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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. Kent LINK Annual Meeting: Thursday, 19 May 2011 – Canterbury

Date for your diary

The Kent LINK Annual Meeting will be held on Thursday, 19 May 2011 from 10.00am to 3.00pm at the Harris Suite, Kent County Cricket Club, St Lawrence Ground, Old Dover Road, Canterbury, CT1 3NZ. The meeting papers are available at: www.thekentlink.co.uk/kent-link-annual-general-meeting-2011.html

If you would like hard copies of these documents, contact the Kent LINK.

The event will give attendees the opportunity to learn more about what the Kent LINK has been doing through short presentations and a question and answer session. With the Government's intention to replace LINKs with a Local HealthWatch in each area, we have included a short presentation on what the Kent LINK has been doing to get itself ready for that change and how you could get involved.

In the afternoon, James Lampert, Efficiency Team Manager in the Families and Social Care Department at Kent County Council (KCC), will talk about the changes that KCC have made to managing and providing social care in Kent. He will be seeking your input to this important process and you will have the opportunity to ask him questions.

Please ensure that you book your place in advance and advise any special or dietary requirements that you may have for the day.

In accordance with the LINK's Governance, expenses are not reimbursable for attendance at this meeting. If you are attending by car and can offer the opportunity for another person to travel with you, please let us know.

LINK Contact:

Name: Anna Artlett

Telephone: 01303 297050

Email: anna@kmn-ltd.co.uk

2. Hospital Feedback Questionnaire

Get involved!

The Kent LINK is seeking views from people who have recently (within the past six months) had treatment within a hospital (including walk-in centres and minor injury units). If you have had a recent experience, either as a patient or carer, your views would be very much valued. All information received is kept in strict confidence by the LINK – no personal details are collected but, if provided, they would not be released to third parties. The information collated will be used to respond to NHS Trust Quality Accounts.

Please use the link below to complete the questionnaire online:
www.thekentlink.co.uk/hospital-feedback.html

If you would like a hard copy of the questionnaire, contact the LINK office.

All responses should be received by Tuesday, 31 May 2011.

LINK Contact:

Name: Heather Wells

Telephone: 01303 297050 / 07814 427281

Email: heather@kentlink.org

**3. Changes in the NHS – what will it mean for YOU and your doctor?
Event 22 June 2011, Dover**

Date for your diary

Following the success of this event in Tunbridge Wells, the LINK is pleased to be hosting a similar event in Dover on Wednesday, 22 June 2011 at The Ark, Noah's Ark Road, Dover, CT17 0DD. The event will start at 5.45pm (arrival and light buffet from 5.00pm) and end by 8.30pm. There will be time for you to ask questions and to have your say.

LINK Contact:

Name: Louise Murrell

Telephone: 01303 297050 / 07976 596913

Email: louise@kentlink.org

4. William Harvey Hospital, Ashford – feedback required

Information request

Have you recently been a patient (or carer of a patient) at the William Harvey Hospital in Ashford?

If so, the Kent LINK is interested in any comments that you may have, especially regarding dignity, privacy and nutritional standards. If you have views that you would like to forward, contact Heather Wells.

All information received will be kept in strict confidence by the LINK – no personal details will be released to third parties.

Responses should be received by Tuesday, 31 May 2011.

LINK Contact:

Name: Heather Wells

Telephone: 01303 297050 / 07814 427281

Email: heather@kentlink.org

5. LINK Community Ambassadors

Get involved! Let your voice be heard!

Link us with your friends and neighbours to tell us what's good and bad about the NHS and social services you use. In May, the LINK can visit your community to talk about how it can help you have a say in services in order to better meet your community's needs.

In June and July the LINK will be hosting 12 workshops across Kent and Medway, giving people the opportunity to access the information that matters to them. The LINK will also provide free training for volunteers wishing to become ambassadors from under-represented communities, giving them a direct link to people who provide those services.

Contact the LINK if you would like to invite us to your next meeting, coffee morning or forum to talk about this project. If you want to find out more, contact us – details below.

