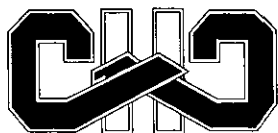


CHC Listings

September 2000



CHC LISTINGS

September 2000

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Directory Amendments

New Addresses:

Bridgend CHC, Neath & Port Talbot CHC, and Swansea CHC:

Suite B

Britannic House

Llandarcy

Neath

SA10 6JQ

New Tel: 01792 324201

New Fax: 01792 324205

ASSOCIATION OF COMMUNITY HEALTH COUNCILS FOR ENGLAND & WALES

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



Directory Amendments

New Addressess contd:

Hull CHC
3 Anchor Court
Francis Street
KINGSTON-UPON-HULL
HU2 8DT
Please note new Fax: 01482 336947

New Chief Officers:

East Surrey CHC Acting Chief Officer:
Lambeth CHC
Lanarkshire Health Council
Shropshire CHC
Southport & Formby CHC

Ms Susan Dickson
Mr Wayne Edgson
Ms Sheila McGoran
Ms Sophie Aindow
Ms Margaret Yarwood

New Chairman

Croydon CHC
East Surrey CHC
East Surrey CHC Vice Chairman

Mr Brian Udell
Ms Heather Barrett
Ms Barbara Hall

New E-mail Addresses:

Bexley CHC
Burnley CHC
Central Manchester CHC
Ceredigion CHC
Cheshire Central CHC
East Surrey CHC
Lanarkshire Health Council
Liverpool Eastern CHC :
Macclesfield CHC :
N W Regional Association CHCs
North Manchester CHC
Preston CHC
Rochdale CHC
Southport & Formby CHC :
Warrington CHC

chiefofficer@bexleycommunityhealthcouncil.co.uk
chc@bprchc.com
chc@manchesterhealthwatch.com
ceredchc@chc.wales.nhs.uk
chc@cheshirecentralchc.org
chief-officer@sc.ms.eastsurrey-chc.sthames.nhs.uk
sheila.mcgoran@lanarkshirehb.scot.nhs.uk
chc@liverpooleasternchc.com
chc@macclesfieldchc.com
association@nwrachcs.com
chc@northmanchesterchc.com
chc@prestonchc.com
chc@rochdalechc.com
sf.chc@nhsassist.co.uk
chc@warringtonchc.org



Involvement in practice: an account of three GP -based patient involvement projects in Bradford

Bradford CHC

Pages: 40

Bradford Health Authority and the CHC worked in partnership to develop and evaluate three short-term, practice based involvement projects. The three projects reviewed looked at: the appointments system and provision of consultants; heart health patients and levels of attendance at a children's and young people's asthma clinic. Wherever possible the Primary Care Group lay representative and a CHC member were involved.

Public involvement and GP practices in Blyth Valley Primary Care Group

Northumberland CHC

Pages: 39

This report aimed to identify current good practice, key issues and future training and support needs of GP practices in relation to patient involvement. In spite of perceived barriers, there were many positive suggestions and ideas.

A patient's guide to the NHS Complaints Procedure

Stockport CHC

Pages: 32

A step by step guide to the NHS Complaints Procedure for patients.

Contact with your Local Health Services: report on a survey of the South Manchester Health Panel

Manchester South CHC

Pages: 29

The CHC helped establish a Health Panel of South Manchester residents. It is funded by the Primary Care Trust and is used as one way of explaining changes in the NHS, promoting discussion and receiving the views of residents on local services. A survey was held in Autumn 1999 to ask members directly about their views of local provision of primary and community health services.

Great Expectations: Becoming a Mother in Central Cheshire

Cheshire Central CHC

Pages: 46

A study by Central Cheshire CHC of women's information needs and their experiences of and attitudes towards local NHS maternity care. Recommendations are made about the type and format of information which should be given and the need to reinforce understanding during the various stages of maternity care.

Public Involvement Project: evaluation report on first year 1999/2000

Wandsworth CHC

Pages: 23

This report identifies issues that have emerged during the first year of its collaboration with Putney & Roehampton Primary Care Group located in south west London. One of the Project's primary objectives has been to develop a productive relationship with the PCG and create a framework for public participation which it is hoped will continue after funding ends.

Traffic and the reconfiguration of hospital services at Fairfield Hospital

Bury CHC

Pages: 52

A final report prepared for Bury CHC on traffic and the reconfiguration of hospital services at Fairfield Hospital. This follows concern about the capacity of the road leading to the hospital.

Newcastle CHC Member Development Project

Newcastle CHC

Pages: 14

Summary document of a pilot project which aimed to increase the effectiveness of Newcastle CHC Members through individual review meetings with the Training and Development Officer.

Walsall Integrated Stroke Services: patient satisfaction survey 1999-2000

Walsall CHC

Pages: 26

At the request of Walsall Integrated Stroke Service this survey is a follow up to a similar survey conducted by the CHC during 1997 to ascertain whether patient's experiences of stroke services had changed following improvements to how stroke services are delivered in Walsall.

Women's Voices: Women's Experiences of Maternity Services at Craigavon Area Hospital following Transfer from South Tyrone Hospital

Southern Health and Social Services Council

Pages: 64

A report by the Southern Health and Social Services Council detailing the experiences of over 800 women who gave birth at Craigavon Area Hospital between June and September 1999. Over 200 of the women would normally have given birth at South Tyrone. As well as addressing issues directly associated with the transfer of maternity services from South Tyrone to Craigavon the report highlights many other issues pertinent to maternity services generally in Northern Ireland. The report makes a number of specific recommendations aimed at improving women's experiences of maternity services.



