

CHC Listings

November 1996



CHC LISTINGS

November 1996

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directory amendments

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Northern & Yorkshire

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Northern & Yorkshire Regional
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Chichester CHC

Chief Officer: Mr Richard Mason

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Mid Surrey CHC

Chief Officer: Ms Jean
O'Shaughnessy

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South Thames

Ms Anna Barnes
Regional Association Officer
Phone/fax: 01273 738972

South West Surrey CHC

Change of address:
Blenheim House
Bridge Street
Guildford GU1 4RY

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Liverpool Central & Southern CHC

Change of address:
17 Lime Street
Liverpool L1 1JG
Phone: 0151 707 8803
Fax: 0151 707 8828

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North Lincolnshire CHC

Change of address:
348 High Street
Lincoln LN5 7BN

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Gogledd Gwynedd CHC

Change of address:
4 Pepper Lane
Caernarfon
LL55 1RG

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Dewsbury District CHC

Phone: 01924 324537 & 450706

Findings of a survey of the discharge of patients from Queen's Park Hospital and the Royal Infirmary, Blackburn

Blackburn, Hyndburn and Ribble Valley CHC

In this survey, staff were asked detailed questions about the discharge process and patients were sent a questionnaire. The health authority's written discharge policy specifies the responsibilities of various members of the multi-disciplinary team when a patient is to be discharged. This is reflected in responses from staff, who seemed to be well aware of how procedures should work. Even so, practice varied between wards, particularly in relation to multi-disciplinary involvement. Staff awareness of patient perceptions of the process also varied between wards. For more details see *CHC News*, Issue 5, November 1996.

Day case surgery: the patients' perspective

Sally Gardhouse for Hastings & Rother CHC, 24 pages

In this survey 39 patients who had undergone day surgery agreed to be interviewed. The findings cover: selection criteria, information and choice, patient care, after care and the unit's information book. Thirty-seven of the respondents said they had not been given a choice of inpatient treatment, and nine said they would have opted for inpatient treatment had it been offered. For details in relation to discharge see *CHC News*, Issue 5, November 1996.

Discharge from hospital: the experience of Shropshire patients

Shropshire CHC, 33 pages

This survey of the experiences of elderly patients gives a great deal of valuable information thanks to the time that was put into interviewing patients. Trained CHC members held in-depth interviews lasting about 60-90 minutes with 43 patients in their own homes. Questions were asked about: the home situation; discharge arrangements in hospital; the first two days after discharge; and the two to three weeks after discharge. Twelve patients were living alone on their discharge and, of 27 living with a spouse, 9 lived with a disabled, infirm person. The report stresses the vital role of informal carers after discharge. For more details see *CHC News*, Issue 5, November 1996.

Survey of the dental health of primary school children in Wandsworth

Wandsworth CHC, 50 pages approx.

Wandsworth CHC has undertaken a survey of dental health among primary school children in its area. It found that although parents place a high premium on their children's dental health, they need more information on all aspects of the subject and especially information on diet and nutrition. The CHC was disappointed to find that non-dental health professionals in contact with young families (for example health visitors and doctors) do not seem to be advising parents on dental health and that they are not seen as a source of information on the issue.

Asthma campaign primary schools project

Caerphilly CHC, 18 pages

This useful project has looked at asthma policies in schools and has acted as a spur for action on the part of the schools involved. Members of the CHC's local health watch groups visited schools to hand over the National Asthma Campaign Schools Pack and held follow-up discussion meetings where possible. The CHC subsequently received many requests for additional information from head teachers. A questionnaire on asthma policies was then sent to 62 schools, of which 40 responded. For more details see *CHC News*, Issue 5, November 1996.

Making an informed choice about where to have your baby

Report of a survey of maternity users in the North Derbyshire High Peak

North Derbyshire CHC, 14 pages

In this survey, 135 service users were asked about the information they received and the choices they made as to where to deliver their baby. A great majority knew that they could choose where to have their baby, but no-one was informed about all the options which were, in theory, open to them. Only half the respondents knew they could change their mind about where to have their baby.

Community hospitals: a ring of care?

A report on the deliberations of the Community Hospital Project Group

Herefordshire CHC, 20 pages

In 1995 Herefordshire CHC established a project group on community hospitals. This report describes the progress of the group in following a four-stage plan: (1) visiting various community hospitals; (2) canvassing public and professional views; (3) setting up sub-groups to consider how the findings to date might be applied to hospital at home, polyclinics and fully developed community hospitals with inpatient beds; and (4) debating the findings of the sub-groups and reporting back to the full CHC.

