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*The first edition of
Kent LINK into Local HealthWatch
is enclosed with this Bulletin.*

This new Newsletter will be published monthly and update you on what is happening around the development of HealthWatch, both locally in Kent and nationally.

If you want to get more involved in this exciting development, please read the Newsletter where contact details are available.

LINK activities – find out more, get involved

To register your interest or to find out more about any of the activities listed here, contact the Kent LINK office (details on the back page).

1. Care Quality Commission publish guide for LINKs

Information

The Care Quality Commission (CQC) has published a guide for LINKs. It explains what LINKs can expect from the CQC and what information LINKs can share with the CQC. The guide has been written by the CQC and some LINKs working together. The guide is available on the Kent LINK website at: www.thekentlink.co.uk/cqc-link-guidance.html

KMN are holding a very limited amount of hard copies at the office, including Easy Read. Please contact the office if you require a hard copy.

LINK Contact:

Name: Heather Wells

Telephone: 01303 297050

Email: heather@kmn-ltd.co.uk

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2. Sheppey Public Meeting

Get Involved!

The LINK will be hosting a meeting in September 2011 at the Minster Working Men's Club at Minster on the Isle of Sheppey.

The meeting has been planned to discuss the intermittent opening hours of the Minor Injuries Unit and other issues about healthcare in the locality.

The final arrangements are currently underway and all participants will be informed of the date and time of this meeting shortly.

For more information, contact the LINK.

LINK Contact:

Name: Cate Boland

Telephone: 01303 297050 / 07976 596709

Email: cate@kentlink.org

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3. Kent LINK Community Engagement Event – 4 October 2011

Date for your Diary!

The LINK will be hosting the next Community Engagement Event at the UK Paper Leisure Club, Avenue of Remembrance, Sittingbourne, ME10 4DE on Tuesday, 4 October 2011 from 10.00am to 2.45pm.

The Event will launch the LINK's Mental Health Report and Action Plan as well as updating participants on LINK activities and achievements.

To book your place or for more information, contact the LINK.

LINK Contact:

Name: Janine Judd

Telephone: 01303 297050

Email: janine@kmn-ltd.co.uk

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4. Have your say – pharmacies in Kent

Get involved!

A Pharmacy Network Group of the LINK is being set up to look at pharmacy applications, issues and concerns about pharmacies across Kent.

The group will discuss the applications and issues virtually on email, over the telephone or in writing so no need to attend meetings!

If you would like more information or to get involved, contact the Kent LINK.

LINK Contact:

Name: Louise Murrell

Telephone: 01303 297050 / 07976 596913

Email: louise@kentlink.org

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5. LINK Project – Care Homes in East Kent

Update

Volunteers are currently undertaking visits to care homes across East Kent as part of a project, initiated by Kent County Council, to help publicise standards of care in the region. Authorised Visitors are using their 'enter and view' powers to observe the quality and environment of randomly selected care homes that are contracted by Kent County Council. The information gathered from the visits will be published in a LINK report available in the autumn.

A Kent wide project that will look at care homes across the county is planned for the coming year. Contact the LINK to find out more information.

LINK Contact:

Name: Louise Murrell

Telephone: 01303 297050 / 07976 596913

Email: louise@kentlink.org

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6. LINK Project – Patient Experience at Outpatient Clinics

Update

The Kent LINK has been investigating patient experience at Outpatient Clinics.

Authorised Visitors have been attending clinics throughout the county to make observations, speak to patients and hand out patient experience questionnaires. Nearly all of the visits are completed and the remaining visits are to be carried out this month. The responses to the questionnaires are currently being analysed and the draft report will then

be prepared.

For more information contact the Kent LINK.

LINK Contact:

Name: Heather Wells

Telephone: 01303 297050 / 07814 427281

Email: heather@kmn-ltd.co.uk

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7. LINK Project – Cervical Screening in West Kent

Update

The Kent LINK has been working with Canterbury Christ Church University to research the reasons why young women are not coming forward for cervical screening in parts of West Kent.