Wakefield NHS Walk-In Centre Survey

Wakefield CHC

Pages: 24

During the year 2000, thirty-six NHS Walk-in Centres are being set up across England. They are part of the NHS drive to continue the development of accessible and convenient services that reflect the diversity of modern lifestyles, particularly with the working populations in major towns and cities. The Walk-in Centres are staffed by nurses, open seven days a week with no appointment necessary. They offer health advice, information and treatment for minor injuries and illnesses. The Wakefield NHS Walk-in Centre opened to the public on the 8th May, 2000. Wakefield CHC, as part of their Health Action Zone funded Public Partnership Network project have decided, in co-operation with the Walk-in Centre management, to carry out an independent survey of public views and expectations of the Walk-in Centre.

A project investigating the availability and sustainability of substance misuse services across Southampton and South West Hampshire

Southampton & SW Hants CHC

Pages: 30

The purpose of this project was to discover what substance misuse services were being provided, the ease of access for service users, the level of satisfaction from both users and providers and any deficiencies in actual service provision. A number of serious deficiencies in the service were identified.

Bexley CHC & Queen Mary's Sidcup NHS Trust Accident & Emergency Survey

Bexley CHC

Pages: 17

This document sets out the findings of the second survey of patients undertaken by Bexley CHC in response to increasing levels of demand, presenting at the Accident & Emergency department in Queen Mary's Sidcup NHS Trust. The conclusions drawn from the first survey suggested that a substantial number of potential service users were unaware of alternative, and possibly, more appropriate services.

Obtaining CHC Publications

If you want *copies of any CHC publications*, could you please **contact the relevant CHC directly** (details in the directory) and **not** ACHCEW

Requirements for pre-registration nursing programmes

UKCC

Availability: UKCC, 23 Portland Place, London, W1N 4JT. Tel 020 7637 7181 Fax 020 7436 2924

NHS Beacons Learning Handbook

NHS Beacon Services

Availability: NHS Beacon Programme, PO Box 82, Petersfield GU31 4XH

Details of all the learning opportunities on offer from each of 287 Beacons and the seven national Learning Centres, plus useful information on the National Patients' Access Team.

Working Lives, Flexing Retirement. Guidance for Staff.

Department Of Health

Availability: DOH. PO Box 777. London SE1 6XH

Working Lives. Flexing Retirement. Guidance for managers

Department Of Health

Availability: DOH PO Box 777. London SE1 6XH

Quality and performance in the NHS: NHS Performance Indicators

Department Of Health

Availability: DOH PO Box 777. London SE1 6XH

This is the second year of information on high level performance and clinical indicators, providing information about individual NHS hospital trusts and health authorities. Coverage is wider and includes primary care.

Complementary medicine: information pack for primary care groups

Department Of Health

Availability: DOH. PO Box 777. London SE1 6XH

This pack is designed to give primary care groups a basic source of reference on the complementary and alternative therapies most commonly provided by PCGs.

Guidance on the Use of Proton Pump Inhibitors in the Treatment of Dyspepsia

National Institute for Clinical Excellence (NICE)

Availability: National Institute for Clinical Excellence, 90 Long Acre, Covent Garden, London, SW2E 9RZ Tel 0541 555 455 quote ref no 21492.

Guidance on Hearing Aid Technology

National Institute for Clinical Excellence (NICE)

Availability: National Institute for Clinical Excellence, 90 Long Acre, Covent Garden, London, WC2E 9RZ Tel 0541 555 455 quote ref no 22082

The full range of analogue hearing aids in the current NHS range should be available at all NHS audiology centres.



Official Publications

Review of Public Sector Ombudsmen in England. Third Report together with Minutes of Evidence and Proceedings of the Committee relating to the Report.
House of Commons Select Committee on Public Administration.

Availability: The Stationery Office, PO Box 29, Norwich NR3 1GN Tel 0845 7 023474
Fax 0870 600 5533 Email: bookorders@theso.co.uk Price £9.70

Guidance on the use of inhaler systems (devices) in children under the age of 5 years with chronic asthma

National Institute for Clinical Excellence (NICE)

Availability: National Institute for Clinical Excellence (NICE), 90 Long Acre, Covent Garden, London, WC2E 9RZ Tel 0541 555 455 quote ref no 22197

Winter 2000/2001: Flu Immunisation Campaign

Department of Health

Availability: Department of Health, PO Box 777, London SE1 6XH

A campaign resource pack to encourage flu immunisation among people who are 65 and over, and others with underlying health problems.

Tackling Drugs to Build a Better Britain: Second National Plan

United Kingdom Anti Drugs Co-ordination Unit

Availability: UKADCU Tel 020 7276 2418

The Plan sets out the work that Government is taking forward during 2000/2001 and beyond in each of the four key areas of the drugs strategy and outlines how the strategy is being implemented internationally and within the UK.



General Publications

Access to Services: the right to a comprehensive assessment of needs and to have identified needs met with appropriate and good quality service

Camilla Parker

Availability: Mental Health Foundation, 20-21 Cornwall Terrace, London, NW1 4QL
Tel 020 7535 7400 Fax 020 7535 7474 Email:
mhf@mentalhealth.org.uk

Argues that people with mental health problems have a right to services which must be included in the new Mental Health Act.



