

COVENTRY LINK NEWSLETTER

Issue 6: February 2010

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

LINK NEWS

Work Programme updates

It has been a busy time for the LINK working groups since the last newsletter as they address the issues in the LINK work programme.

Patient safety at University Hospital

After the publication of Dr Foster's Good Hospital Guide Ratings, in which UHCW were rated poor and third from bottom in their 'league table'; the LINK Hospital Services Working Group wrote to the Chief Executive Malcolm Stamp. He responded with detailed answers to the questions posed.

The Hospital services working group felt that all of LINK's questions had been answered fully. Data was enclosed showing that current mortality statistics have improved.

The rating from Dr Foster was explained as resulting from issues with the coding and recording of information about patients and assurances were given that this had been addressed.

Concerns were raised that too many people in Coventry die in a hospital setting because of issues with end of life care. The LINK is considering how to follow this up.

Work with Coventry Peace House

The Community Services working group linked up with Coventry Peace House to send out a survey to GPs. We asked about GP appointment systems; new patient registration, and services for refugees and newcomers to the UK. The findings are now being analysed and should inform the work of both groups as they plan the next steps.

Hospital car parking

From our community consultation we are aware that hospital car parking is a significant issue for many local people. Therefore the Hospital Services Working group wrote a response to government proposals aimed at lower and fairer hospital car park charges. LINK highlighted the need for government action to ensure that local private Finance Initiative Contracts (PFI) contracts to ensure lower charges at University Hospital Coventry. LINK argued the car park charges should cover the cost of running car parks rather than generating profits.

Other work

The Mental Health Services working group is looking at contracts and the delivery of out of hours mental health support and the Adult Social Care group has been planning a series of focus groups to enable service users to have their say about the implementation of personalisation.

Publicity

National Media campaign

On 26 January a national LINK promotional campaign was launched, which is funded by the Department of Health.

LINK Project Manager Ruth Light featured in a local radio interview alongside Joan Saddler from the Department of Health to mark the start of a national PR campaign to promote LINKs.

The interview on BBC Coventry and Warwickshire was a call to action for people to get involved in LINK.

LINK Membership drive at central library

At the end of 2009 Coventry LINK held an information stall at Central library in order to attract members of the public. We gave out lots of information about LINK.



Enter and View

We have been getting ready to carry out LINK's enter and view role by attending a meeting of the modern matrons at University Hospital Coventry and running training courses for potential authorised representatives - 11 people have attended the training. CRB checks are also being sought.

See the flyer in this newsletter for details of local feedback and consultation events

LOCAL NEWS

Coventry Community Health Services

The Department of Health has told NHS Coventry to come up with plans for the transfer of management Community Health Services from NHS Coventry to another body. Community Health Services include services such as health visitors, district nurses etc

These plans must be produced by the end of March.

At its last meeting the LINK Steering Group had an update from Juliet Hancox from the PCT which indicated that the options being investigated were transfer of service management to UHCW or the Coventry and Warwickshire Partnership Trust.

The LINK Community Health Services working group is concerned about the timetable and the impact it would have on services.

Coventry and Warwickshire Partnership Trust staffing updates

Rachel Newson is to be the new chief executive of Coventry and Warwickshire Partnership NHS Trust. Currently director of business development at Norfolk and Waveney Mental Health NHS Foundation Trust, Rachel will take up her new post later this year.

Dr Michael Goldstein CBE has become the new Chair for the Coventry and Warwickshire Partnership Trust. Dr Goldstein has already served three years on the Board as a Non-Executive Director.

Nigel Barton has been appointed as Director of Operations and has begun the role.

Christine Minett Associate Director User & Carer Involvement Coventry & Warwickshire NHS Partnership Trust is leaving at the end of March 2010.

New GP practice open in Foleshill

The doors are now open at a GP practice in the Foleshill area of Coventry.

The surgery, in a new prefabricated building in Station Street West, just off the High Street in the centre of Foleshill, offers late opening and Saturday sessions, blood and ECG testing and minor surgery, as well as the usual family doctor services.

The practice is run by Malling Health Ltd, a primary care provider service managed by NHS general practitioners.

