

# COVENTRY LINK NEWSLETTER

*Issue 8: July 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

### Annual meetings a success

81 people came to the two LINK annual meetings in June to find out more about LINK's work and the recommendations made to date.

Everyone fed in their thoughts about what LINK should look at in the next work programme. The LINK Steering Group will be looking into these further and developing the next work programme of which the next Working Groups will be formed. More information on the Working Groups will be available on the LINK website [www.coventrylink.org.uk](http://www.coventrylink.org.uk) in September.

Group discussions about the pros and cons of the new personalisation approach in adult social care (which aims to give individual service users choice and control over the services they get) came up with lots of ideas to feed into LINK's thinking and recommendations about successful implementation.



Group discussion at the LINK Annual Review June 2010

### Work programme update

#### LINK reports

LINK has published the following reports:

- GP services in Coventry: Findings of Welcome in Practice Questionnaire about GP appointment systems and new patient registration (May 2010)
- Out of hours mental health services in Coventry: Recommendations for mental health Commissioners (July 2010)
- Hospital Discharge: Recommendations about the discharge policy and process from University Hospital Coventry & Warwickshire (July 2010)

They can be downloaded from the LINK website or if you would like a paper copy please contact Barinder on 024 7622 0381.

#### Ongoing work

##### **Personalisation in adult social care**

We have drafted a report of the findings of LINK's 6 focus groups with different groups of people exploring issues for the implementation of this new approach to providing social care services. A subgroup from the LINK Steering Group will be meeting to frame recommendations.

### **GP appointment systems**

Volunteers from the Community Health Services Working Group met with 5 practice managers to find out about their appointment systems in detail. The findings are being written up.

### **Young people's survey**

142 completed questionnaires have been returned from the LINK survey of 16-25 year olds. We asked for views on services; how young people got health information and about their health priorities. The finds are being written up and will be published soon.



Florien Kullolli collects the iPod Touch he won by completing one of LINK's RU Bover'd surveys from Ruth Light

### **LINK staff news**

Jenny Walls LINK Project Officer is leaving her post at the end of August 2010. We are in the process of recruiting.

### **LOCAL NEWS**

#### **Forget-Me-Not lounge and Memory Lane**

A "Memory Lane" and "Forget-Me-Not Lounge" will be established in University Hospital for patients with dementia, thanks to a £65,000 grant.

The Kings Fund has given University Hospitals Coventry and Warwickshire NHS Trust the money to enhance the facilities for the patients with dementia it cares for.

Julia Flay, Patient Involvement Facilitator, said: "We plan to use this fund to provide a haven for patients away from the hubbub of the ward."

"We hope that staff and visitors to patients with dementia could take their relatives to both facilities (from any ward in the hospital)."

On August 5 in the Central Methodist Hall, Coventry between 10am and 3pm members of the public will be asked to bring in their artifacts and mementos to be pictured as part of the project. They can also take part in creating "mood boards" to demonstrate what they think the Forget-Me-Not lounge should look and feel like. If you would like to go along contact Andrea on 024 7696 8338 or email [andrea.hannon@uhcw.nhs.uk](mailto:andrea.hannon@uhcw.nhs.uk)

### **NHS Coventry - public and patient event**

**Monday, 6<sup>th</sup> September 2010 – 10.30 – 2.00pm** at Central Methodist Hall, Coventry city centre

NHS Coventry has been asked by the Department of Health to bring together the people of Coventry to get your views on the city's health services and how they can be improved.

This interactive session will see NHS Coventry handing over the NHS purse strings to you and asking you how you'd spend the budget on health services that are value for money and are delivered to the highest quality.

There will be also be an opportunity to talk with the Chair of NHS Coventry, as well as other senior staff and ask the questions that are important to you.

If you would like to book a place at the event, please contact Wilma Bristow on 024 7624 6099 or email her at: [wilma.bristow@coventrypct.nhs.uk](mailto:wilma.bristow@coventrypct.nhs.uk). Places are limited to the first 100 people who

respond, so that people have time to have their say. If you would like more details, please contact Esther Peapell on 024 7624 6158 or [esther.peapell@coventrypct.nhs.uk](mailto:esther.peapell@coventrypct.nhs.uk).