Healthcare in the UK: the need for reform

Ruth Lea

Availability: Director Publications, Publications Department, 116 Pall Mall, London, SW1Y 5ED Tel 020 7766 8766 Fax 202 7766 8787 Price £10

This revised edition from the Institute of Directors looks at the problems of finance in healthcare. They call for a reduction in taxation and alternative methods of financing and providing healthcare.

Improving Population Health in Industrialised Nations

Jon Sussex

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

Based on papers delivered at the OHE Conference, London, 6 December 1999

Genetic Services in the NHS

Garry Barton

Availability: The Stationery Office, PO Box 29, Norwich NR3 1GN Tel 0870 600 5522 Fax 0870 600 5533 Price £12

An Institute of Healthcare Management discussion paper on the development and implications of genetic services in the UK National Health Service.

Health Services and Deprivation

Garry Barton & Karen Bloor

Availability: The Stationery Office, PO Box 29, Norwich NR3 1GN Tel 0870 600 5522 Fax 0870 600 5533 Price £12

Outlines the management contribution to reducing health inequalities

British Neurosurgical Workforce Plan 2000-2015: a report on the staffing requirements of neurosurgical units in the British Isles.

Society of British Neurological Surgeons

Availability: Society of British Neurological Surgeons, 35-43 Lincoln's Inn Fields, London, WC2A 3PN

Identifies the multi-professional development necessary if standards are to be attained and maintained for future neurosurgical patients. The Plan endorses much of the suggestions and principles laid out in the NHS Consultant Document "A Health Service of all Talents: Developing the NHS Workforce".

This plan has identified areas for action, the responsibilities and co-ordination necessary between various agencies and professionals and the Society of British Neurological Surgeons for its implementation within a ten to fifteen year timeframe.

**Safety for Trainees in Psychiatry**

Royal College of Psychiatrists

Availability: Book Sales Assistant, Royal College of Psychiatrists, 17 Belgrave Square, London, SW1X 8PG Tel 020 7235 2351 Fax 020 7245 1231

Recommendations are made to improve the safety of trainees who are new to psychiatry.

Good Medical Practice in the Psychiatric Care of Potentially Violent Patients in the Community

Royal College of Psychiatrists

Availability: Book Sales Assistant, Royal College of Psychiatrists, 17 Belgrave Square, London SW1X 8PG Tel 020 7235 2351 Fax 020 7245 1231

This is a substantially revised version of a report which came out in 1991.

Guidance for the Use of Video Recording in Child Psychiatric Practice

Royal College of Psychiatrists

Availability: Book Sales Assistant, Royal College of Psychiatrists, 17 Belgrave Square, London, SW1X 8PG Tel 020 7235 2351 Fax 020 7245 1231

Outlines the procedures involved in videotaping including ensuring confidentiality and obtaining consent.

Access to Maternity Information and Support: the experiences and needs of women before and after giving birth

Debbie Singh & Mary Newburn

Availability: £10 plus postage from National Childbirth Trust, Alexandra House, Oldham Terrace, London, W3 6NH

The study shows that a large proportion of women want to know more about pregnancy, birth, and life with a new baby, and that there is room for development of the antenatal and postnatal services provided by midwives, doctors, hospitals and support agencies.

Is there a future for Independent Contractor Status in UK General Practice?

Maureen Baker & Mike Pringle

Availability: Royal College of General Practitioners, 14 Princes Gate, Hyde Park, London SW7 1PU Tel 020 7581 3232 Fax 020 7225 3047 Email: info@regp.org.uk

Concludes that independent contractor status is an efficient and cost-effective method of delivery of primary care.

**Better Care for the Severely Injured.**

Royal College of Surgeons of England & the British Orthopaedic Association

Availability: The Royal College of Surgeons of England, 35-43 Lincoln's Inn Fields,
London SW2A 3PN Tel 020 7869 6045 Fax 020 7869 6044

This report examines the care of life-and limb-threatening injuries in England, Wales & Northern Ireland. An agenda for the improvement of care, through the audit of achievable standards, is presented.

Routine Ultrasound Screening in Pregnancy: protocol, standards and training

Royal College of Obstetricians and Gynaecologists

Availability: The RCOG Bookshop, The Royal College of Obstetricians and
Gynaecologists, 27 Sussex Place, Regent's Park, London, NW1 4RG
Tel 020 7772 6275 Fax 020 7724 5991

Supplement to Ultrasound Screening for Foetal Abnormalities Report of the RCOG Working Party, which provides recommendations for the two stage scan programme.

Core Skills for Caring and Assessment

Susan Way

Availability: £7.50 from Customer Services Department, Heinemann Publishers,
Oxford, PO Box 382, Oxford, OX2 8RU Tel 01865 314301
Fax 01865 314029; E-mail: bhuk.orders@repp.co.uk

A concise explanation of clinical skills vital to midwifery practice with basic physiology, step-by-step procedures and lists for quick reference.

Developments in the Supervision of Midwives

Mavis Kirkham

Availability: £12.95 from Customer Services Department, Heinemann Publishers,
Oxford, PO Box 382, Oxford, OX2 8RU Tel 01865 314301
Fax 01865 314029; E-mail: bhuk.orders@repp.co.uk

This book considers every aspect of midwifery supervision within the modern framework of structural changes to the NHS, the advent of Local Supervising Authorities and the implementation of Clinical Governance.

