



In your Bulletin this month:

Page No

LINK activities – find out more, get involved

1.	Kent LINK response to the White Paper ‘Equity and excellence – Liberating the NHS’	3
2.	Priorities Panel – latest issues	3

Notices – for action or information

1.	Voluntary and Community Sector Conference, Maidstone	4
2.	Swale Council for Voluntary Service: Autumn Training Programme	4
3.	New dedicated PALS service for NHS Eastern and Coastal Kent Community Services	4
4.	KCC response to ‘Equity and excellence – Liberating the NHS’ White Paper	5
5.	Secondments of Chief Executives within the NHS in Kent and Medway	5
6.	Kent and Medway Carers’ Emergency Card	6
7.	Transforming Mental Health Services for Children in Need	6
8.	NHS Eastern and Coastal Kent – Annual Report	6
9.	Breast Cancer Appeal – East Kent Hospitals	7
10.	New Macmillan Information Centre opens in Gillingham	7
11.	What is Big White Wall?	8
12.	Maternity Services in West Kent	8



Consultations

1.	Transforming Community Services in Kent	10
2.	The Big Society: A View from the Community, Event in Tonbridge	10
3.	Incentives for Healthcare?	10
4.	An Equality Delivery System for the NHS	11
5.	Hospital Car Parking	11

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. Kent LINK response to the White Paper ‘Equity and excellence – Liberating the NHS’

Information

During September 2010 During September 2010 we invited people across the county to answer a set of questions on the changes proposed in this White Paper. In total 75 responses to our questionnaire were received on paper, via the internet, and through participation in a public meeting in Maidstone.

There were concerns raised with regard to the continued independence and funding of the LINK if it becomes HealthWatch, that inequalities could increase, and in particular that patient care would suffer as a result of GP commissioning of health services. Our formal response, with full details of our findings, has now been submitted to the Department of Health.

You can read more details on the website at:

http://www.thekentlink.co.uk/assets/files/Publications/704White_Paper_Response_Summary.pdf

2. Priorities Panel – latest issues

Action by: Monday, 1 November 2010

The following issues have been raised with the Kent LINK:

1. Parents’ concerns about delays in children being able to access Child and Adolescent Mental Health Services in Kent, which is leading to children only being treated when a crisis occurs
2. Audiology – supply of second digital hearing aids and shortage of batteries for hearing aids
3. Patients in Kent and Sussex hospitals being asked to travel long distances to get limbs fitted
4. Family unable to get information about their relative in a care home, despite the resident giving her permission
5. Whether hospitals in Kent are charging overseas visitors for treatment and equipment received under the NHS – ie for those not in exempt categories or where reciprocal agreements with their country do not exist
6. Lack of joined up services for vulnerable adults, especially those with learning disabilities
7. Confusion as to whether patients on discharge from hospital can get their wounds dressed at their GP’s surgery or the local minor injuries at Sittingbourne Memorial Hospital
8. Concerns at the Government’s proposals to set up ‘market conditions’ in the NHS and the possibility of community health service and community hospitals being run by ‘for profit’ companies.

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, please contact Deborah Gibbons by email deborah@kentlink.org or telephone 07875 286999.

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. Voluntary and Community Sector Conference, Maidstone

Meeting: Friday, 29 October 2010

Voluntary Action Maidstone would like to invite you to their Partnership, Collaboration and Innovation Conference on Friday, 29 October 2010 from 9.30am to 4.30pm. The event will be held at Maidstone Community Support Centre, 39 – 48 Marsham Street, Maidstone, ME14 1HH.

For more information contact Sue Ridge, Voluntary Action Maidstone, 39 – 48 Marsham Street, Maidstone, ME14 1HH, email volunteers@vam-online.org.uk or telephone 01622 677337.

