



## News

### 1. What's going on in the LINK?

#### a) *The future of community hospitals in Kent*

Mark Fittock, LINK participant and currently a member of the LINK's Governors' Group, has recently attended meetings concerning the future of community hospitals in Kent. He represents the LINK on the Health Overview and Scrutiny Committee (HOSC) of the Kent County Council. Sitting on that Committee he has become aware of the concerns of local communities over the future of their local community hospitals. This has been a hot issue in Dover and next month the HOSC will be scrutinising plans that will affect the minor injuries unit at Faversham Cottage Hospital.

Mark would like to broaden the debate over the perceived threats to community hospitals. He would like LINK participants to let him know about:

- their experiences of their local community hospital;
- what services would they like to see provided, and
- whether there are any changes being proposed in their local services and if they are being consulted on these.

Mark needs replies by Friday, 30 April 2010 – make your comments via our website at [www.thekentlink.co.uk](http://www.thekentlink.co.uk) or email at [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk) or telephone at 01303 297050.

#### b) *Lots of opportunities to get involved!*

In this Bulletin there are many opportunities for LINK participants to get involved, through organised events or a range of consultations. For instance:

- Have you been an inpatient or outpatient at a hospital or mental health facility? If so, you could help the LINK prepare its response to the NHS' statement of quality, which is called Annual Quality Accounts. By doing this you could improve the future quality of those services.
- Kent LINK are looking for 'mystery shoppers' to help with the LINK's review of Day Centre services for older people in East Kent.
- LINK participants with an interest in equality and diversity are urged to attend events in the East and West of the County. The purpose is to develop the LINK's network to reach out to those marginalised groups, with a view to improving their access to health and social care services. Contact us if you wish to attend these events in:
  - Ashford - 29 April 2010
  - Tonbridge - 1 May 2010

An invitation giving further details of these events is included with this edition of the Bulletin.

#### c) *New patient rights*

From 1 April 2010 patients will have the right to start consultant-led treatment within



18 weeks of referral for non-urgent conditions, see a specialist within 2 weeks of referral where cancer is suspected, or for the NHS to take reasonable steps to offer a range of alternative providers if this is not possible and the patient requests this. A further right to an NHS Health Check every five years for those aged 40 – 74 will take effect from April 2012.

The Department of Health has also announced the introduction of “Constitution champions” for Primary Care Trusts. These will have a role in upholding the NHS Constitution locally. Clearly LINK participants will have a key role in ensuring that these and other rights set out in the NHS Constitution are upheld.

**d) Chris joins the LINK in the West**

Chris Bostock has joined the LINK as its new LINK Development Worker in West Kent. Chris comes to the LINK from Church in Society where she was an adviser working on dementia and with the hearing impaired. Chris may be contacted by email at [chris@kmn-ltd.co.uk](mailto:chris@kmn-ltd.co.uk) or by telephone on 07976 596410.

**For more information on any of the above news stories, contact Kent & Medway Networks on 01303 297050, email [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk) or visit the Kent LINK website:**

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

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## **2. Investment in community hospitals in Kent**

Kent LINK has asked the Primary Care Trusts (PCTs) in Kent to outline what action they have taken in pursuit of the pledge ‘Our health, our care, our say’ (January 2006) to commit £750million capital for community hospitals over five years.

Developments to community hospitals in West Kent include a new minor injuries unit at Sevenoaks Hospital due for completion this summer, new heating systems at Livingstone and Tonbridge Cottage Hospital and new paediatric audiology services at Gravesham Community Hospital and Sevenoaks Hospital.

In East Kent investments have been made to improve and modernise community hospitals in areas such as infection control, public environment and health and safety as well as a new operating theatre at the Queen Victoria Memorial Hospital in Herne Bay.

For more information contact Sophie Swain, Kent LINK Project Worker, KMN, Unit 24, Folkestone Enterprise Centre, Shearway Road, Folkestone, CT19 4RH, email [sophie@kmn-ltd.co.uk](mailto:sophie@kmn-ltd.co.uk) or telephone 07814 427281 / 01303 297050.

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## **3. LINK participant opportunity -Transport for Health Working Group (THWG) in East Kent**

An opportunity has arisen for three LINK participants to work with the Transport for



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Health Working Group (THWG) in East Kent

The main purpose of the THWG is to facilitate effective communication between 'transport for health' stakeholders across the NHS Eastern and Coastal Kent area, including specific links with Medway and West Kent. This partnership service improvement group will collaborate to deliver the NHS Eastern and Coastal Kent Non Emergency Transport Action Plan.