Advocacy with Older People in Hospital

Andrew Dunning and others

Availability: Help the Aged, St James' Walk, Clerkenwell Green, London, EC1R
OBE Tel 020 7253 0253 Fax 020 7251 0747 E-mail: info@helptheaged.org.uk

Advocacy with Older People in Hospital calls for a strategic nationwide system, supported by the Government with legislation, to provide independent advocacy services for older people in hospital



General Publications

From PCGs to PCTs - Work in Progress

Linda Marks & David J Hunter

Availability: Medical Management Services, 24 Gay Street, Bath, BA1 2PD Tel
01225 333711 Fax 01225 422533 E-mail: enquiries@medman.co.uk

This report captures the hopes and concerns of those who negotiate the transition from primary care groups to primary care trusts and also ensure that the new organisations can deliver the government's NHS agenda. It is based on feedback from eight regional workshops which were held between March and May 2000. The report identifies the need for realism and illustrates positive aspects of change as well areas of tension.

ACHCEW

Responses to Consultations Received

**Administration of Prescription Only Medicines by Ambulance Paramedics Proposed
Amendments to the Prescription Only Medicines (Human Use) Order 1997 (SI No 1830)**

Medicines control agency/DOH

04/08/00

Revalidating Doctors: Ensuring Standards, Securing the Future

GMC

25/09/00

ACHCEW

Consultation Documents Received

Modernising Regulation-the New Nursing and Midwifery Council
NHSE

1/11/00

Modernising Regulation-the New Health Professions Council
NHSE

1/11/00

Consultation Documents Received

Closure of employment – prothetists and orthotists and art therapists <i>National Assembly for Wales</i>	3/11/00
Consultation on the Agency's approach to openness and risk <i>Food Standards Agency</i>	17/11/00
Tobacco Control Policies within Psychiatric and Longstay Units <i>Consultation document</i>	30/11/00



Leaflets

Winter Fuel Payments Leaflets – Important Information for people aged 60 or over

As we approach winter, many older people will be contemplating putting on their heating for longer periods of time as the temperature drops, but may be afraid to do so considering the cost. This winter the Government has increased the Winter Fuel Payment to £150 per eligible household. It will also be paying retrospective payments to those who would have qualified for a Winter Fuel Payment for winters 1997, 1998 and 1999. Leaflets are available from local social security offices.

'Expecting a Baby?' leaflets. Launched for the National Continence Awareness Week 2000 (September 25-29), this colourful, reassuring leaflet provides pregnant women with useful information on how to minimise the risk of bladder or bowel problems.

'Hurry' toilet stickers & posters. The sticker publicises the Continence Foundation Help line number and the poster has a space for you to add the contact details of your own service should you wish. The Help line is staffed by continence nurse specialists. These leaflets are available from The Continence Foundation, 307 Hatton Square, 16 Baldwins Gardens, London EC1N 7RJ Tel: 020 7404 6875; Fax: 020 7404 6876; Helpline: 020 7831 9831

Forthcoming Events

Delivering High Quality Cancer Care – Improving Outcomes for Patients

This timely conference will be of benefit to those seeking to improve the cancer care they currently provide. Through a combination of presentations, discussions and case studies of Beacon Sites, delegates will have the opportunity to gain practical insight into meeting current government recommendations and targets.

- ◆ Date Tuesday 10 October 2000
- ◆ Venue Central London
- ◆ Costs £299 + VAT at 17.5% Public Sector (inc documentation)
 £50 documentation only (VAT exempt), third delegate ½ price.

For further information contact Sujata Haria, Capita Business Services Ltd., 4th Floor, Dean Bradley House, 52 Horseferry Road, London SW1P 2AF Tel 020 7222 5110 Fax 020 7222 4952

Community Pharmacy and Primary Care Trusts: looking to the future

The seminar will focus on the issues involved in joint working between community pharmacists and primary care trusts, and will examine the issue of whether trusts should purchase and dispense drugs, the role of pharmacy within primary care, and future directions for pharmacists working within NHS general practice.

- ◆ Date Wednesday 11 October 2000
- ◆ Venue Birmingham Botanical Gardens, Edgbaston
- ◆ Costs £225 Inc of all materials, refreshments and lunch. There is a reduction of 25% on the registration fee for CHC members and representatives of Voluntary Sector organisations or for each delegate where an organisation sends three or more delegates to a single seminar

For further information and booking enquiries contact the Seminars and Conferences Secretary, Health Services Management Centre, The University of Birmingham, Park House, 40 Edgbaston Park Road, Birmingham, B15 2RT. Tel: 0121414 7050; Fax: 0121 414 7051

PFI – are we getting Best Value?

This Conference will examine the arguments and evidence on PFI, focusing on best value, accountability, access to information and the economic case against PFI.

- ◆ Date Wednesday 11 October 2000
- ◆ Venue Sadlers Wells, London
- ◆ Costs £100 Standard Rate
 £50 LGIU Affiliates

For further information and booking enquiries contact Philippa McKeown, Local Government Information Unit, 22 Upper Woburn Place, London, WC1H 0TB. Tel: 020 7554 2800; Fax: 020 7554 2801

Forthcoming Events

The 2000 Annual Primary Care Conference

This conference will bring together primary care professionals and their partners in the public and private sectors to discuss ways of delivering the Government's modernisation agenda for primary care services. The over arching theme of the day will be partnership between primary care and social services, between GPs and nurses, and between the public and private sectors.