2. Swale Council for Voluntary Service: Autumn Training Programme

Training courses

Swale CVS are hosting a series of courses from their offices in Sittingbourne:

- Lone Working, 3 November 2010, 9.30am to 4.30pm £35
- Basic Sign Language (2 days), 8 and 10 November 2010, 10.00am – 3.00pm £35
- Roles and Responsibilities of Trustees, 24 November 2010, 9.30am – 4.30pm £35
- Food Safety, 8 December 2010, 9.00am – 5.00pm £45
- Supporting Volunteers, 15 December 2010, 9.30am – 4.30pm £35.

For further information contact Joanne Burt, Swale Council for Voluntary Service (CVS) & Volunteer Centre, Central House, Central Avenue, Sittingbourne, ME10 4NU, telephone 01795 473828, email jo.burt@swalecvs.co.uk or visit the website: www.swalecvs.co.uk

3. New dedicated PALS service for NHS Eastern and Coastal Kent Community Services

Information

Monday, 4 October 2010 saw the launch of the Community Services PALS (Patient Advice and Liaison Service) operated by Clare Ter Horst and the Referral Management Team based at Trinity House in Ashford.

Patients will be able to access information about all aspects of the community services provided by telephone, email, fax and also by text.

All enquiries will be recorded and the appropriate service will be contacted to quickly respond to patients' requests.

The Referral Management Team has already expanded its role to include the Dental Helpline, Cataract Choice, Surgery in Primary Care and GPs with a Special Interest (GPSI) clinic. PALS is the latest addition to their responsibilities.

The new PALS service can be contacted by:

- **telephone:** 0300 123 1807 (local rate) – lines open from 8.00am to 5.00pm – Monday to Friday.
- **fax:** 01233 667958
- **text:** 07943 091958
- **email:** eckcs.pals@nhs.net

Why not make a note of the PALS contact details? You never know when you might need them!

4. KCC response to 'Equity and excellence – Liberating the NHS' White Paper

Information

Kent County Council has released its response to the White Paper 'Equity and excellence – Liberating the NHS'. To view the document visit the website link and scroll to item 12: <http://democracy.kent.gov.uk/ieListDocuments.aspx?CId=115&MIId=3026>

For more information contact Tristan Godfrey, Researcher to the Health Overview and Scrutiny Committee, Kent County Council, County Hall, Maidstone, ME14 1XQ, telephone 01622 694196, email Tristan.Godfrey@kent.gov.uk or visit the website: www.kent.gov.uk

5. Secondments of Chief Executives within the NHS in Kent and Medway

Information

Marion Dinwoodie has been seconded from NHS Medway to cover the position left by Steve Phoenix as Chief Executive of NHS West Kent.

Steve Phoenix has also been seconded to another position as Director of Provider Development at South East Coast Strategic Health Authority.

In Marion's absence, Helen Buckingham, currently Director of Commissioning and Performance at NHS Medway will become Acting Chief Executive of NHS Medway.

These changes came into effect on 1 October 2010.

For more information contact NHS Medway, Fifty Pembroke Court, Chatham Maritime, Chatham, ME4 4EL, telephone 01634 335020 or visit the website: www.medwaypct.nhs.uk/

6. Kent and Medway Carers' Emergency Card

Information

The Carers' Emergency Card provides carers with peace of mind when they are away from the person they care for. The card enables immediate access to pre-arranged planned care, giving the carer the peace of mind they need.

Carers will be issued with a credit sized card that has a unique reference number and emergency telephone number on it. The carer carries the card at all times so, in the case of an accident or sudden illness, it can be used to identify they care for someone. The card does not contain any personal details.

In an emergency situation a person telephones the number on the card and quotes the registration number. The call is received by Kent County Council's 24 hour call centre. Staff can immediately access the carer's pre-arranged emergency plan and put it into action. The service is free and available 24 hours a day, 7 days a week.

All information held will be treated with the strictest confidentiality in accordance with the requirements of the Data Protection Act 1998. The information provided will be entered on a secure database which will be accessed only by your local carers' support organisation and the contact centre if it should receive an emergency call. Disclosure of personal information will only be allowed with the carer's consent.