The focus for the group will be all patient transport services, community transport schemes, and public transport, with service improvement being the cornerstone of the partnership work.

The opportunities include working with the group on specific groups as well as representing the LINK on that group.

For more information contact Louise Murrell, Unit 24, Folkestone Enterprise Centre, Shearway Road, Folkestone, CT19 4RH, telephone 07976 596797, email [louise@kentlink.org](mailto:louise@kentlink.org) or visit the website: [www.thekentlink.co.uk](http://www.thekentlink.co.uk)

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#### **4. Mystery Shoppers required in East Kent!**

Mystery shopping opportunities have arisen in the East Kent area as part of a project which the Kent LINK is currently undertaking looking at service provision for Older People. The project's aim is to identify how service users and potential service users need day services to develop for the future to better meet their needs. Part of the project will involve mystery shoppers attending day services in East Kent posing as a potential client or as someone visiting on behalf of a potential client to look at quality, variety, accessibility and availability of services, standards of facilities and customer care.

If you wish to participate in this activity there will be a briefing session on Tuesday, 4 May 2010 between 10.00am – 1.00pm at St Mary Bredin Hall, Canterbury, CT1 3JN to give more information about the project and the mystery shopper process.

Refreshments will be available and lunch will be served from 12.30pm. Places are limited and will be allocated on a first come, first served basis.

If you cannot attend the briefing session but you still want to be a Mystery Shopper, don't worry – get in touch anyway, we still want you to be involved.

For more information or to book your place contact Sophie Swain, Kent LINK Project Worker, KMN, Unit 24 Folkestone Enterprise Centre, Shearway Road, Folkestone, CT19 4RH, email [sophie@kmn-ltd.co.uk](mailto:sophie@kmn-ltd.co.uk) or telephone 07814 427281 / 01303 297050.



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## **5. General Medical Council (GMC) visit Maidstone and Tunbridge Wells NHS Trust**

David Morris, Kent LINK participant, attended a meeting hosted by Maidstone and Tunbridge Wells NHS Trust and found the discussion was well worth his time.

David explained: "Peter Rubin of the GMC gave an outline of the structure, duties and function of the GMC. Their main purpose is to regulate doctors and protect the public by setting standards, regulations and to provide education which is reviewed regularly. The GMC's governing body comprises of 50% doctors and 50% appointed lay members, so is not an exclusive club for doctors. An assessment of performance takes place every year and revalidation of qualifications takes place every five years.

One point in particular came up in discussion, the question of doctors being able to speak a fluent level of English. The test of that used to be the responsibility of the GMC, however, under EEC Regulations, Government placed the testing of language under the duties of trusts and the GMC would like to have this responsibility given back to them."

For more information contact General Medical Council, Regent's Place, 350 Euston Road, London NW1 3JN, telephone 0161 923 6602 or visit the website: [www.gmc-uk.org/about/index.asp](http://www.gmc-uk.org/about/index.asp)

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## **6. Free bus to Estuary View Medical Centre**

Patients and visitors to Estuary View Medical Centre, Community Pharmacy and Minor Injuries Unit will benefit from a free bus which will stop right outside.

Tesco Whitstable has agreed to extend its free bus service to Estuary View and will serve the centre 10 times a day Tuesday to Fridays.

The issue of access to the Estuary View estate has been raised on many occasions both with the LINK, the Medical Practice, Kent County Council and Stagecoach but no solution could be found.

The new service was launched on Tuesday, 2 March 2010.

For more information contact Customer Services, Tesco Whitstable Extra, Millstrood Road, Whitstable, CT5 3EE, telephone 0845 677 9720 or Estuary View Medical Centre, Boorman Way, Whitstable, CT5 3SE, telephone 01227 284300.

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## **7. Standardising eligibility for patient transport**

The Primary Care Trusts (PCTs) across the South Coast region have been working together to produce a standardised patient transport eligibility criteria under the guidance of the Strategic Health Authority.



The review of the criteria carried out nationally set down a framework for eligibility criteria across the UK. It is this framework that has been used by the PCTs to ensure that wherever you live in Kent and Medway the eligibility criteria for using patient transport services is the same.

The standardised criteria were put out on a very limited consultation period but the LINKs were able to provide some comments via its Patient Transport representative.