Focus groups and interviews have been carried out and the LINK report is in its final stage of drafting. The report will be published on the Kent LINK website when completed, and hard copies will be available on request.

LINK Contact:

Name: Heather Wells

Telephone: 01303 297050 / 07814 427281

Email: heather@kmn-ltd.co.uk

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8. Youth Project

Update

The LINK's Youth Project is well under way. The next Youth Health Event is taking place on Friday, 7 October 2011 at the River Centre, Tonbridge. Places are nearly all taken, so you need to act quickly if you want to be there.

Other events attended, as part of this project, include:

- Connexions Anti-Bullying Event in Gravesend
- Various School Assemblies
- Youth Volunteer Fairs
- Tryangle Awards
- Kent County Council Cabinet Scrutiny Committee (with Young People).

The Kent LINK will also hopefully be doing some work in colleges in September 2011 around some of the LINK projects and mystery shopping.

If you would like to be involved or need more information, contact the LINK.

LINK Contact:

Name: Rebecca Barraclough

Telephone: 01303 297050 / 07976 596797

Email: rebecca@kentlink.org

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9. LINK at Gateways

Update

The LINK will be changing the way it works with Gateways. In future, rather than being based within each Gateway, the LINK will be holding road shows around the county, highlighting National Awareness Days.

The first week of events will be to highlight World Mental Health Week in October 2011.

If you would like more information on forthcoming road shows, contact the LINK.

LINK Contact:

Name: Cate Boland

Telephone: 01303 297050 / 07976 596709

Email: cate@kentlink.org

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10. Kent and Medway LINKs – Mental Health Network

Update

LINK participants were invited to four workshops in autumn 2010 to talk about their experiences of mental health services in Kent and Medway. The workshops were held in partnership with Kent and Medway NHS and Social Care Partnership Trust who provide some mental health services in the county.

The Report and Action Plan will be published at the LINK's Community Engagement Event on 4 October 2011 in Sittingbourne.

People who have joined the LINK's Mental Health Network are now being asked if they would like to take part in monitoring individual parts of the Action Plan that are important to them and their families.

If you would like a copy of the Report or to take part in this work, contact the LINK.

LINK Contact:

Name: Cate Boland

Telephone: 01303 297050 / 07976 596709

Email: cate@kentlink.org

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11. Concern about Stroke Rehabilitation developments at Tonbridge Cottage Hospital

Information

Twelve beds at Tonbridge Cottage Hospital (TCH) are currently being refurbished by Maidstone and Tunbridge Wells NHS Trust. The refurbishments will be completed in September 2011.

These refurbishments are part of the plan to move the Stroke Rehabilitation service from the grounds of the (closing) Kent & Sussex Hospital. Stroke patients needing treatment will have this at the new Pembury Hospital. However, there is no room in the new hospital for the Stroke Rehabilitation service so the decision was made to transfer it to Tonbridge

Cottage Hospital.

This decision means that the number of community beds at TCH will be halved – from 24 to 12. The Kent LINK understands that already people are being told that there are no beds at TCH and the LINK is concerned that this problem will get worse as winter approaches and the demand for beds at TCH increases as the weather deteriorates.

In addition, this reduction in the number of community beds may lead to delays in discharging patients from an acute hospital bed as some patients will not be able to transfer to TCH.

If you experience any difficulties with this change of service, let the LINK know.

LINK Contact:

Name: Clive Brock

Telephone: 01303 297050 / 07976 596410

Email: clive@kentlink.org

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12. Proposed Integration of Dartford & Gravesham and Medway Trusts

Information

Some LINK participants are aware that the Trusts of the Darent Valley Hospital and Medway Maritime Hospital are considering integrating. Both Kent and Medway LINK Governors wanted to ensure that LINK participants were kept fully up to date on the Trusts' proposed plans as they emerged. Medway LINK Governor, Jim Hancock recently met with Medway NHS Foundation Trust Chief Executive, Mr Mark Devlin and it was agreed that in order for this to happen, Mr Devlin would provide regular updates. The first update is reproduced here:

"We would like to thank the Kent and Medway LINKs for this opportunity to update you on the proposed integration of Dartford and Gravesham NHS Trust and Medway NHS Foundation Trust, the two trusts that run Darent Valley and Medway Maritime Hospitals.

