



## **News**

### **What's going on in the LINK?**

#### **a) *An important date for your diary***

The next LINK quarterly event is being held from 11.00am to 3.00pm on Thursday, 25 February 2010 at the Riverside Lounge at the Angel Centre, Angel Lane, Tonbridge, TN9 1SF. This is an opportunity to learn more about the LINK and to have your say on health and social care issues in the county. Some of the themes for this event are:

- transport, including the Government's proposals for eliminating car parking charges in hospitals
- stroke care in Kent
- the future for day care for older people
- an update on the LINK's hygiene and cleanliness in hospitals project
- dementia services – the future.

If you belong to a community or voluntary group that has an interest in these areas, why not exhibit your services / promotional materials at this event. To reserve a place for your stand, contact Becky by email [becky@kmn-ltd.co.uk](mailto:becky@kmn-ltd.co.uk) or telephone 01303 297050. Please note places are limited and will be allocated on a first come, first served basis.

#### **b) *LINK participants brave the elements***

The LINK's intrepid Visitors have been hard at work over this harsh winter period visiting Kent and Medway's hospitals as part of the LINK's hygiene and cleanliness project. The project is aiming to back up the work of hospitals in focusing on good hand hygiene and cleaning. To achieve this, our Visitors have been:

- observing how well staff and the public adhere to good hand hygiene practice in order to keep patients safe
- taking random samples on doors and furniture to identify organisms that the gel is there to protect against
- taking samples of the strength of chlorine used by cleaners to combat infective organisms.

The programme of unannounced visits was due to end on the 8 January 2010 but has been extended, due to the adverse weather conditions, to the end the month.

#### **c) *HOSC programme***

The LINK has been invited to submit evidence as part of a programme of the Kent County Council's Health Overview and Scrutiny Committee (HOSC) review of the following parts of the NHS:

- Dentistry – rescheduled – new date to be advised
- Emergency Care – cardiac, stroke and trauma – 5 February 2010



- Use of Community Hospitals – 26 March 2010
- Update of Primary Care Trusts' (PCT) Strategic Commissioning Plans / Operational Plans – 7 May 2010
- Update on the Future of PCT Provider Services – 11 June 2010
- Accessing Mental Health Services – 23 July 2010.

If you wish to contribute to the LINK's submissions on any of the above areas, please telephone 01303 297050, email [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk) or contact the LINK via the website: [www.thekentlink.co.uk](http://www.thekentlink.co.uk)

#### **d) Transport – car parking charges at hospitals**

The LINK is undertaking a significant review of some of the obstacles patients experience in finding their way to hospital in terms of transport. So, it was interesting that the Government, just after Christmas, embarked on a consultation on the issue of hospital car parking charges. The consultation document entitled 'NHS Car Parking: Consultation on improving access for patients' can be found online at: [www.dh.gov.uk/en/Consultations/Liveconsultations/DH\\_110557](http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_110557)

Whilst it is possible for LINK participants to submit their individual comments to the Department of Health, we are attempting to get a collective LINK response together. If you are a LINK participant and interested in letting us have your views please fill in our online questionnaire at: [www.surveymonkey.com/s/TWTFDQP](http://www.surveymonkey.com/s/TWTFDQP)

For LINK participants without internet access, we are sending a copy of the questionnaire which should be completed and returned using the FREEPOST address below by Tuesday, 16 February 2010:  
Kent LINK, Kent & Medway Networks, FREEPOST NAT 17761, Folkestone, CT19 4BR.

The consultation ends on 23 February 2010.

#### **e) Keep up to date with LINK activities**

One of the daunting (but exciting) things those of us supporting the LINK are facing is the bewildering range of issues being presented to the LINK, often with a considerable amount of passion, bearing in mind some of these issues have been around for some time.

The LINK's Priorities Panel has been ably grappling with these and giving advice on how they should be dealt with by the LINK. If you have submitted an issue affecting health or social care services in Kent and want to know what the LINK is doing about it, why not check the updated LINK work programme online at: [http://www.thekentlink.org.uk/assets/files/Kent\\_Work\\_Programmes/Kent\\_LINK\\_Work\\_Programme\\_Updated\\_04\\_12\\_2009.pdf](http://www.thekentlink.org.uk/assets/files/Kent_Work_Programmes/Kent_LINK_Work_Programme_Updated_04_12_2009.pdf)



The work programme will contain all the actions taken on the LINK's behalf and will reference documents that you may wish to see, such as a reply from the NHS or the county's Social Care Services.

## f) **Governors' Group sets its diary**

The Governors' Group of the LINK – which, as its name implies, manages the governance of the LINK – has agreed its programme of meetings for the year, as follows:

- Wednesday, 20 January 2010 – training session
- Tuesday, 26 January 2010
- Wednesday, 17 February 2010
- Wednesday, 17 March 2010
- Wednesday, 21 April 2010
- Wednesday, 19 May 2010
- Wednesday, 16 June 2010
- Wednesday, 21 July 2010
- Wednesday, 18 August 2010
- Wednesday, 15 September 2010
- Wednesday, 20 October 2010
- Wednesday, 17 November 2010
- Wednesday, 15 December 2010

These meetings (with the exception of the training session) are open to the public to attend and are held from 10.00am to 1.00pm.

Meetings are usually held in the Maidstone area. Contact Becky in the KMN office by email [becky@kmn-ltd.co.uk](mailto:becky@kmn-ltd.co.uk) or telephone 07976 596913 / 01303 297050 prior to each meeting to confirm the venue if you wish to attend.

---

## 2. **LINK participants wanted - Gynaecology Service Improvement Group**

An opportunity has arisen for two LINK participants to join the Gynaecology Service Improvement Group which has been set up to review current service provision, redesign of pathways and implementation of new services.

This opportunity is open to LINK participants who have some experience of gynaecology services, would like to participate in a multi disciplinary group, have time to read papers and prepare for meetings and are willing to sign up to confidentiality agreements. The meetings are held bi-monthly at Kent and Canterbury Hospital and last between 2 and 2½ hours.

The Kent LINK would cover expenses and NHS Eastern and Coastal Kent would provide the appropriate training and support to ensure you are able to participate fully.