The comments submitted will be available on the LINK's website shortly:  
[www.thekentlink.co.uk](http://www.thekentlink.co.uk)

For more information contact, Louise Murrell, Kent LINK Development Worker, Unit 24, Folkestone Enterprise Centre, Shearway Business Park, Shearway Road, Folkestone, CT19 4RH, email [louise@kentlink.org](mailto:louise@kentlink.org) or telephone 01303 297050 / 07976 596797.

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## 8. Patients beware – bogus callers

Bogus callers have been contacting patients by telephone giving the impression they are from the NHS or GP surgery. They then discuss medication with patients, say they are carrying out a review and recommend alternatives. The bogus callers then ask for credit card details to pay for the new medication.

One patient has already fallen victim and lost nearly £180 from her account.

The NHS is reassuring patients that they would NOT ask for a patient's credit card details over the telephone.

If you are suspicious of a caller DO NOT give out personal details but do contact the Police.

For more information contact Julia Rogers, Communications and 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)

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## 9. Chief of NHS Eastern and Coastal Kent to lead Surrey health services

Ann Sutton, Chief Executive of NHS Eastern and Coastal Kent, has taken up the post of Interim Chief Executive of NHS Surrey.

The move is temporary while NHS Surrey recruits a permanent appointment to replace the outgoing chief executive.

David Meikle, Deputy Chief Executive at NHS Eastern and Coastal Kent, will step up to



become Acting Chief Executive.

For more information contact Glynis Alexander, Deputy Director of Communications and Citizen Engagement, NHS Eastern and Coastal Kent, Brook House, John Wilson Business Park, Whitstable, CT5 3DD, telephone 01227 791165, email [Glynis.alexander@eastcoastkent.nhs.uk](mailto:Glynis.alexander@eastcoastkent.nhs.uk) or visit the website: [www.easternandcoastalkent.nhs.uk](http://www.easternandcoastalkent.nhs.uk)

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## **10. Tunbridge Wells District Partnership Group (TWDPG) has two new Co-Chairs!**

On 8 March 2010 Lynne Weatherly and Chris Perry agreed to become the two new Co-Chairs for Tunbridge Wells District Partnership Group.

The Co-Chairs are voluntary posts, which are the leadership and figureheads of the TWDPG.

Chris Perry has been working in the charity sector for the past 15 years. He can be contacted at [chris.twdpg@tiscali.co.uk](mailto:chris.twdpg@tiscali.co.uk)

Lynne Weatherley has been working in the field of learning disabilities for 25 years in the local area. She has a small care home in Tunbridge Wells and a community support agency both of which support people with a learning disability. She can be contacted at [lm.weatherly@btinternet.com](mailto:lm.weatherly@btinternet.com)

The TWDPG is a group of like minded professionals, carers and people who are interested in learning disabilities. They come together to enable people with a learning disability to:

- have a voice
- share their views
- assist in changing local and national policies regarding all aspects of people with a learning disability.

The TWDPG follow and promote 'Valuing People Now' and support organisations, agencies and local councils to help this become a reality today

If you would like more information contact TWDPG, PO Box 453, Tunbridge Wells, TN2 9PH, telephone 07806 632262, email [info.twdpg@gmail.com](mailto:info.twdpg@gmail.com) or visit the website: [www.twdpg.org](http://www.twdpg.org)

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## **11. Change of pharmacy ownership approved**

The Manor (Broadstairs) Ltd pharmacy situated at 73-75 High Street, Broadstairs has been granted permission for a change in ownership. The new owners are Pierremont



Pharmacy Limited.

For more information contact Debra Bell, Kent Primary Care Agency, 11 Station Road, Maidstone, ME14 1QH, telephone 01622 655036, email [Debbie.bell@kpca.nhs.uk](mailto:Debbie.bell@kpca.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/)

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## **12. Pharmacy application approved - Deal**

The Pharmaceutical Regulations Committee have approved an application for Canterbury Pharmacies Ltd's preliminary consent Change of Premises application to relocate their pharmacy from 17 Queen Street, Deal to The New Health Centre Development, St Richards Road, Deal.

