



Your NHS. Your Social Care. Your LINK



COVENTRY LINK NEWSLETTER

Issue 16: December 2011

Welcome to the latest LINK members' newsletter – keeping you up to date with LINK work and developments in health and social care

LINK NEWS

LINK work programme update

Hospital signage

75 people returned LINK's quick survey about finding your way at University Hospital, Walsgrave site. The aim was to see if there are particular areas of the hospital which are harder to find. 56% thought that some areas were harder to find and A&E, x-ray and maternity were 3 of the locations mentioned. Respondents also gave suggestions for how signage could be improved. The results are being fed back to a UHCW working group which is looking at signage and way finding solutions.

Coventry LINK JSNA event

55 local people and representatives from voluntary and community groups joined together on 16th November at a Coventry LINK event focusing on health needs and inequalities in Coventry: priorities for action. LINK worked with Coventry City Council and NHS Coventry to stage the event.

Small group discussions considered what the priorities for action should be; why certain health issues continue over the years; how the experience of residents and feedback from service users can have an influence on priority setting; and what role HealthWatch can play.

Group discussion highlighted:

- Tackling childhood obesity
- A need for services to be aligned and designed around the needs of the service user
- Strengthening engagement, particularly working with communities, including suggestions for the role of HealthWatch

Other work

LINK has had a follow up meeting to see how actions are being taken to address LINK's recommendations about patient transport for kidney dialysis patients. Some patients continue to have long waits for transport and LINK is raising its concerns with commissioners.

LINK has had a positive discussion with managers from CWPT regarding an action plan in response to recommendations about activities for patients on wards in the Caludon Centre. LINK's report has been published and this includes details of the action plan. The report can be found at www.coventrylink.org.uk/impact

Summary of LINK annual reports

The Department of Health has published a report summarising information and data from LINK's Annual Reports. The document can be found at www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_130567

LOCAL NEWS

Trust launches Equal Partners Strategy

Coventry and Warwickshire Partnership NHS Trust launched their Equal Partners Strategy.

The strategy aims to provide a comprehensive framework for informing, consulting, listening, involving and empowering all Trust stakeholders.

A key priority of the strategy is to develop ways to involve people and capture their experiences. The Trust has been piloting new ways to engage with staff, service users, carers and the wider public.

The Trust's Associate Director of Service User and Carer Involvement, Sue Eato said: "Involvement is about developing relationships with service users, carers and professionals and the public which are built upon mutual respect and recognition and equal worth.

A number of events have been planned over the coming months in order to raise awareness and engage service users, carers and all stakeholders. For more information, or if you would be interested in becoming involved please contact:

sue.eato@covwarkpt.nhs.uk or
julia.williams@covwarkpt.nhs.uk

To read the strategy in full visit the Trust website:

www.covwarkpt.nhs.uk/equalpartners

CWPT Foundation plans Give your views!

A public consultation campaign called "Give us your views" was launched on 21 November to outline the Trust's plan to become a Foundation Trust and it is asking local people to get involved in the consultation.

Trust Chief Executive Rachel Newson explained: "We believe that by becoming a Foundation Trust we set out an ambitious future for the delivery of care and treatment to local people living with physical or mental health problems, or a learning disability. It is really important to us to engage with our local communities about our plans. We also

want to invite every person in our local communities to become a member of the Trust."

The Trust's public consultation will end on 27 February 2012. Nine public meetings have been arranged during this period and Coventry LINK members may be interested in attending the meeting on **Wednesday 25 January, 10:30am – 12 noon**, at The Lounge, Coventry Central Hall, Warwick Lane, Coventry, CV1 2HA. Details of all the meetings can be found on the Trust's website:

www.covwarkpt.nhs.uk/makeadifference

Under the Government's plans for the NHS all NHS Trusts are required to achieve Foundation status by 2014.

New CWPT Chair

Coventry and Warwickshire Partnership NHS Trust has announced the appointment of Martin Gower as the new Chair of its Trust Board. Martin began with the Trust as a non-executive director (designate) in August 2009 and was appointed substantively in February 2010 after which he became Vice-Chair and Senior Independent Director. In August 2011 he was appointed Interim Chair following the resignation of the previous Chair.

HealthWatch Focus Groups

We are running four focus groups to think in more detail about how HealthWatch in Coventry can provide information and signposting for local people when it is set up next year.

