



In your Bulletin this month:

Page No

LINK activities – find out more, get involved

- | | | |
|-----------|--|----------|
| 1. | A voice for Equality and Diversity – workshop in Margate | 2 |
| 2. | Priorities Panel – latest issues | 2 |
| 3. | Drop in on the Kent LINK in Maidstone, Dover and Dartford | 3 |
| 4. | New project – ‘Barriers to cervical screening’ | 3 |
| 5. | Kent people have their say on NHS Quality Accounts 2010 | 4 |

Notices – for action or information

- | | | |
|-----------|--|----------|
| 1. | NHS Eastern & Coastal Kent asks - What makes ‘Good Care’? | 5 |
| 2. | Living well with dementia – T Wells Mental Health Forum | 5 |
| 3. | Dementia care training day – Canterbury | 5 |
| 4. | Patient and public representatives needed in East Kent | 6 |
| 5. | Moderators for mental health online forums in East Kent | 6 |
| 6. | Vetting and Barring Scheme registration halted | 7 |
| 7. | New films for carers available on YouTube | 7 |
| 8. | You choose which hospital you want to go to | 8 |



LINK activities – find out more, get involved

To register your interest or to find out more about any of the activities listed here contact the Kent LINK office.

1. A voice for Equality and Diversity – workshop in Margate

Meeting: Thursday, 29 July 2010

We need you to help the Kent LINK make sure all communities can equally influence health and social care services. Come along to our free event and workshop to let us know your views on how we can ensure everyone is listened to.

The event will be held on Thursday, 29 July 2010 from 10.00am to 3.00pm at the Winter Gardens, Fort Crescent, Margate, CT9 1HX.

For more information and to book your place, contact the Kent LINK office.

2. Priorities Panel – latest issues

Action: by Friday, 30 July 2010

The following issues have been raised with the Kent LINK:

1. Fracture Clinic at Darent Valley Hospital - the LINK is asked to take up the following issues:

- staffing / resourcing including peaks in demand and holiday cover for clinical staff
- the length of appointments due to the process by which the patient's X-ray request is raised
- the environment of the clinic and keeping patients better informed about the progress of the clinic.

2. East Kent Hospitals University NHS Foundation Trust outpatient appointment system - patients have arrived at appointments to be informed that these appointments have been cancelled or have had follow up appointments missed due to them getting 'lost in the system'. The LINK is asked to take up the following issues in relation to this:

- preventing unnecessary journeys if an appointment is cancelled
- ensuring appointments are made at the most convenient time for the patient
- re-booking cancelled appointments
- appointments being made for dates when patients have said they are not available
- block booking of patients at clinics
- venues for day surgery
- system of keeping the patient's notes with the patient
- clinic details on patient letters could be better presented to prevent patients going to the wrong place.

3. Ophthalmology Clinic at William Harvey Hospital - the following issues have been reported:

- long wait to receive appointments
- appointments running very late

- equipment and test results missing during appointments, making it more difficult to make a full diagnosis.

If you have experience of any of these issues which you would like to share, or if you would like to make a comment as to what action should be taken by the LINK, contact Sophie Swain, telephone 01303 297050 / 07814 427281, email sophie@kmn-ltd.co.uk or contact the Kent LINK office.

3. Drop in on the Kent LINK in Maidstone, Dover and Dartford

Action: volunteers needed

We need your help to man the desks and talk to visitors at our new regular sessions at three community locations across Kent. We are encouraging people to come along and talk to us to:

- find out more about the LINK
- find out what projects are being run
- discover how they can get more involved
- raise an issue or concern about a health and / or social care service or facility.

Visitors are welcome to just drop in or can make an appointment in advance – maybe to meet with other LINK participants who have similar interests or concerns.

Location	Session	Development Worker
Maidstone Gateway King Street Maidstone ME15 6JQ	Starting on: Wednesday, 14 July 2010 1.00pm – 5.30pm and then fortnightly	Cate Boland (Mid Kent) 07976 596709
Dover Gateway Castle Street Dover CT16 1PD	Starting on: Wednesday, 21 July 2010 9.00am – 12.00noon and then fortnightly	Louise Murrell (East Kent) 07976 596797 Richard Beckwith (East Kent) 07969 468507
St Edmunds Church Temple Hill Dartford DA1 5ND	Starting on: Wednesday, 7 July 2010 9.30am – 1.00pm and then weekly	Chris Bostock (West Kent) 07976 596410

If you are interested in volunteering to help promote the LINK at any of these sessions training and support will be provided and expenses covered. For more information please contact the Kent LINK office.

4. New project – Barriers to cervical screening in West Kent

Meeting: Wednesday, 4 August

NHS West Kent have raised concerns that in some areas of West Kent up to 30% of women aged between 25 and 29 years old are not taking up the invitation to attend cervical screening.

