

CHC Listings

May 2000



CHC LISTINGS

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directory amendments

CHC Name Change

Taff Ely & Rhondda CHC is now Pontypridd & Rhondda CHC
all other details remain the same

New Chief Officers

Newham CHC: Barbara Cuddon joins Ms Jean Lowe

South East Staffordshire CHC: Sue Ward

York CHC: Michael Harvey

ASSOCIATION OF COMMUNITY HEALTH COUNCILS FOR ENGLAND & WALES
Earlsmead House, 30 Drayton Park, London N5 1PB. Phone: 020 7609 8405 Fax: 020 7700 1152

Working Together – is there a shared agenda?

North Tyneside CHC

Pages: 10

This Summary Document is based on a morning workshop, which looked at community involvement in PCGs in Newcastle and North Tyneside. It forms part of the work that has been undertaken to develop support networks for lay and community representatives on PCGs

Patients on Wheels. Transport and access to health services in Cornwall.

Cornwall CHC

Pages: 51

This report is based on a study that aimed to investigate: the equity of provision of health care to all residents of Cornwall, when issues of cost and availability of transport are included; and access to health services with particular attention to the needs of the elderly and families with young children

Complaints Survey

Warrington CHC

Pages: 13

This survey aimed to find out what people thought about the quality of the service they received when they approached the CHC for help with their complaint.

A Directory of Nursing Homes in West Lancashire 2000

West Lancashire CHC

Pages: 48

A directory of produced by West Lancashire CHC in order to help potential nursing home residents and/or their families and carers to obtain background information about nursing homes in West Lancashire.

Patients' Experience of Basic Nursing Care whilst in Hospital

South East Kent CHC

Pages: 13

This report is the result of a survey aimed to identify patient satisfaction of some aspects of their basic care whilst in the William Harvey Hospital, Ashford

Visiting Guidelines for CHC Members.

Basildon & Thurrock CHC

Pages: 8

Step by step guidelines for CHC members visiting NHS premises.

Older people and the NHS in Milton Keynes

Milton Keynes CHC

Pages: 7

A snapshot of views from people over sixty who feel they have been refused treatment or received poor quality health care because of their age. A qualitative survey carried out by the CHC and Age Concern Milton Keynes

Complainants Satisfaction Survey 1999

Basildon & Thurrock CHC

Pages: 11

This survey aimed to assess the level of satisfaction and dissatisfaction with the service provided by CHC Officers, and how improvements could be made.

Warrington Hospital NHS Trust Ward A1: Patient Opinion Survey.

Warrington CHC

Pages: 29

In 1999, Warrington Hospital NHS Trust received money from the Accident and Emergency Modernisation Fund to refurbish and develop patient services in the Medical Assessment Unit. A larger General Practitioner (GP) assessment area, refurbishment of in-patient accommodation, improved sanitary facilities in mixed sex accommodation and improved waiting facilities for relatives and carers were some of the areas identified for redevelopment. This survey of patients and staff was carried out after Ward A1 re-opened. It highlighted a high level of satisfaction but also identified areas of concern where improvements could be made.

Emergency Out of Hours Dental Cover in the Borough of Wandsworth

Wandsworth CHC

Pages: 6

This report includes the results of a survey conducted into the provision of emergency cover offered by dental practices in the borough of Wandsworth. The survey found that more than 30% of surgeries contacted failed to have adequate arrangements in place

Day Surgery at Harrogate District Hospital.

Harrogate & District CHC

Pages: 41

This survey, undertaken by Harrogate CHC and Harrogate Health Care NHS Trust Day surgery Unit, was carried out as part of a regular programme of surveys aimed at monitoring and improving service provision.

Replying to consultation documents. A guide to making your voice heard.

Southern Health and Social Services Council

Pages: 6

This is a practical and user friendly guide to assist voluntary and community groups with their responses to numerous consultative documents.

Coquet Medical Group. Primary Care Act Pilot - A Survey of Patients'

Views

Northumberland CHC

Pages: 22

A baseline study to find out the patients' feelings about the Practice - their likes and dislikes - and also to test out their reaction to possible changes and developments. The aim was to involve patients in the process of change and it was thought that a patient participation group or something similar might emerge from the process. It also acknowledges that patients' lack of knowledge about certain aspects of the Practice is in itself a matter of significance

A foot in the door? Report of survey of chiropody services in South Essex

Basildon & Thurrock CHC

Pages: 30

A joint report by Basildon, Brentwood & Thurrock CHC and Southend District CHC in co-operation with NHS Trusts, branches of Age Concern and voluntary organisations in South Essex. The aim of the review was to generate financial savings and to provide a chiropody service to those most in need. This survey has demonstrated that methods of communication with those affected by reductions in chiropody could have been improved significantly.