For more information contact Debra Bell, Pharmacy Contracts Office, Kent Primary Care Agency, 11 Station Road, Maidstone, ME14 1QH, telephone 01622 655036, email [Debbie.bell@kpca.nhs.uk](mailto:Debbie.bell@kpca.nhs.uk) or visit the website:

[www.kentandmedway.nhs.uk/welcom/nhs-organisations/primary-care-agency](http://www.kentandmedway.nhs.uk/welcom/nhs-organisations/primary-care-agency)

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## **13. More NHS support for carers in West Kent**

NHS West Kent has launched a new pilot programme to improve NHS support for carers. The scheme is one of only seven in the country after NHS West Kent successfully bid to run the one-year pilot in partnership with voluntary organisations. As part of the pilot, new dedicated staff will now work directly with carers in the area to boost the help they get from the health service.

For more information contact Caroline Burrington, NHS West Kent, Wharf House, Medway Wharf Road, Tonbridge, TN9 1RE, email [Caroline.burrington@wkpct.nhs.uk](mailto:Caroline.burrington@wkpct.nhs.uk) or telephone 01732 375200.

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## **14. 'State of Healthcare' in West Kent**

NHS West Kent has recently commissioned a research agency to conduct the first phase of a large scale project, entitled 'State of Healthcare'. This project will provide evidence based intelligence on West Kent's population, in terms of understanding attitude towards, usage and opinions of healthcare, as well as focused measures around patient experience and outcomes.

The outcome of the research will be published in the summer of 2010.

For more information contact Vicky Dyer, NHS West Kent, Wharf House, Medway Wharf Road, Tonbridge, TN9 1RE, telephone 01732 375290, email [Victoria.dyer@wkpct.nhs.uk](mailto:Victoria.dyer@wkpct.nhs.uk) or visit the website:

[www.westkentpct.nhs.uk/Have\\_Your\\_Say](http://www.westkentpct.nhs.uk/Have_Your_Say)



## **15. Young people in Maidstone offered Chlamydia home testing kits**

Letters describing the different ways of getting tested for Chlamydia will be landing on the doormats of thousands of young people in Maidstone. The mail-out is part of NHS West Kent's drive to make it easier for all 18 – 24 year-olds to be tested for this potentially very harmful infection. Young people will have the option of texting, phoning, emailing, writing or visiting a website to request a home testing postal kit.

For more information contact Ann Garner, NHS West Kent, Wharf House, Medway Wharf Road, Tonbridge, TN9 1RE, telephone 01622 713096 or visit the website [www.whatsinyourpants.co.uk](http://www.whatsinyourpants.co.uk)

## **16. 24 / 7 emergency treatment for heart attack patients**

A new service for those suffering the most severe kind of heart attack has been launched across Kent and Medway.

Currently patients who suffer a heart attack are given thrombolysis, the injection of a clot busting drug, but those patients who have near complete blockage of their artery will now be taken to the William Harvey Hospital to have a procedure (known as primary angioplasty) to unblock an artery carrying blood to the heart. Under local anaesthetic, a small balloon is inserted via an artery in the groin or arm and guided to the blockage. Once in place, the balloon is inflated and removed, leaving behind a rigid 'stent' which allows blood to flow through.

The first patient, a 51 year old male from Deal, was treated successfully after making a 999 call, and is now recovering well.

For more information contact Corrine Stewart, Senior Service Improvement Project Manager, Kent Cardiovascular Network, Preston Hall, London Road, Aylesford, ME20 7NJ, telephone 01622 710161, email [corrine.stewart1@kentmedway.nhs.uk](mailto:corrine.stewart1@kentmedway.nhs.uk) or visit the website: [www.kentcvn.nhs.uk](http://www.kentcvn.nhs.uk)

## **17. Crossroads merge offices**

The merger of Maidstone and North West Kent Crossroads and Weald of Kent Crossroads has now been completed. Both teams now work together in one location.

For more information contact Irene Jeffrey, Crossroads Care West Kent, Unit 1A, Mereworth Business Centre, Danns Lane, Watlington, ME18 5LW, telephone 01622 817114, email [irene.jeffrey@crossroadswestkent.org.uk](mailto:irene.jeffrey@crossroadswestkent.org.uk) or visit the website: [www.crossroadswestkent.org.uk](http://www.crossroadswestkent.org.uk)



## **18. Calling all carers!**

A carer's reference group is being set up by Kent Adult Social Services to provide support, information and guidance to carers. It also aims to ensure the needs and wishes of carers are discussed and represented.

