



In your Bulletin this month:

Page No

LINK activities – find out more, get involved

1.	Priorities Panel - latest issues	2
2.	Help NHS West Kent select new provider for minor ops at GPs	2
3.	Maternity Services Liaison Committee Chair wanted	3
4.	Urology Service Improvement Group	3

Notices – for action or information

1.	Ambulance Trust Open Day	4
2.	Kent Community Alliance of Networks AGM	4
3.	Community Cohesion in Swale and Kent	4
4.	National Leaving Care Awards 2010	5
5.	Pharmacy applications - outcomes	5
6.	Maidstone and Tunbridge Wells NHS Trust - a different trust	5
7.	Hospital Chaplains	6

Consultations

1.	Carers Strategy – improving carers' lives	6
2.	Pharmacy application – Margate	6
3.	Pharmacy application – Dover	7
4.	NHS West Kent - women and children's services	7
5.	NHS Eastern and Coastal Kent: engaging patients and public	7
6.	Pharmacy Needs Assessments	7
7.	Kent County Council - 'Future Care for Older People'	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. Priorities Panel – latest issues

Action by: Friday, 27 August 2010

The following issues have been raised with the Kent LINK:

1. Issues concerning hospitals in East Kent:

- Issues arising from care of patient in 2007 at Kent and Canterbury Hospital, relating to a delay in making a referral to another hospital for surgery, concerns over nursing care and risk assessment of vulnerable elderly patients and complaints handling
- Alleged delay in diagnosis and untreated pain and stress of an elderly patient at Kent and Canterbury Hospital
- Alleged failures in care of an elderly patient who suffered a broken hip following a fall at the Queen Elizabeth the Queen Mother Hospital, Margate. It was also alleged that there had been other falls and that a contributing factor was a shortage of staff on the ward.

2. Choose and Book

Patients using the Choose and Book service have reported that it is very difficult to make appointments at their chosen hospital at a time which is convenient for them due to the small number of appointments which are available.

3. Social Care

Concerns regarding a client in a particular care home relating to care management and quality of care received.

4. Car Parking

Staff living within a 4 mile radius of the William Harvey Hospital will now not be able to obtain a parking permit which it is said will impact on lower paid staff and those working shifts who will have to use public transport late at night and during the darker evenings in the winter months.

5. District Nursing

Concerns over care provided by district nurses in East Kent due to low staffing levels.

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.

2. Help NHS West Kent select new providers for minor ops at GPs

Action: volunteer required

An invitation has been extended to the LINK for a participant to join a panel set up to decide on a company to provide minor operations within GP practices in West Kent. Minor operations include procedures to remove excisions and radio surgery (non invasive

treatment of benign and malignant tumours). There are currently six providers of these services but NHS West Kent is seeking to expand provision across West Kent.

Interested parties must complete an application form which can be obtained using the contact details below. The panel is taking place on Wednesday, 1 September 2010 from 1.30pm to 5.00pm in Tonbridge.

For more information contact Emma Cain, 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

3. Maternity Services Liaison Committee Chair wanted

Action: volunteer needed

NHS West Kent is looking for an enthusiastic and committed individual to chair the Maternity Services Liaison Committee (MSLC) for Maidstone and Tunbridge Wells.

The MSLC is an independent advisory group with wide involvement in all aspects of maternity care provision. The MSLC is organised and maintained by NHS West Kent, who commission maternity services for the residents of West Kent. It is made up of parents, community representatives, local midwives, doctors and health visitors and meets approximately six times per year. Recent service users make up over one third of the membership.

For more information contact Anne Gibbons, NHS West Kent, Wharf House, Medway Wharf Road, Tonbridge, TN9 1RE, telephone 01732 375200 extension 5403, email Anne.gibbins@wkpct.nhs.uk or visit the website: www.westkentpct.nhs.uk

4. Urology Service Improvement Group

Action: volunteer needed

NHS Eastern and Coastal Kent is looking for volunteers who have experienced or still have a urological condition to join the Urology Service Improvement Group, one of the key pathways that the Service Improvement Group will be discussing is the pathway for Benign Prostates Hyperplasia.

The group meets every two to three months and the volunteer's role is to feedback what it is like to be a patient using these services and ensure that at every stage the patient perspective is taken into consideration.

If you would like to be the LINK representative on this group, contact Louise Murrell on 01303 297050 / 07976 596797 or email louise@kentlink.org for more information.

Further enquiries relating to the above information can 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. Ambulance Trust Open Day

Meeting: Tuesday, 28 September 2010

South East Coast Ambulance Service NHS Trust (SECAMB) is hosting their Annual General Meeting and Open Day on Tuesday, 28 September 2010 at Lingfield Racecourse.

The event aims to give people a real insight into how the Trust works with informative presentations, vehicles to explore and staff and crew on hand to answer questions and talk about their roles. There will also be a visit from one of the helicopters and real-time demonstrations on how crews deal with emergency calls.

