

CHC Listings

May 1998



CHC LISTINGS

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directory amendments

Montgomery CHC

New Chief Officer: John Howard

Northallerton CHC

New Chief Officer: Valerie Stangoe

South Birmingham CHC

New Chief Officer: Anna Lane

Newcastle CHC

Geraldine Granath now Chief Officer

Salford CHC

Acting Chief Officer: Tracy Steward

Eastbourne, Seaford & Wealdon CHC

New address: 1 St Anne's Road

Eastbourne BN21 3UN

Telephone: 01323 737925

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 Dorset CHC

New e.mail address: Chief Officer: Jennifer.wdchc@dial.pipex.com

General: Westdorset.chc@dial.pipex.com

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.

It Will Make a New Woman of You ! : Women's Experience of Hysterectomy

Wigan & Leigh CHC

Pages: 30

In 1996, members of the Family Services Working Group discussed a programme which had been shown on television. The subject of the programme was hysterectomies and members were amazed to learn that in Wigan and Bolton Health Authority area, more hysterectomies were performed than in any other Health Authority area in the country. Focus Groups were chosen as the best method to enable women to talk about their experiences in their own words. CHC staff were in contact with a number of women who had undergone hysterectomies, but it was decided that to enable the study to be focused it would be most appropriate to talk to women who had undergone hysterectomies within a specific period. Women who had undergone hysterectomies between May and July 1997 were recruited from pre-op clinics. Most women would have liked more information about various aspects of their treatment and care.

NHS Complaints Advice Service

Wandsworth CHC

Pages: 13

This self help pack describes how to go about making a complaint about unsatisfactory NHS treatment and care.

Influencing the Future Pattern of Acute Hospital Services

Southern Health and Social Services Council

Pages: 40

The main objective of the research was to investigate consumer attitudes and opinions about the provision of acute hospital services in the Southern Board's area; and the potential proposals for change put forward in the review of acute hospital services consultative document - 'Facing up to Change'.

Carers' Perceptions and Experiences of Palliative Care Services

Southern Health and Social Services Council

Pages: 58

This research project was commissioned jointly by the Southern Health and Social Services Board (SHSSB) and the Southern Health and Social Services Council in 1995. The aim of the study was to assess the nature and quality of care provided to people dying of cancer in the Southern Board's area through the perceptions and experiences of carers and relatives. Carers of people who died from cancer in the Southern Board's area during a four month period in 1994/95 were surveyed.

Report of Seminar On: Health Care For People With Diabetes In East Birmingham

East Birmingham CHC

Pages: 32

As part of the objectives for East Birmingham CHC set by CHC members at the Annual Review Day in February 1997, it was agreed that the CHC should examine health services provided for people with diabetes in East Birmingham. In 1993 the Health Authority knew of 11,000 people with diabetes. By 1995 this had doubled to 22,000. Services were geared to cater for 11,000 people. It was thought to be likely that many more people in Birmingham had diabetes, but remained undiagnosed. The seminar highlighted the health professionals' views of what was working well and what was not working. It now remains for the CHC to find out from service users if they share the same perspective on service provision.

"Aspects of Caring": A qualitative and quantitative study on the needs and experiences of carers of children with a disability.

Northern Health and Social Services Council

Pages: 70

This report describes a study into the needs and experiences of parents caring for a child with a disability in the Northern Health and Social Services Council area. The interviews and discussions were used to enhance the quality of data and to identify emerging concepts across different settings. A response rate of 64% was achieved by the survey, 65% in the Homefirst area and 63% in the Causeway area. The survey found the recurring problem of a lack of effective communication between professionals and carers. The Council recommended that the Trusts review the content and dissemination of their information.