### UHCW change of Chief Executive

Andrew Hardy has taken over as Chief Executive of University Hospitals Coventry and Warwickshire (UHCW). Malcolm Stamp moved on last month.

## OTHER NEWS

### Health White Paper

The new Government White Paper on Health contains far reaching proposals to change the way health services are run. It includes plans to give GPs control of budgets for mental health, hospital and community care services.

Currently, England's 152 Primary Care Trusts (PCTs) are the NHS organisations which control almost £80bn of NHS spending in total. PCTs use budgets to commission services from GPs, hospitals and community care organisation for their local area. The plans remove this role from PCTs and instead groups of GPs will commission services.

The White Paper emphasises more choice for patients including the choice of consultant led teams. It is proposed that **all** hospitals will become Foundation Trusts giving them more freedom.

Responsibility for Public Health would move to Local Authorities. Local Authorities would also convene "Health and Wellbeing Boards", which will take a strategic approach on health and social care locally.

A new consumer champion called HealthWatch would be created. This would be part of the Care Quality Commission. It is proposed that LINKs would become local HealthWatches to support a role for local authorities in promoting choice and complaints advocacy.

So far 4 of 5 consultation documents related to the White Paper have been published with a deadline for responses of 11 October 2010.

These focus on:

- Measuring NHS outcomes
- Increasing democratic legitimacy in health
- Commissioning for patients
- Regulating healthcare providers

For more information visit about the White Paper visit:

[www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_117353](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_117353)

Coventry LINK will be putting together a response(s). If you would like to be involved in this then contact Ruth Light.

### What's a White Paper?

White Paper is the name given to Government documents that set out the Government's policy on a specific area. White Papers are not put into action automatically – they are just statements of what the Government plans to do in a certain area. This means that specific laws may need to be passed to make a White Paper reality. For the Health White Paper's, there will be a new Health Bill which will aim to put the policies into action when passed.

### Waiting time targets

The Government has removed the requirement to submit monitoring data for some waiting and performance targets:

- 18 week target time for referral from GP to hospital consultant
- 48 hour GP appointment target
- And the 4 hour wait in A&E has been reduced from 98% to 95% achievement and will be removed completely next year

The Government argues that some of the targets Labour established were distorting clinical need and that they want to have clinically based quality standards. National Institute for Health and Clinical Excellence (NICE) has recently published standards for the treatment of Stroke; dementia and blood clots. Standards across 150 clinical areas are planned.

However the Government's action leaves a slightly confused position whereby patients still have a right to 18 week waits under the NHS constitution but the monitoring requirement has been removed.

For further details of the 3 NICE quality standards visit:  
[www.nice.org.uk/aboutnice/qualitystandards/qualitystandards.jsp](http://www.nice.org.uk/aboutnice/qualitystandards/qualitystandards.jsp)

## Health inequalities grow

The gap between the health of the rich and poor is getting bigger according to a review by the National Audit Office.

The report concluded that The Department of Health has made a serious attempt to tackle health inequalities but that it was slow to take action and health inequalities were not a top priority for the NHS until 2006. To find out more visit:  
[www.nao.org.uk/publications/1011/health\\_inequalities.aspx](http://www.nao.org.uk/publications/1011/health_inequalities.aspx)

## 'Patchy' care levels fail those at risk of self-harm

The Royal College of Psychiatrists (RCP) has released a report warning of patchy NHS provision of mental health care which may leave those at risk of self-harm vulnerable.

The report – 'Self-harm, suicide and risk: helping people who self-harm' – is wide-ranging and covers the causes of self-harm amongst other things. One aspect of the report covers practising psychiatrists and

their views on their ability to provide care for self-harmers. Out of 1,500 psychiatrists surveyed, over half who responded felt that they or their team did not have sufficient training to assess people who had harmed themselves.

