



## **News**

### **1. What's going on within the LINK?**

#### **i) Term of office for Governors comes to an end**

The term of office of existing members of the Governors' Group of the LINK comes to an end on 30 September 2009. The Governors' Group looks after the operation of the LINK in terms of its resources and ensuring it operates in a legal and proper way and in accordance with its governance arrangements. It also oversees the operation of the LINK's Priorities Panel and LINK projects.

It is open to any LINK participant to apply to become part of the Governors' Group, particularly those with skills in the following areas:

- Communications and PR
- Community engagement and partnerships
- Equality and diversity
- Facilitation skills
- Finance
- Governance
- Performance management
- Project management
- Strategic thinker

Governors are entitled to reimbursement of their travel and certain other costs.

For further information, or to lodge an expression of interest, contact Janine Judd by telephone on 01303 297050, email [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk) or via the LINK website at <http://www.thekentlink.org.uk/index.php?q=17>

The closing date for expressions of interest is Tuesday, 1 September 2009.

#### **ii) Win cash prizes for your organisation**

NHS Eastern and Coastal Kent and the Kent LINK are running a competition with prizes! Prizes to the total value of £5000 are available for community / voluntary organisations that can show how they have involved users of local services to influence decisions around health / social care services in East Kent.

To find out more contact the Kent LINK by email on [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk) or by telephone on 01303 297050.

The closing date for competition applications is Thursday, 27 August 2009.



### **iii) Writing a strategy with local people to transform community services in East Kent**

NHS Eastern and Coastal Kent and the Kent LINK are working together to enable patients, carers, the public, staff and local groups to influence the first community services strategy in East Kent.

The strategy will cover community services for adults and children in:

- Promoting health and wellbeing and reducing health inequalities
- Long term conditions
- Rehabilitation and long term neurological conditions
- Acute services closer to home
- End of life care
- Mental health

The NHS in East Kent already has strategies for other community services and these will be incorporated into the strategy.

A number of groups will be targeted and offered meetings. If you belong to a community and voluntary sector group with an interest in community services in East Kent and would like to have your say, contact Louise Murrell at the Kent LINK by telephone on 07976 596797 or 01303 297050, email [louise@kentlink.org](mailto:louise@kentlink.org) or via our website at <http://www.thekentlink.org.uk/index.php?q=17>

There are two other opportunities to have your say on the emerging strategy. These will be in Canterbury – 10.00am to 12.00noon or 2.00pm to 4.00pm on Friday, 21 August 2009 at the Riverside Children's Centre, Kingsmead Road, Canterbury, CT2 7PH.

Contact Louise (details above) if you wish to attend either of these meetings.

### **iv) West Kent Adult Social Services commissions the LINK to seek users' views on day care for older people**

As part of its strategy for developing older people's services, Kent County Council's Adult Social Services has commissioned the Kent LINK to find out the views of users on older people's day care services in West Kent. This is to be done using a range of techniques: focus groups at a selection of day centres, some mystery shopping activity to gain an external prospective user's perspective and through the time-honoured survey of users' views.

### **v) LINK developing children and young person's strategy**

Kent and Medway LINKs now have over 100 young people joined up as LINK participants. If you fall into that category, ie under 18 years of age, and want to help to develop the LINK's strategy for engaging young people in shaping health and social care services in the County, contact Louise Murrell at the Kent LINK by telephone on



07976 596797 or 01303 297050, email [louise@kentlink.org](mailto:louise@kentlink.org) or via our website at <http://www.thekentlink.org.uk/index.php?q=17>

## **vi) Swale has its say!**

The LINK held its quarterly event on Monday, 27 July 2009 in Sheerness. Whilst the weather was not kind to some of the outside events, in the proud tradition of community, Sheppey folk (and some from the wider Swale area and beyond) turned out to raise some important issues, as follows:

- Perceived shortage of physiotherapy services within the Medway and Swale area leading to waiting lists of 3 / 4 months
- What was the LINK doing to support black and minority ethnic groups who are at an increased risk of cardiovascular disease and mental illness
- The need for the LINK to institute a system for monitoring statistical data to help it decide on those things it investigates, eg mortality statistics, infection rates, complaints trends, PALS reports, etc.