The LINK representative would be expected to feed back to the LINK and liaise with other interested LINK participants for which support would be given.

We would especially like to hear from LINK participants who have not yet had the opportunity to get involved with the work of the LINK to date.

If you would like further information or to apply, contact Louise Murrell, LINK Development Worker, Kent LINK, Kent & Medway Networks Ltd, FREEPOST NAT 17761, Folkestone, CT19 4BR, email [louise@kentlink.org](mailto:louise@kentlink.org) or telephone 07976 596797 or 01303 297050.

---

### **3. New 'Swale Life' online magazine**

Diversity House in Sittingbourne has recently registered a new online community webzine. The maiden issue of the magazine is due to go live on Thursday, 25 February 2010 and promises to provide a wealth of issues covering everything from health and social care, women's issues, youth life, poetry, creative activities with interviews and comments from local people. The magazine will feature news and information by reporting on events that occur in the Swale area. The magazine will also provide information about forthcoming events for Swale residents.

Swale Life aims to give local people a platform from which to tell their own stories.

For more information contact Christine Locke, Diversity House, Phoenix House, Central Avenue, Sittingbourne, ME10 4BX, telephone 01795 420455, email [info@diversityhouse.org.uk](mailto:info@diversityhouse.org.uk) or visit the website: [www.swalelife.com](http://www.swalelife.com)

---

### **4. Dementia helpline – volunteers wanted**

Volunteers are needed to answer calls for a 24 hour helpline service (hours to suit).

Do you have four hours or more a week to spare? Are you interested in helping support people with memory problems, their carers, family and friends?

Alzheimer's & Dementia Support Services together with the Alzheimer's Society are looking for people to volunteer their time working from home to answer calls from people seeking information and emotional support. Full training will be given and on-going support provided.

If you would like more information, contact Alison, Alzheimer's & Dementia Support Services, Basement, Deneholm House, Deneholm Road, Northfleet, DA11 8JY, telephone 01474 533990, email [adminadss@btconnect.com](mailto:adminadss@btconnect.com) or visit the website: [www.alzheimers-dementia.org.uk](http://www.alzheimers-dementia.org.uk)



---

## **5. We're not all warm in our beds at night! Severe weather provision for rough sleepers**

For the fifth year running Tunbridge Wells Borough Council will be offering help to people who are sleeping rough when the temperature drops below zero degrees centigrade this winter.

If someone with a local connection genuinely does not have anywhere to sleep other than outside, in a shed, car or garage and the Met Office predicts that the temperature will be below zero for three consecutive nights, the Council may be able to find shelter for them, at the same time offering advice and help to find a longer term solution to their housing problem.

The Council does not have a duty to house everyone who is homeless, but it can give lots of practical advice to help people who have nowhere to live.

If you know someone who finds themselves in this situation, please get them to call the number below. Customers can also drop in to see Housing Needs Staff at the Housing Help Desk, Tunbridge Wells Gateway every weekday between 9.00am (10.00am on Tuesdays) and 4.00pm and the Weald Information Centre in Cranbrook on Fridays between 10.00am and 12.00noon.

For more information contact the Council's Housing Needs Team, Tunbridge Wells Borough Council, Town Hall, Royal Tunbridge Wells, TN1 1RS or telephone 01892 554140.

---

## **6. Changes to health record storage**

The NHS is changing the way it manages and stores patients' health records.

NHS Eastern and Coastal Kent is working with local GPs and the NHS Care Records Service to introduce Summary Care Records (SCR). These records will give patients and the people who treat them, quick and easy online access to a summary of their health anywhere in England. This is an improvement on the current system which only allows information to be shared via letter, email, fax or telephone.

Summary Care Records will be kept on a secure online database and will contain information such as allergies and current prescriptions.

NHS staff will still have to ask permission from the patient to access their information unless it is an emergency and they are unconscious.

Patients will be able to view their own records via the internet at:  
[www.HealthSpace.nhs.uk](http://www.HealthSpace.nhs.uk).



However, patients can opt out of this new system by completing a form via their GP.

In January the Sun Lane GP surgery in Hythe will be the first surgery in East Kent to begin preparations to offer their patients Summary Care Records which will then be available for use in April.

The records will then be rolled out across the rest of East Kent over the next 16 months.

For further information about Summary Care Records:

- download a leaflet from the NHS Eastern and Coastal Kent website
- visit [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk)
- call PALS, Monday to Friday from 8.30am to 5.30pm on 0800 085 6606, email [pals@eastcoastkent.nhs.uk](mailto:pals@eastcoastkent.nhs.uk) or text 07825 844746
- call the NHS Care Records Patient Information Line on 0845 603 8510 Monday to Friday from 9.00am to 5.00pm.

For more information contact Julia Rogers, Media Manager, NHS Eastern and Coastal Kent, Brook House, John Wilson Business Park, Whitstable, CT5 3DD, telephone 01227 791163, email [julia.rogers@eastcoastkent.nhs.uk](mailto:julia.rogers@eastcoastkent.nhs.uk) or visit the website: [www.easternandcoastalkent.nhs.uk](http://www.easternandcoastalkent.nhs.uk)

---

## **7. NHS 'Keep Warm to Keep Well' campaign**

Following the theme from the sleeping rough item, as temperatures are predicted to remain extremely cold, health bosses are urging everyone to Keep Warm to Keep Well.

Nationally, the number of extra deaths in England and Wales last winter (2008 / 2009) \* was the highest since 1999 / 2000. Across South East Kent, Canterbury saw the highest rates with 130 excess winter deaths compared to 20 in Swale.

With the recession biting and people feeling the pinch of heating bills, health bosses are urging people to seek the help that's out there to make sure they keep their homes warm.

Children, the elderly and people with disabilities or long-term health conditions are the most at risk but by keeping warm they will be better equipped to fight off bugs – including seasonal flu and swine flu.

If you are struggling to pay for extra heating costs you maybe eligible for a range of benefits and help to heat your home.

\* A breakdown for winter 2008 / 2009 is not yet available by Primary Care Trust (PCT) area. Only national statistics are currently available which show an increase.