A report on a survey to find out local people's understanding and concerns about the changes being made to health care in Derwentside

Sue Barnes, North Durham CHC, 16 pages

North Durham CHC has established a Public Consultation Register to provide a database of residents willing to be consulted about a variety of health service issues. For this survey, 550 questionnaires were distributed and 148 replies received. The questionnaire focused on the development of a community hospital. The survey also aimed to identify the best ways of keeping local people informed of proposed changes in health services.

Getting back to good health

Wolverhampton CHC, 3 pages

The report of a focus group held with patients at a rehabilitation unit.

Community neuro-rehabilitation team

Client and carer satisfaction survey

Croydon CHC, 31 pages

Patients were sent questionnaires or interviewed depending on the nature of their health problems. Twenty-one were interviewed by CHC members (out of a possible 25). Questionnaires were sent to 41 patients, of whom 22 replied. Overall satisfaction was high, though 58% of respondents thought that their course of treatment was too short. Transport was a significant problem for a number of clients.

Mayday Healthcare Eye Unit

Patient satisfaction survey

Croydon CHC, 25 pages

Interviews were conducted by CHC members with 59 patients after they had attended a consultation. A further 4 patients returned questionnaires which they had taken away with them. There was a very high level of satisfaction with the consultation and assistance offered by staff. However, both the location and facilities came in for criticism.

Local involvement in health planning

A report on a Community Involvement Project

Paul Macey and David Woodger, Co-Bo Consultancy for Croydon CHC, 33 pages

In this project the consultancy team was given a brief: to carry out research on community involvement in health planning in two areas within Croydon; to identify existing levels and methods of involvement; to initiate work on developing community involvement; and to facilitate the sharing of the issues raised with health planners, purchasers and providers. This report describes what has been achieved so that the CHC, the health authority and providers can take forward their own work on involving patients, carers and the local community.

Services for children and families

The views of people living in North West Anglia

North West Anglia CHC, summary version 11 pages, full report 38 pages

The aim of this survey was to identify issues important to children and families regarding all aspects of their health care needs. The CHC focused on parents and their views while the local school nurses collected the views of children and adolescents. The CHC held focus groups in five localities which were likely to suffer isolation because of geography or social need. Views were sought in various ways include press coverage, open meetings, focus groups and one-to-one interviews.

Survey of preparation and service of food, 1995/96

Bristol & District CHC, 12 pages

A team from the CHC visited 15 units within five local trusts. They talked with staff at all levels and many patients. Both conventional cooking and the cook-chill system of food preparation produced high quality food. However, the variety of methods used to prepare and serve the food on the wards were not equally efficient in providing patients with food in its optimal condition.

Consulting Asian women's groups in the inner city locality

A report from Bristol & District CHC's Listening to Local Voices Project

Bristol & District CHC, 9 pages

After the first year of the Local Voices Project in Bristol & District the CHC and Avon Health agreed that in the second year activity should be more focused. The project has developed activity in three areas: diabetic services users, the Somali community and Asian Women's groups. This report describes how the project worked with Asian women, what Asian women said about NHS services (common themes were communication, linkworkers and family planning) and implications for developing local health services.

Community Care (Direct Payments) Bill

Will it work?

Frances Murphy, Northern Health and Social Services Council, 8 Broadway Avenue, Ballymena, County Antrim, BT43 7AA, 38 pages

In November 1994 the Government announced its intention of allowing local authorities to give people cash payments instead of providing them with community care services, so they can buy the services they need for themselves. This report looks at the advantages and disadvantages of the scheme. It includes reports of interviews with service commissioners, service providers and consumers.

Consumer survey on proposed fluoridation of water supplies

Northern Health and Social Services Council, 8 Broadway Avenue, Ballymena, County Antrim, BT43 7AA, 10 pages

This survey was prompted by an announcement that the health boards in Northern Ireland were considering whether to ask the Department of the Environment to adjust the level of fluoride in water supplies throughout Northern Ireland as part of a programme of improving dental health. They allowed three months for consultation. Among other things, respondents were asked for their views about having controlled levels of fluoride added to drinking water: 38.9% were strongly opposed, 10.5% moderately opposed, 26.5% neutral, 15% moderately in favour and 9.2% strongly in favour.

If you want to obtain a CHC publication, please contact the relevant CHC. See directory for contact details.

Sexual abuse and harassment in psychiatric settings

Report of the Public Policy Committee Working Party, Royal College of Psychiatrists, Council Report CR52

Availability: details from Sales Assistant, RCP, 17 Belgrave Square, London SW1X 8PG; phone: 0171 235 2351; fax: 0171 245 1231

This report deals with a very difficult area in which fine lines need to be drawn between protection of vulnerable people and the preservation of people's rights to sexual expression, especially since the psychiatric setting may be seen as the person's home. It consistently advocates openness in the prevention of and response to sexual abuse and harassment at the level of individual care plans, developing unit policies and ensuring that people have access to outside agencies. For more details see *CHC News*, Issue 5, November 1996.