If you would like more information about the event or to book your place, contact Amy Pattenden, South East Coast Ambulance Service NHS Trust, SECAMB HQ, The Horseshoe, Banstead, SM7 2AS, telephone 01737 353333, email openday@secamb.nhs.uk or visit the website: www.secamb.nhs.uk

2. Kent Community Alliance of Networks AGM

Meeting: Wednesday, 15 September 2010

Kent CAN would like to invite you to attend their 2010 Annual General Meeting to be held at Ashford South School, Jemmett Road, Ashford, TN23 4QE.

Opening at 10.30am and closing at 2.00pm, the meeting is intended to give members an overview of the last 12 months and an opportunity to share in our plans for the years ahead. Everyone can take part during the Q&A session as well as joining in with the room discussions. A buffet lunch will be provided.

For more information and to book your place please contact Paula Saunders on 01233 650640 or register online at <http://www.kentcan.org>

3. Community Cohesion in Swale and Kent

Meeting: Wednesday, 6 October 2010

Diversity House are planning a one day conference in Swale. The conference is aimed at bringing statutory organisations together with the voluntary sector to explore key issues. Those attending will take part in community cohesion themed workshops with facilitators from the Institute of Community Cohesion and I&DEA.

The cost of attendance will be £25.00 per person and there may be some concessions available.

For more information contact Sharon Williams, Diversity House, Phoenix House, Central Avenue, Sittingbourne, ME10 4BX, email info@diversityhouse.org.uk or telephone 01795 420455.

4. National Leaving Care Awards 2010

Action: nominations required

The Care Leavers' Foundation and Care Matters Partnership are very pleased to announce the 'Keep Dreaming' Leaving Care Awards 2010, designed to celebrate the wide ranging talents and abilities of care leavers aged 18 plus and to reward the exceptional support they have received from professionals and carers.

The evening awards ceremony will take place on Wednesday, 27 October 2010 at a London venue during the Care Leavers' week. There will be 15 awards presented at this high profile event; 5 for individual care leavers, 5 for professionals, carers and supportive leaving care teams and a further 5 for exceptional applicants.

Judges will be looking for evidence of effort, courage and determination in overcoming challenges from young people and evidence of creativity and consistency from adult supporters in helping them achieve their ambitions and dreams.

For further information on eligibility criteria and to nominate as well as sponsorship and supporting an award opportunities, email awards@carematterspartnership.co.uk or visit the website: www.carematterspartnership.co.uk/young/leaving_care/

5. Pharmacy applications - outcomes

Decision

The NHS Litigation Department has announced that following an appeal to consider applications SHA/15730 and SHA/15731 that the Pharmacy Appeal Committee has granted the application from Paydens Ltd (SHA/15731) and refused the application from Apotek Ltd (SHA/15730).

For more information contact Abby Davis, Appeal Officer, NHS Litigation Authority, 30 Victoria Avenue, Harrogate, HG1 5PR or telephone 01423 530280.

6. Maidstone and Tunbridge Wells NHS Trust - a different trust, a better trust

For information

Three years ago Maidstone and Tunbridge Wells NHS Trust mounted a legal challenge against a severance payment made to its former Chief Executive Rose Gibb. The new management team that replaced Ms Gibb felt, based on the findings of the investigation, that the payment was morally and legally inappropriate.

The Court of Appeal has now upheld Ms Gibb's case and she will receive her full severance payment.

The management team at Maidstone and Tunbridge Wells NHS Trust is disappointed with this outcome and would again like to apologise to patients, relatives, our staff and the local community for the lapses in patient care that occurred four and five years ago.

For more information contact Darren Yates, Maidstone Hospital, Hermitage Lane, Maidstone, ME16 9QQ, telephone 01622 226429, email darren.yates@mtw-tr.nhs.uk or

visit the website: www.mtw.nhs.uk

7. Hospital Chaplains

For information

The Senior Chaplain at Maidstone Hospital recently said that it should be part of the admission procedure to ask a patient whether they have a faith tradition that they follow. If the answer is “yes” then they should be told that there is a chaplaincy service which is available to everyone and whether the patient would like Chaplains to be contacted.

If the initial response is “no” then the patient should be asked “Is there a way that you are able to draw strength when times are tough? Is there anything we can do to help you with that during your stay?”

Chaplaincy Teams no longer get an admissions list so the patient must be proactive in referring themselves.

For more information contact Rev Stuart Piper, Lead Chaplain, Maidstone Hospital, Hermitage Lane, Maidstone, ME16 9QQ, telephone 01622 224569, email stuart.piper@nhs.net or visit the website: www.mtw.nhs

Consultations – have your say

1. Carers Strategy – improving carers’ lives

Response required: by Monday, 20 September 2010

The Minister for Care Services is seeking views by Monday, 20 September 2010, on the key priorities, supported by evidence of good practice, on what will have the greatest impact on improving carers’ lives in the next four years.

