

CHC Listings

September 1996

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directory amendments

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South Thames

The two associations under this heading are to merge into a new single association under a new association officer to be appointed. In due course the association officer will be located with East Surrey CHC. In the meantime, the address for correspondence is:

Miss Elizabeth Nuttall

6 Greyhorses

Barnhorn Road

Bexhill-on-Sea

East Sussex TN39 4QQ

Phone: 01424 843 710

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Cambridge CHC

Change of address:

5 Wellington Court

Cambridge CB1 1HZ

Phone and fax unchanged.

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Basildon & Thurrock CHC

Change of address

67 Southernhay

Basildon

Essex SS14 1EU

Phone and fax to follow.

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Haringey CHC

Chief Officer: Ms Meral Ece

achcew responses to consultations

Audit Commission programme of NHS value for money studies

Audit Commission

15/07/96

Complaints to the GMC: draft form

General Medical Council

27/06/96

Consultation paper on the EC Data Protection Directive (1995/46/EC)

Home Office

24/06/96

chc publications

Hospital in-patient services for the over 65s

Results of quality monitoring project: executive summary

North Birmingham CHC, 15 pages

Report of one of three quality monitoring projects undertaken by Birmingham CHCs. For this survey 105 patients responded, 27 observation visits were made, 27 questionnaires were completed by ward managers and 37 questionnaires were completed by ward staff.

Report on community health services for young people with learning disabilities in North Tyneside

North Tyneside CHC and the Learning Disability Federation, 18 pages

50 questionnaires were sent out to carers of children at two special education nurseries and to carers of children under five years old who are on the Learning Disability Federation mailing list. 13 were returned (26% response rate). The questionnaire covered: personal/carer information; child care clinics and learning disability; entitlements to other services; and parents/carers views of specialised services.

Information and choices in maternity care

South Cumbria CHC, 32 pages

Questionnaires were distributed to women attending antenatal clinics and to their partners. Of 94 questionnaires given out to women, 88 usable questionnaires were returned; of 44 handed out to men, 37 usable questionnaires were returned. The questionnaire covered contact with professionals and the adequacy of discussion, information and choices during pregnancy and about delivery.

A journey to care

A study of the views of people using community services and their carers on assessment and care management

Oxfordshire CHC, 78 pages

The major objective of this study was to evaluate both the process of assessment and care management and the outcomes for people who use services and for their carers. Questionnaires were completed during interviews with 123 people contacted through social services. The researcher also 'shadowed' care managers on their duties. Most of the cases involved cannot be presented in the report because of confidentiality considerations, but a case study which the researcher followed up throughout the study period is given in full.

A report on palliative care services for the residents of North Tyneside

North Tyneside CHC, 22 pages

A report compiling information on the range, type and sources of help available for people needing palliative care. An introductory section on sources of help is followed by three visit reports and contact details for services and voluntary organisations.

Survey of GP opinions on current alcohol services

Manchester South CHC, 6 pages

This survey was prompted by the Manchester Health Authority's Purchasing Plan in relation to alcohol services and by concerns for the future of the Withington Hospital Alcohol Treatment Unit. Questionnaires were received from 30 GPs (31% response rate). The CHC intends to use the findings when it responds to the next Manchester Health Authority Purchasing Plan.

Discharge procedures

Patient satisfaction survey

South Buckinghamshire CHC, 17 pages

Questionnaires were sent to 100 patients whose discharges had already been audited by the South Buckinghamshire NHS trust so that the results from both surveys could be compared. 55 patients responded. Generally day surgery patients had received better/more complete verbal and written information than inpatients.

Support and information available to women with breast cancer in Newcastle upon Tyne and North Tyneside

A report of women's views

Newcastle CHC, 42 pages

A report presenting women's views of the support and information they received from the time they were told that they had breast cancer and during their treatment and subsequent care. Information was gathered from a literature search, focus groups with services users, discussions with breast care nurses and consultants and from cancer support agencies.

Services for older people

A study of recent reforms and their effect on care for older people

Bradford CHC, 93 pages

The report has two sections: continuing care and housing. It includes a literature review on the national picture and a good deal of information specific to Bradford from the NHS, local authority departments and others. The publication pulls together detailed information on housing from census data, the local authority and housing associations.

An analysis of health council effectiveness

Scottish Association of Health Councils, 12 pages

The main objective of this study was to review how the role of health councils has evolved over the past four years. It evaluated the effectiveness of health councils and their relationships with health boards and NHS trusts.