Our hospitals have a lot in common and senior clinicians believe there could be significant benefits in bringing the trusts together. We have worked together increasingly over the last year or so, both in clinical areas such as pathology and in support areas such as temporary staffing arrangements.

We are now considering integrating formally into one organisation to improve the range and quality of services available to local people. As a single, larger trust we would be able to develop new specialist services and this would mean that some patients who currently have to travel outside the area for treatment would no longer need to do so.

By merging the boards and some support functions, we can also release savings in management costs to reinvest in more and better frontline care. In addition, the proposed new organisation would be a foundation trust, enabling Darent Valley to also benefit from the greater autonomy and local control this status offers.

However, no decisions have yet been made. At the moment we are carrying out a detailed feasibility study, to be completed in September. Only if both boards are confident that integration will deliver the anticipated patient benefits and is in the best interests of both trusts, will we proceed on our journey. We think that this journey will take about a year and

we will need to seek approvals from the Department of Health, South East Coast Strategic Health Authority and Monitor, the foundation trust regulator before becoming one Trust in the summer of 2012.

Staff, patients, governors, our local public, GPs, our commissioners and local authorities will continue to be involved throughout the process. We look forward to working with the LINKs on patient and public engagement and are grateful for their assistance in involving local people.

The purpose of coming together is to build on the range and quality of local services we already have, not to reduce them. Both hospitals will continue to offer full A&E, maternity, children's and outpatients services. We are not proposing any significant changes to the services we each currently provide and we are not proposing any reductions in the number of frontline clinical staff. Both hospitals would retain their current names.

Our local population is growing and has increasingly complex healthcare needs. We need to find ways to continue improving local hospital services and do more within our constrained budgets. By working together, we can build on those aspects of our hospitals which already represent the very best of the NHS, and create an even stronger range of local services for local people for the future.

If you would like any further information or have any questions or comments, please contact us at twohospitals.onefuture@nhs.net, 01634 830000 x6746. We are committed to keeping our websites up to date and more information can be found at www.medway.nhs.uk and www.dvh.nhs.uk

**Mark Devlin and Susan Acott,
Chief Executives of Medway NHS Foundation Trust
and Dartford and Gravesham NHS Trust"**

Kent and Medway LINKs plan to hold two meetings in the autumn to ensure that the public has the opportunity to give their views on the Trusts' proposals, as well as have their questions answered direct from the Trusts' key personnel. In the meantime, the Kent and Medway LINKs look forward to submitting regular updates from the Trusts on their plans.

Kent LINK Contact:

Name: Clive Brock

Telephone: 01303 297050 / 07976 596410

Email: clive@kentlink.org

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13. CQC – review of learning disability services

Update

Following the closure of Winterbourne View private hospital for people with learning disabilities, as featured in the BBC's Panorama programme in May, the Care Quality Commission (CQC) is to undertake a programme of unannounced inspections of services for people with learning disabilities. They will inspect 150 services for people with learning disabilities, which are similar to Winterbourne View, and will also look at a sample of other registered services covering alternative models of provision for people with learning disabilities.

Inspections will focus on:

- care and welfare of service users
- safeguarding service users from abuse.

Compliance inspectors will be used with the support of an expert by experience and a professional advisor on each inspection. All inspections will be unannounced. If any major or immediate concerns are highlighted, they will take swift regulatory action. A report will be published on each location visited as well as an overall national report.

An advisory group chaired by CQC Chair, Jo Williams, and including representatives from voluntary, charitable and other stakeholder organizations, will form an independent panel to provide expert advice and commentary on the inspection programme.

If you have any information about services, good or bad, for people with a learning disability, particularly in private hospitals or other residential settings, please contact the LINK.