For more information contact Kent Adult Social Services, Brenchley House, County Hall, Maidstone, ME14 1RF, telephone 01622 696258, email [kentcarers@kent.gov.uk](mailto:kentcarers@kent.gov.uk) or visit the website:

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

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## **19. Duty of Candour**

Action against Medical Accidents (AvMA) - the charity which promotes patient safety and supports people affected by medical accidents - is proposing a practical and pragmatic way of introducing a legal Duty of Candour about harm caused in healthcare. This is a legal requirement to practice being open and honest with patients or their next of kin when harm is caused.

The proposal is to introduce this duty as a requirement in the regulations covering registration with the Care Quality Commission (CQC) in England and in the Healthcare Standards for Wales (and the equivalent bodies in the rest of the UK). This would mean that any organisation registered to provide healthcare would have a corporate Duty of Candour. Failure to demonstrate compliance could result in refusal or removal of registration, fines, and / or requirements to take remedial action.

For more information, contact Action against Medical Accidents (AvMA), 44 High Street, Croydon, Surrey, CR0 1YB, telephone Helpline: 0845 123 23 52, email [advice@avma.org.uk](mailto:advice@avma.org.uk) or visit the website:

[www.avma.org.uk](http://www.avma.org.uk)

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## **20. Major Trauma Improvement Forum**

You may be aware that major trauma is the leading cause of death among those under forty years and particularly affects younger people. In light of this a Major Trauma Improvement Forum has been launched and can be accessed at:

[www.majortrauma.net](http://www.majortrauma.net)

The aim is to give patients, families, carers and professionals, as well as organisations or groups an opportunity to influence the improvement of major trauma care.

Participating in the forum will involve responding to no more than four brief online surveys over April and May but there are other opportunities to take part if you would like to be more involved.

For more information contact Tim Vanson, Major Trauma Improvement Forum, Office



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for Public Management (OPM) 252B Gray's Inn Road, London, WC1X 8XG, telephone 020 7239 7806, email [TVanson@opm.co.uk](mailto:TVanson@opm.co.uk) or visit the website: [www.majortrauma.net](http://www.majortrauma.net)

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## **21. Dignity Champions**

It is every person's human right to be treated with respect and dignity.

In 2006, the Department of Health launched the Dignity in Care Campaign, aimed to stimulate a national debate around dignity in care and create a healthcare system where there is zero tolerance of abuse and disrespect of patients.

Members of staff at NHS Eastern and Coastal Kent Community Services have been signing up as Dignity Champions within the community hospitals and have been out and about in the community to raise awareness of dignity in care, share good practice, transform services to provide more dignified care and to encourage local people to get involved.

If you would like more information about dignity champions, contact Molly Maenzanise, Quality Improvement Support Manager, Quality Improvement Support Service, NHS Eastern and Coastal Kent Community Services, Faversham Hospital, Stone Road, Faversham, ME13 8PS, telephone 01795 562062, email [Molly.Maenzanise@eastcoastkent.nhs.uk](mailto:Molly.Maenzanise@eastcoastkent.nhs.uk) or visit the website: [www.eckcommunityservices.nhs.uk/main-menu-pages/additional-information/privacy-and-dignity.aspx](http://www.eckcommunityservices.nhs.uk/main-menu-pages/additional-information/privacy-and-dignity.aspx)

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## **22. Parkinson's Disease Society is changing its name to Parkinson's UK**

On Thursday, 8 April 2010 the Parkinson's Disease Society will be changing its name to Parkinson's UK.

New ambitious plans for the next five years will focus on delivering their commitment to changing attitudes to Parkinson's, it will also give people affected by Parkinson's a stronger, more united, voice.

For more information contact Jane Renshaw, telephone 0844 225 3660, email [jrenshaw@parkinsons.org.uk](mailto:jrenshaw@parkinsons.org.uk) or visit the website: [parkinsons.org.uk/ourstory](http://parkinsons.org.uk/ourstory)

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## **23. Care Quality Commission (CQC) registration system now in place for NHS trusts**

As of 1 April 2010, all NHS trusts have to be registered with the CQC by law to provide care. To be registered, trusts have had to show they meet new essential standards of



quality and safety, which the regulator will constantly monitor. The new standards cover important issues for patients such as treating people with respect, involving them in decisions about care, keeping clinical areas clean and ensuring services are safe.