- ◆ Date Thursday 12 October 2000
- ◆ Venue Lord's Conference & Banqueting Centre, Lord's Cricket Ground, St John's Wood Road, London, NW8 8QN Conference Centre, London
- ◆ Costs £417.13 inc VAT

For further information and booking enquiries contact Laing & Buisson Conferences Ltd, 29 Angel Gate, City Road, London, EC1V 2PT Tel: 020 7833 9123; Fax: 020 7833 9129; E-mail: rachel@laingbuisson.co.uk

The NHS Plan - Getting Policy into Practice

This conference and others to follow deal in depth with the issues involved in the translation of policy into practice and will illustrate with practical examples how managers and professionals can help deliver the plan in the months and years to come, whilst sustaining current workload and achieving current priorities.

- ◆ Date Wednesday 18 October 2000
- ◆ Venue Central London
- ◆ Costs £346.63 inc VAT Public & Private Sector Organisations
£264.38 inc VAT Voluntary Organisations, CHCs and Charities

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

Law and Ethics for Healthcare Professionals – Understanding the Implications for Practice

- ◆ Date Wednesday 18 October 2000
- ◆ Venue The Strand Palace Hotel, London
- ◆ Costs £325 + VAT @ 17.5% Healthcare Delegates
£450 + VAT @ 17.5% Non Healthcare delegates
25% off for second delegate + VAT @ 17.5%

For further information and booking enquiries contact Elizabeth Adel, The Bookings Department, IBC UK Conferences Limited, Gilmoora House, 57-61 Mortimer Street, London, W1N 8JX. Tel: 020 7453 5492; Fax: 020 7636 6858; DX: IBC DX112100 Mortimer Street; E-mail: cust.serv@ibcuk.co.uk

Abuse and Neglect of Older People - an issue of clinical and social governance?

This conference will examine elder abuse as an issue of clinical and social governance with particular reference to health care. Held 12 years after the first UK conference on

Forthcoming Events

elder abuse was organised by the British Geriatrics Society and other organisations, the conference will also mark progress in this field.

- ◆ Date Wednesday 18 October 2000
- ◆ Venue Novotel, London west Hotel, Hammersmith, London, W6
- ◆ Costs £90 incl VAT AEA/BGS members
£106 incl VAT for non members
£47 incl. VAT for student/researcher

For further information and booking enquiries contact BGS Trading Ltd, 1 Arun House, River Way, Uckfield TN22 1SL Fax 01825 768864

BGS Autumn Meeting

This meeting follows Abuse & Neglect of Older People

- ◆ Date Wednesday 18-20 October 2000
- ◆ Venue Novotel, London west Hotel, Hammersmith, London, W6
- ◆ Costs £190 AEA/BGS members Wed & Thur;
£240 AEA/BGS members Wed, Thur & Fri
£306 non members Wed & Thur
£356 non members Wed, Thur & Fri
£102 students/researchers Wed & Thur
£122 students/researchers Wed, Thur & Fri

For further information and booking enquiries contact Secretariat: BHM Ltd, 1 Arun House, River Way, Uckfield, East Sussex, TN22 1SL

Time for Health – CPHVA Annual Professional Conference and Exhibition

The CPHVA works in close collaboration with the JUPHA and many of its members are heavily involved in public health projects around the country. Much of the content of the conference programme is focused on public health issues.

- ◆ Date 19-21 October 2000
- ◆ Venue Harrogate International Conference Centre
- ◆ Costs Rates vary

For further information and booking enquiries contact CPHVA Conference Profile Productions Ltd, Northumberland House, 11 The Pavement, Popes Lane, London, W5 4NG. Tel: 020 8832 7311; Fax 020 8832 7301

The Social Care Debate: Towards Seamless Health and Social Care Provision

This conference will bring together challenging viewpoints on the future of social care as well as good practice examples of successful partnerships in this important area.

Delegates will hear from those at the forefront of change and will have an opportunity to share good practice with colleagues across both health and social services.

- ◆ Date Thursday 26 October 2000
- ◆ Venue Central London

Forthcoming Events

- ◆ Costs £299 + VAT @ 17.5% inc documentation each delegate Public Sector
£50 documentation only (VAT exempt)

For further information and booking enquiries contact Lynne Fearn, Capita, 4th Floor, Dean Bradley House, 52 Horseferry Road, London, SW1P 2AF. Tel: 020 7222 5110; Fax 020 7222 4952.

Awakening the Heart and Soul - Religion and Spirituality in Mental Health

This conference stems from the work of The Mental Health Foundation's Strategies for Living Project, a UK-wide service user-led project investigating people's own ways of living and coping with mental and emotional distress. The project aims to promote an holistic approach towards mental health, taking account of people's mental, physical, spiritual and emotional needs.