If you would like to receive more information and an application form to join the Kent and Medway Carers' Emergency Card Scheme please contact one of the carer's centres below or alternatively complete the online application at: www.medwaycarersemergencycard.org.uk

Organisation	Address	Telephone
Medway Carers	3 Canterbury Street, Gillingham, ME7 5TP	01634 577340
NW Kent Carers	Riverside Resource Centre, Dickens Road, Gravesend, DA12 2JY	01474 364733
Swale and Canterbury Carers	Suite 9, Bank House, Broadway, Sheerness, ME12 1TW	01795 583440
Carers Support - Dover District and Thanet	10 Victoria Road, Deal, CT14 7AP	01304 364637
Carers Support - Ashford	Norman House, Beaver Business Park, Beaver Road, Ashford, TN23 7SH	01233 664393
Maidstone Carers	39-48 Marsham Street, Maidstone, ME14 1HH	01622 685276
Carers First	192 High Street, Tonbridge, TN9 1BE	01732 357555

7. Transforming Mental Health Services for Children in Need

Information

A multi-million pound state-of-the-art centre to help children and teenagers in Kent and Medway with severe mental health problems will be open early next year.

Winthrop Hall, in Staplehurst, near Maidstone is being transformed to provide intensive inpatient support for young people aged 12 to 18 across the county.

NHS Eastern and Coastal Kent, NHS West Kent and NHS Medway have commissioned South London and Maudsley NHS Foundation Trust (SLaM) to provide the inpatient facility plus a new 24 hour specialist community-based service.

SLaM is investing more than £6 million in buying and giving the former drug rehab centre a make-over to provide Kent's first dedicated specialist children's mental health centre – meaning children will no longer have to go to London to receive care.

The new-look service will provide intensive support for children with complex mental health needs including specialist assessments and treatment and inpatient care for children in crisis.

Support for children with psychiatric disorders, severe depression, self-harm, post traumatic stress disorder and mental health problems resulting from physical, emotional and sexual abuse will be on hand 24 hours a day.

The new service will be phased in over the next six months and as part of the improved service SLaM intend to provide more community based services as well as developing the dedicated state-of-the-art inpatient facility at Winthrop Hall.

The service will be available for all young people in Kent and Medway and will reduce the need to travel unacceptable distances for treatment. It is hoped that the centre will be up and running early in 2011.

South London and Maudsley NHS Foundation Trust (www.slam.nhs.uk) provides the widest range of mental health and substance misuse services in the UK. Details about their national specialist services are available at www.national.slam.nhs.uk. They are part of King's Health Partners Academic Health Sciences Centre www.kingshealthpartners.org.uk

For more information contact Emma Burns, Communications Manager, NHS Medway, Fifty Pembroke Court, Chatham Maritime, Chatham, ME4 4EL, telephone 01634 335219 or 07939 235402, email emma.burns@nhs.net or visit the website: www.medwaypct.nhs.uk

8. NHS Eastern and Coastal Kent – Annual Report

Information

NHS Eastern and Coastal Kent's Annual Report for 2009 / 2010 is now available to download from their website: www.easternandcoastalkent.nhs.uk

This year the Trust are not routinely printing and sending out copies in the post in the

interests of using both NHS and environmental resources wisely. The Communications Team will, however, send out printed copies if required. The annual report is also available in different formats.

For more information contact NHS Eastern and Coastal Kent, John Wilson Business Park, Reeves Way, Chestfield, Whitstable, CT5 3DD, telephone 01227 791166, email easternandcoastalkent@nhs.net or visit the website: www.easternandcoastalkent.nhs.uk

9. Breast Cancer Appeal – East Kent Hospitals

Information

East Kent Hospitals Charity has launched its first ever trust-wide appeal.

The appeal aims to raise £1.2 million pounds. This is approximately £370,000 for each of the acute hospitals in East Kent to provide high-tech digital machines that will help them diagnose breast cancer faster at William Harvey Hospital - Ashford, Queen Elizabeth The Queen Mother Hospital - Margate and Kent and Canterbury Hospital - Canterbury.