For more information contact Julia Rogers, NHS Eastern and Coastal Kent, Brook House, John Wilson Business Park, Reeves Way, Chesterfield, Whitstable, CT5 3DD, telephone 01227 791163, email [julia.rogers@eastcoastkent.nhs.uk](mailto:julia.rogers@eastcoastkent.nhs.uk) or visit the website: [www.easternandcoastalkent.nhs.uk](http://www.easternandcoastalkent.nhs.uk)

---

## 8. 'Choose Well' and help NHS Eastern and Coastal Kent save money

NHS Eastern and Coastal Kent have revealed that over 34,500 people in East Kent last year visited Accident and Emergency (A&E) when they could have been treated quicker and closer to home at a local minor injuries unit or their GP. This cost the NHS £2.76 million.

The Choose Well campaign aims to improve patients' awareness of what services are available and when to use them.

Minor injuries units are staffed by highly qualified nurses who can treat minor injuries and illnesses, provide health advice and you don't need to make an appointment.

### The Minor Injuries Units in East Kent are:

**Deal** - Victoria Hospital, London Road, Deal, CT14 9UA, telephone 01304 865400  
Opening hours: every day 8.00am to 6.00pm

**Dover** - Buckland Hospital, Coombe Valley Road, Dover, CT17 0HD, telephone 01304 201624 Ext 43621  
Opening hours: every day 8.00am to 8.00pm

**Faversham** - Faversham Health Centre, Bank Street, Faversham, ME13 8QR, telephone 01795 562000  
Opening hours: every day 9.00am to 5.00pm

**Folkestone** - Walk in Centre, Royal Victoria Hospital, Radnor Park Ave, Folkestone, CT19 5BN, telephone 01303 854494  
Opening hours: 7.00am to 10.00pm weekdays, 9.00am to 10.00pm weekends and bank holidays

**Sheppey** - Sheppey Community Hospital, Plover Road, Minster, ME12 3LT, telephone 01795 879104  
Opening hours: every day 9.00am to 9.00pm

**Sittingbourne** - Memorial Hospital, Bell Road, Sittingbourne, ME10 4DT, telephone 01795 473547  
Opening hours: every day 9.00am to 9.00pm

**Whitstable** - Estuary View Medical Centre, Boorman Way, Whitstable, CT5 3SE, telephone 01227 284300  
Opening hours: 8.00am to 6.30pm weekdays, closed Saturdays, Sundays and bank holidays



For more information contact Julia Rogers, telephone 01227 791163, email [julia.rogers@eastcoastkent.nhs.uk](mailto:julia.rogers@eastcoastkent.nhs.uk) or David Muir, telephone 01227 795062, email [david.muir@eastcoastkent.nhs.uk](mailto:david.muir@eastcoastkent.nhs.uk) at NHS Eastern and Coastal Kent, Brook House, Reeves Way, Whitstable, CT5 3DD or visit the website: [www.easternandcoastalkent.nhs.uk](http://www.easternandcoastalkent.nhs.uk)

---

## **9. NHS West Kent Health Networks offers the opportunity to have your say**

NHS West Kent is eager to get patients and the public more involved in the decisions it makes about how money is spent on healthcare services.

To enable patients to influence the Primary Care Trust's (PCT) decisions more effectively, the PCT is starting a training programme for anyone who would like to attend. The training programme will help the public understand how the local NHS works and develop skills to actively influence and contribute to decision making.

For more information contact Emma Cain, NHS West Kent, Wharf House, Medway Wharf Road, Tonbridge, TN9 1RE, email [emma.cain@wkpct.nhs.uk](mailto:emma.cain@wkpct.nhs.uk) or telephone 01732 375287.

---

## **10. INVOKE directories for over 50s now available through [www.thekentlink.co.uk](http://www.thekentlink.co.uk)**

Independence through the Voluntary Action of Kent's Elders (INVOKE) is an East Kent Adult Social Services project that supports the residents of Ashford, Shepway, Canterbury, Swale, Thanet and Dover to live independently in their communities. It is a multi-partnership project that includes the voluntary sector, NHS Eastern and Coastal Kent and Kent Adult Social Services, with the support of East Kent residents.

The directories contain useful information on services available to residents in East Kent, are updated by the Community Information and Liaison Assistant (CILA) Service and are available in your local community.

The Community Information and Liaison Assistants across East Kent are:

**Ashford** - Rebecca Clarke, CASE Kent, Berwick House, 8 Elwick Road, Ashford, TN23 1PF, email [beccaclarke@casekent.org.uk](mailto:beccaclarke@casekent.org.uk) or telephone 01233 646526.

**Canterbury** - Kevan Atkins, Age Concern Whitstable, Connie Packington Day Centre, Vulcan Close, Whitstable, CT5 4LZ, email [agecokevan@aol.com](mailto:agecokevan@aol.com) or telephone 01227 275421 or 01227 272055.

**Dover** - Michael James, [michaeljames@casekent.org.uk](mailto:michaeljames@casekent.org.uk) or Jane Meehan email [janemeehan@casekent.org.uk](mailto:janemeehan@casekent.org.uk), CASEKent, 1 Maison Dieu Road, Dover, CT16 1RW, telephone: 01304 219529.



**Shepway** - John Brooks, Age Concern - Lyminge, Jubilee Day Centre, Everist Court, Station Road, Lyminge, Folkestone, CT18 8HQ, email [cila@acshepway.co.uk](mailto:cila@acshepway.co.uk) or telephone 01303 863861.

**Swale** - Opal Shearing, Age Concern, Heather House Day Centre, Avenue Of Remembrance, Sittingbourne, ME10 4NN, email [opalshearing@hotmail.com](mailto:opalshearing@hotmail.com) or telephone: 01795 477520.

**Thanet** - Astrid Brenton, Forresters Hall, Meeting Street, Ramsgate, CT11 9RT, email [thanetvb@btinternet.com](mailto:thanetvb@btinternet.com) or telephone 01843 590935 or 07525 655043.