Alternatives to fundholding

Howard Glennerster, Anna Cohen and Virginia Bovell, 68 pages

Availability: Free of charge from: Welfare State Programme, Suntory and Toyota International Centres for Economics and Related Disciplines (STICERD), The Toyota Centre, LSE, Houghton Street, London WC2A 2AE; phone: 0171 955 6679; fax: 0171 242 2357

Why have GP fundholders achieved change for their patients? Advocates of fundholding tend to stress the power of fundholding GPs to withdraw contracts from providers (the "exit" strategy). Critics of fundholding have suggested that the successes of fundholders are due to their greater involvement in health authority purchasing decisions (the "voice" strategy). This study assesses the relative effectiveness of exit and voice strategies by looking at schemes set up by non-fundholding GPs to influence purchasers and by comparing the achievements of such schemes with those of fundholders. For more details see *CHC News*, Issue 5, November 1996.

Managing volunteers effectively

Phil McSweeney and Don Alexander, 176 pages

Availability: Ashgate Distribution Services, Gower House, Croft Road, Aldershot, Hants GU11 3HR; phone: 01252 317707; fax: 01252 317466. £17.45 paperback, £35 hardback (inc p&p).

This book regards volunteers as typically working in an organisation, such as a charity delivering hands-on services to the public, in which they are answerable to a designated manager. The model does not apply easily to CHCs: the roles discussed in the book are not the province of one manager, but are divided between CHC chairs, CHC chief officers, the organisations from which CHC members are drawn and CHC members themselves. Nevertheless, reliance on the efforts of volunteers is of relevance to CHCs, and a CHC might find it useful to go through the book deciding who, in that CHC, is responsible for each of the roles and tasks it covers.

Meeting the costs of continuing care

Recommendations

Joseph Rowntree Foundation Inquiry, 24 pages

Availability: Joseph Rowntree Foundation, The Homestead, 40 Water End, York YO3 6LP; phone: 01904 629241; £5.

This inquiry has recommended a National Care Insurance scheme in which people with earnings would be required to contribute to an insurance scheme to meet care needs they may have in old age. The proposals combine two aims: to entitle everyone to a proper standard of care in old age and to oblige individuals to insure themselves if they have the means to do so. As the scheme matured, those on average earnings could expect their insurance cover to meet all their care costs in old age. Those with insufficient cover would have the balance met by their local authority. For more details see *CHC News*, Issue 5, November 1996.

Accountability checklist

Mike Bartram for Consumer Congress

Availability: Details from Consumer Congress, 20 Grosvenor Gardens, London SW1W 0DH; phone & minicom: 0171 730 3469; fax: 0171 730 0191. Available in type, large type and braille and on tape.

This pack consisting of an introduction, a commentary and a checklist is designed to help health and social services professionals review their arrangements for accountability.

We don't choose to be homeless

Angela Evans for The Inquiry into preventing youth homelessness, 173 pages

Availability: CHAR, 5-15 Cromer Street, London, WC1H 8LS, £17.50

The inquiry was set up in 1995 by ten leading housing and youth charities. The independent inquiry members were drawn from a wide range of organisations and agencies. This report presents their findings based on evidence from over 150 organisations. The first section covers the extent of the problem, the causes of homelessness and the effects it has. The second section considers what can be done to prevent and respond to homelessness and sets out possible strategies at a national and local level.

Health care: private corporations or public services?

The Americanisation of the NHS

Public Health Alliance, NHS Support Federation and NHS Consultants' Association

Availability: NHS Consultants' Association, Hill House, Great Bourton, Banbury, Oxon, OX17 1QH.

This third report of the Health Policy network compares the NHS and health care in the USA and describes ways in which the NHS is being privatised. It urges a vigorous and informed public debate about health care before and during the forthcoming general election.

Raising standards in breast cancer care

The Macmillan directory of breast cancer services in the UK, 2nd edition

Cancer Relief Macmillan Fund, 94 pages

Availability: Cancer Relief Macmillan Fund, Room KD, 15-19 Britten Street, London SW3 3TZ; phone: 0171 351 7811.

A directory listing, with very few exceptions, every NHS specialist breast cancer service in the UK, together with details of the specialist staff and facilities provided or available for its patients. It is intended to help GPs find the most appropriate breast cancer care available locally.