Trusts which do not meet all of the new standards are registered subject to conditions laid out by the regulator. There are two trusts in Kent and Medway which have been registered with conditions, Kent and Medway NHS and Social Care Partnership Trust and Medway NHS Foundation Trust. To find out more about these conditions visit: <http://www.cqc.org.uk/findcareservices.cfm>

In October 2010, the new registration system will be extended to cover independent healthcare and adult social care providers, which are currently registered with CQC under a different system. For the first time, all these organisations will have to comply with a common set of essential standards.

From April 2011, the registration system will cover dentists and private ambulances and from April 2012, it will include primary medical care services such as GPs and private midwives.

For more information contact the Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA, telephone 03000 61 61 61, email [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or visit the website: [www.cqc.org.uk](http://www.cqc.org.uk)

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## Events

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

### 1. Conference for those who are sensory impaired

Kent County Council are hosting a conference on Wednesday, 28 April 2010 at Oakwood House, Maidstone for deaf, deafblind and sight impaired people living in Kent. At the event there will be a marketing place for organisations who support sensory impairment to display new technology and equipment to help individuals in their daily lives.

For more information contact Jo Frazer, Kent Sensory Services, Kent Adult Social Services, Brenchley House, 123-135 Week Street, Maidstone, ME14 1RF, telephone 01622 696235 / 07912 59722, text phone 08458 247905, fax 01622 221751 or email [Jo.Frazer@kent.gov.uk](mailto:Jo.Frazer@kent.gov.uk)

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## **2. Canterbury District Disability Forum**

The first meeting of a new disability forum will be taking place on Friday, 23 April 2010 at the Marine Hotel, Tankerton, Whitstable, CT5 2BE as follows:

- 10.00am Coffee and registration
- 10.30am Speakers and table discussions about setting up the forum, what its focus and functions will be, how it will develop and how often it will meet
- 12.30pm Buffet lunch.

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

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## **3. NHS Medway needs you! Become a Governor at Medway Maritime Hospital**

Would you like to help the hospital become the hospital of choice in the Medway area? Could you give eight to ten hours a month to contribute to meetings and have a real say in what the hospital is doing? If so, why not put yourself forward for the role of Governor at Medway Hospital! Medway Maritime need two Governors to represent Medway, two to represent Swale and one to represent the rest of England and Wales. Only members can be a Governor at the Hospital and you need to live in the constituency you apply for, so if you are not already a member please sign up online at: [www.medway.nhs.uk](http://www.medway.nhs.uk).

The election process begins in April 2010 and new Governors will start in July, but Medway Maritime would like to hear from you now if you are interested. If you are not sure and would like to find out more, information sessions are being held on Tuesday, 20 April 2010 at 6.30pm or Thursday, 22 April 2010 at 2.00pm in the Post Graduate Centre at Medway Maritime Hospital, Windmill Road, Gillingham, ME7 5NY. Book your place now by calling the membership office directly on 01634 825292 or emailing Kristy de Robeck, Member and Governor Lead, by email [kristy.derobek@medway.nhs.uk](mailto:kristy.derobek@medway.nhs.uk). More details about the role of a Governor are available on the website.

For more information contact Kristy de Robeck, Medway NHS Foundation Trust, Medway Maritime Hospital, Windmill Road, Gillingham, ME7 5NY, telephone 01634 825292, email [kristy.derobek@medway.nhs.uk](mailto:kristy.derobek@medway.nhs.uk) or visit the website: [www.medway.nhs.uk](http://www.medway.nhs.uk)

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## **4. Regional Action and Involvement South East (RAISE) - Every Contribution Matters event**

RAISE and other organisations are supporting the VCS, Children's Trust and partners to



maximise outcomes for children, young people and their families and their communities into a new era. An event will be held on Wednesday, 28 April 2010 at the Holiday Inn Hotel, Guilford, Surrey, GU2 7XZ from 10.15am to 3.30pm to consider the key themes of Early Intervention and Prevention, Safeguarding, Commissioning and Integrated Working.

There will be an opportunity to hear the early messages from the Every Contribution Matters research to look at best practice.

For more information contact John Slater, RAISE, Bridge House, 1 Walnut Tree Close, Guilford, Surrey, GU1 4UA, telephone 01483 885264, email [john@raise-networks.org.uk](mailto:john@raise-networks.org.uk) or visit the website: [www.raise-networks.org.uk/index.cfm](http://www.raise-networks.org.uk/index.cfm)

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## **Consultations**

### **1. Kent LINK to work with Kent and Medway NHS and Social Care Partnership Trust**

The LINK is aiming for greater involvement in the work of the Kent and Medway NHS and Social Care Partnership Trust.