For more information visit the websites:

[www.thekentlink.co.uk](http://www.thekentlink.co.uk)

[www.kent.gov.uk/invoke](http://www.kent.gov.uk/invoke)

[www.kent.gov.uk/publications/social-care-and-health/invoke\\_directories.htm](http://www.kent.gov.uk/publications/social-care-and-health/invoke_directories.htm)

---

## 11. Welcome to two new faces in Kent & Medway's Research Network!

The Comprehensive Local Research Network (CLRN) for Kent and Medway based at Preston Hall, Aylesford has recently appointed Margaret Hall and David Waldock to lead public engagement and patient involvement in the county. Both Margaret and David are looking forward to their new roles with the Research Network.

CLRNs came into being in 2008 following the implementation of the UK wide strategy *Best Research for Best Health*. The Kent and Medway Research Network has been busy building the team and Margaret and David are the latest recruits.

Over the coming year Margaret and David will be working to raise the profile of the Research Network throughout the county, and encouraging people to come forward to get involved in research. Margaret will be taking the lead in the West Kent area, and David will be leading in Medway, with East Kent shared between them.

If you would like to get more involved or find out more, contact Margaret Hall or David Waldock, Preston Hall, Aylesford, ME20 7NJ, email [margarethall@nhs.net](mailto:margarethall@nhs.net) or [david.waldock@nhs.net](mailto:david.waldock@nhs.net) or telephone 01622 227351.

---

## 12. Bowel cancer screening

Screening for bowel cancer is now available across Kent and Medway.

The final phase was put in place on 22 December 2009 and screening centres across the region's acute trusts have gone live.

Bowel cancer is the third most common cancer in the UK and the second leading cause



of cancer deaths with more than 16,000 people dying every year. About one in twenty people in the UK will develop bowel cancer in their lifetime.

Bowel screening aims to detect cancer at an early stage before people develop symptoms so they can undergo more effective treatment.

Screening can also detect polyps which may develop into cancer at a later stage. These can then be removed, reducing the risk of cancer developing. About one in 10 people who need further investigation through the test are found to have cancer, so it is important to attend your screening appointment.

The NHS Bowel Cancer Screening Programme offers screening every two years to all men and women aged 60 to 69 years. Invitations will be sent automatically to people registered with a GP, so it is important to make sure your contact details are up-to-date. Invitations will be sent over the next two years depending on your date of birth. People aged over 70 can request a test kit by calling a freephone helpline on 0800 7076060.

Men and women eligible for screening will receive an invitation letter explaining the programme and an information leaflet entitled 'Bowel Cancer Screening - The Facts'. About a week later, a kit will be sent out along with step by step instructions for completing the test at home.

For more information, visit the website:  
[www.cancerscreening.nhs.uk/bowel/](http://www.cancerscreening.nhs.uk/bowel/)

---

### **13. Social care performance ratings in the South East**

The Care Quality Commission (CQC), the official regulator for the NHS and social care services, gave its first major national statement on 3 December 2009 on the quality of adult social care based on three significant studies:

- an assessment of 148 councils' social care services for adults, including performance ratings based on seven outcomes set by the Government, and was based on data up to 31 March 2009
- an analysis of whether councils were commissioning the best possible care, whether this is from the private, voluntary or statutory sector
- an update on the performance of 24,000 care homes, home care agencies, nursing agencies and shared lives schemes, looking at whether quality was improving.

For Kent and Medway the report shows both as doing 'Well' in 2009 for delivering outcomes, as opposed to both achieving 'Good' for 2007 and 2008.

'Well' – is defined as a service that consistently delivers above minimum requirements for people, is cost effective and makes contributions to wider outcomes for the



community. It has omitted the definition for 'Good' so cannot give as a comparison on definition.

CQC also state that although the performance of council social care services is broadly positive, they are still particularly concerned by the continuing poor performance of some care homes. The South East region registers some of the weakest performance of any region and the number of residential care homes and homecare agencies who provide a weak service is simply not acceptable for local people. These providers must act quickly to rectify this as next year the CQC will introduce a new system of registration for all care providers and they intend to focus their attention on those who are failing.

For further information contact:

Sophie Ure Martin, Care Quality Commission, Regional Communications Manager, telephone 0207 448 9095 or 07795 548529 or contact the media office on (London) 0207 448 9401 (out of hours 07917 232143).

Dave Shields, LINKs Programme Lead, Department of Health South East, Department of Health – South East, Social Care & Local Partnerships Programme, Bridge House, 1<sup>st</sup> Floor, 1 Walnut Tree Close, Guildford, GU1 4GA, email Dave.shields@dh.gsi.gov.uk or telephone DH (South East) Switchboard 01483 882255.

---

## 14. Pandemic flu update

The Department of Health has issued its latest issue of Pandemic Flu News providing up to date information, guidance and advice for the Winter.

For more information contact the Department of Health, Richmond, House, 79 Whitehall, London, SW1A 2NS, telephone 020 7210 4850, email pandemicflu@dh.gsi.gov.uk or visit the website:  
[www.dh.gov.uk](http://www.dh.gov.uk)

---

## 15. Addison's Disease Self Help Group (ADSHG)

Addison's disease is a rare, potentially fatal endocrine condition in which the adrenal glands cease to function. The most recent research puts the rate of diagnosed cases at around 8,400 patients in the UK. This makes it roughly 200 times rarer than diabetes, another endocrine condition which sometimes develops along with Addison's.

Life-long treatment with replacement steroid hormones is required but with the right balance of daily medication, people with Addison's can expect to have a normal life span and to lead full and productive lives. Yet living with Addison's is not all plain sailing.



The daily medication needs to be taken two or three times each day, at the right time of day and extra doses are needed when dealing with illness, infections etc. In the event of serious injury or trauma (including vomiting more than once), an emergency injection of 100mg hydrocortisone may be needed, followed by urgent medical attention. This is because patients experiencing adrenal crisis can suffer a rapid drop in blood pressure, potentially leading to cardiac arrest or stroke.

The ADSHG, with the help of the Clinical Advisory Panel (made up of leading endocrine specialists) have done a lot of work in helping raise awareness amongst the medical profession, many of whom have never come across patients with this condition.

