geoffrey on 0171 530 5255.

Mrs Norma O'Hara of Mid Essex CHC will be giving a talk on **dental complaints and the view of CHCs on private treatment** on April 28. Dental treatments are rarely straight forward and often involve a mix of NHS and private treatment. She would be interested to hear from CHCs about how they assist complainants, whether CHCs refuse to get involved if private treatment forms part of the treatment and their overall views.

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 deadline for the next issue of CHC Listings is 6 April 2000