LINK Contact:

Name: Cate Boland

Telephone: 01303 297050 / 07976 596709

Email: cate@kentlink.org

6. Kent LINK at Dover Gateway

Information service

A LINK Project Development Worker will be in Dover Gateway for advice and information about the LINK and how to raise issues and concerns about health and social care in Kent on:

- Wednesday, 18 May 2011 from 10.00am to 1.00pm
- Wednesday, 8 June 2011 from 10.00am to 1.00pm
- Wednesday, 22 June 2011 from 10.00am to 12.00noon.

LINK Contact:

Name: Louise Murrell

Telephone: 01303 297050 / 07976 596913

Email: louise@kentlink.org

7. Kent LINK Governors' Group – meeting dates

Dates for your diary

The Kent LINK Governors' Group meetings are open to the public. The next meetings are scheduled for:

- Wednesday, 18 May 2011 from 10.00am to 1.00pm
Main Hall, Maidstone Community Support Centre, 39-48 Marsham Street,
Maidstone, ME14 1HH
- Wednesday, 15 June 2011 from 10.00am to 1.00pm
Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone,
ME14 1HH.

Please note that expenses cannot be claimed for attendance at these meetings in accordance with Kent LINK Governance.

LINK Contact:

Name: Steph Moir

Telephone: 01303 297050 / 07875 260724

Email: steph@kmn-ltd.co.uk

8. Priorities Panel – issues update

Dates for your diary

No new issues were raised at the Priorities Panel meeting held on 4 May 2011.

Priorities Panel meetings are open to the public to observe the process. The next meetings are scheduled for:

- Wednesday, 25 May 2011 from 1.00pm to 3.30pm
Salvation Army Centre, 74 – 80 Union Street, Maidstone, ME14 1ED
- Wednesday, 3 July 2011 from 1.00pm to 3.30pm
Salvation Army Centre, 74 – 80 Union Street, Maidstone, ME14 1ED.

Please note expenses cannot be claimed for attendance at these meetings in accordance with Kent LINK Governance.

If you have experience of any issues about local health or social care services which you would like to share, or if you would like to make any comments let us know.

LINK Contact:

Name: Steph Moir

Telephone: 01303 297050 / 07875 260724

Email: steph@kmn-ltd.co.uk

9. LINK External Representatives – meetings ‘Round up’

Information

The Kent LINK External Representatives have represented the LINK in February, March, and April 2011 at the following meetings:

- Dementia Strategy Group, 18 April 2011 – Brian Davis
- Dementia Select Committee, 8 April 2011 – Roger Kendall
- SELLNET, 21 March 2011 – Roger Kendall
- NHS Eastern and Coastal Kent Board, 16 March 2011 – Roy Coles and John Gallimore
- Health and Wellbeing Board, 16 March 2011 – Roger Kendall
- Patient Experience Committee, Maidstone and Tunbridge Wells NHS Trust, 3 February 2011 – Peta Groom
- Listening to Communities, 25 February 2011 – Roger Kendall
- Kent and Medway NHS and Social Care Partnership Trust Board, 23 February 2011 – Jim Hancock.

If you wish to read the full reports of these meetings, please visit the Kent LINK website: www.thekentlink.co.uk/external-representatives.html

We would very much like to hear from you if you have any experience in this area, good or bad, and would especially like to hear from people who wish to get involved.

If you would like hard copy documents of any reports, please contact us:

LINK Contact:

Name: Steph Moir

Telephone: 01303 297050 / 07875 260742

Email: steph@kmn-ltd.co.uk

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

Notices – for action or information

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

1. New Medicines Virtual Patient Reference Group needs YOU!

Involvement opportunity

NHS Eastern and Coastal Kent Medicines Management Team would like to establish a patient reference group of people with long term conditions or regular experience of illness. The group will act as a sounding board for patients' views and opinions on medicines and how the NHS manages the way medicines are prescribed. They would like to put a patient reference group together to consider the impact of 'guidance about medication' that is being given to doctors.

To be a part of this panel, you will need to meet one or more of the following:

- Experience of the NHS
- A long term condition
- Experience of medicines
- Insight into caring for others
- Willing to work on a regular basis commenting on materials you are sent.

As a member of the Virtual Patient Reference Group you will not be required to meet but will work mainly from home. Preferably all correspondence will be done via email.