Women's Views of Maternity Services in Lothian

Lothian Health Council

Pages: 81

The survey was carried out by questionnaire which was sent to almost 1000 women who had recently given birth. Objectives were to assess women's experiences of and satisfaction with the care they received during pregnancy, labour and post natal; to explore the factors associated with satisfaction and dissatisfaction with care; and to compare experiences of and satisfaction with maternity care in Lothian over a 12 year period. The findings will assist the future planning and development of maternity services in Lothian

Specialist Services - South West Association of CHCs Working Party

South & West Regional Assn of CHCs

Pages: 34

This report details the tasks agreed to meet the Working Group's objectives; highlights 'lessons learned' from this work; recommends the way forward for South West CHCs' involvement in the commissioning and monitoring of specialist services

Listening to Mothers

Bromley CHC

Pages: 22

This final report is the result of intensive research, undertaken by the CHC and Bromley Maternity Services Liaison Committee, to seek the views of users and potential users of maternity services. The aim is to feed these views into the decision making process. It is the first time that what mothers actually said has been recorded rather than having been included in general observations.

Catering Visits Update Report - non-medical standards study (part two)

Milton Keynes CHC

Pages: 22

This report concerns the catering service at Milton Keynes General Hospital and is a follow up report to the Catering Survey study carried out by Milton Keynes Community Health Council in May 1997

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

**New Life For Health. The Commission on the NHS**

Chaired by Will Hutton

Availability: Random House, 20 Vauxhall Bridge Road, London SW1V 2SA.

Report of the Commission established by ACHCEW on representing the public interest in the Health Service

Information for Midwives. HIV testing in pregnancy.

Dept of Health & The Royal College of Midwives.

Availability: The Policy Department, RCM, 15 Mansfield Street, London W1M 0BE

This leaflet contains important information on implementing current DoH policy on antenatal testing for HIV.

Testing Times: A review of diabetes services in England and Wales

Audit Commission

Availability: Audit Commission Publications. Bookpoint Ltd, 39 Milton Park, Abingdon, Oxon OX14 4TD. Tel 0800 502030 (£20)

Using detailed evidence from the health service and a large survey of individuals with diabetes, this report considers variation in provision and examines gaps in current services.

The Choice Is Yours? An account of the pressures faced by older people looking for care homes.

Charlotte Argyle, Les Bright and Alison Clarke.

Availability: Counsel and Care, Twyman House, 16 Bonny Street, London NW1 9PG. Tel: 020 7482 5824. Price: £7.50p

This report draws on the large number of calls to The Counsel and Care advice line about the problems facing older people looking for care. The report concludes that there is an urgent need for a regulator for the residential care and nursing home industry.

Primary Care & Social Services: Developing New Services for Older People.

National Primary Care Research and Development Centre Series. Kirstein Rummery and Caroline Glendinning.

Availability: Radical Medical Press Ltd, 18 Marcham Road, Abingdon, Oxon. OX14 1AA.

This book is a concise guide to the new initiatives in this area, including models and practical examples.



Patients, Power and Politics, from Patients to Citizens.

Christine Hogg

Availability: SAGE Publications Ltd., 6 Bonhill Street, London E2A 4PU. £18.68

This book outlines how individuals as patients, healthy people and research subjects relate to the health services, and how the public, as citizens, influence health care and public policies.

Primary Health Care A Prognosis

Maria Duggan

Availability: IPPR, 30-32 Southampton Street, London, WC2E 7RA. £7.50

This study examines the state of primary health care drawing on research in three localities. The author concludes that Government policies are contradictory and sets out an alternative approach to developing primary health care for the 21st century

Compact with the Community - a survey on developing local compacts

LGA Research, National Council of Voluntary Organisations

Availability: IDeA Publication Sales, Layden House, 76-78 Turnmill Street, London, EC1M 5LG. Tel 020 7296 6600 Fax 020 7664 3030 Price £20 (Inc p&p) £10 to local authorities

This report is the result of close collaboration between the LGA and NCVO and their work to encourage the development of local compacts.

The Expert Patient

John Illman

Availability: The Association of the British Pharmaceutical Industry, 12 Whitehall, London, SW1A 2DY Tel 020 7930 3477 Fax 020 7747 1411 e-mail: abpi@abpi.org.uk Website: www.abpi.org.uk

This report contains a range of views expressed by people who are deeply committed to ensuring that patients become better informed and therefore more 'expert'. It also includes The Patient's Code - some suggestions on how the doctor-patient relationship can be improved so that it runs as smoothly as possible.