The Training Needs of Carers: Results of a Survey Undertaken in May 1997

Northern Health and Social Services Council

Pages: 14

During 1996 and 1997 the following organisations came together to look at the training needs of carers in the Homefirst Community Trust area: Homefirst Community Trust, University of Ulster, Northern Health and Social Services Board and Help the Aged. The issues covered in the survey included: an indication of how many carers would like the opportunity of training to support them in their caring role; the most convenient time and venue for training; areas in which more information is required; and problems encountered as a carer. 355 questionnaires (36%) were returned to the Council. The survey found that the majority of carers did not want the offer of training. On reflection it was thought that the questionnaire should not have used the word 'training'. Most carers felt that they needed information.

Ambulance Patient Care Service - Consumer Satisfaction Study

Northern Health and Social Services Council

Pages: 15

The aim of the research was to provide information on the performance of the Patient Care Service (PCS), which may influence future decisions on improvements in service provision. The objectives were to obtain data on journey times and punctuality and identify the level of patient satisfaction with PCS staff and vehicles. In total 419 completed questionnaires were received by the Council. The report summarises the main findings and makes a number of recommendations. These include making sure that all PCS ambulances are fully accessible and meet the needs of users with mobility problems.

A Study of Patients Who Did Not Attend Their Outpatient Appointments

Doncaster CHC

Pages: 13

The aim of the study was to determine the reason why approximately 10 percent of clinic outpatient appointments are wasted because patients DNA. 45 people who had not attended the specific clinics in the study were visited as soon as possible after they had missed their appointment. 13% of the people contacted were not aware that they had an appointment.

Report of a Conference: Inequalities in Health Towards the Millennium: A Role for Community Health Councils

South Thames Regional Association of CHCs

Pages: 41

In recognition of the overwhelming evidence of inequalities in health both nationally and regionally, the Association organised a conference to raise awareness, share ideas and good practice, and consider how CHCs might take issues forward locally. The conference was held in January 1998, with delegates from CHCs around the country. This report includes material provided by the speakers at the conference.

Report of The Survey of Hospital Facilities for People with Special Needs

Warrington CHC

Pages: 15

The Warrington Hospital Trust, as part of its continuing review of the quality of patient services at the hospital, was interested to find out how the hospital was catering for people with special needs and asked the Community Health Council to carry out a survey on its behalf. A total of 222 questionnaires was sent to relevant Voluntary Organisations in Warrington; 32 were completed and returned to the CHC office - an overall response rate of 14%. Issues of concerned interest included access and communications.

Guide to Chemists: Small Heath, Yardley and Hodge Hill Constituencies

East Birmingham CHC

Pages: 70

This guide shows the services and facilities offered by the chemists in the East Birmingham area. East Birmingham consists of the constituencies of Yardley, Hodge Hill and Small Heath.

Survey of Accident and Emergency Services at the Royal Shrewsbury Hospital 1997/8

Shropshire CHC

Pages: 21

A main activity of the CHC is to monitor and assess the quality of the local health service from the service user's perspective. As part of this role, during 1997 the CHC undertook a survey of the minor injury services of the Accident and Emergency Department services at the Royal Shrewsbury Hospital. This survey aimed to explore the satisfaction of patients using these Services. Areas suggested for improvement include waiting times, privacy, information and refreshments.

Survey of Accident and Emergency Services at the Princess Royal Hospital Telford 1997/8

Shropshire CHC

Pages: 19

During 1997 the CHC undertook a survey of the minor injury services of the Accident and Emergency Department at the Princess Royal Hospital. This survey aimed to explore the satisfaction of patients using these services. Areas suggested for improvement include waiting times and privacy in the department.

Eating Disorders Study Day Report

Harrogate & District CHC

Pages: 34

The subject of eating disorders has attracted a considerable amount of publicity in recent months and years, both in the local and national media. In January, in Harrogate and District, a public meeting on the subject of dieting attracted well over 120 women. A major need identified from the study day was that professional and voluntary sector staff need more training and awareness of eating disorders and the skills needed to deal with patients and their families with these problems.

