



## **News**

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

#### **i) Busy in August!**

Over the holiday period nearly 300 people in East Kent took part in a joint LINK / PCT organised consultation. This was to help shape the strategy for the development of community services over the next five years. They variously took part in workshops, a paper questionnaire and an on-line survey. The report, which will be published shortly, covers issues around communication, discharge from hospital, access to services, mental health and what GPs can do to help make everything work better. The report will conclude with a recommendation for a shared vision for community services in East Kent in five years.

#### **ii) The LINK has been talking to older people in West Kent**

As part of a review of older people's day care arrangements by Kent County Council, the LINK has been asked to find out what users in West Kent think about the services. For this purpose a series of eight focus groups were held between 24 July and 11 August 2009, comprising 77 individuals – 51 women and 26 men.

The focus groups were held at Age Concern Day Centres in:

- Dartford
- Gravesend
- Maidstone
- Northfleet
- Sevenoaks
- Swanscombe and Greenhithe
- Tonbridge
- Tunbridge Wells.

It is now proposed to engage in a mystery shopping exercise using LINK volunteers to gain another view of services and to do a survey of users and prospective users to gain further views.

The LINK's report on the first stage of this project, which involved the focus groups, will be published on 17 September 2009. We would appreciate any input from LINK participants into this piece of work which affects many of us as we contemplate our advancing years.

#### **iii) Prizes bring forth examples of effective user involvement!**

Entries have been flying in to our Folkestone office for the East Kent user involvement competition! Over 30 entries were received from a wide range of community and voluntary sector organisations. The entrants gave examples of how they have worked



with people in the last year to improve health or social care services. The results of the competition will be announced at the NHS Eastern and Coastal Kent Primary Care Trust's AGM to be held on Wednesday, 30 September 2009 between 4.30pm and 8.00pm at the Canterbury Cricket Ground, Old Dover Road, Canterbury.

#### **iv) First LINK representatives get on board**

One of the most exciting things about the LINK is the opportunity it offers for LINK participants to directly get involved at the decision making / planning tables in health and social care. The LINK is currently made up of 800+ individuals and organisations, so the actual numbers are in their thousands of people throughout Kent that the LINK can reach out to. Clearly, not everyone can represent the LINK on these various groups but the Governors of the LINK will, at their meeting on 17 September 2009, be looking at arrangements whereby LINK representatives can be supported in their activities and enabled to network with other LINK participants with an interest in the subjects under discussion.

Recent appointments are as follows:

- NHS Eastern and Coastal Kent's (ECK) Citizen's Panel - the Citizen's Panel is to review NHS ECK's Strategic Commissioning Plan. The Strategic Commissioning Plan sets out what the NHS will do over the next five years to dramatically improve the health and wellbeing of the people of Eastern and Coastal Kent. The plan was originally conceived in 2008 and it is now time to review it to ensure that it is still fit for purpose. The LINK will be represented on the panel by:
  - o John Gallimore
  - o Nicki North
  - o Cate Jackson
  
- NHS Eastern and Coastal Kent's Patient Experience Sub Committee - as its name implies this group is about working to improve the patient experience. The LINK will be represented on the Committee by:
  - o Roy Coles
  - o Neil Jani
  - o Nicki North

#### **v) Hygiene Project Group formed**

The LINK Group that is to take forward the LINK's project on hygiene, disinfection and patients' experience in hospitals has had its first meeting. The project group currently comprises LINK participants:

- o John Fletcher
- o Jean Glayzer
- o Laura Probert

The first part of this piece of work is to find out what arrangements hospitals in Kent have in place to secure a safe and clean environment for their patients; the second



stage will be to use the LINK's enter and view arrangements to enable LINK participants to go in and see for themselves and seek patients' views on their recent experiences of being in a Kent hospital. Quotes are currently being obtained to enable LINK visitors to carry with them some basic test equipment to enable them to back up their observations with some verifiable evidence of cleanliness and disinfection.