Arising from this event, these and other issues have been referred to the LINK's Priorities Panel whose deliberations will be posted on the LINK's website at: [www.thekentlink.co.uk](http://www.thekentlink.co.uk)

## **vii) How the LINK makes decisions: consultation reminder**

A reminder to all LINK participants who have not yet responded to the consultation being carried out by the Priorities Panel on how they make decisions on behalf of the LINK that the consultation period ends on 4 September 2009. If you have mislaid the hyperlink address for this consultation or the letter that was sent to you, contact the office via email at [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk) or by telephone on 01303 297050.

## **vii) LINK working with the County's Health Overview and Scrutiny Committee**

LINK representatives have helped induct new members of the Kent County Council's Health Overview and Scrutiny Committee (HOSC). This important Committee has a powerful scrutiny function of NHS services in the County and has a formal legal relationship with the Kent LINK to ensure that users' views get heard.

In addition, LINK Governors John Fletcher and Roger Kendall and Operational Director of the LINK, Graham Hills, appeared before the Committee on 27 July 2009. They presented the LINK work programme for the year and received members' comments. There was a lot of interest in the various projects, particularly around the issue of transport to hospitals in the County. It was suggested that a lot of people were addressing this issue and there was a need for a coordinated approach if there was to be any chance of addressing this real problem for patients and the public. Concerns around the adequacy of Pain Control Services across the County was once again raised and this will now be referred to the LINK's Priorities Panel for consideration of the LINK taking up this issue which has been the subject of comment by the Chief Medical of Health for England.



The proceedings of the HOSC can be viewed on a webcast at:  
<http://www.kent.ukcouncil.net/site/>

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## **2. Infection Prevention and Cleanliness Committee**

NHS Eastern and Coastal Kent Community Services are looking for two patient / public representatives to be part of their NHS Infection Prevention and Cleanliness Committee. The committee is working to achieve good infection prevention and cleanliness in the services that they are providing. These services may be delivered in partnership with other organisations or using their premises.

The committee's work will be informed by local priorities and national standards and will discuss all issues around infection prevention in community services.

Meetings take place every two to three months in Whitstable or Herne Bay on a Monday morning.

Patient / public representatives receive information, on-going support and out-of-pocket expenses.

For further information, contact Karen Edmunds, Communication and Engagement Manager, NHS Eastern and Coastal Kent Community Services, Trinity House, 110 / 120 Upper Pemberton, Eureka Park, Kennington, Ashford, TN25 4AZ, email [karen.edmunds@eastcoastkent.nhs.uk](mailto:karen.edmunds@eastcoastkent.nhs.uk) or telephone 01233667815.

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## **3. Challenging stigma this summer**

Kent and Medway NHS and Social Care Partnership Trust are joining a national campaign to end the stigma sometimes associated with mental illness. They want to keep chipping away at the myths that surround mental health problems and get people talking about mental health. During the summer they will be taking part in the campaign and holding some road shows in the autumn.

The campaign is led by Mental Health Media, Mind and Rethink. To find out more email [campaign@time-to-change.org.uk](mailto:campaign@time-to-change.org.uk) or contact Janet Lloyd, PPCI Manager, by email at [Janet.Lloyd@kmpt.nhs.uk](mailto:Janet.Lloyd@kmpt.nhs.uk), telephone on 01227 812034 or visit the website: <http://www.time-to-change.org.uk/what-we-are-doing/our-campaign/campaign-summer-2009>

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## **4. National Swine Flu Service**

A new website and phone line has been set up to give people with Swine Flu symptoms fast access to antivirals.



The National Pandemic Flu Service website ([www.direct.gov.uk/pandemicflu](http://www.direct.gov.uk/pandemicflu)) and phone line (0800 1 513 100 or textphone 0800 1 513 200) allows people to check their symptoms and get a unique number which will give them access to antivirals if needed. The service will also tell people where their nearest antiviral collection point is.

