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# 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, 1 October 2010**

The following issues have been raised with the Kent LINK:

1. Patients who present for dressings at the Minor Injuries Department at Sittingbourne Memorial Hospital being turned away and re-directed to their GPs. It is felt that this approach does not allow for patients to be able to choose where they go to have their dressings done.
2. Proposed changes to Dentaline service in West Kent to ensure that the service continues to meet patients' needs.
3. Lack of joined up support for vulnerable adults living in the community by statutory organisations reported by voluntary organisations and carers, meaning that responsibility for dealing with adverse situations which have arisen, particularly out of hours, has been left to them rather than the professional agencies. This has placed increasing pressure on them and has pushed many to their limits.
4. Concern regarding NHS treatment being provided to visitors to the UK and the financial impact of this across services.

If you have any 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, please contact Deborah Gibbons at the Kent LINK (email [deborah@kentlink.org](mailto:deborah@kentlink.org)) by Friday, 1 October 2010.

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## 2. Kent LINK – easy read leaflet

### ***New leaflet available***

If you would like to receive a copy of the new Kent LINK easy read leaflet, with details of how to join the LINK, contact Becky Alvey (email [becky@kmn-ltd.co.uk](mailto:becky@kmn-ltd.co.uk)) at Kent LINK.

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## 3. NHS White Paper – Update on LINK response

The LINK consultation has now closed and we are analysing all the questionnaires returned in order to provide a consolidated view back to the Department of Health by the deadline of Monday, 11 October.

Thank you to everyone who took the trouble to send us their completed questionnaires. We will be publishing a summary of our response in the next bulletin.

If you missed the LINK deadline but would still like to have your say you can comment direct to the Department of Health. See details in the Consultations section (item 1) of this bulletin.

#### **4. Get Involved with Kent Adult Social Services**

**Meetings: Tuesday 5 and Tuesday 26 October 2010**

The Kent LINK is working together with the Kent Adult Social Services (KASS) to find people willing to help shape their services for the future.

Two new Area Involvement Groups are being setup in East and West Kent. The groups will include people with a disability, older people, carers, members of the public, people who use sensory services and mental health services.

For those who would like to get involved in this new and exciting exchange of information with KASS, information days will be held on:

- Tuesday, 5 October 2010 from 10.00am to 3.00pm with lunch provided, at Westgate Hall, 1-3 Northgate Lane, Canterbury, CT2 7EB
- Tuesday, 26 October 2010 from 10.00am to 3.00pm with lunch provided, at the Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone, ME14 1HH.

To book your place at either meeting or to register your interest, contact Becky Alvey (email [becky@kmn-ltd.co.uk](mailto:becky@kmn-ltd.co.uk)) at Kent LINK, or visit our website.

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#### **5. New LINK group in West Kent**

LINK volunteers met last week (20 September) to form a new group with the aim of influencing the following NHS services in West Kent:

- Maternity, Cancers and Tumours, Blood Disorder, End of Life Care
- Circulatory, Respiratory, and Endocrine
- Trauma & Injuries, Musculo Skeletal, Neurology, Adverse Effects of Poisoning
- Mental Health, Learning Disabilities, Social Care, Healthy Individuals
- Dentistry, Eye/vision, Hearing, Skin, Infectious diseases, Gastro intestinal, Genito-urinary system, healthy individuals

Services are grouped in this way for funding and organisational purposes by the NHS.

If you have an interest in any of the above services and believe you can, through your experiences, help improve these then contact Chris Bostock at the LINK (email [chris@kentlink.org](mailto:chris@kentlink.org)).

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#### **6. LINK volunteers for projects needed!**

Do you have interest in any of the following topic areas and have some time to spare in being part of a LINK project group?

- Improving the take up cervical cancer screening in parts of West Kent
- Improving the patient's journey through the hospital out-patient system
- Helping young people to make better use of the NHS and social care services
- Social care in people's homes. Checking on the training and supervision of care assistant in Kent
- Quality monitoring of residential care homes in Kent
- Hygiene and cleanliness in hospitals
- Quality Accounts - monitoring of health care standards in Kent

- Stroke care
- NHS Foundation Trusts following Mid Staffordshire Hospital scandal

If so, contact Heather Wells at the Kent LINK (email: [heather@kentlink.org](mailto:heather@kentlink.org)).

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**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](mailto:info@kentlink.org) or telephone 01303 297050**

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## 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.