Getting into their Stride: Interim report of a national evaluation of primary care groups

Judith Smith, Emma Regen, Nick Goodwin, Hugh McLeod, Jonathan Shapiro

Availability: HSMC, The University of Birmingham, Park House, 40 Edgbaston Park Road, Birmingham B15 2RT Tel 0212 414 7050 Fax 0121 414 7051

Interim report of the Health Services Management Centre's national evaluation of primary care groups (PCGs). It provides details of progress made by 12 case study PCGs during their first months of operation.



PCG Agenda Early Progress of Primary Care Groups in 'The New NHS'

Audit Commission

Availability: The Audit Commission, 1 Vincent Square, London SW1P 2PN Tel 020 7828 1212

This briefing will be of interest to PCG board members, to those in health authorities that support PCG development, and to a broader readership with an interest in the successful implementation of 'The New NHS'

Salford Social Entrepreneurs' Programme 1999-2000

School for Social Entrepreneurs, Salford CHC

Availability: School for Social Entrepreneurs, 18 Victoria Park Square, Bethnal Green, London E2 9PF. Tel 020 8981 0300 Fax 020 8983 4655

Report of the first quarter of the social entrepreneurs programme. This project is a local, grassroots counterpart to the Social Exclusion Unit in the Cabinet Office. It will provide another stream of experience and data to that of the Policy Action Teams led by Whitehall departments.

Private Finance in Health Care: Why Not

Ben Griffith

Availability: NHSCA, Hill House, Great Bourton, Banbury, Oxon OX17 1QH. Tel/Fax 01295 750407 £3.00 (inc. p&p)

This report examines and questions why among other things, private companies should be involved in owning and managing hospitals in the NHS

NHS Service Delivery and Organisation National R & D Programme

Dr Naomi Fulop, Deputy Director, NCCSDO & Ms Pauline Allen, Lecturer

Availability: Kate Thomas, Co-ordinator, NCCSDO, London School of Hygiene and Tropical Medicine, 99 Gower Street, London WC1E 6AZ. Tel 020 7612 7980; Fax 020 7612 7979

These reports provide details of a national listening exercise carried out during 1999 by the National Co-ordinating Centre for NHS Service Delivery and Organisation R & D, and describe how the National Co-ordinating Centre for NHS Service Delivery and Organisation will be supporting the SDO R&D Programme

Evaluation of NHS Direct first wave sites. Second interim report to the Department of Health

James Munro, Jon Nicholl, Alicia O'Cathain, Emma Knowles

Availability: Medical Care Research Unit, University of Sheffield, Regent Court, 30 Regent Street, Sheffield S1 4DA

An independent research study carried out by the Medical Care Research Unit of the University of Sheffield, on behalf of the Department of Health.



general publications

Involving the Public - One of Many Priorities

Will Anderson & Dominique Florin

Availability: King's Fund Primary Care Programme

A survey undertaken by the King's Fund Primary Care programme of public involvement in London's primary care groups

Making the Case for Investment in an Integrated Continence Service

The Continence Foundation

Availability: The Continence Foundation, 307 Hatton Square, 16 Baldwins Gardens, London EC1N 7RJ. Tel 020 7404 6875 Fax 020 7407 6876

A Source book for continence services, it brings together relevant facts and figures from which continence specialists can make a compelling case. It relates primarily to England but can readily be adapted to use elsewhere in the UK



official publications

Shaping the NHS from the past, into the future.

School of Health and Related Research, University of Sheffield

Availability: School of Health and Related Research, University of Sheffield

The NHS 50 Anniversary Lecture series was part of the year long celebrations in 1998. A distinguished group of women and men were invited to reflect on the first fifty years of the NHS and offer some ideas and predictions for the future.

Guidance on the use of Taxanes for Ovarian Cancer

National Institute for Clinical Excellence. NHS.

Availability: National Institute for Clinical Excellence. 90 Long Acre. Covent Garden. London WC2 9RZ www.nice.org.uk

Guidance representing the view of NICE's Appraisal Committee concerning the appropriate use of Taxanes to treat ovarian cancer.

Guidance on Coronary Artery Stents in the Treatment of Ischaemic Heart Disease.

National Institute for Clinical Excellence. NHS.