They should then ask a flu friend - a friend or relative who doesn't have Swine Flu - to go and pick up their antivirals. The flu friend must show their own ID as well as the patient's. The authorisation number and ID will be checked to ensure it matches information given during the assessment.

Anyone who suspects they have Swine Flu is advised not to go to their GP or to accident and emergency. People should contact their doctor direct rather than using the National Pandemic Flu Service if:

- they have a serious underlying illness
- they are pregnant
- they have a sick child under one year old
- their condition suddenly gets much worse
- their condition is still getting worse after seven days (five days for a child)

The service will give patients quicker access to information and antivirals when needed and relieve the burden on GPs and NHS services.

As Swine Flu spreads, it is important to be able to recognise its symptoms. People who have two of the following symptoms and a temperature of 38°C and above may have Swine Flu.

The typical symptoms are:

- sudden fever (a high body temperature of 38°C / 100.4°F or above)
- sudden cough.

Other symptoms may include:

- headache
- tiredness
- chills
- aching muscles
- limb or joint pain
- diarrhoea or stomach upset
- sore throat
- runny nose
- sneezing
- loss of appetite



## Events

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

### 1. Still the Grass Ain't Greener – The Horizon Project

Are you 14 to 18 years old and living in the Sherwood area of Tunbridge Wells? Do you want to get involved in a project this summer? Do you want to make a difference, meet new people, go to new places and try new things? Do you need something to do during the long school holidays?

All the activities will start and finish at the Horizon Project at TN2 within the TN2 community centre – so no transport worries!

Join the Horizon Project – its fun ... and best of all its FREE!

If you want to get involved or just want to know more, contact Sarah, Horizon Project, TN2 Community Centre, Lakeside, Greggs Wood Road, Tunbridge Wells, TN2 3LZ, email [Horizon.tn2@westkentymca.org.uk](mailto:Horizon.tn2@westkentymca.org.uk) or telephone 01892 544266.

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### 2. Living with diabetes days

Events are being held for people with Type 1 and Type 2 diabetes as follows:

Tuesday, 6 October 2009

The Historic Dockyard, Chatham

Tuesday, 13 October 2009

Kings Hill Conference and Training Centre

These meetings have been supported with an educational grant from Takeda UK and Ireland Ltd.

For more information about these events contact Diabetes UK South East by email [south.east@diabetes.org.uk](mailto:south.east@diabetes.org.uk) or telephone 01372 720148.

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### 3. First meeting of Stroke Club – Swale

The first meeting of Swale's Stroke Club took place on 9 July 2009. The second meeting is scheduled from 12.00noon to 2.30pm on Thursday, 20 August 2009 in the Alec Stride Hall, Hope Street Centre, Sheerness. Stroke patients, family and carers are all invited.

For further information, contact Carolyn Hendry on 07747 766555.



## **4. Shaping the future of your ambulance service 2009**

South East Coast Ambulance Service are holding a series of consultation events on how they can improve and progress their services in future. They also will take this opportunity to share their plans and progress on becoming a Foundation Trust.

The events will start at 10.00am and finish promptly at 3.15pm with lunch provided.

The events will take place as follows:

- Thursday, 3 September 2009 – Julie Rose Stadium, Ashford, Kent
- Wednesday, 16 September 2009 – Dorking Halls, Dorking, Surrey
- Friday, 18 September 2009 – Clair Hall, Haywards Heath, Sussex

If you are interested in attending one or more of these events, or would like more information email [shapingthefuture@secamb.nhs.uk](mailto:shapingthefuture@secamb.nhs.uk) or telephone 01622 740385. Attendance will be limited in accordance with venue capacity.

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## **5. Maidstone and Tunbridge Wells NHS Trust**

The next meeting of the Trust Board will be on 30 September 2009 at Maidstone Hospital, Hermitage Lane, Maidstone, ME16 9QQ and will be held in Room 105 / 106. The meeting time is to be confirmed.