- ◆ Date Monday 30 October 2000
- ◆ Venue ORT Conference Centre, London, NW1
- ◆ Costs £170.37 Statutory/independent organisations
£99.87 Voluntary organisations, individuals & faith organisations

For further information and booking enquiries contact Customer Services, Pavilion Publishing (Brighton) Ltd, FREEPOST (BR458), St George's Place, Brighton, East Sussex, BN1 4ZZ. Tel: 01273 623222; Fax: 01273 625526; E-mail: pavpub@pavilion.co.uk

Primary care futures: delivering the NHS Plan

The conference will mark the launch of a new thinkpiece paper from HSMC which explores possible future scenarios for NHS primary care in the light of the development of PCGs and PCTs, the further roll-out of Personal Medical Services contracts, and the implementation of the NHS Plan.

- ◆ Date Tuesday 31 October 2000
- ◆ Venue One Great George Street, Whitehall, London
- ◆ Costs £250 discount of 25% for CHCs, and Voluntary Sector organisations

For further information and booking enquiries contact Seminars and Conferences Secretary, Health Services Management Centre, The University of Birmingham, Park House, 40 Edgbaston Park Road, Birmingham, B15 2RT. Tel: 0121 414 7050; Fax: 0121 414 7051.

Establishing PMS-based services in context

This two-day seminar will examine how new PMS primary care provider organisations can be created and nurtured through their early development in an increasingly complex policy context. The seminar is a repeat of a programme run earlier this year.

- ◆ Date 2-3 November 2000
- ◆ Venue Radcliffe House, University of Warwick
- ◆ Costs £495 Residential Registration fee.
£400 non residential, with 25% reduction for CHCs & Voluntary Sector

For further information and booking enquiries contact Seminars and Conferences Secretary, Health Services Management Centre, The University of Birmingham, Park House, 40 Edgbaston Park Road, Birmingham B15 2RT. Tel: 0121 414 7050; Fax: 0121 414 7051

Forthcoming Events

The Challenge of Clinical Negligence

Clinical negligence poses a major challenge for the National Health Service. In financial terms it is a drain on resources and recent high profile mishaps have undermined public confidence in the quality of services. This one day conference explores ways in which the challenge of clinical negligence can be tackled in the interests of both patients and the NHS.

- ◆ Date Friday 3 November 2000
- ◆ Venue London
- ◆ Costs £215 VAT exempt

For further information and booking enquiries contact Jill Elliott, Manager, Continuing Professional Development, University of Southampton, Highfield, Southampton, SQ17 1BJ. Tel: 023 8059 2376; Fax: 023 8059 3885; E-mail: jill.elliott@soton.ac.uk

The Workforce - Delivering Quality

The Conference will look at the agenda set out in the Quality Strategy and the responses that can move forward from the current crisis in recruitment and retention of staff. It will consider some of the solutions for developing a robust workforce able to deliver services that are judged to be excellent by service users and carers.

- ◆ Date Friday 3 November 2000
- ◆ Venue Central London
- ◆ Costs £229.13 inc VAT Standard rate
£176.25 inc VAT Registered charity rate
£111.63 inc VAT BASW rate

For further information and booking enquiries contact Gerry O'Connor, The Guardian, 119 Farringdon Road, London, EC1R 3ER. Tel: 020 7713 4961

Working with Adolescent Sex Offenders: Towards a Therapeutic Approach within a Judicial Context

This conference will focus on some of the issues raised in working with young people who commit these offences, particularly the role that Youth Offender Teams can play. It will also address the need to develop programmes that take a therapeutic approach to helping young people to understand and manage their behaviour for their own benefit and the benefit of others, as well as avoiding recidivism.

- ◆ Date 6-7 November 2000
- ◆ Venue ORT House Conference Centre, 126 Albert Street, London, NW1
- ◆ Costs Various costs

For further information and booking enquiries contact Customer Services, Pavilion Publishing (Brighton) Ltd, FREEPOST (BR458), 8 St George's Place, Brighton, East Sussex, BN1 4ZZ. Tel: 01273 623222; Fax: 01273 625526; E-mail: pavpub@pavilion.co.uk

Forthcoming Events

Millennium Festival of Medicine Keynote Conference

This conference will provide an essential overview of the trends and developments that will impact on medical treatment and practice in the new millennium.

- ◆ Date 6-10 November 2000
- ◆ Venue Queen Elizabeth II Conference Centre, London
- ◆ Costs £29.38 inc VAT per delegate

For further information and booking enquiries contact Millennium Festival of Medicine, c/o British Medical Association, BMA House, Tavistock Square, London, WC1H 9JP. Fax: 020 7383 6220

The Human Rights Act – Implications For Public Sector Organisations

This Conference provides delegates with a broad overview of the Act - its philosophy and intent - essential to fully understanding the practical issues involved. The practical implications for health care and local government organisations will be reviewed by a specialist lawyer and by experts from each sector to provide awareness of the issues involved and common problems likely to be experienced.

- ◆ Date Tuesday 7 November 2000
- ◆ Venue Central London
- ◆ Costs £346.63 inc Vat Public Sector
£233.83 inc Vat Voluntary Organisations, CHCs and Charities

For further information and booking enquiries contact Liz Haw or Fiona Tweedy, Harrogate Management Centre, FREEPOST LS6534, Progress House, 87 Skipton Road, Harrogate, HG1 4LF. Tel: 01423 506611; Fax: 01423 531166; E-mail: info@hmc.co.uk

“Health Minds for All; Improving the Mental Health of All Young People”

This event will give participants the opportunity to think and learn about their practice around young people and mental health. It will provide opportunities to disseminate examples of innovative practice in work targeted at young people, particularly those who are more vulnerable.