If you, or someone you know, is living with Addison's disease, contact the support group via their website:  
[www.addisons.org.uk/](http://www.addisons.org.uk/)

---

## **16. New Care Quality Commission web form for local representative groups launched on 1 December 2009**

The Care Quality Commission (CQC) has launched a new web based form for local groups to use when submitting evidence on local experiences of health and social care.

The web form is for Local Involvement Networks, Overview and Scrutiny Committees, Foundation Trust Boards of Governors, Learning Disability Partnership Boards, Local Safeguarding Children Boards and also local voluntary organisations.

The CQC recommends groups download the printable version of the form to help your organisation, committee or group decide on the information you wish to send because it is not possible to save a draft of the form. The CQC will send you an email to confirm they have received your evidence and a summary of the information you have submitted.

If you have problems or suggestions for improving the web form, please let the CQC know using the relevant section at the end of the form.

For more information contact Lucy Hamer, email [lucy.hamer@cqc.org.uk](mailto:lucy.hamer@cqc.org.uk) or Clare Delap, email [clare.delap@cqc.org.uk](mailto:clare.delap@cqc.org.uk) Involvement Managers, Involvement Team, Engagement Directorate, Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA, telephone 020 7448 4560 / 020 7448 9223 or visit the website:  
[www.cqc.org.uk/localvoices](http://www.cqc.org.uk/localvoices)



## Events

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

### 1. Trustee Development Programme

Canterbury District Voluntary Action and Support (CaDVAS) are launching a programme of events for trustees and management committees of charities and other voluntary sector organisations, including health and social care organisations, operating across the Canterbury district. The programme will provide information, training and support to trustees across the district with the aim of engaging those already serving on voluntary and community organisations as well as attracting more people into working within their local communities. Training will also look at the needs of organisations seeking to recruit trustees as it is often difficult to encourage people to get involved.

The programme will be launched on Thursday, 28 January 2010 from 11.45am – 2.30pm at Kent Enterprise House, The Links, Herne Bay, CT6 7GQ. The closing date for applications is Tuesday, 19 January 2010.

For further information or to book a place, contact Sue Tucker, CaDVAS, Tower Works, Simmonds Road, Wincheap Business Park, Canterbury, CT1 3RA, telephone 01227 452381, email [sue@cadvas.org](mailto:sue@cadvas.org) or visit the website: [www.cadvas.org](http://www.cadvas.org)

---

### 2. Service user interviewers wanted - Kent and Medway NHS and Social Care Partnership Trust

- Can you talk to others and find out their views?
- Have you experience of using mental health services?
- Are you keen to help the Kent and Medway NHS and Social Care Partnership Trust ensure the views of minority groups are heard?
- Do you want to help Kent and Medway NHS and Social Care Partnership Trust improve its arrangements for learning from service users' experience?
- Are you able to develop your skills through training?

After successfully completing two days training, payment of £11.24 plus travel costs per interview can be made (approximately eight interviews will be conducted by each participant). Whilst training, travel costs, lunch and refreshments will be provided. Applicants must complete a two page application form and provide a statement in support of the application from a User Forum representative or mental health worker.

For more information contact the PPCI Office, St Martins Hospital, Littlebourne Road, Canterbury, CT1 1TD or telephone 01227 812020.



### **3. NHS Eastern and Coastal Kent Community Services Showcase Event**

Do you want to find out more about your local provider of NHS Community Services?

A showcase event will be held on Thursday, 28 January 2010 at the Triangles Community Centre, Poulton Close, Dover, CT17 OHR. The schedule for the event is as follows:

- 10.00am – 12.00noon - an interactive display of information on healthcare services and a chance to meet local clinical staff
- 10.00am – 12.00noon - a demonstration of the new website and DVDs showcasing services
- 12.30pm – 1.30pm - a chance to question senior NHS staff on a 'Question Time' panel
- 2.30pm - Board meeting

For details about the Board meeting or copies of the agenda and papers, contact Pauline Gardiner, Corporate Services Manager, telephone 01227 795037, email [pauline.gardiner@eastcoastkent.nhs.uk](mailto:pauline.gardiner@eastcoastkent.nhs.uk) or visit the website: [www.eckcommunityservices.nhs.uk](http://www.eckcommunityservices.nhs.uk)

To confirm a place at the event or ask a question for the panel, email [cs.commsteam@eastcoastkent.nhs.uk](mailto:cs.commsteam@eastcoastkent.nhs.uk) or telephone 01233 667813.

For more information contact NHS Eastern and Coastal Kent Community Services, Communications Team, Trinity House, Eureka Park, 110-120 Upper Pemberton, Kennington, Ashford, TN25 4AZ, telephone 01233 667813, email [cs.commsteam@eastcoastkent.nhs.uk](mailto:cs.commsteam@eastcoastkent.nhs.uk) or visit the website: [www.eckcommunityservices.nhs.uk/](http://www.eckcommunityservices.nhs.uk/)

---

### **4. Regional Summit – 'Supporting LINKs in the South East'**

Limited places are available at the above event to be held on Thursday, 11 February 2010 at the Holiday Inn, Guildford, Surrey.

The conference aims to:

- establish an effective regional network for supporting LINKs in the South East and any sub-regional or thematic groups in support of this
- provide a forum for exchange with other Department of Health and Government programmes in the South East concerned with public involvement and citizen empowerment, in relation to health, social care and wellbeing
- provide a regional platform for LINK members and allies in the South East and to strengthen relationships with other 3<sup>rd</sup> sector regional networks concerned with health, care and wellbeing



- enhance the capacity of LINKs to engage more effectively with NHS Public and Patient Experience leads and other key agencies (eg Care Quality Commission) in the South East
- advise on the 2010 work plan for the Department of Health South East LINKs Programme Lead and identify key priorities for action.

For more information or to book a place, contact Christine Cook, Department of Health, South East, Bridge House, 1 Walnut Tree Close, Guildford, Surrey, GU1 4GA, email [christine.cook@dh.gsi.gov.uk](mailto:christine.cook@dh.gsi.gov.uk) or telephone 01483 882469.