CHC Citizens' Panel

Wolverhampton CHC

Wolverhampton CHC has pulled together various Citizens' Panel reports into one publication:

Survey on the care of elderly people, 11 pages

Views of health and well-being, 44 pages

Car parking, 9 pages

Care of elderly people, 10 pages

Family doctor services in Wolverhampton, 4 pages

Family doctors, 6 pages

Travelling to the doctor's surgery, 2 pages

Appointments, 3 pages

Home visits, 2 pages

Other services from the family doctor, 10 pages

Knowledge of health services in Wolverhampton, 7 pages

General dental practitioners in Wolverhampton, 10 pages

Pharmacy services in Wolverhampton, 16 pages

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

A series of publications from the Joseph Rowntree Foundation

Managing death and bereavement: a framework for caring organisations

Samia al Qadhi, £4.95

Charging ahead: the development of local authority charging policies for community care

Sally Baldwin and Neil Lunt, £11.50

Domestic violence and child contact arrangements in England and Denmark

Marianne Hester and Lorraine Radford, £11.95

Partnerships for progress: good practice in the relationship between local government and voluntary organisations

Chris Bemrose and Joy Mackeith, £11.95

Availability: The Policy Press, University of Bristol, Rodney Lodge, Grange Road, Bristol BS8 4EA; phone: 0117 973 8797; fax: 0117 973 7308.

Loss of health

Reflections on caring

Sheila Rioch, 64 pages

Availability: Celia Publications, 11 Mayorswell Close, Durham City, DH1 1JU; phone: 0191 384 9852. £7.50 + £1 p&p

Three sections cover: notions of care over the centuries; case histories revealing the experiences of four carers who became enmeshed in the suffering of an ill person; and a discussion which draws lessons from what has gone before and invites readers to come to their own conclusions.

Guidelines for professional practice

United Kingdom Central Council for Nursing, Midwifery and Health Visiting, 39 pages

Availability: UKCC, 23 Portland Place, London W1N 4JT; phone: 0171 637 7181; fax: 0171 436 2924

Using consumer preferences in health care decision making

The application of conjoint analysis

Mandy Ryan, 35 pages

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

Conjoint analysis is proposed as a useful instrument for eliciting community values. This technique "allows estimation of the relative importance of different attributes in the provision of a good or service, the trade-offs between these attributes and, thereafter, the total satisfaction or utility an individual derives from a good or service with a given set of attributes".

The safety and reliability of priority dispatch systems

John Nicholl, Kaye Gilhooley, Gareth Parry, Janette Turner and Simon Dixon, Sheffield Centre for Health and Related Research, 92 pages

Availability: Medical Care Research Unit, University of Sheffield, Regent Court, Regent Street, Sheffield, S1 4DA; phone: 0114 282 5202

A detailed study commissioned by the Department of Health which evaluates the systems used in Essex and Derbyshire to prioritise emergency calls made to the ambulance service. For more details see CHC News, Issue 3, September 1996.

More than black and white

A study of black and ethnic minority elders' concerns about care services

Les Bright and Mariama Turay, 32 pages

Availability: Counsel and Care, Twyman House, 16 Bonny Street, London NW1 9PG; phone: 0171 485 1550; fax: 0171 267 6877, £6.

This report, based on interviews with older people, identifies a number of positive and negative factors influencing elders' consideration of care services. Information provision continues to be problematic. The report suggests that information strategies need to recognise the importance of community organisations, both secular and religious, and the potential for using local radio stations during the times they broadcast in languages other than English.

Mind's Yellow Card scheme reporting the adverse effects of psychiatric drugs

First report

Mind, 13 pages

Availability: Contact Agnes Oloni, Policy Department, Mind, 15-19 Broadway, London E15 4BQ; Phone: 0181 519 2122 ext. 264; Fax: 0181 522 1725

Mind's yellow Card scheme is for people taking psychiatric medicines to make know the adverse effects they are experiencing. This interim report on the data collected is being passed to the Committee on Safety of Medicines.

A pack of booklets from Marie Stopes International

Guide to services, 8 pages

Vasectomy: your questions answered, 4 pages

Abortion: your questions answered, 8 pages

Female sterilisation: your questions answered, 8 pages

Availability: Contact Julie Douglas, Marketing Manager, Marie Stopes International, 153-157 Cleveland Street, London W1P 5PG; phone: 0171 574 7355.