Effective Visiting for Community Health Councils

Greater London Association of CHCs (GLACHC)

Pages: 13

The purpose of this briefing is not only to look at the practicalities of visiting, but to help CHCs explore new 'visiting challenges', for example, to GP premises, monitoring race and ethnicity issues and developing a patient centred checklist.

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

Breast Screening Programme, England: 1996-97

Department of Health

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

Tel: 01937 840250

This bulletin summarises information from the computerised call and recall system for breast cancer screening in England in 1996-97, including some information about earlier years.

Handling complaints: monitoring the NHS complaints procedure. England

Department of Health

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

Tel: 01937 840250

The purpose of this document is to provide detailed statistical information on the handling of written complaints following implementation in April 1996 of new NHS Complaints Procedure. Information is provided for each individual NHS Trust and Health Authority in England for 1996-97.

The Management of Doctors with Problems: Guidance on the role of the NHS in the GMC's performance procedures and the rehabilitation of doctors

NHS Executive

Availability: Department of Health, Quarry House, Quarry Hill, Leeds LS2 7UE

Tel: 0113 254500

The purpose of this document is to provide NHS Trusts and health authorities with guidance for inclusion in their procedures for dealing with the identification and rehabilitation of doctors whose performance gives cause for concern.

Fighting the silent killer: optimising ovarian cancer management in Scotland

Accounts Commission for Scotland

Availability: Accounts Commission for Scotland, 18 George Street,

Edinburgh EH2 2QU Tel: 0131 477 1234

The Accounts Commission has reviewed the arrangements for the management of ovarian cancer within a sample of Trusts and health boards, looking at the processes in place for managing ovarian cancer in line with the Clinical Resource and Audit Group (CRAG) guideline. Overall Trusts and health boards are addressing the recommendations raised in the CRAG guideline, although the extent to which the recommendations have been adopted varies.

general publications

Competition and contestability between acute hospitals

Jon Sussex. Office of Health Economics

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

The purpose of this report is to assess the expected and revealed scope for competition in the provision of acute hospital services and the extent to which contestability is likely to offer anything more.

PFI Futures: Capital Investment After The White Papers

Newchurch & Company

Availability: Newchurch & Company Limited, 25 Christopher Street, London EC2A 2BS

Tel: 0171 422 0222

This briefing looks at the implications of capital investment following the White Papers and concludes that whilst there is now likely to be a period of rationalisation for larger scale facilities, demand for smaller scale projects will grow rapidly, requiring a new investment mechanism.

Tagging: A Technology for Care Services?

Catherine Bewley

Availability: The Public Law Project, Room E608, Birkbeck College, University of London, Malet Street, London WC1E 7HX Tel: 0171 467 9800

The electronic tagging of people using social services is gaining both public and professional acceptance. This report takes a close look at some of the issues involved in tagging.

Tobacco advertising, sponsorship and promotion: the case for a comprehensive ban

A national coalition of 82 medical, health, welfare, consumers' and children's organisations

This document sets out why the UK needs a comprehensive ban on all forms of tobacco promotion.

Diabetes Centres in the United Kingdom

A British Diabetic Association Report

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

Tel: 0171 323 1531

In 1996 the BDA undertook a postal questionnaire survey of all health authorities in the United Kingdom to obtain comprehensive information about diabetes centres. The results form the basis of this report together with visits and discussions with the directors and staff of some centres. The report will assist those in the diabetes community who wish to improve diabetes services in their locality.

general publications

Bringing Health To Homes. The relationship between health services and homes for older people

Ray Avaris, Les Bright and Stephanie Davies

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

Tel: 0171 485 1150

The report is part of a continuing programme of research which began in 1991 on the quality of care provided for residents of care homes. It is based on knowledge obtained from in-depth studies of a number of care homes selected from different parts of the country. Various aspects of care provided in these homes and the views of the clients living in these homes have been sought, studied and analysed in detail.