The LINK would like to hear from participants who have an interest in mental health as to how service users can develop this relationship and become active with the work of the Trust.

To express an interest in attending a workshop in May, or to give your views in another way, contact Cate Boland, LINK Development Worker, KMN, Unit 24 Folkestone Enterprise Centre, Shearway Road, Folkestone, CT19 4RH, email [cate@kentlink.org](mailto:cate@kentlink.org) or telephone 07976 596709 / 01303 297050.

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### **2. LINK equality and diversity workshops**

Working with Kent and Medway NHS and Social Care Partnership Trust, two lively and fun workshops are planned to give people who are seldom heard the opportunity for more direct and effective engagement. It will be an opportunity for the LINK to learn from you and for you to learn from other seldom heard groups.

The events will be held on:

- Thursday, 29 April 2010 at Ashford International House, Dover Place, Ashford, TN23 1HU from 11.00am to 1.00pm



- Saturday, 1 May 2010 at Angel Centre, Angel Lane, Tonbridge, TN9 1SF from 11.00am to 1.00pm.

Lunch will be provided at both events.

For more information or to book your place, contact Cate Boland, LINK Development Worker, KMN, Unit 24 Folkestone Enterprise Centre, Shearway Road Folkestone, CT19 4RH, email [cate@kentlink.org](mailto:cate@kentlink.org) or telephone 07976 596709 / 01303297050.

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### **3. Have your say! Patient transport services in Kent and Medway**

The Kent and Medway LINK's are offering people the opportunity to have their say and share their experiences about patient transport services. The survey is online and can be accessed at:

[www.surveymonkey.com/s/CD5QHDY](http://www.surveymonkey.com/s/CD5QHDY)

The closing date for responses is Friday, 30 April 2010.

This survey is part of the LINK's 'Access (transport) to Health Services' project which will conclude in May 2010.

If you would like a paper version of the survey or more information contact Louise Murrell, Kent LINK Development Worker, Unit 24, Folkestone Enterprise Centre, Shearway Road, Folkestone, CT19 4RH, telephone 07976 596797 or 01303 297050, email [louise@kentlink.org](mailto:louise@kentlink.org) or visit the website:

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

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### **4. LINK participants wanted for consultation on Annual Quality Accounts**

Following last year's work on the Annual Health Check, the Kent LINK is collaborating with Canterbury Christ Church University to provide a collective response to local acute, mental health and ambulance trusts on their Annual Quality Accounts, which report to the public on the quality of health care services they deliver.

The LINK is looking for participants to contribute to this work. If you have been an inpatient or outpatient at a hospital or mental health facility or have had experience of the ambulance service in the last 12 months and would like to have the opportunity to give your feedback for incorporation in the collective LINK response then the researchers at Christ Church University would like to hear from you.

The work is due to commence very shortly so please contact Sophie Swain as soon as possible if you wish to take part or if you have any further queries.

If you would like more information about the Quality Accounts, visit the website:



[www.dh.gov.uk/en/Healthcare/Highqualitycareforall/Qualityaccounts/DH\\_098449](http://www.dh.gov.uk/en/Healthcare/Highqualitycareforall/Qualityaccounts/DH_098449)

For more information contact Sophie Swain, Kent LINK Project Worker, KMN, Unit 24 Folkestone Enterprise Centre, Shearway Road, Folkestone, CT19 4RH, email [sophie@kmn-ltd.co.uk](mailto:sophie@kmn-ltd.co.uk) or telephone 07814 427281 / 01303 297050.

## 5. Have your say - your choice of GP Practice

Last September, the Secretary of State for Health announced the Government's intention to abolish the current system of GP practice boundaries and highlighted action Primary Care Trusts (PCTs) could take to better enable patients to register at a GP practice of their choice. A public consultation has been launched as to how a system that enables patients to have a wider more meaningful choice of GP practice can be put in place.

The proposed approach is:

- **Option A:** to allow people to register with any practice in England with an open list, but to have a simple set of rules or principles to distinguish between patients who are registering locally (for whom the local practice should retain the duty to provide or arrange home visits where necessary) and patients who are registering further away from home (for whom the PCT covering the patient's home would be responsible for providing home visits).

The three alternative options also being considered – on which the Department of Health is inviting comment – are:

- **Option B:** to maintain the requirement for GP practices to provide or arrange home visits for all patients on their list, regardless of where they live
- **Option C:** to allow people to register with two separate GP practices ('dual registration')
- **Option D:** to remove all home visiting obligations from GP practices and make PCTs responsible for establishing home visiting arrangements.