Review of ambulance performance standards

Final report of Steering Group

NHS Executive, 72 pages

Availability: Health Literature Line – 0800 555 777

Report recommending the setting up of a priority system for 999 calls and urgent calls from health professionals. For more details see *CHC News*, Issue 3, September 1996.

Long-term care

Future provision and funding

Third report of the House of Commons Health Committee, Session 1995/96, 75 pages

Availability: HMSO, £11.50

Report critical of speculation about a "crisis" in the provision of long-term care and of policy in this area. For more details see *CHC News*, Issue 3, September 1996.

Guidelines on educational materials concerned with nutrition

Health of the Nation Nutrition Task Force, 12 pages

Availability: No availability details given. The copy sent to ACHCEW came from the Nutrition Task Force Project Team, Department of Health, Skipton House, London Road, London SE1 6LW; phone: 0171 972 2000.

The patients' guide to DI and IVF clinics

Human Fertilisation and Embryology Authority, 58 pages

Availability: HFEA, Paxton House, 30 Artillery Lane, London E1 7LS; phone: 0171 377 5077; fax: 0171 377 1871.

Second edition of this guide to donor insemination and in vitro fertilisation clinics.

Clinical audit

NHS Executive, 40 pages

Availability: Health Publications Unit. Two-Ten Communications: 01937 840250.

Describes the position reached in the development of clinical audit. Intended for those involved in implementing clinical audit.

forthcoming events

Living in the shadows

Tackling the difficulties faced by the families of prisoners in their communities

- ◆ conference organised by the Federation of Prisoners' Families Support Groups
- ◆ on 9 September 1996
- ◆ in Birmingham
- ◆ £80 statutory sector
- ◆ £60 voluntary sector/members/individuals
- ◆ limited number of free places for family members

Further information from:

Joyce Connor
Training and Events Organiser
FPFSC
c/o Save the Children Fund
Cambridge House
Cambridge Grove
London W6 0LE
Phone: 0181 741 4578

Focus groups and health policy research

- ◆ three-day workshop to explore the types of issues suitable for focus groups; develop participants' skills in planning and running groups; and explain forms of data analysis associated with focus groups
- ◆ organised by the School for Policy Studies
- ◆ on 27-29 November 1996
- ◆ in Bristol
- ◆ £440 (inc. food and accommodation)

Further information from:

Deborah Marriott
Course Coordinator
School for Policy Studies
University of Bristol
Rodney Lodge
Grange Road
Bristol BS8 4EA
Phone: 0117 946 6984
Fax: 0117 973 7308

Female circumcision and the maternity services

A multidisciplinary approach

- ◆ a study day to share knowledge and encourage good practice
- ◆ organised by St Bartholomew School of Nursing and Midwifery, London Black Women's Health Action Project and the Changing Childbirth Implementation Team
- ◆ on 26 September 1996
- ◆ at City University, London
- ◆ £20 voluntary organisations
- ◆ £30 midwives and nurses
- ◆ £45 GPs and obstetricians

Further information from:

Liz Bishop, Phone: 01223 218756
or Joan Cameron or Nina Hartman
City University, St Bartholomew School of
Nursing and Midwifery
Phone: 0171 477 8000
Fax: 0171 505 5866

Physical disability

Meeting the challenges

- ◆ two-day conference to consider challenges for patients and carers, providers, purchasers and researchers
- ◆ organised by the Royal Society of Medicine
- ◆ on 6-7 November 1996
- ◆ at Royal Society of Medicine, London
- ◆ £140 full rate
- ◆ £95 RSM fellows

Further information from:

Miss Fiona Battley
Academic Department
Royal Society of Medicine
1 Wimpole street
London W1M 8AE
Phone: 0171 290 2980

forthcoming events

Reaching out

The role of the voluntary sector and volunteers in developing high quality, flexible community support schemes for people with mental health problems

- ◆ seminar organised by the Sainsbury Centre for Mental Health
- ◆ London, 9 October 1996, £98
- ◆ Craigavon, 5 November 1996, £35 (to be confirmed)
- ◆ Liverpool, 4 December 1996, £68

Further information from:

Tina O'Regan
The Sainsbury Centre for Mental Health
134-138 Borough High Street
London SE1 1LB
Phone: 0171 403 8790

Mind Annual Conference

- ◆ on 26-28 November 1996
- ◆ at Bournemouth International Centre
- ◆ £180 full conference
- ◆ £130 Mind members