## **vi) Issues, issues, issues!**

The LINK's Priorities Panel met on 9 September to consider issues raised by LINK participants and calling on the LINK to take action. There were 13 referrals covering the following issues:

- The need to improve access to high quality pain control services throughout Kent
- A call on the LINK to support the development of a primary angioplasty service in West Kent to treat heart attacks rather than with the traditional 'clot busting' medication
- Adequacy of physiotherapy and occupational therapy services for people with learning disabilities
- Waiting times and duration of treatment packages in physiotherapy services in the Swale area
- The need for NHS Eastern and Coastal Kent to engage with user groups in Swale
- Impact of the Green Paper "Shaping the Future of Care Together" on those on benefits, particularly Disability Living Allowance and Attendance Allowance
- Delay in the authorities acting on a decision made back in May concerning planning mental health services in West Kent
- A call for the LINK to establish whether certain black and minority ethnic groups at greater risk of cardiovascular diseases and mental ill-health are being screened and targeted for early intervention and treatment
- Deficiencies in audiology services in North Kent
- A call for the LINK to fund projects to support young carers
- Concern over the adequacy of services in the face of recent population increases in Edenbridge
- Delay in getting x-ray results following installation of new x-ray service in Edenbridge
- A call for the LINK to investigate allegations of emotional and financial abuse of older people who buy their own care services.

## **vii) LINK visitors - one more hurdle to becoming 'authorised'**

The pool of 20 LINK participants able to assist projects that require the LINK to exercise its 'enter and view' powers are on the last stage of the authorisation process. This has involved them going through a selection process, CRB and Protection of Vulnerable Adults checks and a period of training. No LINK visitor can be authorised without them completing all stages of the authorisation process. The final training sessions will be held on 22 and 30 September 2009 and they will then be up and ready to go – the first



visits are most likely to be conducted on the hygiene project referred to above.

### **viii) Selection of LINK Governors**

The period of office of LINK Governors, who are part of the Governors' Group, comes to an end on 30 September 2009. The Governors Group provides an oversight of the LINK operation and manages things like the finances of the LINK and makes sure it operates legally and effectively. An event to appoint the new Governors' Group takes place on 25 September 2009.

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## **2. NHS West Kent supports organ donation campaign**

NHS West Kent is urging people to become organ donors in support of a national campaign. NHS Blood and Transplant (NHSBT) has launched an on-line drive to make people aware that organ donors are desperately needed. In West Kent 79 people are waiting for an organ transplant.

The NHSBT's campaign is calling for 60,000 people to add their photos to an interactive mosaic called the 'Wall of Life' and sign up to the NHS Organ Donation Register.

These individual photos will create a bigger image of two-year-old Louisa McGregor-Smith from Middlesbrough, who received a life-saving heart transplant when she was just five months old.

For more information about organ donation or to sign up to the NHS Organ Donor Register contact Donor Line by telephone 0300 123 23 23 or visit the website: [www.walloflife.org.uk](http://www.walloflife.org.uk)

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## **3. Important changes to urgent care and emergency services at Queen Mary's Sidcup**

From Wednesday, 9 September 2009 the Urgent Care Centre at Queen Mary's Hospital, Sidcup – next door to Accident & Emergency (A&E) - will be open 24 hours a day, seven days a week for all patients including the very young and older people.

From the same date the A&E unit at Queen Mary's Sidcup will be closed temporarily overnight between 8.00pm and 8.00am.

An Urgent Care Centre is a walk-in service staffed by GPs and nurses providing treatment for patients suffering from conditions that are urgent but not life-threatening, such as cuts and bruises, chest infections, fever, sickness and vomiting and simple fractures.

Generally, if you need medical attention and can get yourself to hospital you can go to an Urgent Care Centre. This means that the majority of patients will continue to access



urgent treatment through the Urgent Care Centre at Queen Mary's Sidcup.

Every patient who needs treatment at the A&E unit, who arrives before 8.00pm that day, will be treated even if their treatment lasts beyond 8.00pm. After 8.00pm local patients who dial '999' and need emergency medical care will be taken by ambulance to the most appropriate A&E unit or specialist centre.

For more information, patient and public enquiries or to receive this information in a different language or format please telephone 0800 048 4636 (freephone answering service) and leave a message so that they can return your call.