LINK Contact:

Name: Cate Boland

Telephone: 01303 297050 / 07976 596709

Email: cate@kentlink.org

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14. CQC – GP out of hours services and walk-in centre registration

Have your say!

The Care Quality Commission (CQC) will be registering NHS GP out-of-hours services and NHS walk-in centres by April 2012 and would like your input into the quality and safety of these services.

If you have any comments, good or bad, the LINK would really like to hear from you.

Please write to Medway LINK, Freepost NAT 17761, Folkestone, CT19 4BR or respond via the Medway LINK website at: <http://www.themedwaylink.org.uk/index.php?q=17>

LINK Contact:

Name: Heather Wells

Telephone: 01303 297050 / 07814 427281

Email: heather@kmn-ltd.co.uk

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15. Kent LINK Governors' Group – meeting dates

Date for your diary

Governors' Group meetings are open to the public to observe the process. The next meeting is scheduled for:

- Wednesday, 14 September 2011 from 10.00am to 1.00pm
Osborne Room, Lenham Community Centre, Groom Way, Lenham, Maidstone, ME17 2QT

All previous Governors' Group meeting papers are available to view on the Kent LINK website: www.thekentlink.co.uk/kent-link-governors-group.html

The agenda for future meetings will be available on the Kent LINK website one week prior to the meeting date.

Please note that expenses cannot be claimed for attendance at these meetings in accordance with Kent LINK Governance.

LINK Contact:

Name: Steph Moir

Telephone: 01303 297050 / 07875 260724

Email: steph@kmn-ltd.co.uk

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16. Kent LINK Priorities Panel – issues update

Issues and date for your diary

A meeting was held on 3 August 2011 to discuss issues raised with the LINK. The following new issues were discussed:

1. Number of Diabetes Specialist Nurses available
2. Surgery charging £20.00 for GP letter of approval per patient for specialist chair-based exercise classes
3. Delays for patients attending Channel Day Surgical Centre.

If you have experience of any of these issues which you would like to share, or if you would like to make a comment as to what action should be taken by the LINK, please contact us.

Priorities Panel meetings are open to the public to observe the process. The next meeting is scheduled for:

- Wednesday, 7 September 2011 from 1.00pm to 3.30pm
Cobtree Room, Salvation Army Centre, 74 – 80 Union Street, Maidstone, ME14 1ED.

All previous Priorities Panel meeting papers are available to view on the Kent LINK website: www.thekentlink.co.uk/kent-link-priorities-panel.html

The agenda for future meetings will be available on the website one week prior to the meeting date.

Please note that expenses cannot be claimed for attendance at these meetings in accordance with Kent LINK Governance.

LINK Contact:

Name: Steph Moir

Telephone: 01303 297050 / 07875 260724

Email: steph@kmn-ltd.co.uk

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17. LINK External Representatives – meetings ‘Round up’

Meetings update

The Kent LINK External Representatives have represented the LINK at a range of meetings or events recently, including the following:

- Eastern and Coastal Kent Primary Care Trust - 18 May 2011
Roy Coles and John Gallimore
- Maidstone and Tunbridge Wells NHS Trust Patient Experience Committee - 2 June 2011
Peta Groom
- Health Overview and Scrutiny Committee - 10 June 2011
Roger Kendall and Mark Fittock
- Kent Brokerage Network - 30 June 2011
Cate Jackson
- Leagues of Friends of Community Hospitals Pan Kent (LoF) - 1 July 2011
Cate Jackson

If you wish to read the full reports of all the meetings attended please visit the Kent LINK website: www.thekentlink.co.uk/external-representatives-meetings-round-up.html

We would very much like to hear from you if you have any experience in these areas, good or bad, and would especially like to hear from people who wish to get involved.

If you would like hard copy documents of any reports, please contact us:

LINK Contact:

Name: Steph Moir

Telephone: 01303 297050 / 07875 260742

Email: steph@kmn-ltd.co.uk

Website: www.thekentlink.co.uk

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Further enquiries relating to the above information should be addressed to Kent LINK, Unit 24, Folkestone Enterprise Centre, Shearway Business Park, Shearway Road, Folkestone, CT19 4RH, email info@kentlink.org or telephone 01303 297050.