---

## **5. Information Day with Kent County Council Fostering Service**

Kent County Council Fostering Service will be holding an Information Session at St. Teresa's Church Hall, Maidstone Road, Ashford, TN24 8TX on Wednesday, 27 January 2010 to enable people to find out more about becoming a foster carer.

There will be a presentation commencing at 7.00pm and the chance to speak to staff from the Fostering Service and foster carers who are actually doing the job of caring for other people's children.

For more information contact the Initial Enquiries Team, Kent County Council, County Hall, Maidstone, ME14 1XX, telephone 0845 330 2968, email [fostering@kent.gov.uk](mailto:fostering@kent.gov.uk) or visit the website:

[www.kent.gov.uk/childrens\\_social\\_services/fostering\\_a\\_child/news.aspx](http://www.kent.gov.uk/childrens_social_services/fostering_a_child/news.aspx)

---

## **6. Invitation to attend an information governance workshop**

The Kent and Medway Clinical Advisory Group, Information Management and Technology Programme Office and the Kent and Medway Health Informatics Service are arranging a number of information governance workshops to develop a Data Collaboration Protocol. The work will take into consideration non-NHS providers and providers of healthcare services from the private sector.

'Who Owns the Data' workshop for clinicians and patients will be held on Tuesday, 26 January 2010 from 10.00am – 1.00pm in Room 2, Ward Block, Preston Hall, Aylesford, ME20 7NJ.

There are four workshops in this series, the output from one feeding the next workshop. At the end they hope to have agreed a data sharing protocol or set of principles across Kent and Medway which can then be fed into the three tier protocol which is due for renewal with the Kent County Council and Medway Unitary Authority.

For more information contact Rory King, Information Governance Project Manager, Kent and Medway IM&T Programme Office, The Bothy, Preston Hall, Aylesford, ME20 7NJ, email [rory.king@nhs.net](mailto:rory.king@nhs.net) or [eck-pct.KMDPO@nhs.net](mailto:eck-pct.KMDPO@nhs.net) or telephone 07970 804197.



---

## **7. Kent Cardiovascular Network event - Dover**

The Kent Cardiovascular Network is hosting an information event about current developments in hospital and community services available for cardiac patients.

The event will be held on Saturday, 6 February 2010 at The Ark, Noah's Ark Road, Dover, CT17 0DD.

For more information contact Adrienne Bean, Service Improvement Project Manager, Kent Cardiovascular Network, Preston Hall, Royal British Legion Village, London Road, Aylesford, ME20 7JN, telephone 07879 473559, email [adrienne.bean@nhs.net](mailto:adrienne.bean@nhs.net) or visit the website:

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

---

## **8. Regional Action and Involvement in the South East (RAISE) - Health and Social Care Event**

RAISE will be hosting an event to look at the issues affecting the third sector engagement with health and social care agenda. The main themes that will be covered include commissioning and funding, personalisation and tackling health inequalities.

The event will be held on Wednesday, 3 March 2010 from 10.00am to 3.30pm at the Holiday Inn, Egerton Road, Guildford, GU2 7XZ.

For more information contact Richard Andrews, RAISE, Bridge House, 1 Walnut Tree Close, Guildford, Surrey, GU1 4UA, telephone 01483 885265, email [Richard@raise-networks.org.uk](mailto:Richard@raise-networks.org.uk) or visit the website:

[www.raise-networks.org.uk](http://www.raise-networks.org.uk)

---

## **9. The Council for Healthcare Regulatory Excellence (CHRE) is holding a series of six interactive meetings in March 2010**

The meetings will be held as follows:

- London - 1 and 17 March 2010
- Belfast - 4 March 2010
- Cardiff - 9 March 2010
- Liverpool - 12 March 2010
- Edinburgh - 15 March 2010

The programme for each day has been designed to help de-mystify the role of regulation in the health sector. Various exercises will enable you to get involved and lend your voice to some on-going debates in the field of professional regulatory bodies, who are working with CHRE to deliver these meetings. To see draft programmes for



each event visit the website:  
[www.chre.org.uk/public/199](http://www.chre.org.uk/public/199)

Places are limited so register early for your chosen event to avoid disappointment.

For further details on how to register or to find out more about the events, email [reception@chre.org.uk](mailto:reception@chre.org.uk) or telephone 0207 389 8030.

When you email or telephone, please state clearly your full name and the date and location of the event you wish to attend.

---

## **10. NHS Eastern and Coastal Kent Community Services - Board meeting**

The next NHS Eastern and Coastal Kent Community Services Board meeting will be held on Thursday, 25 March 2010 at New Life Family Church, 8 Church Street, Margate, CT9 1ST.

For more information contact Pauline Gardiner, Corporate Services Manager, NHS Eastern and Coastal Kent Community Services, Trinity House, Eureka Park, 110-120 Upper Pemberton, Kennington, Ashford, TN25 4AZ, telephone 01233 667700, email [pauline.gardiner@eastcoastkent.nhs.uk](mailto:pauline.gardiner@eastcoastkent.nhs.uk) or visit the website: [www.eckcommunityservices.nhs.uk](http://www.eckcommunityservices.nhs.uk)

---

## **11. South East Coast Ambulance Service NHS Trust (SECAMB) – Board meeting dates**

The next SECAMB Board meetings will be held on Friday, 29 January 2010 and Tuesday, 30 March 2010 - venues to be agreed.

For more information contact the Kent Office, South East Coast Ambulance Service NHS Trust, Heath Road, Coxheath, Maidstone, ME17 4BG, telephone 01622 747010, email [enquiries@secamb.nhs.uk](mailto:enquiries@secamb.nhs.uk) or visit the website: [www.secamb.nhs.uk](http://www.secamb.nhs.uk)

---

---

## **Consultations**

### **1. Kent LINK would like feedback on services for sufferers of chronic pain**

It has been estimated that 7.8 million people in the UK now suffer with moderate to severe pain that has lasted over six months. Over one third of households have



someone in pain at any given time according to the Chief Medical Officer's (CMO) report 'Pain: Breaking Through the Barrier'.

The CMO reports that in 2006, over a third of chronic pain patients in the United Kingdom reported inadequate control of their pain. The report suggests that "an ideal service would have links between the various elements of care and those who provide them, with clear, straightforward pathways based on highly variable patient need".