Availability: National Institute for Clinical Excellence. 90 Long Acre. Covent Garden London WC2 9RZ www.nice.org.uk

Guidance representing the views of NICE's Appraisal Committee about the appropriate use of coronary artery stents in the treatment of ischaemic heart disease

Memorandum Responding to the Sixth Report of the Health Select Committee (1998-99 Session) on Procedures Related to Adverse Clinical Incidents and Outcomes in Medical Care. *Department of Health*

Availability: The Publications Centre. PO Box 29, Norwich NR3 1GN

Department of Health's response to the Health Select Committees report on Procedures related to adverse clinical incidents and outcomes in medical care

The nursing, midwifery and health visiting contribution to the continuing care of people with mental health problems.

United Kingdom Central Council for Nursing, Midwifery and health Visiting (UKCC)

Availability: United Kingdom Central Council for Nursing, Midwifery and Health Visiting.
23 Portland Place, London W1NH 4JT. Tel: 020 7637 7181

A review and UKCC action plan.

Foundations for the Future. The UKCC in 2000-2001

UKCC for Nursing, Midwifery and Health Visiting

Availability: UKCC for Nursing, Midwifery and Health Visiting. 23 Portland Place.
London W1N 4JT

Summary of the 2000-2001 business plan produced by the Council

UKCC Handbook 2000-2001

UKCC for Nursing, Midwifery and Health Visiting.

Availability: UKCC for Nursing, Midwifery and Health Visiting. 23 Portland Place, London W1N 4JT

The handbook sets out information about the services the UKCC provides for the professions and the public and describes how the UKCC's executive supports the work of the Council and its committees

Coronary Heart Disease. Modern Standards and Service Models

NHS Executive

Availability: Dept of Health, PO Box 777. London SE1 6XH Fax 01623 724 524.
[Www.doh.gov.uk/coinh.htm](http://www.doh.gov.uk/coinh.htm)

National Service Framework for coronary heart disease

Shaping the Future NHS: Long term planning for Hospitals and Related Service
Department of Health

Availability: Dept of Health, PO Box 777. London SE1 6XH
www.doh.gov.uk/nationalbeds.htm

Consultation Document on the findings of the National Beds Inquiry.

Review of Prescribing, Supply & Administration: Final Report.

Department of Health

Availability: NHS Response line 0541 555 455

Treating Women Well: Women and the NHS.

The Women's National Commission.

Availability: The WNC Cabinet Office, Horse Guards Road, SW1P 3AL

Advice about assessing women's needs within the NHS.

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responses to consultations received

Amendment to the Medical Act 1983: Changes to the Fitness to Practise Procedures

NHS Executive

03/05/00

Shaping The Future NHS: Long Term Planning For Hospitals And Related Services. Consultation Document on findings of The National Beds Inquiry

DoH

11/05/00

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consultation documents received

NHS Executive: Consultation in the New NHS – Good Practice Document

16/06/00

A Health Service of all the talents: Developing the NHS workforce. Consultation Document on the Review of Workforce Planning -- Department of Health

16/06/00

Emergency Contraception: Levonorgestrel 0.75mg. Proposed amendment to the Prescription Only Medicines (Human Use) Order 1997 -- Medicines Control Agency

29/06/00

A Stronger Voice Training for effective representation and consultation

Stronger voice is a training package that develops the skills and expertise essential to effective representation. It is a very innovative training package and works by provoking thought throughout - keeping the student thinking and stimulated using highly participative exercises.

For further information write to Stronger Voice, NCC, 20 Grosvenor Gardens, London, SW1W 0DH Tel: 020 7881 3009 Fax: 020 7730 0191 Email: sv@ncc.org.uk Website: www.ncc.org.uk/strongervoice

forthcoming events

New Mental Health Policy Making Sense of it All One day Conference

- ◆ Date Thursday 15 June 2000
- ◆ Venue The Pavilions, Harrogate
- ◆ Costs £229.13 Inc VAT (Voluntary, CHCs & Charity sector)
£323.13 Inc VAT or £299.63 per delegate for TWO or more (Public sector)
£464.13 Inc VAT (Private sector)

For further information contact Liz Haw or Fiona Tweedy: Tel 01423 506611 Fax: 01423 531166 E-mail: info@hmc.co.uk Website: www.hmc.co.uk

Quality and Patient Complaints in the NHS – Taking a whole systems approach

- ◆ Date Friday 16 June 2000
- ◆ Venue The Strand Palace Hotel, London WC2
- ◆ Costs £325 + VAT per delegate (NHS delegates)
£450 + VAT per delegate (Conference delegates)
£225 + VAT per delegate – half price for third delegate