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### 1. Kent and Medway NHS and Social Care Partnership Trust Best Practice Event and AGM

**Meeting: Thursday, 30 September 2010**

Kent and Medway NHS and Social Care Partnership Trust (KMPT) Best Practice Event and Annual General Meeting is being held on Thursday, 30 September 2010 at the Kent County Cricket Club, St. Lawrence Ground, Old Dover Road, Canterbury CT1 3NZ. This is an open event and anyone can attend.

The Best Practice event will provide anyone interested in mental health services in Kent and Medway with a chance to learn about the work of KMPT. It will showcase the very best practice taking place across services and will highlight innovative working.

There will be a number of different stalls showcasing different areas of practice. A series of short presentations on a range of topics will take place throughout the afternoon and the afternoon will end with the Trust's AGM, starting promptly at 4.30pm, which will take a look at the past year as well as looking forward to the coming year.

The event aims to ensure that:

- staff can learn from each other about clinical excellence which is being practiced in the partnership
- KMPT share information with the public and members so that they are better informed about our services and mental health in general
- KMPT strengthen relationships with partners by inviting them to present work with us and share information with others.
- KMPT Board and Governors are better informed about the work of our clinicians and how they embrace partnership working.

For more information, email [communications@kmpt.nhs.uk](mailto:communications@kmpt.nhs.uk) or telephone 01732 520441.

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### 2. RAISE Annual Conference and AGM

**Meeting: Monday, 21 October 2010**

The Big Society agenda poses both challenges and opportunities for the voluntary and

community sector. What does it really mean for the sector? What should the sector be doing to prepare for the Big Society? How can RAISE support the sector in this new climate?

The 2010 RAISE Annual Conference to be held on Thursday, 21 October 2010 at the Holiday Inn, Woking, Surrey, will provide you with an opportunity to debate these questions, to have your say and to network with other organisations in the South East.

For more information contact Juliet Smith, RAISE, Bridge House, 1 Walnut Tree Close, Guildford, Surrey, GU1 4UA, telephone 01483 885268, email [conference@raise-networks.org.uk](mailto:conference@raise-networks.org.uk) or visit the website: [www.raise-networks.org.uk](http://www.raise-networks.org.uk)

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### **3. Improving dementia care – London Conference**

#### ***Meeting: Tuesday, 26 October 2010***

On Tuesday, 26 October 2010 there will be a conference in London to discuss the National Dementia Strategy. The new coalition government has confirmed that improving dementia care is a key priority. The Big Society agenda has significant implications for the delivery of the Strategy's objectives, which go far beyond health and social care. The conference will explore these new challenges and present examples of localities where transformation is already taking place to achieve better outcomes for people with dementia and carers.

Major policy and practice influencers will give presentations and introduce good practice from the field, pulling out key delivery themes.

Bookings should be made using the following link: [www.eventdotorg.co.uk/events.asp](http://www.eventdotorg.co.uk/events.asp)

For more information contact Gethin Wood, Dementia Information Portal, Department of Health, 304 Wellington House, 133 - 155 Waterloo Road, London, SE1 8UG, email [networks@dhcarenetworks.org.uk](mailto:networks@dhcarenetworks.org.uk) or visit the website: [www.dementia.dh.gov.uk](http://www.dementia.dh.gov.uk)

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### **4. Dementia Services Development Centre (DSDC) - Canterbury Christ Church University**

#### ***Forthcoming Events***

DSDC are hosting a series of early evening lectures around themes of Dementia awareness and innovative methods of care. The lecture series will take place over the coming months on the Canterbury campus and will include:

- 'Circle dance as an activity for people with Dementia and their carers'  
Cynthia Heymanson and Kath Kershaw  
Thursday, 28 October 2010 from 4.00pm to 5.30pm
- 'A portrait of life'  
Suzanne Wightman and Mark Crowther  
Tuesday, 23 November 2010, from 4.00pm to 5.30pm
- Steve Iliffe (title TBC)  
Wednesday, 15 December 2010 from 4.00pm to 5.30pm.

Each lecture carries a fee of £20, including refreshments.

For more information contact Katy Russ, Faculty of Health & Social Care, Becket Building Bs25, Canterbury Christ Church University, North Holmes Road, Canterbury, CT1 1QU,

telephone 01227 767 700 ext. 3884, email [katy.russ@canterbury.ac.uk](mailto:katy.russ@canterbury.ac.uk) or visit the website: [www.canterbury.ac.uk/health/dementia-services-dev-centre/Events.aspx](http://www.canterbury.ac.uk/health/dementia-services-dev-centre/Events.aspx)

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## **5. What standards to expect from the regulation of your NHS hospital**

### ***Information***

Since April 2010 new essential standards of quality and safety are being introduced gradually across all healthcare and adult social care services in England. The Care Quality Commission (CQC) is responsible for registering such services provided they meet the new standards and for continuously monitoring providers to make sure services comply.