Further information from:

Mind Annual Conference '96
Granta House
15-19 Broadway
London E15 4BQ
Fax: 0181 522 1725

The ethics of research on humans

- ◆ three-day training course aimed at members of research ethics committees
- ◆ organised by King's College London
- ◆ 17-19 December 1996; 23-25 April 1997 and 1-3 July 1997
- ◆ at King's College London
- ◆ £375 (not inc. accommodation)

Further information from:

Continuing Education Unit
King's College London
Cornwall House, Waterloo Road
London SE1 8WA
Phone: 0171 872 3056/3055
Fax: 0171 872 3070

Choices for children

Quality, cost & accessibility in health care

- ◆ conference organised by Action for Sick Children
- ◆ on 4 October 1996
- ◆ in Westminster, London
- ◆ £65 (£79.50 with lunch)

Further information from:

Action for Sick Children
Argyle House, 29-31 Euston Road
London NW1 2SD
Phone: 0171 833 2041
Fax: 0171 837 2110

information wanted

Are any CHCs aware of patients experiencing difficulties arising from the closure of **Airedale Hospital allergy clinic** or are they aware of an **NHS desensitisation service** in their area?

Please contact Liz Powell at Liverpool Central & Southern CHC.

Do any CHCs have experience of, or concerns about, **GP endoscopies** being carried out in GP surgeries?

Please contact Wigan & Leigh CHC.

Do any CHCs have information about **men's health issues** or about groups which have been meeting in this field?

Please contact Bill Colthan, Chief Officer at Bexley CHC.

Have any regional associations or groups of CHCs built up joint networks or policies for people who require **advocacy services** to make use of CHCs' advice and information?

Please contact ACHCEW.

information wanted

Are any CHCs involved in **joint work with other CHCs in relation to hospital visiting**, e.g. CHC members involved in visits to hospitals on a neighbouring CHC's patch?

Please contact Wigan & Leigh CHC.

The Royal College of Physicians and others are planning a workshop for October on **peripheral venous cannulation**. This is a common clinical procedure, but patients often experience discomfort and complications can arise. The organisers are anxious to obtain the patient's perspective on the procedure.

Please contact Dr Eva Jacobs, Patients' Representatives Liaison Committee, RCP, at 3 Sutcliffe Close, London NW11 6NT.

The King's Fund is running a project *Materials for Informed Choice- Evaluation* which focuses on the provision of information which allows patients to make choices between various treatment options. Project workers would be interested in receiving patient information on ten topics:

- ◆ the management of **back pain**
- ◆ **benign prostatic hyperplasia** (BPH)
- ◆ management of **cataract**
- ◆ **cholesterol**: screening and treatment
- ◆ the treatment of **depression** in primary care
- ◆ the treatment of **persistent glue-ear** in children
- ◆ **total hip replacement**
- ◆ the management of **menorrhagia**
- ◆ **stroke rehabilitation**
- ◆ the management of **subfertility**.

Please send any materials via ACHCEW.

Do any CHCs have information about good practice in relation to **single sex services/accommodation in mental health services**?

Please contact ACHCEW.

Have any CHCs come across recent problems at the **Blood Transfusion Service**?

Please contact ACHCEW about any issues which have arisen.

Lancaster & Morecambe CHC would like to hear of any innovative work aimed at seeking the views of **elderly mentally ill service users**. Whilst there is an active mental health user-carer forum in the district, the CHC feels that this particular group is under-represented and difficult to reach. Contact names and numbers would be useful if there is no written documentation as yet.

Please phone either Judith Deft at the CHC on 01524 32252 or Denise Szpunar at Lancaster Priority Services NHS Trust on 01524 32392.

Has any CHC drawn up criteria for **appointing CHC members to outside bodies** to identify appointments which are worthwhile from the CHC's point of view.

Please contact Preston CHC.

North Tees CHC is being consulted on a health authority proposal to close two acute units. Under this "single site case" they would become part of an existing and much larger acute unit in South Tees. The CHC believes that this option would have significant implications for the future pattern of service delivery. While the health authority wishes to portray the **consultation exercise** on the closures of the two units in question as separate from the future commissioning of health services, the CHC believes they should be consulted on as two integral features of service planning. Have any other CHCs encountered a similar dilemma and can you give advice on an effective way forward?

Please contact North Tees 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: 9 September