Find out more information or make a donation by visiting their appeal website: www.ekhuft.nhs.uk/appeal

If you are interested in holding a fundraising event, would like more information or to discuss your ideas for an event, contact Rupert Williamson, East Kent Breast Cancer Mammography Appeal, Trust Headquarters, Kent and Canterbury Hospital, Ethelbert Road, Canterbury, CT1 3NG, telephone 01227 866405, email fundraising@ekht.nhs.uk or visit the website: www.ekhuft.nhs.uk/appeal

10. New Macmillan Information Centre Opens in Gillingham

Information

Local people who are living with cancer can now drop into a new centre to receive free information and support to help them cope with the disease. Macmillan Cancer Support officially launched its new information and support centre based at the Galton Day Unit on 24 September 2010.

The centre is a vital resource to anyone with concerns about cancer and provides information and support in a dedicated setting. No appointment is necessary and the facility is completely free. It holds a wide range of leaflets and other materials about cancer and provides access to cancer-related information online. People living with cancer and their families can also find out more about the support groups and complementary therapies that are available.

The centre is based at Medway Maritime Hospital, Gillingham and is open on Mondays from 11.00am to 6.00pm and Tuesdays to Thursdays from 10.00am to 4.00pm.

Christina Belcher, Macmillan's Cancer Information and Support Manager, comes from a background of working in mental health and it was this experience that led her to understand the importance of information and support giving for people affected by cancer. She runs the service along side Macmillan cancer nurse specialists and will recruit and

train volunteers to support this service.

The service is the result of a partnership between Macmillan Cancer Support and Medway NHS Foundation Trust.

Further information and questions about living with cancer can be answered by contacting Macmillan direct. Call free on 0808 808 00 00 (Monday – Friday, 9.00am – 8.00pm) or visit the website www.macmillan.org.uk

For more information contact Kelly Trinder, Medway NHS Foundation Trust, Medway Maritime Hospital, Windmill Street, Gillingham, ME7 5NY, telephone 01634 830000 or visit the website: www.medway.nhs.uk

11. What is Big White Wall?

Information

An online early intervention service for people in psychological distress is available via Kent and Medway NHS Social Care and Partnership Trust to help people who are experiencing common health problems such as anxiety, stress, feeling low and depressed; all of which may be triggered by life events, e.g. loss / grief, relationship breakdowns, financial crisis, alcohol or drug related problems.

Big White Wall (BWW) combines social networking principles with a choice of clinically informed interventions to improve mental wellbeing. It can be accessed 24 / 7 and has staff (Wall Guides) who ensure the full engagement, safety and anonymity of all members.

An independent review of BWW found that:

- 75% of members talked about an issue for the first time on BWW
- 80% self-managed their psychological distress
- 95% reported one or more improvements in wellbeing.

For more information contact the Big White Wall, 20 Queen Elizabeth's Walk, London, N16 0HX, telephone 020 7060 1677, email jo@bigwhitewall.com or visit the website: www.bigwhitewall.com

12. Maternity Services in West Kent

Information

NHS West Kent report that mothers-to-be can potentially be transferred from Maidstone to Pembury in an average of under 24 minutes, new figures reveal. The latest data from South East Coast Ambulance Service NHS Trust, based on over 100 trips between the two sites, highlight the average ambulance travel times from Maidstone Hospital to Pembury Hospital in 2009 / 2010.

For more information contact Matt Willis, NHS West Kent, Wharf House, Medway Wharf Road, Tonbridge, TN9 1RE, telephone 01732 375270, email matt.willis@wkpct.nhs.uk or visit the website: www.westkentpct.nhs.uk/Have_Your_Say

Consultations – have your say

1. Transforming Community Services in Kent

Consultation

As part of the national Transforming Community Services programme, community services will be separated from primary care trusts to become standalone organisations. West Kent Community Health and Eastern and Coastal Kent Community Services have been working towards this and have decided that to ensure they are able to deliver strong locally integrated services with effective strategic management the best solution would be to become a Kent-wide community services organisation.