Management of Imminent Violence: Clinical practice guidelines to support mental health services

The College Research Unit - Royal College of Psychiatrists

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

Tel: 0171 235 2351 ex: 146

This report publishes the findings of a comprehensive and systematic review of research into the management of violence in clinical settings. It sets guidelines for clinical practice to be implemented in hospitals and psychiatric units throughout the UK.

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responses to consultation documents

Emergency ambulance services - draft report

Audit Commission

17/04/98

NHS home health care guide

NHS Executive, Health Education Authority

14/04/98

Proposed Code of Professional Practice

General Chiropractic Council - Designate.

30/03/98

Who decides?

Lord Chancellor's Department

30/03/98

A national framework for assessing performance

NHS Executive

20/03/98

forthcoming consultations

Chief Medical Officer's Project to Strengthen the Public Health Function in England: A report of emerging findings

DoH

Response by 15 May 1998

The New NHS Commissioning Specialised Services

NHSE

Response by 1 June 1998

Future Vision: a discussion paper

Royal National Institute for the Blind

Response by 29 May 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

Good Health!

- ◆ This two-day conference is for people with learning disabilities, health and social service commissioners and providers and voluntary organisations. The aim will be to see how best to seize the opportunities presented by "The New NHS" White Paper, and the Green Paper "Our Healthier Nation" and build on the positive thinking embodied in "Signposts for Success."
- ◆ on 2nd and 3rd December 1998
- ◆ at the UMIST, Manchester
- ◆ organised by: The National Development Team
- ◆ cost: To be advised

Further information Tel: Di Whittaker, NDT 0161 228 7055

forthcoming events

Informed Consent: Respecting Patients' Rights in Research, Teaching and Practice

- ◆ This one day conference aims to take a critical look at the practical, legal and ethical elements of telling patients what they need to know. It will be of interest to anyone who sees patients in a health care or research setting including medical students.
- ◆ on 15 May 1998
- ◆ at the Regent's College Conference Centre, Inner Circle, Regent's Park, London, NW1 4NS
- ◆ organised by: Committee on Publication Ethics (COPE)
- ◆ cost: £141.00

Further information Tel: 0171 383 6819

Shaping the Future for Carers: Strategies in Action

- ◆ This one day conference aims to explore research, policy issues and strategic agency responses to the needs of carers in the post community care era. Three keynote presentations will offer participants the opportunity to hear about recent developments in policy, services and research and a set of workshops, led by experts in the field, will provide the chance to discuss a range of specific themes in depth.
- ◆ on 24 June 1998
- ◆ at the ORT London
- ◆ organised by: The Tizard Centre, University of Kent at Canterbury
- ◆ cost: £120

Further information Tel: 01227 823075

Allergies: Curing the hidden cause of your illness

- ◆ on 30 May 1998
- ◆ at the Logan Hall, 20 Bedford Way, London WC1H 0AL
- ◆ organised by: What Doctors Don't Tell You
- ◆ cost: £45 - £135

Further information Tel: 0171 354 4592

The NHS: All Our Tomorrows, A Golden Celebration of The National Health Service

- ◆ This three day conference will be a celebration of the last 50 years, featuring a journey back through the decades to look at the milestones and achievements. Conference sessions, however, will turn the focus on the future. The conference will see the culmination of an exciting six month project which will set scenarios for the future by drawing upon the latest public participation and analysis techniques.
- ◆ on 1st to 3rd July 1998
- ◆ at Earls Court, London
- ◆ organised by: The NHS Confederation, The Institute of Health Services Management and International Hospital Federation
- ◆ cost: Day Rate £440.62
Three Rate £558.12

Further information Tel: 0121 414 1536

information wanted

Shropshire CHC is involved with the Health Authority and Mental Health Services NHS Trust in the **planning of a new, purpose built low secure unit**. Shropshire CHC would be interested to hear from any CHCs who have visited/reported on a similar unit. Please contact Christine Smith on 01743 235261.

Bristol and District CHC would like to hear from any CHCs who have undertaken, or been involved with, **work concerning elder abuse**.