In response to concerns raised by LINK participants regarding services for sufferers of chronic pain in Kent, the LINK is investigating experiences of people suffering chronic pain, both in hospital and in the community.

What chronic pain services are available to you in your local area? Are these easily accessible to you and if not, why not? How have these services helped you deal with chronic pain? What could have been done to improve your experience?

If you are able to provide personal experiences relating to any of the above questions then please visit the following link:

<http://www.thekentlink.org.uk/index.php?q=641>

For more information contact Sophie Swain, Kent LINK, FREEPOST NAT 17761, Folkestone, CT19 4BR, email [sophie@kmn-ltd.co.uk](mailto:sophie@kmn-ltd.co.uk) or telephone 07814 427281 / 01303 297050.

---

## **2. Have your say on the draft 'Sustainable Community Strategy – Tunbridge Wells'**

The draft Sustainable Community Strategy 2010 - 2026 has been developed by Tunbridge Wells Together, the Local Strategic Partnership for the Borough.

The strategy sets out a vision and priorities for the Borough. They want to make sure they continue to work together with the local communities to enhance the quality of life for all. They want everyone to 'Love Where We Live'.

So all residents / colleagues interested in making Tunbridge Wells the place you love to live in – please complete the online consultation and be entered into the free prize draw.

What does this mean for you?

- that they continue reducing crime and making people feel safer
- communities are more involved in decision making and volunteering
- children and young people reach their full potential at school, participate in sport and out of school activities with family members
- the promotion of healthy living and improve opportunities for older people



- housing meets local needs
- the economy is thriving and diverse, residents access quality education and have access to an improved transport infrastructure
- the impact on the environment is minimised, keeping the Borough clean and a beautiful place to live.

Have they got this right? The consultation is on-line to reduce waste and make it easier for you to participate. To take part simply visit the website below:  
[consult.tunbridgewells.gov.uk/portal](http://consult.tunbridgewells.gov.uk/portal)

The closing date to get your views in for this online Consultation is 16 April 2010.

For the consultation in an alternative format, contact Lizzie Goodwin, Partnership Engagement Officer, Community and Corporate Planning Service, Tunbridge Wells Borough Council, Town Hall Royal Tunbridge Wells, TN1 1RS, telephone 01892 554151, email [Lizzie.goodwin@tunbridgewells.gov.uk](mailto:Lizzie.goodwin@tunbridgewells.gov.uk) or contact Michelle Graley, email [Michelle.Graley@tunbridgewells.gov.uk](mailto:Michelle.Graley@tunbridgewells.gov.uk) or telephone 01892 526121.

---

### 3. Pharmacy application - John Wilson Business Park, Whitstable

E-Nova Healthcare Ltd has applied to open an internet / mail order pharmacy based on the John Wilson Business Park in Whitstable. Any comments you wish to make should be submitted to the Kent Primary Care Agency no later than Saturday, 13 February 2010.

For more information contact Linda Gibbs, Kent Primary Care Agency, 11 Station Road Maidstone, ME14 1QH, telephone 01622 655134, email [Linda.gibbs@kpcna.nhs.uk](mailto:Linda.gibbs@kpcna.nhs.uk) or visit the website:  
[www.kentandmedway.nhs.uk/welcome/nhs-organisations/primary-care-agency](http://www.kentandmedway.nhs.uk/welcome/nhs-organisations/primary-care-agency)

---

### 4. Have your say on pharmacies in Kent

Across Kent people are being asked for their views on local pharmacy (chemist) services, so that the primary care trusts can look at the reasons why people use their pharmacy, how easy pharmacies are to access and what services could be provided in pharmacies in the future.

People from across Kent are invited to complete a short survey; however, all the information they provide will remain anonymous and will not be used in any way other than to look at pharmacy service provision.

The survey can be accessed at:  
[westkentpct-consult.limehouse.co.uk/portal/pharmacy](http://westkentpct-consult.limehouse.co.uk/portal/pharmacy)



For more information contact Emma Cain, Public Liaison Officer, NHS West Kent, Medway Wharf Road, Tonbridge, TN9 1RE, telephone 01732 375287, email [Emma.cain@wkpct.nhs.uk](mailto:Emma.cain@wkpct.nhs.uk) or visit the website: [www.westkentpct.nhs.uk](http://www.westkentpct.nhs.uk)

---

## **5. Emergency Mobile Phone Texting (SMS) service**

Have you or someone you know used the Emergency SMS service? If so, the Royal National Institute for Deaf People (RNID) would like your views about how it went.

The pilot for use of the SMS service for contacting emergency services was launched in September 2009 and already over 3,600 people have registered to use it. It aims to improve access to emergency services for deaf, hard of hearing and speech impaired people in the UK. People send a text to 999 where it is passed onto the appropriate emergency service.

It is important to find out if this service works and meets the needs of people with a hearing loss. If it is a success, then the service will be launched during 2010.

To be able to use the service you must register your mobile phone online at: [www.emergencysms.org.uk/](http://www.emergencysms.org.uk/)

Send feedback by email to [technology@rnid.org.uk](mailto:technology@rnid.org.uk) or via the website: [www.emergencysms.org.uk](http://www.emergencysms.org.uk)

For more information contact the Royal National Institute for Deaf People, telephone: 0808 808 0123, textphone 0808 808 9000 or SMS Text 07800 000360.

---

## **6. NHS car parking: Consultation on improving access for patients**

The Department of Health is currently seeking the views of the public on the implementation of free NHS hospital car parking for inpatients.

The consultation document is available for download via the Department of Health website or hard copy upon request. If you would like to have your say, complete the response form and return it to the Department of Health before 23 February 2010.