The report makes recommendations including ensuring fully trained staff are present in A&E departments to deal with people who have harmed themselves or attempted suicide, and for a public health strategy to combat self-harm. For the full report, visit  
[www.rcpsych.ac.uk/files/pdfversion/CR158.pdf](http://www.rcpsych.ac.uk/files/pdfversion/CR158.pdf)

## Government plans cancer services reform

This review aims to set the goals and direction for cancer services up to 2015 and it will be led by Sir Mike Richards – the National Clinical Director for Cancer. It will focus on:

- why UK cancer survival rates lag behind European equivalents.
- the chance for patients to rate hospitals and doctors on cancer care.
- the funding of cancer drugs

For further details visit:  
[http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Dearcolleagueletters/DH\\_117248](http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Dearcolleagueletters/DH_117248)



Group discussion at the LINK Annual Review June 2010

## Hospital car parking

The coalition Government has announced that it won't be making national policy about hospital car parking or telling local Trusts whether they can charge for car parking or not.

Last year, Labour pledged to end car parking charges under a future Labour Government. The move is consistent with health secretary, Andrew Lansley MP's, pledge to avoid 'top down' management of NHS Trusts.

## Mental Health Act Guidance

Most people receiving mental health care do not have their rights restricted. However, in some instances this happens to protect the person receiving treatment and others. We monitor the use of the Mental Health Act and protect the interests of people whose rights are restricted under that Act.

The Care Quality Commission has published new information about what to expect and what to do if you're not satisfied with the care you have received.

For further details visit:

[www.cqc.org.uk/usingcareservices/mentalhealthact.cfm](http://www.cqc.org.uk/usingcareservices/mentalhealthact.cfm)



*Prioritisation exercise at the LINK Annual Review June 2010*

## Register of Opticians – survey

The General Optical Council has recently launched an online survey asking about the information that patients and the public would like to see on our register of opticians.

Anyone can search for a registered optician, student optician or optical business on their online public registers, to check that they are properly registered and fit to practise, train, or carry on business in the UK.

The registers can be accessed at

[www.optical.org](http://www.optical.org).

They are gathering views on what information should be available, and experiences of using their public registers.

The closing date for the survey is 27 August 2010. You can complete the survey online from their website. Alternatively, if you would like to receive paper copies, please contact Matthew Tait on [mtait@optical.org](mailto:mtait@optical.org) or 020 7307 3923.

## Giving us a voice

### Meeting the needs of people with learning disabilities from Black, Asian and Minority Ethnic communities.

Valuing People Now, the Government's three-year plan for better services for people with learning disabilities, says that the agencies that plan and deliver health and social care services must pay more attention to the needs of the people who are most likely to be left out.

One of those groups are people from black, asian and minority ethnic groups or "BME communities", even though more families need services than ever before. People with learning disabilities from BME communities often face what is called "double discrimination" – not having the same opportunities as others because they have a learning disability and because they are from a black or minority ethnic community.

But it is difficult to provide services that meet the needs of people with different cultural backgrounds if people do not know whom they need to be speaking to. Carers from BME communities report that they often feel

ignored or bewildered by “the System”, and Statutory services still struggle to engage effectively with ethnic minority communities

together for constructive dialogue in 9 regional summit meetings around England as part of an 18-month project funded by the Department For Communities and Local Government under its Tackling Race Inequalities Fund.

Whether you are a person with a learning disability or family carer from a BME community, or a policy maker, commissioner or service provider, these regional meetings will give you the opportunity to talk and learn from each other in what we hope will be an ongoing discussion.

and families.

ARC, BILD and Mencap, the learning disability charities, are bringing people. The contributions that people make at these meetings will help us to design a national “Charter for Inclusion for People with Learning Disabilities from Ethnic Minority Communities” which local authorities and providers will be invited to sign up to.

The regional meeting in your area will be in Birmingham at The Best Western Westley Hotel on 12th January 2011.

For further information or to register your interest, please contact project worker Philip Ware on 07763 016958 or email [philip.ware@arcuk.org.uk](mailto:philip.ware@arcuk.org.uk)

## LINK Annual Report published

LINK’s 2009-10 Annual Report has been published. It is available from the LINK website or in paper copy from the office.

A summary of the Coventry LINK Annual Report is enclosed with this newsletter.

### 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@vacoventry.org.uk](mailto:coventrylink@vacoventry.org.uk)