NHS hospitals are the first to enter the new regulatory regime.

The CQC have produced a short guide to inform everyone who uses NHS hospital services what they can expect from the essential standards and how CQC wants people who use services to give feedback about their experiences, actively contributing to reviews of compliance and the information published.

You can download a copy of the guide by visiting the website [www.cqc.org.uk](http://www.cqc.org.uk) or by telephoning the order line on 0870 240 7535.

Alternatively we have a small stock of the guides available from the Kent LINK central office.

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## **6. Care Quality Commission (CQC) publishes the views of people using community mental health services**

### ***Information***

Some people who use community mental health services in England are still not getting the care and support that fully meets their needs, according to a survey published by the CQC on 14 September 2010.

The CQC's survey captures the views of more than 17,000 people aged 16 and over who had contact with specialist community mental health services between July and September last year. The respondents included people assessed as having complex needs, who may need more intensive support and are treated within a framework called the Care Programme Approach (CPA). People on the CPA who took part in the survey (43% of all the respondents) were more positive about some aspects of their care than those who were not on the CPA, but on other aspects there was little difference.

For more information contact Nick Kerswell, CQC South West , Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA, telephone 0117 372 7134, email [Nick.Kerswell@cqc.org.uk](mailto:Nick.Kerswell@cqc.org.uk) or visit the website: [www.cqc.org.uk/aboutcqc/howwedoit/involvingpeoplehouseservices/patientsurveys/communitymentalhealthservices.cfm](http://www.cqc.org.uk/aboutcqc/howwedoit/involvingpeoplehouseservices/patientsurveys/communitymentalhealthservices.cfm)

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## **7. Free BME Resource: Keeping Our Children Safe**

### ***New resource***

The Safe Network – England's National Safeguarding Unit – has recently produced a new information resource which enables trainers and group leaders to raise awareness about

keeping children safe. Specifically aimed at those working with or in black and minority ethnic communities and available in a range of languages, the Keeping Our Children Safe CD ROM is free for voluntary or community organisations.

For an order form and more information visit the Keeping Our Children Safe page on the Safe Network website: [www.safenetwork.org.uk/resources/Pages/bme\\_communities\\_cd\\_rom.aspx](http://www.safenetwork.org.uk/resources/Pages/bme_communities_cd_rom.aspx)

For more information contact The Safe Network, NSPCC National Training Centre, 3 Gilmour Close, Beaumont Leys, Leicester, LE4 1EZ, telephone 0116 234 7217 or visit the website: [www.safenetwork.org.uk](http://www.safenetwork.org.uk)

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## **8. London 2012 will be at Naidex South recruiting volunteers! Could you be one of them?**

***Event: Wednesday 29 and Thursday 30 September 2010***

London 2012 are looking for volunteers and are visiting Naidex South to give disabled people a once in a lifetime chance to find out more about the Olympic and Paralympic Games and how you can get involved. There will also be the opportunity to find out more about the London 2012 Games Maker volunteering programme and how you can register your interest in buying tickets for the Games. Visit [www.naidexsouth.com](http://www.naidexsouth.com) for more details.

Applications to become a London 2012 Games Maker volunteer are now open to the general public. However, deaf and disabled people were provided with early access to the application form which is still available to them.

If you are disabled and want to explore if volunteering is for you assistance is available.

For more information about what it takes to become a London 2012 Games Maker, email [Diversity&Inclusion@london2012.com](mailto:Diversity&Inclusion@london2012.com) or use the website: [www.london2012.com/get-involved/volunteer/index.php](http://www.london2012.com/get-involved/volunteer/index.php)

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## **Consultations – have your say**

### **1. Equity and excellence: Liberating the NHS – White Paper**

***Consultation: Closing date – Monday, 11 October 2010***

The NHS White Paper, 'Equity and excellence: Liberating the NHS', sets out the Government's long-term vision for the future of the NHS. The vision builds on the core values and principles of the NHS - a comprehensive service, available to all, free at the point of use, based on need, not ability to pay. It sets out how it will:

- put patients at the heart of everything the NHS does
- focus on continuously improving those things that really matter to patients - the outcome of their healthcare
- empower and liberate clinicians to innovate, with the freedom to focus on improving healthcare services.