Notices – for action or information

If you are interested in any of the subjects covered in this section of the Bulletin, please contact the agencies listed directly.

1. A GP's view on the Health and Social Care Bill 2011

Information

Paul Hobday, LINK participant and local GP, has submitted a paper he has written regarding his thoughts on the Health and Social Care Bill. If you would like to view this paper it is available at: www.thekentlink.co.uk/assets/files/Bulletins/P_Hobday_Report.pdf

If you would like a hard copy of this document, please contact the LINK office by email info@kmn-ltd.co.uk or telephone 01303 297050.

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2. Ashford joins latest pathfinders to lead the way in NHS changes

Information

Ashford has been chosen by the Government as a forerunner for NHS reforms which give patients and clinicians control of local health services.

The reforms transfer responsibility for planning and paying for local health services from Primary Care Trusts to groups of clinicians who will work with patients, local councils and healthcare providers.

In Ashford, that group is called Ashford Locality Commissioning Group and it has now been given 'pathfinder' status by the Government.

As a pathfinder, the group will test the new commissioning arrangements to ensure they are working well before more formal arrangements come into place. They will increasingly be able to use their budgets as they see fit during the development of the pathfinder programme.

For more information, contact Julia Rogers, Brook House, John Wilson Business Park, Reeves Way, Chestfield, Whitstable, CT5 3DD, telephone 01227 791163, email julia.rogers@eastcoastkent.nhs.uk or visit the website: www.easternandcoastalkent.nhs.uk

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3. Helping expectant mums in Medway and Swale make lifestyle changes

Information

The maternity team at Medway Maritime Hospital is about to rollout the third programme of its course for ladies in Medway and Swale who are pregnant or are thinking about starting a family and have a BMI (body mass index) of 27 or above.

The eight-week course is led by specialist midwives and aims to educate mums about the importance of maintaining a healthy weight during pregnancy. Small changes to diet and lifestyle can have a big, positive impact on your health and your pregnancy.

The workshops take place on 26 August, 9 September, 16 September, 23 September and 30 September at 7.00pm in the Antenatal Clinic, Green Zone Level Two, Medway Maritime Hospital.

To find out more about the course or to book on it, contact Sherma Garcia, Specialist Midwife for Obesity and Diabetes, Medway Maritime Hospital, Windmill Road, Gillingham, ME7 5NY, email sherma.garcia@medway.nhs.uk or telephone 01634 830000 ext 6098.

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4. Carers' line in Medway

Information

To help carers, Medway Council has launched a free counselling service. Run by Care First, an independent organisation, Carers' line Medway offers a 24-hour service seven days a week.

Carers who want counselling support will be able to contact the Carers' line team of fully-trained counsellors in confidence. Carers can talk to a counsellor over the phone, through a web chat facility on the website and can also arrange to meet someone for up to six free sessions of face-to-face counselling, if they need to.

Carers living in Medway can access this free service by phoning 0800 197 4517 or by visiting the Care First website. You will then be asked for a user and password which will put you in contact with Care First web chat or online counselling.

To obtain your user name and password, email: counsellingforcarers@medway.gov.uk

If they need more practical information, carers throughout Medway can also talk to an information specialist via the Carers' line. Information specialists are Citizens Advice Bureau-trained and experienced and can help carers find answers on a wide range of issues, including (but not limited to): debt, housing, family and personal concern, benefits, legal enquiries, health-related issues, consumer, pensions, pets, travel, transport and holiday problems.

Information specialists are available from 8.00am to 8.00pm, Monday to Friday.

For more information contact Care First, 1230 Lansdowne Court, Gloucester Business Park, Gloucester, GL3 4AB, telephone 0800 197 4517 or visit the website:

<http://www.care-first.co.uk/index.php?section=69>

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5. Kent and Medway NHS and Social Care Partnership Trust – Annual General Meeting

Date for your diary!