- ◆ Date Wednesday 8 November 2000
- ◆ Venue Regents College, London
- ◆ Costs £75

For further information and booking enquiries contact NCB Conference Department, 8 Wakley Street, London, EC1V 7QE. Tel: 020 7843 6042/40; Fax: 202 7843 6039; E-mail: conferences@ncb.org.uk

Forthcoming Events

The NHS Plan – Delivering Patient Centred Care from Policy to Practice

The purpose of this conference is to review and network 'leading edge' and successful practice, illustrating what can be done, thus helping to facilitate the ability of health and social care organisations to deliver 'a fast, fair and convenient service'. Case studies will illustrate 'leading edge' practice across diverse areas of health and social care.

- ♦ Date Wednesday 8 November 2000
- ♦ Venue Central London
- ♦ Costs £346.63 inc VAT Public Sector Organisations
£233.83 inc VAT Voluntary Organisations, CHCs and Charities

For further information and booking enquiries contact Liz Haw or Fiona Tweedy, Harrogate Management Centre, FREEPOST LS6534, Progress House, 87 Skipton Road, Harrogate, HG1 4LF. Tel: 01423 506611; Fax: 01423 531166; E-mail: info@hmc.co.uk

CCTV: An Uncertain Future? The impact of the Data Protection and Human Rights Acts on the use of CCTV

As levels of theft and muggings reach ever greater proportions, the use of CCTV as a way of deterrence has grown ever larger. Recent legislation raise many questions as to the legality of using the information supplied by CCTV.

- ♦ Date Friday 10 November 2000
- ♦ Venue London
- ♦ Costs £205 VAT exempt

For further information and booking contact Jill Elliott, Manager, Continuing Professional Development, University of Southampton, Highfield, Southampton, SO17 1BJ. Tel: 023 8059 2376; Fax: 023 8059 3885; E-mail: Jill.elliott@soton.ac.uk

Mental Health for All – Mind Annual Conference 2000

This Conference hopes to provide participants not only with ideas for discussion, but also with a list of action points and recommendations for application in their own situations.

- ♦ Date 14 – 16 November 2000
- ♦ Venue Bournemouth International Centre, Bournemouth.
- ♦ Costs £220 Full Conference Fee
£155 Mind members fee
£95 for all participants One day delegate rate

For further information contact: Mind Conference and Training Unit, Granta House, 15-19 Broadway, London, E15 4BQ. Tel 020 8221 9671; Fax 020 8221 9681; E-mail: conference@mind.org.uk

Forthcoming Events

Democracy and Accountability in The New NHS

Conference sponsored by Socialist Health Association, Medical Practitioners Union and NHS Consultants Association. The National Plan proposes substantial changes in the way the voices of patients and citizens are heard in the NHS

- ◆ Date Saturday 18 November 2000
- ◆ Venue MSF Centre, 33-37 Moreland Street, EC1, near Angel, Islington
- ◆ Costs £10 members
 £15 non members

For further information and booking enquiries contact Socialist Health Association, 22 Blair Road, Manchester, M16 8NS. Tel: 0161 286 1926; E-mail: weasel@cwcom.net

Promoting Mental Health in Prisons – Policy into Practice

The aim of the Conference is to help develop a common vision, to share strategies and to establish a course of action to stimulate and implement mental health promotion in all prisons. The conference will focus upon major policy initiatives and provide the opportunity for delegates to consider and discuss examples of effective programmes of implementing 'policy into practice'.

- ◆ Date 22 November 2000
- ◆ Venue Institute of Education, University of London
- ◆ Costs £155 + VAT Statutory/Independent Organisations
 £115 + VAT Small Voluntary organisations and individuals
- ◆ ***For further information and booking details contact Customer Services, Pavillion Publishing (Brighton) Ltd, FREEPOST (BR458), 8 St George's Place, Brighton, East Sussex, BN1 4ZZ. Tel: 01273 623222; Fax: 01273 625526; E-mail: pavpub@pavillion.co.uk***

NHS Direct – The Story So Far...

NHS Direct, currently available to over 65% of the population, is anticipated to run nationwide by the end of 2000. The National Plan establishes proposals for cutting waiting times and ensuring speedier access to relevant health services for patients. NHS Direct has a vital role to play in making this a reality. With the advent of NHS Direct Online, Walk In Centres and NHS Direct Information Points, the whole nature of public access to primary and health care advice is being subject to reconfiguration.

- ◆ Date Thursday 23 November 2000
- ◆ Venue Central London
- Costs £299 + VAT @ 17.5% Public Sector
 £50 documentation only VAT exempt

For further information and booking enquiries contact Sujata Haria, Capita Business Services Ltd, 4th Floor, Dean Bradley House, 52 Horseferry Road, London, SW1P 2AF. Tel: 020 7222 5110; Fax: 020 7222 4952.

Forthcoming Events

DHN Conference on Partnership Working to Reduce Health Inequalities

This conference will discuss the basic principles that ought to underlie partnership approaches to tackling health inequalities. The conference will provide an opportunity for key players in local authorities to attend and work together with their health partners so that, at the end of the day, they will have moved forward in their ideas about possible new partnership action in their local area.