The Kent LINK is looking for people with an interest in women's health to take part in a new project to investigate what barriers there might be for these women in attending screening, so that these can be addressed in order to increase uptake in this age group.

There will be a meeting to set up a LINK project group for this work on Wednesday, 4 August 2010 at NHS West Kent, Wharf house, Medway Wharf Road, Tonbridge, TN9 1RE. Expenses may be claimed from the LINK for attendance at the meeting.

Please contact Sophie Swain to confirm your attendance or, if you if you are unable to attend the meeting but would still like to take part in the project, email sophie@kmn-ltd.co.uk or telephone 01303 297050 / 07814 427281.

5. The people of Kent have their say in NHS Quality Accounts 2010

Information: LINK response

Every hospital, mental health and ambulance trust has produced a report, called a Quality Account, for 2009 / 2010 to show patients what is being done well and outline where improvements are needed. Feedback from local people on these reports was organised by Kent LINK with the help of Canterbury Christ Church University.

To find out what people really thought of the priorities identified by each local trust 46 people were interviewed and 17 focus groups were carried out across Kent. This information was used to put together a 500 word statement from the LINK to each trust which the Government ruled must be included in each of the accounts when they were published at the end of June.

As a result the LINK has already met with Dartford and Gravesham NHS Trust to discuss this year's commentary and hopes to bring representatives from all of the trusts together to reflect on the process.

You can find summary reports of the work which was carried out by LINK and links to the full Quality Account documents at:
www.thekentlink.co.uk/information-on-health-and-social-care-in-kent.html

If you would like a hard copy of the LINK summary reports, contact the Kent LINK office. To obtain a hard copy of the full Quality Account document please contact the relevant trust.

Planning will commence shortly for next year's commentary. If you like to be part of the project group for this work, contact Sophie Swain by email sophie@kmn-ltd.co.uk or telephone 01303 297050 / 07814 427281.

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



Notices – for information or action

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

1. NHS Eastern & Coastal Kent asks - What makes 'Good Care'?

Meeting: Tuesday, 3 August 2010

NHS Eastern and Coastal Kent are inviting patients and carers with experience of lung disease (COPD), indigestion, stroke, skin cancer or abnormal vaginal bleeding to attend a citizen panel event on Tuesday, 3 August 2010 from 10.00am to 3.00pm at Augustine House, Christchurch University, Canterbury.

The event will give you the opportunity to learn more about care pathways, what they mean for patients and carers and to influence the way services are delivered.

NHS Eastern and Coastal Kent will provide a light lunch and refreshments on the day. Expenses are reimbursable for attendance at this event for any out of pocket expenses for travel, carer costs etc from the trust.

If you would like more information or to attend, contact Hannah Price for a booking form which must be returned by Monday, 26 July 2010.

Hannah Price, Communications and Citizen Engagement Directorate, NHS Eastern and Coastal Kent, Suite 7, Wilson House, Harvey Drive, Whitstable, CT5 3QT, telephone 01227 282968 / 07545 934754, email hannah.price@eastcoastkent.nhs.uk or visit the website: www.easternandcoastalkent.nhs.uk/

2. Living well with dementia – T Wells Mental Health Forum

Meeting: Tuesday, 17 August 2010

Tunbridge Wells Mental Health Services for Older People Service User Forum is organising a morning event in conjunction with the Alzheimer's Society. It will be held on Tuesday, 17 August 2010 at the Riverside Suite, Angel Centre, Tonbridge, TN9 1SF from 10.00am to 1.00pm. To book your place telephone Social Services on 01892 709200.

For more information contact Emma Hanson, Joint Commissioning Manager for Dementia Services, Kent Adult Social Services, 17 Kings Hill Avenue, Kings Hill, West Malling, ME19 4UL, telephone 01732 525239, email emma.hanson@kent.gov.uk or visit the website: http://www.kent.gov.uk/adult_social_services.aspx#aurosTab1

3. Dementia care training day – Canterbury

Meeting: Friday, 22 October 2010

There will be a training day for anyone concerned with the care of people with dementia on Friday, 22 October 2010 from 9.30am to 3.45pm at the Education Centre, St Martin's Hospital, Littlebourne Road, Canterbury, CT1 1TD.

The Key Note Address will be by Danuta Lipinska who has worked with people with

dementia for many years. Danuta has designed and run a counselling service for people with dementia and their carers and currently works as a training consultant.

The following workshops will be held:

- Dementia - A Clinical Overview
- Understanding Spiritual Needs in Advancing Dementia
- Working with Carers
- Meeting Spiritual Needs.

The cost for the day will be £10 per person, £5 for carers.