Cashing in on children smoking

Tobacco Control Alliance, 14 pages

Availability: Tobacco Control Alliance, Devon House, 12-15 Dartmouth Street, London SW1H 9BL; phone: 0171 222 4320; fax: 0171 314 1379.

This publication is part of a publicity campaign aimed at getting organisations and individuals to put pressure on the Government to develop policies which will prevent children from smoking. It recommends that, to fund these developments, the Government should use the £108 million it raises annually from tobacco tax on sales of cigarettes to children aged under 16. It proposes a national programme of action covering: Developing personal skills, Creating supportive environments, Strengthening community action, Redirecting health services, and Building healthy public policy. There is an accompanying flyer which aims to get a letter-writing campaign started.

Cancer and minority ethnic groups

The proceedings of a symposium organised by the Cancer Research Campaign and the Department of Health

British Journal of Cancer, Volume 74, supplement, 91 pages

Availability: Free of charge from the Department of Health, PO Box 410, Wetherby, LS23 7LN.

This report is aimed at the research community, the NHS and the voluntary sector. It identifies key areas for development: improving outcomes and the quality of care for ethnic minority cancer patients; improving training to enable health professionals to be more culturally sensitive to the needs of patients; and developing ways of identifying how existing health policy can be adapted to address the needs of ethnic minority cancer patients.

Complementary medicine

An objective appraisal

Edited by Edzard Ernst, published by Butterworth-Heinemann, 170 pages

Availability: Available from bookshops. Otherwise contact Butterworth-Heinemann, Linacre House, Jordan Hill, Oxford OX2 8DP.

A collection of ten contributions by experts from various countries who have looked critically at a fundamental aspect of complementary medicine.

Learning from each other

The involvement of people who use services and their carers in education and training

English National Board for Nursing, Midwifery and Health Visiting, 21 pages

Availability: Publications Department, ENB, Victory House, 170 Tottenham Court Road, London W1P 0HA; phone: 0171 388 3131; fax: 0171 383 4031; £10

This publication identifies a number of principles concerning the involvement of people who use services and their carers in the planning, delivery, assessment and evaluation of education provision. Although it is primarily aimed at educationalists, it should also be of use to those who want to become involved in professional education and training.

Factfile 96/97

NCH Action for Children, 132 pages

Availability: Policy and Information Department, NCH Action for Children, Central Office, 85 Highbury Park, London N5 1UD, phone: 0171 226 2033; fax: 0171 226 2537; £5.

Contains statistics on a wide range of issues of importance to children and their families including poverty, abuse, family trends, health and juvenile crime. A special feature in this edition examines "Child Accidents from a British and European perspective".

Neurology in the United Kingdom

Numbers of clinical neurologists and trainees

David L Stephens, published by the Association of British Neurologists, 16 pages

Availability: Association of British Neurologists, 9 Fitzroy Square, London W1P 5AH

A report setting out facts and figures. It concludes that there is a national shortage of consultant neurologists and that, to achieve the required increase, there must be more trainees.

Men's health review

Prepared on behalf of the Men's Health Forum, Royal College of Nursing

Availability: Glenn Turp, Men's Health Forum, c/o RCN, 20 Cavendish Square, London W1. Free of charge (but supplies are limited).

A review of recent research and literature designed as a first step towards assessing the current published knowledge on men's health. It looks at general health issues such as mortality and morbidity data and at medical conditions and procedures of particular relevance to men, such as circumcision and coronary heart disease.

Building health centres with community involvement

Analysis of the responses to the questionnaire *Community Involvement in Primary Health Care Building, Planning and Design*, included with the ACHCEW Newsletter in March 1995, shows that of the 39 responses from CHCs, 18 cited local projects which had attempted to involve communities and users in the planning and design of a new primary health care building. They showed varying degrees of success from the CHC viewpoint. Twenty-one CHCs responding were unable to identify any appropriate project.

From a total sample of 33 projects identified through the questionnaires returned by CHCs and community trusts, ten have been selected for the second stage of research. This will involve a detailed qualitative study in each case and an evaluation of the decision-making process. Assessments of community involvement will be made from the points of view of the community, staff and health authority representatives. An important outcome of the research will be to draw together strategic guidance for the future.