For other enquiries, please contact Queen Mary's Sidcup A&E Communications Manager Leila Elbahy on 01689 864 793, email [qmsaande@nhs.net](mailto:qmsaande@nhs.net) or visit the website:

[www.slh.nhs.uk](http://www.slh.nhs.uk)

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

The next meeting of the Trust Board will be on 30 September at The Hop Farm, Beltring, Maidstone Road, Paddock Wood, TN12 6PY and will be held in the Blacksmith's meeting room. The meeting will start at 12.45pm subject to confirmation of agenda items. Full details of the meeting together with agenda and meeting papers will be available on the Trust's website from 23 September 2009. For further information contact: Gail Spinks, Maidstone Hospital, Hermitage Lane, Maidstone, ME16 9QQ, telephone 0845 155 1000 Ext 26418, 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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#### **5. Know your Numbers! – could you be one in three?**

Know your Numbers Week 2009 is the nation's biggest blood pressure testing event which is taking place from 7 – 13 September 2009.

To raise awareness during this year's event the Blood Pressure Association is asking "Could YOU be the one in three?"

High blood pressure affects a third of UK adults yet millions have no idea that they have the condition. It is symptomless and if untreated can cause stroke and heart attack.

To help tackle this, nearly 1500 venues, known as 'Pressure Stations', will be offering free blood pressure checks at community and workplace venues nationwide. Participants include well known high street supermarkets and independent pharmacies, major employers, spanning construction, energy, retail and manufacturing along with a wide-range of NHS and public sector organisations.



For more information please contact Blood Pressure Association, 60 Cranmer Terrace, London, SW17 0QS or visit the website:

<http://www.bpassoc.org.uk/microsites/kyn/Home>

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## **6. Petition to the Prime Minister to ban the use of sun beds for under 18s**

Following the announcement from the International Agency for Research into Cancer (IARC) at the World Health Organisation, reclassifying sun beds from a medium risk to the highest risk category for risk of causing cancer (effectively putting sun beds into the same cancer causing risk category as asbestos), Skin Care Campaign (SCC), Cancer Research UK and the Teenage Cancer Trust, the SCC has launched a petition to the Prime Minister. This calls on him to introduce legislation to ban the use of sun beds by under 18 year olds and that a total ban is put on the use of all coin operated sun beds.

For further information contact Andrew Langford, telephone 07810 564913, email [alangford@skincarecampaign.org](mailto:alangford@skincarecampaign.org) or visit the website:

<http://petitions.number10.gov.uk/Sun-beds/>

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## **7. Nursing and midwifery – record keeping: new guidance procedures are being introduced – implementation: 1 August 2009**

The way in which nurses and midwives keep records is usually set by their employer. The Nursing & Midwifery Council (NMC) recognise that because of this nurses and midwives may use different methods for keeping records.

Good record keeping is an integral part of nursing and midwifery practice, and it is essential to the provision of safe and effective care. It is not an optional extra to be fitted in if circumstances allow.

National programmes for the use of information communication technology and electronic record keeping are being introduced throughout the UK. Although electronic records are evolving, it is clear from nurses and midwives that paper based records are still commonly used. This guidance applies to both paper and electronic records. It replaces guidelines for records and record keeping (NMC 2002) and the NMC advice sheet on record keeping (NMC 2007).

This guidance is supported by further notes and frequently asked questions. The full report may be accessed at:

[www.nmc-uk.org/aarticleprint.aspx?articleid=3791](http://www.nmc-uk.org/aarticleprint.aspx?articleid=3791)

For further information contact the Nursing & Midwifery Council, 23 Portland Place, London, W1B 1PZ.



## Events

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

### 1. Shaping the future of your ambulance service 2009

You are invited to attend one of three similar events to be held in September. These will help build on information provided last year and seek your views as to how the Ambulance Service can improve and progress in the future. They will also provide an opportunity to share plans and progress on the South East Coast Ambulance NHS Trust becoming a Foundation Trust with you, as part of their formal consultation.

The events will start at 10.00am, with lunch provided on the day, and finish promptly at 3.15pm, with the opportunity for further informal discussions over afternoon tea. These events will take place as follows:

- Wednesday, 16 September 2009 – Dorking Halls, Dorking, Surrey
- Friday, 18 September 2009 – Clair Hall, Haywards Heath, Sussex

For further information contact Paul Sutton, Shaping the Future, FREEPOST SVU500, The Horseshoe, Bolters Lane, Banstead, Surrey, SM7 2AS, email [shapingthefuture@secamb.nhs.uk](mailto:shapingthefuture@secamb.nhs.uk) or telephone 01622 740385.