The Annual General Meeting of the Trust is scheduled as a combined Best Practice Event, Staff Awards and Annual General Meeting and will be held on Monday, 26 September 2011 from 1.00pm at Priestfield Stadium, Redfern Avenue, Gillingham, ME7 4DD.

For more information contact Kent and Medway NHS and Social Care Partnership Trust, 35 Kings Hill Avenue, Kings Hill, West Malling, ME19 4AX, telephone 01732 520400, email communications@kmpt.nhs.uk or visit the website:

www.kmpt.nhs.uk/events-kmpt.htm

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6. Registration of GPs delayed

Update

Following a public consultation on a change to the date that GP practices will have to register with the Care Quality Commission (CQC), the Department of Health has confirmed it will push the registration deadline back to April 2013.

“The registration of GP practices by the CQC will now take place by April 2013”, a CQC spokesperson said.

Out-of-hours providers with their own patients who are not GP practices will still be expected to register by April 2012.

The CQC said that 96% of respondents to the consultation were in favour of delaying registration for GP practices.

“These decisions have been made after discussions with the CQC and a public consultation when 96% of respondents supported the proposal to delay the registration of GP practices by a year.

“This will enable the CQC time to focus on its core business of providing assurance of safety and quality for patients”, the CQC spokesperson said.

For more information contact the Care Quality Commission, Finsbury Tower, 103 - 105 Bunhill Row, London, EC1Y 8TG, telephone 03000 616161 or visit the website:

www.cqc.org.uk

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7. An inquiry into improving lives through cost effective dementia services

Update

There has been an enquiry into improving lives through cost effective dementia services carried out by the All-Party Parliamentary Group (APPG) on dementia.

The full reports are available as follows:

http://www.thekentlink.co.uk/assets/files/Bulletins/Bulletin_Documents_2011/037a_Dementia_Report_Full.pdf

http://www.thekentlink.co.uk/assets/files/Bulletins/Bulletin_Documents_2011/037b_Dementia_Exec_Summary.pdf

If you require a hard copy of these documents, contact the LINK.

Kent LINK Contact:

Name: Clive Brock

Telephone: 01303 297050 / 07976 596410

Email: clive@kentlink.org

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8. Concerns for the accuracy of information about prescribed medicines

Information

The Royal Pharmaceutical Society (RPS) has issued guidance about the need to ensure that doctors, patients and their carers have accurate information about the medicines being prescribed.

The RPS states that research has shown that between 30% and 70% of patients have either an error or an unintentional change to medicines when they move from one care setting to another.

In addition to issuing guidance to professionals, the RPS has also produced a form on which patients can record complete up-to-date details about the prescribed medication they are taking. This list will clarify what drugs are being taken and reduce the risk that

changes will be made that are not necessary or worse, are perhaps dangerous.

A copy of this form is available for reference at:

www.thekentlink.co.uk/assets/files/Bulletins/010_accurate_medicines_Form.doc.pdf

For more information contact the Royal Pharmaceutical Society, 1 Lambeth High Street, London SE1 7JN, telephone 0845 257 2570 or visit the website: www.rpharms.com/toc

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9. Action to be taken on suspicion or witnessing a vulnerable adult being abused

Information

If you suspect or have witnessed a vulnerable adult being abused, you should contact the local Social Services office by telephone on 0845 824 7100 and ask to speak to the Duty Officer in Adult Services. If you wish to discuss your concerns outside normal office hours you may contact the Out of Hours Team by telephone on 0845 762 6777.

If you think that they may be at immediate risk of harm then you should contact the police by dialling 999.

For more information contact Jo Jones, Kent County Council, Brenchley House, Maidstone, ME14 1RF, email Jo.jones@kent.gov.uk or telephone 01622 696612.

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10. Changes to Home Oxygen Services

Information

The new supplier of this service will be Dolby Medical Home Respiratory Care Ltd from 28 March 2012.

The current supplier, new supplier and your local NHS organisation are working closely to ensure there is no break in the service you receive.