You can view the Integrating Community Services in Kent leaflet at:
http://www.thekentlink.co.uk/assets/files/Publications/702Integrating_Community_Services.pdf

You can feedback any comments you may have to the Communication and Engagement Team, Trinity House, 110-120 Upper Pemberton, Kennington, Ashford, TN31 4AX or email Cs.commsteam@eastcoastkent.nhs.uk

2. The Big Society: A View from the Community, Event in Tonbridge

Consultation event: Tuesday, 9 November 2010

The Big Society is the new Coalition Government's idea to return power to local communities, encouraging them to meet the challenges of society by taking a more active role in social action; reducing the role and involvement of the state; transferring power from central to local government and supporting the growth of co-ops, mutuals, charities and social enterprises.

However, the concepts are still developing and therefore opportunities exist to influence their final shape.

Over the next three months Community Development South East working with a number of partner organisations, are holding events in Kent to explore the relationship of Big Society to the broad perspectives of community development. Everyone is welcome to go along to give ideas and express their views at the next event on:

- Tuesday, 9 November 2010 from 9.30am to 3.30pm at Angel Centre, Angel Lane, Tonbridge, TN9 1SF

For more information contact John Stevens, 30 Mead End Road, Denmead, Hampshire, PO7 6PZ, email equal.voices@ntlworld.com or telephone 023 9235 6936.

3. Incentives for Healthcare?

Consultation: Action by Friday, 26 November 2010

In May 2010, NICE's Citizens Council met to discuss the following question:

- In what circumstances are incentives to promote individual behaviour change an acceptable way of promoting the health of the public?

The Citizens Council's report of its meeting is now available on their website.

The report will be presented to the NICE Board in January 2011. NICE would like to hear from anyone who wishes to comment on the Citizens Council's conclusions. A summary of comments received will be presented to the Board.

Comments should be sent by 5.00pm on Friday, 26 November 2010 to Clifford Middleton, Research and Development Project Manager, NICE, MidCity Place, 71 High Holborn, London, WC1V 6NA, email clifford.middleton@nice.org.uk or visit the website: <http://www.nice.org.uk/>

4. An Equality Delivery System for the NHS

Consultation

The Equality and Diversity Council (EDC) has asked Tim Rideout, Chief Executive of NHS Leicester City, to develop an Equality Delivery System (EDS), aimed at improving the equality performance of the NHS and embedding equality into mainstream business. He is supported by a Working Group comprising people from different organisations and backgrounds.

The EDS is about real people making real improvements that can be sustained over time. It focuses on the things that matter the most for patients, communities and staff. It emphasises genuine engagement, transparency and the effective use of evidence. The EDS is not about occasional consultation; it is not a paper-chase; it is not self-assessment.

Following an intensive period of engagement, the EDS proposals will be issued for formal consultation in November 2010. If all goes well, the EDS will be implemented across the NHS in April 2011.

For more information contact Ray Warburton by email ray.warburton@dh.gsi.gov.uk or telephone 020 797 25097.

5. Hospital Car Parking

Consultation response

The Government has published its response to the recent consultation on hospital car parking. A total of 996 responses were received, including hospital trusts, local authorities and patient advocate organisations as well as individuals.

The majority of individual respondents and patient support organisations favoured free parking, while most trusts argued that this could divert funds from patient care.

All the major patient representative organisations acknowledged that the costs of car parking need to be resourced and that fair charges that do not penalise regular users might be one way of achieving this. Departmental guidance advises that patients should be notified of concessions to regular users in appointment letters, as well as being publicly displayed. NHS responses showed that although trusts provide concessions, less than 40% provide information on concessions in appointment letters.

The Coalition Government rejected mandatory concessions as counter to the principles set out in the recent White Paper. They see the provision of concessions for patients whose healthcare needs require extended access to hospitals as fundamental to a patient centred NHS, but have no plans to introduce any new legislation, regulations or guidance on car parking.

For a full copy of the response, visit the website:

www.dh.gov.uk/en/Consultations/Responsestoconsultations/DH_119457

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)