This new surgery is part of a major development plan announced by NHS Coventry in February last year which will also include the creation of three new dental practices and a GP-led health centre in the city centre. A GP-led health centre is now open at the Walk-in Centre, Stoney Stanton Road, Coventry.

OTHER NEWS

New Care Quality Commission Guidance

From April 2010 new essential standards of quality and safety are being introduced gradually across all health and adult social care services in England. The Care Quality Commission (CQC), the new independent regulator of health and adult social care, will license services if they meet essential standards and constantly monitor them to make sure they are compliant with new legislation about to be passed in parliament.

NHS trusts are the first to come into the new system starting 1 April this year; they will be followed in October by all providers of social care for people over 18 years of age and by providers of independent healthcare. Over the coming two years the system will include all primary care and dentists too.

The new system means that you can expect your care and treatment to meet essential standards of quality and safety that respect

your dignity and rights. The biggest change from any earlier system of regulation is that each of the standards is based on an actual outcome for people rather than a policy or a target. Providers must demonstrate that people in their care have a quality experience across all aspects of their treatment, care or support. For more information go to www.cqc.org.uk

NHS Constitution becomes law

The NHS Constitution has recently become law. This means that in the future all NHS organisations, including private and 3rd sector providers of services to the NHS will be obligated to consider the provisions of the NHS Constitution when undertaking decisions and actions.

The NHS Constitution sets out the broad purpose, principles and values of the NHS and outlines a number of rights and pledges for patients including a legal right to access NHS services, drugs and treatments approved by NICE (National Institute for Health and Clinical Excellence). The constitution also provides patients with a choice in relation to where they receive treatment as well as an assurance that patients will be treated with dignity and respect.

A copy of the NHS Constitution for England is available to download from the Department of Health Website at:

www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_093419

Pilot for new NHS number given go ahead

A new non-emergency number for the NHS will be piloted in parts of England. The number will provide advice on how to find healthcare quickly when it's less urgent than 999. The number **111** will be used. To find out more visit the website below:

http://www.dh.gov.uk/en/News/Recentstories/DH_110378

Care Quality Commission's State of Care Report

1.7 million adults in England will need home care by 2030 according to the Care Quality Commission's "State of Care" report.

The report highlighted the lack of co-ordination between the provision of health and social services.

The report estimated that up to £2 billion a year currently spent on treating elderly patients in hospital could be saved by investing in services that help to maintain people's independence and health.

A further £2.7 billion could be saved by helping people manage long-term conditions more effectively, treating them closer to home and avoiding unnecessary hospital visits.

The report praised improvements in the number of health and social care services, councils and PCTs assessed as either "good" or "excellent". The CQC also acknowledged the success in reducing NHS non-emergency care and waiting times and the reduction in infection rates. However, five percent of NHS trusts were rated "weak" and two percent of adult social care services were regarded to be "poor".

Give views on online information about medicines

The medicines' regulator (Medicines and Healthcare products Regulatory Agency, MHRA) is gathering views about a proposal to make information about medicines available online. They are running an online discussion at www.medinfodiscussion.org

The discussion focuses on patient information leaflets (PILs) and Summaries of Product Characteristics (SPCs), and the proposal to put a definitive database of these online. You can read, rate and add ideas to the discussion until 8 March 2010.

General practice out-of-hours services

In June 2009, the Care Quality Commission (CQC) began an investigation into the provision of out-of-hours primary care services in five PCTs by Take Care Now (TCN). In October 2009, the CQC issued an interim statement on this investigation, which prompted David Colin-Thomé to write to PCTs, and the Minister of State for Health, Mike O'Brien, to ask if they could jointly lead a short piece of work to review the local commissioning and provision of out-of-hours services. More information can be found on the Department of Health website: www.dh.gov.uk

Short Breaks for Carers of Disabled Children and Young People

A consultation has opened on draft regulations to require local authorities in England to provide services designed to assist parents/carers to be able to continue to provide care for disabled children and young people, or to do so more effectively, by giving them access to short breaks from their caring responsibilities. To find out more visit <http://www.dcsf.gov.uk/consultations/index.cfm?action=consultationDetails&consultationId=1688&external=no&menu=1>
Closing Date for responses is Monday 26 April 2010.

CONTACT US

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