If you would like to be involved in this important consultation contact the Carers Strategy Team, Department of Health, Area 116, First Floor, Wellington House, 133-155 Waterloo Road, London, SE1 8UG, email carersevidence@dh.gsi.gov.uk or visit the website: www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Dearcolleagueletters/DH_117249

2. Pharmacy application - Margate

Response required: by Thursday, 23 September 2010

Kent Primary Care Agency has received an application from Pharma Plus Medical Ltd for a pharmacy at 142 Northdown Road, Cliftonville, Margate. The deadline for any comments you may have is Thursday, 23 September 2010.

For more information contact Debra Bell, Kent Primary Care Agency, 11 Station Road, Maidstone, ME14 1QH, email Debbie.bell1@nhs.net or telephone 01622 655036.

3. Pharmacy application - Dover

Response required: by Friday, 24 September 2010

Kent Primary Care Agency has received an application from Gleoresa Ltd for a pharmacy at Folkestone Road Pharmacy, in the vicinity of Belgrave Road and Folkestone Road, Dover. The deadline for any comments you may have is Friday, 24 September 2010.

For more information contact Debra Bell, Kent Primary Care Agency, Pharmacy Contracts Office, 11 Station Road, Maidstone, ME14 1QH, email Debbie.bell1@nhs.net or telephone 01622 655036.

4. NHS West Kent - women and children's services

Public meeting: Thursday, 9 September 2010

NHS West Kent is engaging local people and doctors in changes to women and children's services as a new study calls for GPs to be more involved in the care of pregnant women.

GPs are being actively involved in the design of local maternity services in Maidstone and Tunbridge Wells and have recently been invited to take part in one-to-one interviews and focus groups over the agreed changes.

Members of the public who want to learn more are invited to attend a meeting being held on Thursday 9 September 2010, 7.15pm – 9.45pm at Maidstone Leisure Centre, Mote Park, Maidstone, ME14 7RN. Speakers will include local MPs and representatives from Kent County Council, Maidstone Borough Council, the local NHS and GPs and MASH (a campaigning group).

If you would like to be involved or want more information contact Emma Cain, 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/Have_Your_Say

5. NHS Eastern and Coastal Kent: engaging patients and the public

Formal consultation

NHS Eastern and Coastal Kent Community Services would like to hear your comments on their strategy for engaging patients and the public in the development of their services.

For more information or for a copy of the consultation document, contact Karen Edmunds, Communication and Engagement Team, NHS Eastern and Coastal Kent Community Services, Trinity House, 110 / 120 Upper Pemberton, Eureka Business Park, Ashford, TN25 4AZ, telephone 01233 667816, email real.involvement@eastcoastkent.nhs.uk or visit the website: www.eckcommunityservices.nhs.uk

6. Pharmacy Needs Assessments

Formal consultation

NHS Eastern and Coastal Kent will be conducting a formal consultation on Pharmacy Needs Assessments from Wednesday, 1 September 2010.

They will be holding at least eight events for people to attend and discuss this assessment. The times and dates will be published on the following website: www.easternandcoastalkent.nhs.uk

The trust will also be contacting local voluntary and community groups and offering to give presentations, talk about the findings and hear people's views. If you would like the Trust to present to your group, contact Samantha Terry, Citizens and Engagement Team, NHS Eastern and Coastal Kent, Suite 7, John Wilson Business Park, Whitstable, CT5 3DD, telephone 01227 282967, email Samantha.terry@eastcoastkent.nhs.uk or visit the website: www.easternandcoastalkent.nhs.uk

7. Kent County Council consultation: 'Future Care for Older People'

Response by: Monday, 1 November 2010

On 14 June 2010, Kent County Council's Cabinet agreed for Kent Adult Social Services (KASS) to enter into a formal consultation process on the future of its Older Person's Service Provision.

From 21 June 2010, KASS Officers will be meeting with staff, service users, relatives, trade unions and other key stakeholders to provide information on the proposals for the future provision of older person's services and begin the official process.

The consultation period will run until 1 November 2010.

The proposals affect: Wayfarers – Sandwich, Blackburn Lodge – Sheerness, Doubleday Lodge – Sittingbourne, Kiln Court – Faversham, Bowles Lodge – Hawkhurst, Cornfields – Dover, Manorbrooke – Dartford, Ladesfield – Whitstable, Sampson Court – Deal, The Limes – Dartford, Lawrence House – Folkestone, Broadmeadow – Folkestone and the Dorothy Lucy Centre - Maidstone.

For more information contact Older People's Futures, Room 3.12, Brenchley House, 123 - 135 Week Street, Maidstone, ME14 1RF, telephone 01732 525477 or visit the website: http://www.kent.gov.uk/adult_social_services/opfutures.aspx

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)