We have been gathering ideas about HealthWatch since last June and have lots of interesting suggestions. These focus groups will think about some of these suggestions in more detail and consider how to make the ideas achievable.

Could you take part? Find out more from the enclosed flier.

UHCW

Richard Kennedy has announced that he will be retiring from the post of Chief Medical Officer at the end of March 2012 at University Hospitals Coventry and Warwickshire NHS Trust – a post he has held since 2007.

City Centre Health facility

The new City of Coventry Health Centre has been completed on time and in budget. The five-storey building covers over 10,000m², making it one of the largest Primary Care centres in England.

The new facility, which becomes fully operational on 9 January 2012.

GPs, the Walk-in Centre and other services currently based at the current Coventry and Warwickshire hospital site, and services from other parts of the City, will be relocating through a phased transition of all services from the 16 December into the new building.



Ruth talks about HealthWatch at NHS Coventry event

CQC inspectors have since returned to hospitals where concerns were identified to check that improvements have been delivered.

The report can be downloaded at: www.cqc.org.uk/db/documents/20111007_Dignity_and_nutrition_inspection_report_FIN_AL.pdf

The Secretary of State has recently announced that a second dignity and nutrition inspection programme will begin in the NHS during April – June 2012.

It will inspect 50 NHS sites, consisting of a combination of revisiting sites which previously raised concerns, and a random sample of locations which were not inspected in the first inspection programme.

A further set of inspections has been proposed, which will look at dignity and nutrition in care homes with nursing, to 500 sites (about 2% of services) from February 2012.

OTHER NEWS

Care Quality Commission

The care regulator, the Care Quality Commission (CQC) has published the results of 100 unannounced inspections it made to hospitals across England, looking at whether the essential standards of dignity and nutrition were being met on wards for older people.

The CQC reports that out of the 100 hospitals inspected, only 45 met minimum standards for dignity and nutrition; a further 35 met the minimum standards in both categories but needed to make improvements. Twenty hospitals did not meet the minimum standards for either nutrition or dignity. Two were so poor that the CQC said that they had serious concerns and demanded immediate action.

New mortality rating indicator introduced

The Department of Health has introduced new mortality indicators for hospital trusts in England. The indicator is for non-specialist Acute Trusts and covers all deaths of patients admitted to hospital and those that occur up to 30 days after discharge from hospital. It will be available for patients to view on NHS Choices and the Department of Health believe it will help improve patient safety.

The worst performing Trust was George Eliot Hospital Trust in Warwickshire, although hospitals in the Isle of Wight, East and North Hertfordshire, Blackpool, Tameside, Medway, York and Basildon and Thurrock also scored poorly.

Guidance on choice of named consultant-led team

In response to its earlier consultation the Department of Health has published guidance on how NHS providers must implement the choice of named consultant-led team for a first consultant outpatient appointment for elective care (where clinically appropriate).

NHS patients in England will have the freedom to choose not only where they are treated, but who provides their hospital care from April 2012, as part of the Government's plans for patient choice. NHS providers will have to publish information about their consultants and the services they provide.

Services currently excluded from choice of consultant-led team are:

- Accident and emergency services
- Cancer services, which are subject to the two week maximum waiting time
- Maternity services
- Mental health services
- Any other services where it is necessary to provide urgent care

To find out more visit:

<http://www.dh.gov.uk/health/2011/10/named-consultant/>

Choice of GP pilots

A new agreement between the British Medical Association (BMA) and the Secretary of State for Health, will establish three pilot schemes trialling enabling patients to be able to choose a GP practice.

Two of the pilot schemes will allow people to stay with a practice even if they move locally and another will see patients able to visit another practice in the same catchment area, while remaining registered with their home practice.

It will not remove the concept of practice boundaries entirely, as it was thought that

many GPs opposed this for risk of endangering peoples care as a result of living too far away. The trial is due to begin in April next year and comes as part of a new GP contract which will also freeze their pay for 12 months in cost saving measures.



Group discussion at LINK's event about health and wellbeing in Coventry

GPs deregistering patients

The Parliamentary and Health Service Ombudsman, Ann Abraham, has published a report on complaints criticising GPs for removing patients from their registration lists without sufficient warning or explanation.

The Ombudsman said that a fifth all the complaints she received were on the issue and there had been a 6% increase in the number of such complaints in 2011.

The Health Service Ombudsman said that some GPs are not following this guidance and are removing patients from their lists without sufficient warning and often without a reasonable explanation.