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### 2. The 'UBUNTU' conference – HACO second annual conference

The aim of the conference is to bring African community members together to create a collaborative plan for eliminating health disparities. It will also serve as the venue to bring all communities and organisations together to share, network and learn from each other. It will provide an opportunity for all parties to forge a common vision and direction on how to engage with African communities in Medway / Kent.

This one-day free conference will be relevant to everybody in Kent and Medway with an interest in African sexual health and wellbeing issues. The event will be held at the Corn Exchange, High Street Rochester, ME1 1LS from 9.00am to 4.00pm on Wednesday, 28 October 2009.

Book your **free** place by contacting Tina Murphy, Health Action Charity Organisation (HACO), 1b Northgate, Rochester, ME1 1LS, email: [conference@healthaction.co.uk](mailto:conference@healthaction.co.uk) or telephone 01634 844044.

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### 3. Islamic Exhibition – Kent Peace and Unity Group

The annual 'Kent Peace and Unity Seminar and Islamic Exhibition' would like to invite you to the one day opening seminar which will take place at Central Theatre, High



Street, Chatham on 12 October 2009 from 10.00am – 4.00pm. A week long exhibition will be on display from 12 to 19 October 2009 at Eastgate House in Rochester High Street.

It brings all sections of the communities and statutory and voluntary organisations together during 'Black History Month'.

For further information contact Catherine Morgan, CVS Medway, 5A New Road, Avenue, Chatham, ME4 6BG, telephone 01634 812850, email [catherine@cvsmedway.org.uk](mailto:catherine@cvsmedway.org.uk) or visit the website: [www.cvsmedway.org.uk](http://www.cvsmedway.org.uk)

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#### **4. Kent and Medway's Mental Health Best Practice Day and Annual General Meeting**

Want to find out more about mental health services in Kent and Medway, with a chance to learn about the work of the Kent and Medway NHS and Social Care Partnership Trust (KMPT)? This year KMPT is combining its annual general meeting with a celebration of mental health best practice.

Mental Health Best Practice Day along with the AGM will be held on Wednesday, 23 September from 1.00pm to 6.00pm at the St George's Centre, Chatham Maritime.

The day will include 30 different market stalls, showcase areas of very best practice, highlight innovative working and have a series of short presentations on a range of topics including an introduction to the health choices programme.

This is an open event and anyone can attend. For catering purposes, please notify your intention to attend direct to Julie Kemp by email [julie.kemp@kmpt.nhs.uk](mailto:julie.kemp@kmpt.nhs.uk) or telephone 01732 520400.

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#### **5. Second Mental Health Conference**

This conference will be held on 24 September 2009 at the King's Fund, 11-13 Cavendish Square, London W1G 0AN from 9.30am until 4.30pm.

For further information contact Nghia Nguyen-Le, c/o Attend 11-13 Cavendish Square, London, W16 0AN, telephone 0207 307 2872, email [nghia.nguyen-le@attend.org.uk](mailto:nghia.nguyen-le@attend.org.uk), or visit the website:

<http://www.attend.org.uk/diamond-jubilee/events-and-activities/mental-health-conference.aspx>



## **6. What the Dickens? Medway NHS Foundation Trust's great expectations for diversity**

Medway NHS Foundation Trust is holding an event to showcase its commitment to meeting the needs of our diverse local communities – as an employer and as a service provider. Go along and find out what they are doing; explore partnership working; share good practice; consider the Equality Bill and future plans in lively celebration, discussion and debate.

The event is being held at the Corn Exchange, High Street, Rochester, ME1 1LS on Wednesday, 21 October 2009 from 10.00am to 2.00pm (lunch will be provided).

Book your **free** place by contacting Melanie Lee, Human Rights, Equality & Diversity Manager, email [melanie.lee@medway.nhs.uk](mailto:melanie.lee@medway.nhs.uk) or telephone: 01634 830000 ext 3354.