- ◆ Date Thursday 23 November 2000
- ◆ Venue Central London

For further information and booking details contact Fiona Campbell, Democratic Health Network, 22 Upper Woburn Place, London, WC1H 0TB. Tel: 020 7554 2820; Fax: 020 7554 2802; E-mail: fiona.campbell@lgiu.org.uk

Clinical Excellence 2000

Clinical Excellence is now firmly established as the largest conference within the NHS today. With a responsibility to promote clinical and cost effectiveness through appraisal, guidance and clinical audit, the National Institute for Clinical Excellence is dedicated to providing an interactive, informative and multidisciplinary forum to meet these aims.

- ◆ Date 28-30 November 2000
- ◆ Venue Harrogate International Conference Centre
- ◆ Costs £140.43 + VAT Early booking fee before 20 October
£131.91 + VAT Early booking fee, (before 20 October) group rate

For further information and booking contact: Sterling Events, 62 Hope Street, Liverpool, L1 9BZ. Tel 0151 709 8979; Fax 0151 709 0384; E-mail: nice@sterlingeevents.co.uk

Implementing the National Plan for Long Term Care of Older People

This fifth Capita conference on Long term Care examines the changing climate of informed opinion about care provision for older people following the governments responses to the Royal Commission on Long Term Care, published as part of the National Plan for the NHS.

- ◆ Date Wednesday 29 November 2000
- ◆ Venue Central London
- ◆ Costs £299 + Vat @ 17.5% Public Sector
£50 documentation only VAT exempt

For further information and booking details contact Carolyn Spring, Capita Business Services Ltd, 4th Floor, Dean Bradley House, 52 Horseferry Road, London, SW1P 2AF. Tel: 020 7222 5110; Fax 020 7222 4952.

The Emotional Cost of Caring – Debit or Credit

The objective of this one day course is to increase awareness and appreciate the particular ways in which stress affects people. Increase awareness of the relationship between life-style, profession and stress. Reduce and cope with stress and its effects.

- ◆ Date Tuesday 5 December 2000
- ◆ Venue Forte Posthouse, Lakeview, Bridge Road, Impington, Cambridge
- ◆ Costs £80

For further information and booking details contact Critec Conference Office, Accident and Emergency Department, Leeds General Infirmary, Great George Street, Leeds, LS1 3EX. Tel: 0113 3926498



Information Wanted

Work with ethnic minority communities in acute hospitals Preston CHC seek information on work that CHCs have undertaken with ethnic minority populations in acute hospital settings in the last 12 months. e.g. work undertaken to match their needs and requirements to the way services are provided and the hospital function. Please send details to Ms Tracy Steward, Chief Officer, Preston CHC, 128-130 Miller House, 9 Lancaster Road, Preston, PR1 2RY. Tel: 01772 259089; Fax: 01772 200543 or e-mail: chc@prestonchc.com

Access to maternity care for low-income women The National Perinatal Epidemiology Unit in Oxford and Maternity Alliance are collaborating on a project looking at access to maternity care for low-income women in the UK. They are trying to locate studies that have looked at the following areas:

- The provision and uptake of maternity care for low-income women and particular marginal groups, e.g. ethnic minority women, homeless women etc.
- Low-income pregnant women's views and experiences of maternity care
- Costs to women associated with pregnancy and maternity care

They have identified a number of relevant published reports, but would be particularly interested to hear from anyone who knows of any unpublished reports of such studies, perhaps carried out within Health Authorities or by CHCs, that may be of use to them. Please contact Rachel Rowe, National Perinatal Epidemiology Unit, Institute of Health Sciences, Old Road, Headington, OXFORD, OX3 7LF Tel: 01865 226865; e-mail: rachel.rowe@perinat.ox.ac.uk

Ambulance Services – Postcode Information Westcountry Ambulance Services Trust (WAST) Control currently does not have access to a full list of postcodes, with the result that an ambulance was sent to an incorrect rural location which resulted in it taking 56 minutes to arrive. NHS Direct apparently does have the full list! WAST have undertaken to address this issue, but Somerset CHC suggest that other CHCs should check if this is the case with other ambulance services.

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.

Information Received

AMS Complaints, Incident & Litigation Software Comcarenet has recently acquired the rights to the software products originally supplied by AMS Business Consultants of Warrington. They will support current users of the software, and are actively doing so, irrespective of AMS "proof" of support contracts whilst they investigate their documentation. All proven contracts will be honoured, and they will look to standardise the start of the contract period.

They have placed a new AMS website at www.comcarenet.co.uk/ams This website will include a password protected user support area containing all the latest documentation, FAQ listing, contact forms for information, training details and a user "wish list" for future versions of the software.

They also plan to have a number of road shows around the country, details of which will be posted on the web. Comcarenet AMS training will initially be available at their premises in Hartford, Cheshire, and as an option on-site. Support and training will also be available from an IT centre in Dumfries & Galloway towards year end.

Foot Care for Older People Many older people who have no medical need for foot health care may have difficulty in cutting their toenails and managing their own simple foot care. In Haringey, the NHS Trust, working with the local Social Services Department have trained Foot Care Helpers to undertake simple toenail cutting and foot care.

This service is being made available to older residents who are not eligible for chiropody services, can be accessed at some of the local Luncheon Clubs/Older People's Drop-ins and is to be extended to other community centres as more workers are trained.

<p>The deadline for the next issue of CHC Listings is 25 October 2000</p>