For more information contact Michael Bellas, NHS Car Parking Consultation, Gateway Review and Estates and Facilities Division (GREFD), Department of Health, Room 3N13, Quarry House, Quarry Hill, Leeds, LS2 7UE telephone 0113 254 5757, email [cpconsultation@dh.gsi.gov.uk](mailto:cpconsultation@dh.gsi.gov.uk) or visit the website: [www.dh.gov.uk/en/Consultations/Liveconsultations/DH\\_110557](http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_110557)

---



## **7. NHS Constitution – have your say**

The NHS Constitution, published in January 2009, brings together the principals, values, rights and responsibilities that underpin the NHS. It is designed to renew and secure the commitment to the enduring principles of the NHS, making sure that it continues to be relevant to the needs of patients, public and staff. It forms the basis for the relationship between staff, patients and the public and ensures everyone knows what they can expect from the NHS and what is expected from them.

This new phase of consultation is about two new rights, future changes to the Constitution and the introduction of Constitution Champions.

The first new right is ‘the right to access services within maximum waiting times or for the NHS to take all reasonable steps to offer a range of alternatives’. This would come into effect in April 2010.

The second new right is ‘the right to a NHS health check every five years for those aged 40 – 74 and the right to see an alternative provider if you are not offered one by the provider you approach’. This would come into effect in 2012.

There are five key areas that need to be considered for future changes within the Constitution and they are evening and weekend access to GPs, access to NHS dentistry, personal health budgets, choosing to die at home and access to key diagnostic tests within a week. Although these areas are identified now, there will be a full consultation carried out before they are incorporated in the Constitution.

The role of local Constitution Champions would empower staff, patients and the public, to inform them of their rights and what to do if their rights are not met. A Champion could sit within each primary care trust but their role could be determined by local need.

It is important that people take this opportunity to have their say about these changes.

For further information or to send a response, contact NHS Constitution, South East Coast Strategic Health Authority, York House, 18 – 20 Massetts Road, Horley, RH6 7DE, email [consultation@southeastcoast.nhs.uk](mailto:consultation@southeastcoast.nhs.uk) or visit the website: [www.constitution.nhs.uk/south\\_east\\_coast](http://www.constitution.nhs.uk/south_east_coast)

More information is available from your local primary care trust.

---

## **8. Personal Care at Home Bill: a Consultation on proposals for regulations and guidance**

The Bill will provide for those with the greatest care needs to be offered free personal care at home.



Existing powers allow local authorities to provide certain community care services free of charge for up to six weeks. The Bill will remove this time limit in respect of personal care at home for those in the greatest need.

The Government estimates that the Bill would help around 400,000 people with care needs and guarantee free personal care for the 280,000 people with the greatest need. The legislation is intended to be the first step towards establishing a new National Care Service.

This Consultation document seeks views on the proposals in the Personal Care At Home Bill to provide free personal care for people living in their own homes as mentioned above. It sets out how the scheme is likely to work and what will be contained in regulations and in guidance.

The Consultation will last from 25 November 2009 until 23 February 2010 but the Department of Health would very much welcome earlier responses if possible to reach them by 26 January 2010.

For more information contact the Personal Care At Home Team, Department of Health, Area 115, Wellington House, 133 - 155 Waterloo Road, London, SE1 8UG or email [personalcareathome@dh.gsi.gov.uk](mailto:personalcareathome@dh.gsi.gov.uk)

To access the following documents:

- consultation document (PDF.352K)
- easy read version (PDF 2866K)
- easy read answers booklet (PDF 670K)
- impact assessment (PDF 4846K)
- equality impact assessment (PDF 104K).

visit the website at:

[www.dh.gov.uk/en/Consultations/Liveconsultations/DH\\_109139](http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_109139)

---

## **9. Invitation to Age Equality Consultation Event**

The Department of Health (DH) launched a consultation on Age Equality in Health and Social Care on 23 November 2009 that invited interested parties to take part.

Four events have now been planned to increase opportunities for consultation involvement to enable the NHS local authorities and other stakeholders to contribute to this consultation and comment on the work in producing a resource pack to support local implementation.

The DH would welcome interest from non-executive directors and members of professional and managerial staff, members of third and independent sector providers



and representatives of the public and campaigning organisations.

The events will be held as follows:

- Friday, 22 January 2010 - Birmingham
- Wednesday, 3 February 2010 - London
- Monday, 8 February 2010 - Leeds.

For bookings or enquiries email [ageequalityevents@dh.gsi.gov.uk](mailto:ageequalityevents@dh.gsi.gov.uk) or telephone Judith Saville on 0117 900 3557.

For more information, contact Emma Benson, Policy Officer, Policy Support Unit, Policy & Strategy Directorate, Department of Health, Age Equality Team, Room 602, Richmond House 79 Whitehall, London, SW1A 2NS, telephone 0207 210 5229 or visit the website:

[www.dh.gov.uk/en/Consultations/Liveconsultations/DH\\_108887](http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_108887)

---

## **10. Consultation on the proposals to implement generic substitution in primary care**

The Medicines, Pharmacy and Industry Division, Department of Health (DH) are holding a 12 week public consultation.

The DH committed to the introduction of generic substitution in primary care in the NHS. The DH now commences its promised consultation on the proposals to implement generic substitution, which will enable pharmacists and other dispensers to fulfil a prescription for a branded medicine by dispensing an equivalent generic medicine.

Further to this, the DH is consulting on three options for the implementation of generic substitution in primary care in England. These options are:

- do nothing
- introduce dispensing flexibility, but with specific exclusions, so that the arrangements do not apply to a selected group of products on an exempt list
- introduce dispensing flexibility, but limiting the scheme in such a way that the arrangements only apply to a selected group of products on a select list.

The consultation will run from 5 January 2010 to 30 March 2010. There will also be consultation events and details of these will be published on the NHS Primary Care Commissioning website at: [www.pcc.nhs.uk/events](http://www.pcc.nhs.uk/events)

For more information contact Beth Foster, Policy Manager - Community Pharmacy, Department of Health, Richmond House, 79 Whitehall, London, SW1A 2NS, telephone

# ***KENT LINK Bulletin***

*Supported by Kent & Medway Networks*

*13 January 2010 - Issue 21*



**a Local Involvement Network**

---

020 797 22922, email [generic.substitution@dh.gsi.gov.uk](mailto:generic.substitution@dh.gsi.gov.uk) or visit the website:  
[www.dh.gov.uk/en/consultations/index.htm](http://www.dh.gov.uk/en/consultations/index.htm)

---

---

## **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)