The British Medical Association (BMA) and the Royal College of General Practitioners (RCGP) both have guidelines which state that GPs should only remove patients from their list if the relationship between the doctor and patient has broken down. The guidelines state it is not acceptable to remove patients from lists for simply making a complaint and that there should be a warning and a reasonable explanation given.

Department of Health announces ban on minimum waiting times

The Secretary of State for Health has announced that he will place a ban on minimum waiting times for treatment. The NHS Constitution states that patients have a right to be treated within 18 weeks. However, a report published in August by the Co-operation and Competition Panel revealed that some Trusts were delaying treatment for up to 15 weeks even when appointments became available before that time.

Duty of Candour consultation launched

A consultation has been launched on implementing a 'Duty of Candour'; a contractual requirement on NHS providers to be open with patients when things go wrong with their healthcare.

The contractual Duty of Candour will be an enforceable duty on NHS providers to ensure they are open and honest with patients or their families and provide them with information on any investigations and lessons learned.

To find out more visit:
www.dh.gov.uk/en/Consultations/Liveconsultations/DH_130400

Poor home care breaches human rights

The Equality and Human Rights Council (EHRC) has published a report which suggests that care provided for patients in their own home is sometimes so poor that it could breach their human rights.

There are currently 500,000 people across the country who receive care in their own homes provided by councils. The EHRC's report highlighted instances of abuse, neglect and disregard for privacy and dignity which it said were "dehumanising" and left people "stripped of self-worth". Examples included not helping with eating and drinking, not supporting people who needed help

going to the toilet, financial abuse and treating people like children.

The EHRC argues that some of the poorest care would potentially breach human rights law under the European Convention on Human Rights. Specifically, they highlight article eight, which guarantees respect for dignity and personal autonomy, article three, which covers the prohibition of inhuman and degrading treatment, and article two, governing the right to life.

Under the Human Rights Act, these rules only cover public authorities including councils. Although much of this home care is paid for by councils, it is provided by private companies who are not covered by these rules.

The EHRC is calling upon the Government to close this gap in the law to ensure that all providers of home care are covered by human rights law. They have also said that a large part of the problem was a lack of compassion and common sense amongst staff.

For more information, please visit <http://www.equalityhumanrights.com/legal-and-policy/inquiries-and-assessments/inquiry-into-home-care-of-older-people/close-to-home-report/>

GMC guidelines on elderly care

The General Medical Council (GMC) has issued guidelines to doctors instructing them to take a more pro-active role when they see the basic elements of care failing for elderly patients. This includes a lack of hydration, nutrition and hygiene. The rules are to be added to the Good Medical Practice handbook for doctors.



Group discussion at NHS Coventry – Patient, Public, Carers Quarterly Conference

Mind report on mental health care

MIND, the mental health charity, has published a report in which it describes mental health services in the UK as “often inhumane”, treating patients with a “lack of respect bordering on rudeness”.

More than 1.25 million people every year use mental health services in the UK. There are a total of over 107,000 people who are inpatients in mental health wards, 40% of whom were detained under the Mental Health Act.

MIND found that people said it was hard to get in contact with adequately trained professionals during a crisis and where contact was made, the advice given could be inadequate. Other issues included lack of access to talking therapies or counselling, verbally abusive staff, mixed sex accommodation and lack of security for personal belongings.

The report notes that there was some exemplary care given for people with mental health problems including kind and courteous staff and well designed environments.

For more information, please visit http://www.mind.org.uk/assets/0001/5921/Listening_to_experience_web.pdf

NHS Coventry - Patient, Public & Carers Quarterly Conference

The next quarterly conference is on Thursday, 26th January 2012, 11.00am – 2.00pm (registration and coffee from 10.30am) at Coventry Rugby Club, Butts Park Arena, The Butts, Coventry, CV1 3GE

The meeting will focus on:

- Coventry Clinical Commissioning Groups
- Patient and Public Involvement in improving the quality of health care.

To book your place please telephone Wilma Bristow at NHS Coventry on tel. 024 7624 6099 or email: wilma.bristow@coventrypct.nhs.uk

There is a limit of 100 places available, so book your place to avoid disappointment



The LINK Team would like to wish you a Merry Christmas and a Happy New Year

Contact Us

The Coventry LINK staff team is hosted by Voluntary Action Coventry



and can be contacted by calling 024 7622 0381 and the Team email of: coventrylink@vac Coventry.org.uk