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## **7. South East Coast Ambulance NHS Trust public meetings**

South East Coast Ambulance NHS Trust are holding a series of public meetings to which all are invited. These meetings will take place as follows:

- 22 September 2009 – 6.30pm – 8.30pm  
Grange Suite, Grangemoor Hotel, St Michael's Road, Maidstone, ME16 8BS
- 23 September 2009 – 10.00am – 12.00noon  
Vestry Hall, Stone Street, Cranbrook, TN17 3HF
- 23 September 2009 – 2.30pm – 4.30pm  
Queens Hall, Corn Exchange, Northgate Road, Rochester, ME1 1LS
- 25 September 2009 – 2.00pm – 4.00pm  
Main Hall, Aylesham Conference and Training Centre, Ackholt Road, Aylesham. CT3 3AJ
- 30 September 2009 – 2.00pm – 4.00pm  
Borough Hall, Main Road, Queenborough, ME11 5DJ

Refreshments will be provided, with sandwiches at evening meetings.

For further information contact Louise Hutchinson, South East Coast Ambulance NHS Trust, 40-42 Friars Walk, Lewes, East Sussex BN7 2XW, telephone 01273 897805, email [Louise.hutchinson@secamb.nhs.uk](mailto:Louise.hutchinson@secamb.nhs.uk) or visit the website: [www.secamb.nhs.uk](http://www.secamb.nhs.uk)

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## **Consultations**

### **1. Pharmacy application - Kemsing**

The Kent Primary Care Agency has received an application from Matrix Primary



Healthcare Ltd to open a new pharmacy in the vicinity of the development at 11 – 25 West End, Kemsing, Kent. A copy of the application and map can be seen on request.

Your written comments on this application are invited by 17 September 2009 (NHS (Pharmaceutical Services) Regulations 2005). If you do not comment at this stage you will be excluded from the later stages of the process. All comments received will be copied to the applicant and anyone else who commented. You should note that the Pharmaceutical Regulations Committee cannot consider information supplied by yourself unless it is made available to other parties.

You may be given time to comment further and / or discuss the application with the Chairman and members of the Pharmaceutical Regulations Committee at a meeting held in the area for parties concerned. A decision will then be made by the Pharmaceutical Regulations Committee later that same day and a further 30 days will be allowed for appeal by specified parties.

For further information contact Sheilagh Jeffrey, Pharmacy Contracts Manager, Kent Primary Care Agency, 11 Station Road, Maidstone, ME14 1QH, email Sheilagh.jeffrey@kpca.nhs.uk or telephone 01622 655133.

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## **2. Fair Access to Care consultation**

A consultation is underway on revised guidance on eligibility criteria for social care. The consultation will run until 6 October 2009.

The revised guidance is intended to replace the Fair Access to Care Services (FACS) guidance (2003), which was introduced to address inconsistencies across the country about who gets support, in order to provide a fairer and more transparent system for the allocation of social care services.

Following an independent review by the Commission for Social Care Inspection (CSCI) (whose role has now been assimilated into the Care Quality Commission), the Department of Health has been working with stakeholders to revise the FACS guidance and now seeks views on the draft revised guidance.

It is clear that the way in which available resources for social care are prioritised has important implications for equality and we would like to highlight the consultation in the hope that you might be interested in sharing your views. The consultation can be found on the DH website at:

[http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH\\_102362](http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_102362)

For further information contact Social Care Eligibility Consultation, Room 118, Wellington House, 133-155 Waterloo Road, London, SE1 8UG, email [social.care.eligibility@dh.gsi.gov.uk](mailto:social.care.eligibility@dh.gsi.gov.uk) or telephone 020 7972 4097.



### **3. Council for Healthcare Regulatory Excellence (CHRE) strategic plan**

In September 2008 the Council who promote health and well being of patients and the public agreed a three year strategic plan to set direction through the transition to the new Council. The restructured Council, which took office in January 2009, has reviewed that plan and discussed its own role, priorities and strategic direction. This strategic plan therefore gives a new focus and strategy taking account of its new statutory powers and clarified role as set out in the Health and Social Care Act 2008. The Council invited comments on this draft strategic plan from regulatory bodies at the Regulators' Forum on 16 July 2009 prior to discussion at the Council meeting on 17 July 2009. The Council now invites comments from patients, the public and other stakeholders on this second draft over the summer. Discussion and feedback is sought by 22 September 2009.

For further information or to register your comments contact CHRE, 11 Strand, London, WC2N 5HR, telephone 020 7389 8030, email [info@chre.org.uk](mailto:info@chre.org.uk) or visit the website: [www.chre.org.uk](http://www.chre.org.uk)

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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)