For further information and to make bookings The Bookings Department, IBC UK Conferences Limited, Gilmoora House, 57-61 Mortimer Street, London W1N 8IX or contact Elizabeth Adele on 020 7453 5492 Fax 020 7636 6858 e-mail: cust.serv@ibcuk.co.uk

forthcoming events

Meeting the Challenge The Community Care of Asylum Seekers and Refugees

- ◆ Date Thursday 13 July 2000
- ◆ Venue ORT House Conference Centre, 126 Albert Street, Camden, London NW1 7NE
- ◆ Costs **Small Voluntary Organisations, CHCs and Charities:** £135.12 Inc VAT
Statutory Organisations £158.62 Inc VAT

For further information contact Customer Services, Pavilion Publishing (Brighton) Ltd., FREEPOST (BR458), 8 St George's Place, Brighton, East Sussex, BN1 4ZZ. Tel 0273 623222 Fax: 0273 625526 E-mail: pavpub@pavilion.co.uk

Fresh Thinking - The NHS Confederation annual conference and exhibition 2000

- ◆ Date 28 – 30 June 2000
- ◆ Venue Scottish Exhibition and Conference Centre, Glasgow
- ◆ Costs Special delegate rates for CHCs

For further information call 0121 414 1536 or visit
www.nhsconfed.net/events/annualcon.htm

College of Occupational Therapists 24th Annual Conference & Exhibition Shaping the Future – 2000 and Beyond

- ◆ Date 18-21 July 2000
- ◆ Venue Keele University, Keele Conference Park.
- ◆ Costs Vary from £100 to £400

For booking and further information contact Concorde Services Ltd/COT, 42 Canham Road, London W3 7SR Tel 020 8743 3106

College of Health Training and Consultancy for 2000 The College offers a range of training and consultancy services in research and public involvement in health and social services. They run public courses mainly in London but also offer courses at a client's own venue. The College is continually updating and developing new workshops to meet changing needs and is happy to receive requests from clients for courses.

For booking details and further information contact the Training Department, College of Health, St Margaret's House, 21 Old Ford Road, London E2 9PL Tel 020 8983 1225 Fax 020 8983 1553 E-mail jessica@tcoh.demon.co.uk or francesca@tcoh.demon.co.uk

information wanted

Hydrotherapy Isle of Wight CHC would be very pleased to know about any recent facilities which have been provided for this service, and whether these have been provided solely from NHS resources or from other funding. A description of facilities and capital and revenue costs would be useful, together with details of any needs assessments which have been completed. Please send details to Exchange House, St Cross Lane, Newport, Isle of Wight, PO30 5BT or Fax 01983 520063

information wanted

Mental health services for the elderly. Leeds CHC are to research aspects of this subject. The focus will be on services provided in the community, as distinct from hospital/residential care. It will concentrate on how older people and their carers perceive these services and their experiences in using them. We would be interested to hear from others who have done work in this area. Please contact Barry Johnson on 0113 245 7461 (Tuesdays and Wednesdays), or e-mail: chief-officer@ms.leeds-chc.northy.nhs.uk

information received

Hammersmith & Fulham CHC have been notified that the waiting list for gender re-assignment surgery at Charing Cross Hospital (part of Hammersmith Hospitals Trust) has been closed. Referrals are being returned to the referring psychiatrist who can refer elsewhere. Currently there is provision to treat 40 patients a year. In February 2000 there were 44 patients on the waiting list for surgery and a further 97 awaiting their first out-patient appointment (dates have been allocated). Patients are accepted from all over the UK. An earlier bid to NSCAG for additional funding was unsuccessful. Charing Cross is one of only three hospitals providing this service funded by the NHS, the others being; Institute of Urology, St. Peters and Western General Hospital, Edinburgh. Contact Hammersmith & Fulham CHC on 020 8748 0639 if required.

Signposts: A New (Third) Edition. The National Information Forum announces the third edition of its popular guide *Signposts*. It is aimed at statutory and voluntary organisations, individuals and professionals who are not primarily information providers, but who may need in the course of their work to direct clients to sources of help and advice. It provides a quick and easy reference to specialised advice and information resources. Later this year, *Signposts* will be supplemented with 25 leaflets for issue to clients, giving brief details of the most important resources. These will be issued free of charge to everyone who has purchased the main guide, and will be available in any combination of eleven languages. Further supplies of the leaflet can then be purchased as required. *Signposts* costs £15 (£12.50 for individuals and voluntary organisations) For further information contact: Ann Darnbrough on 020 7402 6681

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 22 June 2000