The closing date for giving your views on this white paper via the Kent LINK has now

passed, but there is still time to have your say direct to the Department of Health.

To view all the documents or for further information visit the Department of Health website [www.dh.gov.uk/en/Healthcare/LiberatingtheNHS/index.htm](http://www.dh.gov.uk/en/Healthcare/LiberatingtheNHS/index.htm). Email comments can be sent to [hswhitepaper@dh.gsi.gov.uk](mailto:hswhitepaper@dh.gsi.gov.uk).

For more information contact White Paper Team, Room 601, Department of Health, 79 Whitehall, London, SW1A 2NS or email [nhswhitepaper@dh.gsi.gov.uk](mailto:nhswhitepaper@dh.gsi.gov.uk)

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## **2. Older People's Futures – changes to residential care in Kent**

### ***Consultation: Closing date – Monday, 1 November 2010***

Changes are being proposed about the way some residential care is provided by Kent County Council.

Some of Kent County Council's buildings have reached the end of their useful life and do not meet expectations. The proposals are intended to ensure that good quality care is available to all at a lower cost by making greater use of the private and voluntary sectors. There are 16 places where KCC provides residential care and the proposals affect 11 of them.

The consultation ends on Monday, 1 November 2010.

You can find out full details and complete an online questionnaire on the KCC website <http://www.kent.gov.uk/opfutures>. For a paper copy of the questionnaire please phone 01732 525 477. Or you can write to Older Persons Futures, Room 3.12, Brenchley House, 123-135 Week Street, Maidstone, ME14 1RF.

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## **3. New NHS 111 telephone number**

### ***Information***

The Government has confirmed that the NHS Direct telephone number, 0845 46 47, will be phased out as the new NHS 111 service is developed and rolled out nationally. NHS Direct has been working with the Department of Health on the 111 programme since 2009 and were involved in all three of the 'Pathfinder' schemes that are testing how 111 can work best.

The plan for the 111 services is to provide a more locally integrated urgent and out of hours response. The new system will build on and develop the service that NHS Direct currently provides.

Decisions on how the new 111 service will be commissioned and provided in the future have yet to be made. In the meantime, NHS Direct will continue to offer advice and guidance to patients on 0845 46 47 and via the web services, and to provide other telephone and web-based commissioned services to the rest of the NHS. There will be no disruption to any of these services and NHS Direct will ensure that, above all, patients receive a consistently trustworthy and reliable service.

For more information contact the Chief Executive, NHS Direct, Riverside House, 2a Southwark Bridge Road, London, SE1 9HA, telephone 020 7599 4200 for non health enquiries or visit the website: [www.nhsdirect.nhs.uk/About/ContactUs](http://www.nhsdirect.nhs.uk/About/ContactUs)

#### **4. Pharmacy Needs Assessment – NHS Eastern and Coastal Kent**

**Consultation: Closing date – Thursday, 4 November 2010**

NHS Eastern and Coastal Kent are appealing for people to take part in its consultation on the Pharmaceutical Needs Assessment (PNA).

A wide variety of questions are being asked in the review such as are the opening hours right or are people using or aware of all the other services on offer such as help with stopping smoking?

Feedback can be given online by visiting [www.easternandcoastalkent.nhs.uk/PNA](http://www.easternandcoastalkent.nhs.uk/PNA) or for a hard copy form contact 01227 282967.

All responses must be submitted by Thursday, 4 November 2010.

For more information contact NHS Eastern and Coastal Kent Community Services, Trinity House, 110/120 Upper Pemberton, Eureka Business Park, Ashford, Kent, TN25 4AZ, telephone 01227 282967 or visit the website: [www.easternandcoastalkent.nhs.uk/PNA](http://www.easternandcoastalkent.nhs.uk/PNA)

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#### **5. End of Life Care: The Big Discussion – Hop Farm, Paddock Wood**

**Consultation Event: Tuesday, 12 October 2010**

NHS West Kent is inviting people to join the discussion about how to empower people to make the right decisions for their end of life care. To find out more about the support that your local NHS and other organisations can provide go along to the Hop Farm, Maidstone Road, Paddock Wood, Tonbridge, TN12 6PY, on Tuesday, 12 October 2010 from 9.30am to 5.00pm. Lunch will be provided.

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

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## **Expenses**

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

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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)