For further information contact Gail Spinks, Maidstone Hospital, Hermitage Lane, Maidstone, ME16 9QQ, telephone 0845 155 1000, email [gspinks@nhs.net](mailto:gspinks@nhs.net) or visit the website: [www.mtw.nhs.uk](http://www.mtw.nhs.uk)

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# **Consultations**

## **1. Community Involvement - improving health and social care in East Kent**

The Kent LINK and NHS Eastern and Coastal Kent (PCT) would like to invite community groups and individuals to take part in a two hour interactive workshop that will directly inform a consultation about how services are delivered 'near to home' in East Kent.

The workshops will be run between Monday 10 August and Friday, 21 August 2009 and can either be held at your own venue or you can attend a workshop at a venue in your locality.

This is just the first stage of an ongoing involvement of the community in looking at how services are delivered over the next 5 years.



If you would like a workshop to be held at your venue, to book a place at a workshop in your locality (see enclosed flyer) or would like further information, please contact Louise Murrell, LINK Development Worker, by email [louise@kentlink.org](mailto:louise@kentlink.org) or by telephone on 07976 596797 or 01303 297050.

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## **2. NHS Constitution**

The NHS Constitution was published in January this year. For the first time, this document centralises the rights of patients and staff in one place. It provides information in an accessible and useful format to support choice and makes commitments to equip staff with the tools they need to deliver an excellent standard of care for patients and value for money for the public. More information about the NHS Constitution can be found on the Department of Health and NHS Choices websites: <http://www.nhs.uk/nhsengland/aboutnhs/pages/constitution.aspx>

The National Association of LINK Members (NALM) wants to hear LINK participants' views on the state of readiness of the NHS to have regard for the NHS Constitution. In particular, they would value your thoughts on the following questions:

1. What are the three most important actions to be taken amongst local organisations to effectively embed the NHS Constitution?
2. What are the three main obstacles to successfully embedding the NHS Constitution at local and national levels?
3. What are the three main steps that you believe the Department of Health should take to support the achievement of a state of readiness at all levels to implement the NHS Constitution?

Your answers to these questions will help to support the work of the recently formed 'State of Readiness Group' (SORG). This group was established by the NHS Chief Executive, David Nicholson, to make recommendations to the NHS Management Board on how best to support the embedding of the NHS Constitution. A report to the Board will be completed in the summer.

There are two ways to respond:

1. Through an online survey on the LINK's website at:  
<http://www.thekentlink.org.uk/index.php?q=420>
2. By sending your comments on the above questions to the LINK's Freepost address: The Kent LINK, KMN, FREEPOST NAT17761, Folkestone, CT19 4BR

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## **3. Ambulance service goes for foundation trust status**

South East Coast Ambulance Service (SECamb) has launched a 12-week consultation on plans to become a foundation trust. Foundation trusts are a new type of NHS trust, created to devolve decision-making from central government control to local organisations and communities, so they are more responsive to the needs and wishes



of local people.

During the consultation period, residents of Kent, Surrey and Sussex - along with residents from the parts of Berkshire and north-east Hampshire which receive SECAMB services - will have an opportunity to give their views on SECAMB's plans for the future as well as sign up to become members of the new Trust.

By registering as members, residents, patients, SECAMB staff and representatives from partner organisations will have a chance to be more involved in how 999 emergency healthcare services are developed in the future.

The consultation will run until midnight on Friday, 16 October 2009.

To find out more about the consultation, including public events and becoming a member, visit [www.ysyc.secamb.nhs.uk](http://www.ysyc.secamb.nhs.uk) or contact Louise Hutchinson, Head of Patient Experience, by email at [louise.hutchinson@secamb.nhs.uk](mailto:louise.hutchinson@secamb.nhs.uk) or telephone 01273 897805.

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#### **4. Big care debate starts**

The Government has issued a consultation document (a Green Paper) entitled Shaping the Future of Care Together. It sets out a vision for a new social care and support system. The Green Paper highlights the challenges faced by the current system and the need for radical reform, to develop a National Care Service that is fair, simple and affordable for everyone.