The new contract will offer many quality improvements including clinic input, equipment and customer support.

Further information or queries should be directed to the prescriber of your oxygen, your nurse specialist or the PALS teams within your local Primary Care Trust:

- NHS Eastern and Coastal Kent PALS – telephone 0800 085 6606
- NHS Medway PALS – telephone 0800 014 1641
- NHS West Kent PALS – telephone 0800 0850 850.

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11. The Medicines Management Team

Information

The Medicines Management Team across the NHS in Kent and Medway are responsible for advising GPs and other prescribers about medicines that are safe, evidence based, cost effective and right for the patient for whom they are prescribed.

As part of their work, they would like to establish a Virtual Patient Reference Group. This

group will be sent information regularly on medicine recommendations for patients and be asked to provide feedback (any comments) and rate what they think the impact on patients will be (using a scale of 1 to 10).

If you would like to express your interest in this virtual group or would like further information, contact Emma Cain, NHS West Kent, Wharf House, Medway Wharf Road, Tonbridge, TN9 1RE, telephone 01732 375287, email emma.cain@wkpct.nhs.uk or visit the website: www.westkentpct.nhs.uk

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12. CQC – Mental Health Services Survey published

Information

The Care Quality Commission (CQC) has carried out a survey on mental health services which collected the experiences of over 17,000 people who received care in the 65 NHS mental health trusts in England between July and September 2010 and asked questions about their care during the past 12 months. The results of this survey are set to play an important role in the Government's new mental health outcomes strategy.

The survey also took the views of people who received care under the Care Programme Approach (CPA). The CPA co-ordinates the care of those with complex mental health needs who require the support of more than one agency.

You can find the results of your local NHS trust at the following website:

http://www.cqc.org.uk/newsandevents/newsstories.cfm?FaArea1=customwidgets.content_view_1&cit_id=37516

If you require this report in hard copy, contact the LINK.

LINK Contact:

Name: Debs Wheeler

Telephone: 0800 980 3956

Email: deborahw@kmn-ltd.co.uk

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Consultations - have your say

1. Which services would you choose?

Consultation: Response by Monday, 12 September 2011

In 2012 / 2013 patients will get to choose their own qualified provider for a selection of community and mental health services. The Department of Health, in conjunction with national patient groups, clinicians, providers, voluntary organisations and commissioners, has developed a list of services that patients will have more choice over.

NHS Kent and Medway (which represents three Primary Care Trusts: Eastern and Coastal Kent, West Kent and Medway) now needs to pick three of those on the list to implement by September 2012.

Which three would you choose from this list?

- Musculo-skeletal services for back and neck pain
- Adult hearing services in the community
- Continence services (adults and children)
- Diagnostic tests closer to home such as some types of imaging, cardiac and respiratory investigations to support primary assessment of presenting symptoms
- Wheelchair services (children)
- Podiatry services (feet care)
- Venous leg ulcer and wound healing
- Primary Care Psychological Therapies (adults).

Make your choices online at: <http://www.easternandcoastalkent.nhs.uk/Extending-Choice-of-Provider-form/>

For a copy of the written form, contact the Kent LINK.

The deadline for responses is Monday, 12 September 2011.

LINK Contact:

Name: Louise Murrell

Telephone: 01303 297050 / 07976 596913

Email: louise@kentlink.org

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2. Queen's Nursing Institute seeking views

Consultation: Response by Friday, 16 September 2011

The Queen's Nursing Institute wants to find out more about the experiences of people who are receiving nursing care in their own homes. They want to find out what is working well and where improvements could be made. The Institute asks for the views of patients, carers and family members.

All responses will be confidential.

The survey can be completed online at: www.surveymonkey.com/s/D39CCV2

Completed surveys need to be returned by Friday, 16 September 2011.