Bassetlaw CHC are in discussion with a local Trust about making **visiting times to the Maternity Wards more flexible**. They would like to hear from any CHCs. Please contact Marc or Emma at Bassetlaw CHC, 38 Watson Road, Worksop, Nottinghamshire, S80 2BQ or telephone 01909 485257.

Lambeth, Southwark and Lewisham Health Authority is planning to **relocate Family Planning Services away from community clinics and into GP practices**. A survey conducted last year by the CHC showed that 89% of the people consulted did not want their Family Planning Services to be moved into GP premises for various reasons such as confidentiality, late night opening etc. If any health authorities have considered moving Family Planning into GP premises and if any action has been taken by CHCs on this, please contact Lambeth CHC on 0171 582 3288.

Could any CHCs knowing of Trusts with **noise control policies, or of any work relating to minimising noise in hospitals**, please contact Sheila West at North Birmingham CHC on 0121 377 7812

Could any CHCs with information **about doctors attempting to complain about patients** please contact Jane Thompson at Barnsley CHC on 01226 203112

Southend CHC have a client who has been involved in a **Tamoxifen/placebo trial** at the Royal Marsden Hospital which commenced in 1993 (the trial is also being undertaken at St. Helier Hospital and the Mayday Hospital). Their client experienced problems with the trial and they would like to hear from anyone else in a similar position. Please contact Gill Dawson from Southend District CHC on 01702 391090

ACHCEW would like to know if CHCs actually receive comments from **Health Authorities on their annual reports**. This is a statutory duty of Health Authorities under CHC Regulations 1996 para. 16. The Health Authorities should "furnish to the Council its comments on the report and a record of any steps taken by the Health Authority in consequence of advice given, or proposals made, by the Council". Please contact Frances Presley at ACHCEW.

information wanted

Niall Fitzgerald, Chief Officer at Hammersmith and Fulham CHC, would like to hear from any CHCs aware of any **Trusts which do not charge (or only charge in moderation) for access to or copies of medical records when these relate to a complaint.**

Judie Read from Gloucestershire CHC would like to know if there has been any **successful campaign to save a maternity unit** Tel: 01452 413044

The importance of partnership between public authorities and voluntary organisations is being recognised in the development of a high-profile 'compact' between government and the voluntary sector at national level, which will establish a framework of key principles to guide future relationships. Is there a case for similar agreements at local level? Professor Gary Craig from the University of Lincolnshire and Humberside and Marilyn Taylor of the University of Brighton have been funded by the Joseph Rowntree Foundation to assess the value and feasibility of local compacts and are interested to hear from CHCs of any relevant experience in their areas. They will be sending a short questionnaire out to all CHCs but meanwhile, if you know of any examples where health authorities have developed policies or agreements covering relationships with the local voluntary sector, they would like to hear from you. Please contact Marilyn Taylor, HSPRC, University of Brighton, Falmer, BRIGHTON, BN1 9PH, tel: 01273 643 482, fax: 01273 643 496, email:mt49@brighton.ac.uk

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 8 May and 5 June**

The following leaflets are available from the organisations listed.

Milk For Schools: The School Milk Campaign

National Lottery Charities Board
25a Horsefair, Rugeley, Staffs WS15 2EJ

Health and social research

National Lottery Charities Board
Telephone enquiries: 0171 747 5299

Respect: Time to end discrimination on mental health grounds

Mind
The Mental Health Charity
15 -19 Broadway
London E15 4BQ
Tel: 0181 519 2122

Signposts

National Information Forum
BT Burne House,
PP 10/10
Bell Street
London NW1 5BZ
Tel: 0171 404 3849

How to Provide Information Well!

National Information Forum
Post Point 228, BT Procter House,
100 - 110 High Holborn London WC1V 6LD
Tel: 0171 404 3849

Innovations in information

National Information Forum
BT Burne House,
PP 10/10
Bell Street
London NW1 5BZ
Tel: 0171 404 3809