Within the Green Paper, it sets out a number of consultation questions and asks everyone to provide their views about how they think the Government can make this vision a reality and develop a care and support system fit for the 21st century.

The consultation will last until 13 November 2009. During this time the Government will be running a series of events for stakeholders and members of the public where these issues can be discussed in detail. If you would like to get involved in these events, you can find out how by going to the website [www.dh.gov.uk/en/index.htm](http://www.dh.gov.uk/en/index.htm).

All information about the Green Paper consultation can be found at [www.careandsupport.direct.gov.uk](http://www.careandsupport.direct.gov.uk). You can find regular updates on how the consultation is progressing on the Department of Health's website.

Alternatively, you can email [careandsupport@dh.gsi.gov.uk](mailto:careandsupport@dh.gsi.gov.uk) or write to the Care and Support Team, Room 149, Richmond House, 79 Whitehall, London SW1A 2NS to tell them your views.

If you would like to read the Green Paper in a different format or language, contact the



DH Publications Orderline, PO Box 777, London, SE1 6XH or email [dh@prolog.uk.com](mailto:dh@prolog.uk.com)

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## **5. Doctors consult on research guidelines**

The General Medical Council is inviting the public's view on three pieces of guidance for doctors. These are:

- a. Good practice in research
- b. Consent to research
- c. Making and using visual and audio recordings of patients

You can read the drafts of the guidance and take part in the consultation online at:  
<https://gmc.e-consultation.net/econsult/>

For further information contact Jane O'Brien, Assistant Director – Standards and Fitness to Practise, General Medical Council, Regent's Place, 350 Euston Road, London, NW1 3JN.

Paper copies and alternative formats are available on request by email at [standard.consult@gmc-uk.org](mailto:standard.consult@gmc-uk.org) or by telephone on 020 7189 5404.

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## **6. Do you live with a long term condition?**

NHS West is conducting a review of services to identify how well they support people to manage their own conditions. Your experience is a valuable way for them to do this and they would like to hear from you. This would involve you meeting with someone which would take about half an hour of your time. They could either come to you or at a venue convenient to you.

If you are interested in taking in taking part please contact Emma Cain by email [emma.cain@wkpct.nhs.uk](mailto:emma.cain@wkpct.nhs.uk) or telephone 01732 375287.

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## **7. Pharmacy application - Tunbridge Wells**

Comments are invited on Canterbury Pharmacies Limited's application to relocate their pharmacy from 72 St John's Road, Tunbridge Wells to the Health Centre, St John's Road, Tunbridge Wells.

For further information contact Debra Bell, Pharmacy Contracts Officer, 11 Station Road Maidstone, ME14 1QH, email [debbie.bell@kpcna.nhs.uk](mailto:debbie.bell@kpcna.nhs.uk) or telephone 01622 655036.

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## **8. Councillors review mental health services in West Kent**

Councillors from Maidstone and Tunbridge Wells Borough Councils will spend the next

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**a Local Involvement Network**

three months reviewing mental health services across the two boroughs. In particular, Members will be addressing the wait for counselling, adequacy of talking therapies and the role played by the voluntary sector.

As part of this review, the councils are inviting users of these services to tell them what they really thought of their treatment, whether it worked for them and the good or bad parts of using mental health services. All experiences submitted will remain anonymous and will be used to construct a report that will be submitted to mental healthcare providers across both boroughs to help enhance services. The working group will not have formal powers but will be able to make recommendations and highlight issues to encourage providers to make improvements.

For further information contact Louise Smith, Maidstone Borough Council, 5 - 11 London Road, Maidstone, ME16 8HR, email [louisesmith@maidstone.gov.uk](mailto:louisesmith@maidstone.gov.uk) or telephone 01622 602524.

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## **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@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk)

Office Hours: Monday – Friday 8.30am - 4.00pm (Answerphone available out of hours)