For more information contact Queens Nursing Institute, 3 Albemarle Way, London, EC1V 4RQ, telephone 0207 549 1400, email mail@qni.org.uk or visit the website: www.qni.org.uk

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3. Eating disorder review

Consultation: Response by Friday, 30 September 2011

Do you have an eating disorder or support someone with an eating disorder? As part of a review, NHS Kent and Medway (which represents three Primary Care Trusts: Eastern and Coastal Kent, West Kent and Medway) wants to hear your experiences and comments of the current eating disorders service.

The deadline for responses is Friday, 30 September 2011.

If you would like to comment or be involved in the review when it starts later this year, contact Fiona Gaylor, NHS Kent and Medway, Freepost RSHC_TCYA_HXEE, NHS Medway, 50 Pembroke Court, Chatham Maritime, Chatham, ME4 4EL, email itsyournhsmedway@nhs.net or telephone 01634 335173.

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4. Consultation on proposed regulations to Care Quality Commission registrations

Consultation: Response by Friday, 7 October 2011

On 18 July 2011, the Department of Health launched a consultation on Proposed Changes to Regulations to Care Quality Commission (CQC) Registration.

The CQC took over the responsibility for the regulation of health and adult social care providers in April 2009. Since then it has registered some 21,000 providers under the Health and Social Care Act 2008.

The registration system that CQC operates is, and will continue to be, a key mechanism for assuring that healthcare and adult social care providers meet essential levels of safety and quality.

Subject to the response to this consultation, they are aiming to make the regulations in early 2012 and for them to come into force during the course of 2012 / 2013.

The consultation document can be accessed using the following link:

http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_128222

Responses are required by Friday, 7 October 2011.

If you would like more information, contact National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA, telephone 03000 616161 or visit the website: <http://www.cqc.org.uk>

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5. Youth Service Transformation

Consultation: Response by Saturday, 29 October 2011

Kent Youth Service has launched the consultation on its proposals to transform the delivery of youth service provision led by Kent County Council.

The consultation documents are available at: www.kent.gov.uk/youth

The consultation period will run until Saturday, 29 October 2011 and you can respond online or through the dedicated consultation response email: kysconsultation@kent.gov.uk

If you would like to be involved or need more information, contact the LINK.

LINK Contact:

Name: Rebecca Barraclough

Telephone: 01303 297050 / 07976 596797

Email: rebecca@kentlink.org

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6. The Future of Maternity Services – East Kent

Get involved!

Have your say about maternity services in East Kent through NHS Eastern and Coastal Kent's survey.

Since 2009, there has been a sharp rise in the number of mothers choosing to give birth at the co-located midwifery unit at William Harvey Hospital. This resulted in a decision to temporarily move senior midwifery staff to that centre and to close the birthing unit at Buckland Hospital to maintain safety. Buckland was reopened after four months and Canterbury Birthing Centre was, and remains, closed. More than half (55 per cent) of all the births in East Kent now take place at the William Harvey site and this trend looks set to increase over the next few years.

The survey will help NHS Eastern and Coastal Kent look at all the options for maternity services across the area, taking into account population changes and parental preferences to ensure a safe and fair allocation of midwifery staff and resources.

The survey is available online at: www.easternandcoastalkent.nhs.uk/maternityreview/

For more information or paper copy of the survey, contact Hannah Price, Citizen Engagement Manager, NHS Eastern and Coastal Kent, Brook House, John Wilson Business Park, Whitstable, CT5 3DD, email Hannah.Price@eastcoastkent.nhs.uk or telephone 01227 791281.

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Expenses

Please note that in accordance with the LINK's Governance, expenses are not reimbursable for attendance at events shown in this publication.

If you are attending a LINK Event and are able to offer transport to another attendee it would be greatly appreciated. The LINK is unable to accept any responsibility or liability for such an arrangement, but it will act as a facilitator to pass on details. Please contact us for further information.

Contact Information

The Kent LINK may be contacted via the Host Organisation as below:

KMN, Unit 24 Folkestone Enterprise Centre, Shearway Road, Folkestone, CT19 4RH

Tel: 01303 297050

Email: info@kentlink.org

Office Hours: Monday – Friday 8.30am – 4.00pm

(Answer phone available out of hours)

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