Online responses are encouraged but if you wish to respond in writing please send your comments to Your Choice of GP Practice, Primary Medical Care, Department of Health, 2E42 Quarry House, Quarry Hill, Leeds, LS2 7UE.

The consultation may be accessed at:

[www.gpchoice.dh.gov.uk](http://www.gpchoice.dh.gov.uk)

## 6. Improving mental health - people's views needed

A new strategy, called 'Live It Well', is being developed to improve mental health across Kent and Medway. Live It Well covers 2010 - 2015 and focuses on ensuring that people with mental health needs get the care they need. It also sets out a vision for promoting mental health and well-being, intervening early and providing personal care when

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people develop problems and focusing on helping people to recover.

The NHS wants the public to comment on the draft strategy. An online questionnaire, summary and full version of the draft strategy is available at: [www.medwaypct.nhs.uk/liveitwell](http://www.medwaypct.nhs.uk/liveitwell)

The deadline for comments is Friday, 7 May 2010.

For more information contact Claire Martin, NHS Medway, Fifty Pembroke Court, Chatham, ME4 4EL, telephone 01634 335210, email [engagement@medwaypct.nhs.uk](mailto:engagement@medwaypct.nhs.uk) or visit the website: [www.medwaypct.nhs.uk/liveitwell](http://www.medwaypct.nhs.uk/liveitwell)

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## **7. Pharmacy application Maidstone**

Tesco Superstore has applied to open a new pharmacy at Grovewood Drive, Weavinging Maidstone, ME14 5TQ. Any comments you wish to make should be submitted no later than Friday, 30 April 2010.

For more information contact Debra Bell, Kent Primary Care Agency, 11 Station Road, Maidstone, ME14 1QH, telephone 01622 655036, email [Debra.bell@kpca.nhs.uk](mailto:Debra.bell@kpca.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)

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## **8. Pharmacy major relocation application – Margate**

Rowlands Pharmacy has applied to relocate from their current address at 57 - 59 Upper Dane Road, Margate to Northdown Surgery, St Anthony's Way, Cliftonville.

Comments on this application are invited by Sunday, 23 May 2010.

For more information contact Debra Bell, Pharmacy Contracts Office, Kent Primary Care Agency, 11 Station Road, Maidstone, ME14 1QH, telephone 01622 655036, email [Debbie.bell@kpca.nhs.uk](mailto:Debbie.bell@kpca.nhs.uk) or visit the website: [www.kentandmedway.nhs.uk/welcom/nhs-organisations/primary-care-agency](http://www.kentandmedway.nhs.uk/welcom/nhs-organisations/primary-care-agency)

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## **9. New pharmacy application for Dashwood House Surgery - Ramsgate**

Kent Primary Care Agency has received a preliminary application from Manor (Broadstairs) Ltd for a pharmacy at Dashwood House Surgery, 156-162 Grange Road, Ramsgate.

Comments are invited on this application by Sunday, 23 May 2010.



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There is a separate application currently out on consultation for the same site by Lloyds Pharmacy, the deadline for comments on this application has been extended to Sunday, 23 May 2010. Further information is available from Kent Primary Care Agency.

For more information contact Sheilagh Jeffery, Pharmacy Contracts Manager, Kent Primary Care Agency, 11 Station Road, Maidstone, ME14 1QH, telephone 01622 655133, email [sheilagh.jeffery@kpca.nhs.uk](mailto:sheilagh.jeffery@kpca.nhs.uk) or visit the website: [www.kentandmedway.nhs.uk/welcom/nhs-organisations/primary-care-agency](http://www.kentandmedway.nhs.uk/welcom/nhs-organisations/primary-care-agency)

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## **10. Pharmacy application - Sittingbourne**

Asda Stores Ltd has applied to open a new pharmacy at Mill Way Trinity Trading Estate Sittingbourne. Any comments you wish to make should be submitted to the Kent Primary Care Agency no later than Friday, 30 April 2010.

For more information contact Sheilagh Jeffrey, Kent Primary Care Agency, 11 Station Road, Maidstone, ME14 1QH, telephone 01622 655133, email [Sheilagh.jeffrey@kpca.nhs.uk](mailto:Sheilagh.jeffrey@kpca.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)

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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)