For more information contact Peter Richmond, Rev and Chaplaincy Team Leader, Kent and Medway NHS and Social Care Partnership Trust, St Martin's Hospital, Littlebourne Road, Canterbury, CT1 1TD, email Shirley.Smith@kmpt.nhs.uk or telephone 01227 812047.

4. Patient and public representatives needed in East Kent

Action: get involved!

NHS Eastern and Coastal Kent Community Services are looking for patients or carers who can spare a few hours on a voluntary basis to join one of the following groups to help improve the quality of patient care. Volunteers would have their travel expenses reimbursed.

1) **Leaving Hospital** – to work with the hospital trust and social services to improve the way patients are discharged from hospital through the redesign of services that meet patients' needs better (Ashford based).

2) **Medicines Management Group** – to bring a patient's perspective, to be involved in decisions and monitoring of medicine services to ensure they are handled safely and securely within Community Services (Hythe based).

3) **Falls Operational Group** – working with East Kent Falls Strategy Group to help ensure Community Services have the right procedures, policies and staff training in place to identify patients at risk of falls and that action is taken to reduce this risk (Ashford based).

4) **Lesbian, Gay and Bi-Sexual Network** – this staff network aims to influence the working environment and patient care for people who are lesbian, gay or bi-sexual.

For further information about any of these groups, contact Karen Edmunds, NHS Eastern and Coastal Kent Community Services, Trinity House, Eureka Park, 110 / 120 Upper Pemberton, Kennington, Ashford, TN25 4AZ, telephone 01233 667816, email Karen.Edmunds@eastcoastkent.nhs.uk or visit the website: www.eckcommunityservices.nhs.uk

5. Moderators required for mental health online forums in East Kent

Action: volunteers required

The Rethink East Kent User Forum is looking for friendly people with an interest in mental

health and user empowerment to help in their online forums on a voluntary basis.

Duties will be light and mainly concentrated on making people feel welcome, and ensuring that the forums are a friendly, supportive environment. Training will be provided and will take about three hours. The responsibilities of the local moderators will be to check the messages that are posted on the forum page, give information to the East Kent User Forum about different organisations, services and events for people with mental health difficulties in the local area, develop partnerships with local organisations and publicise the East Kent User Forum.

The online forums are located at: <http://eastkentuserforum.qube.gotdns.org/>

For more information contact Maggie Gallant, Mental Health Recovery Officer, Rethink East Kent User Forum, 66a High Street, Margate, CT9 1DT, telephone 01843 230726, email Furst@rethink.org or visit the website: www.rethink.org

6. Vetting and Barring Scheme registration halted

Information

Registration with the Vetting and Barring Scheme (VBS) has been halted to allow the government to remodel the scheme back to proportionate, common sense levels.

The government recognises that many businesses, community groups and individuals see the current scheme as disproportionate and overly burdensome, and that it unduly infringes on civil liberties.

Home Secretary Theresa May said: "The safety of children and vulnerable adults is of paramount importance to the new government. However, it is also vital that we take a measured approach in these matters. We've listened to the criticisms and will respond with a scheme that has been fundamentally remodelled."

For more information contact Customer Service Enquiries, PO Box 110, Liverpool, L69 3EF, telephone 0870 90 90 811, email customerservices@crb.gsi.gov.uk or visit the website: www.crb.homeoffice.gov.uk

7. New films for carers available on YouTube

Information

The crucial role of carers is increasingly recognised by government and society, but sometimes it isn't recognised by the carers themselves. Up to one in ten people are estimated to be looking after someone who couldn't manage on their own because they have a disability, are ill, frail or an addict.

NHS West Kent has developed three short films to help highlight the issue and encourage people to ask themselves if they are a carer. The films can be viewed using the following links:

- www.youtube.com/watch?v=4vaad8v__4Y&NR=1
- www.youtube.com/watch?v=wEYXJFtJmB4&feature=channel
- www.youtube.com/watch?v=XePBrKVG-uE

Any carer who wants to find out what support might be available can contact the NHS West Kent helpline on 0800 0 850 850.

For more information contact Emma Cain, Community Involvement Manager, NHS West Kent, Wharf House, Medway Wharf Road, Tonbridge, TN9 1RE, telephone 01732 375287, email emma.cain@wkpct.nhs.uk or visit the website: www.westkentpct.nhs.uk

8. You choose which hospital you want to go to

Information

If your GP needs you to see a specialist, you can choose to go to any hospital in England, including many private and independent sector hospitals. However, you may not be given a choice when referred to mental health services or where speed of access is important, such as suspected stroke, heart attack or cancer. You can choose the hospital with the best reputation or shortest waiting times, or simply the one that is most convenient for you.

For more information, ask your GP practice or visit the website: www.nhs.uk

Expenses

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

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

Office Hours: Monday – Friday 8.30am - 4.00pm

(Answerphone available out of hours)