Sue Cavanagh, a research fellow at the University of North London who is undertaking this research, would like to thank all those who have returned questionnaires and would still like to hear from anyone who has any new examples of a local primary health care project that is genuinely involving communities and users in decision making, or who has any other relevant information. Please contact her at: 50 Swains Lane, London N6 6QR; phone/fax 0171 485 1513; email: LDN7CAVANAS@UNL.AC.UK

achcew responses to consultations

Follow-up study of general practitioner prescribing

Audit Commission

26 September 1996

Citizen's Charter programme

House of Commons Public Service Committee

26 September 1996

National report on maternity services

Audit Commission

13 September 1996

Partnership in medicine taking

Royal Pharmaceutical Society of Great Britain

4 September 1996

forthcoming events

Life: the ultimate gift

- ◆ conference on issues for minority ethnic communities of the UK related to organ donation, transplantation and the donation of blood products
- ◆ on 25 November 1996
- ◆ at the International Convention Centre, Birmingham
- ◆ £25

Further information from:

Antony Hooker/Jacki Trafford
Transplant Co-ordinators
Nuffield House
Queen Elizabeth Hospital
Birmingham B15 2TH
Phone: 0121 627 2422

Cystic fibrosis, ethics and research

- ◆ a public discussion organised by Consumers for Ethics in Research
- ◆ on Wednesday 4 December
- ◆ 6.00 – 8.00 p.m.
- ◆ at Elvin Hall, Institute of Education, 20 Bedford Way, London WC1
- ◆ admission free

Further information from:

CERES
Phone: 0181 802 8231
or 01732 458021

Black and minority ethnic children with disabilities

- ◆ one day training courses
- ◆ organised by the National Children's Bureau in association with Access for Black Children with Disabilities or Chronic Illness
- ◆ on 22 January 1997
- ◆ at National Children's Bureau, London EC1
- ◆ £70 Bureau members; £75 non-members

Further information from:

NCB Conference office
8 Wakley Street, London EC1V 7QE
Phone: 0171 843 6042/1
Fax: 0171 843 6039

Partnership in homes

The future of long-term care for older people

- ◆ organised by the Relatives Association
- ◆ on Monday 25 November 1996
- ◆ 9.30 a.m. – 4.30 p.m.
- ◆ at Britannia Street Conference Centre, London WC1
- ◆ £30 organisations,
£15 relatives/friends/concessions

Further information from:

Eve Thomas
The Relatives Association, 5 Tavistock Place
London WC1H 9SN
Phone: 0171 916 6055
Fax: 0171 387 7968

Public participation

New techniques in the NHS

- ◆ seminar organised by the Greater London Association of CHCs
- ◆ will consider citizen's juries, health panels and focus groups
- ◆ on Tuesday 26 November 1996
- ◆ at The London Voluntary Sector Resource Centre, 356 Holloway Road, London N7 6PA
- ◆ £55 CHC members and associates;
£70 non-members
- ◆ Deadline for applications 15 November

Further information from:

Chris Kelly
Administrator
GLACHC
356 Holloway Road
London N7 9PA

information wanted

Bradford CHC has become aware of the problems faced by parents of children who suffer from **Irlens Syndrome (Scotopic syndrome)**. These children are light-sensitive and their condition can be remedied by spectacles with coloured lenses. These spectacles need to be checked at 3–6 monthly intervals. They appear not to be available via the NHS and the parents can pay hundreds of pounds for private services. Are any other CHCs aware of this issue?

Please contact Bradford CHC.

Do any CHCs have information on **minor injuries units**, particularly those which are judged to be “successful” and those threatened with closure or a reduction in services provided? Written information describing the staffing and operational policies of such units would be especially welcome.

Please contact Judith Deft at Lancaster & Morecambe CHC.

BBC1's current affairs programme *Here and Now* is looking at a possible story on **incompetent locums** who are signed up with recruitment agencies. A programme researcher is trying to find recent examples of medical negligence caused by locum doctors who have been able to carry on working without anyone knowing of their employment history. The system fails to keep tabs on locums or where they work, which means that some locums may not give an employer a full Curriculum Vitae. Do any CHCs know of cases, including those where an official complaint was not lodged?

Please contact Paula Hubert at *Here and Now* on 0181 752 7236.

ACHCEW would like to hear about CHCs' knowledge of their local **community dental service**, e.g. How much is it valued by local people? What categories of patient tend to use it? Do people have problems finding out where it is or how to use it?

Please contact ACHCEW.

Do any CHCs have any information on the design and quality of **gowns used in day care centres**?

Please contact Jean Jones at Maidstone CHC.

Have any CHCs developed audit tools for assessing **client satisfaction with the CHC's advice/information services** and client satisfaction with **response to complaints** under the new NHS complaints procedures?

Please contact Patricia Marston at Hastings & Rother CHC.

Conwy CHC would like to hear from other CHCs which, as a result of changes in the last two years, **now have six or more trusts in their area**.

Please contact Mrs Chris Stead at Conwy CHC.

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.

Deadline for next issue: 11 November.