If you are interested in becoming a member or would like more information contact Katie Blissett, Communication and Engagement Officer, NHS Eastern and Coastal Kent, Brook House, John Wilson Business Park, Whitstable, CT5 3DD email katie.blissett@eastcoastkent.nhs.uk or telephone 01227 791278.

2. BBC Radio 4 Show – Care to be a Nurse?

Information

BBC Radio 4 recently broadcast a programme presented by columnist Christina Patterson titled 'Care to be a Nurse'. Christina calls for an end to excuses for bad nursing care and recalls her own experiences as a nurse, along with the reactions she received when she wrote about them.

If you would like to listen to this programme, it is still available on BBC IPlayer by following

this link:

http://www.bbc.co.uk/iplayer/episode/b010mrzt/Four_Thought_Series_2_Care_to_be_a_nurse/

LINK Contact:

Name: Heather Wells

Telephone: 01303 297050

Email: heather@kentlink.org

Website: www.thekentlink.co.uk

3. Care Quality Commission – Acute Inpatient Survey 2010

Information

The Care Quality Commission (CQC) has recently published the results of its 2010 national Acute Inpatient Survey. This represents the experiences of people who have been admitted to hospital and had at least one overnight stay. The questions in the survey cover the issues that patients consider important in their care. The survey offers an insight into their experiences and the CQC use this information in the assessment of NHS trusts.

You can view the report on their website by following the link:

www.cqc.org.uk/aboutcqc/howwedoit/involvingpeoplewhouseservices/patientsurveys/inpatient-services.cfm

For more information contact Elliott Ward, Public Affairs Officer, Care Quality Commission, Finsbury Tower, 103 - 105 Bunhill Row, London EC1Y 8TG or email Public.Affairs@cqc.org.uk

4. Disability Needs Assessment – the results are IN!

Event

You are invited to find out what 18 to 60 year olds with disabilities have said about life in the Canterbury district and how these views will be used.

On Tuesday, 17 May 2011 at Westgate Hall, Canterbury, CT1 2BT, Canterbury will host a drop-in session between 10.00am and 3.00pm. There will be a range of information stalls about services aimed at independent living, free refreshments and guest speakers.

For more information contact Helen Carter, Canterbury City Council, Military Road, Canterbury, CT1 1YW, email helen.carter@canterbury.gov.uk or telephone 01227 862104.

5. Darent Valley Hospital Trust Board – meeting dates

Dates for your diary

The Trust Board has 11 formal meetings a year, held on the last Thursday of each month (with the exception of December), usually at 9.00am. Each meeting is open to the public.

The meetings are held in the Board Room on the fourth floor of the hospital.

The dates are:

- 26 May 2011
- 30 June 2011
- 28 July 2011
- 25 August 2011
- 29 September 2011
- 27 October 2011
- 24 November 2011.

For more information contact Kevin Rowan, Assistant Director of Corporate Development, Trust Headquarters, Darent Valley Hospital, Darent Wood Road, Dartford, DA3 8DA, telephone 01322 428150, email kevin.rowan@dvh.nhs.uk or visit the website: www.dvh.nhs.uk/

Consultations - have your say

1. NHS Future Forum Consultation

Get involved!

On 6 April 2011, it was announced that the Government would pause, listen, reflect and improve on plans for reforming the NHS, as set out in the current Health Bill.

As part of this, the Government has established the NHS Future Forum – a group of 45 health professionals, patient and public representatives and others who have a stake in getting the health reforms right. Their remit is to take some of the principles underlying the need for reform – such as clinically led commissioning – and review how effectively the Health Bill puts them into practice. They have been asked to report back to the Government by the end of May 2011.

Please follow the link below to have your say:
www.healthandcare.dh.gov.uk/

2. The Government Equalities Office consultation event – strengthening women's voices in Government

Get involved!

The Government Equalities Office is consulting around women's engagement with the Government and the new gender architecture that will replace the Women's National Commission. The consultation seeks to find appropriate ways for the Government and Ministers to engage with individual women and women's organisations and also businesses and other organisations that work with women, obviously informed by the cuts and austerity measures. Women's Resource Centre will also be hosting a consultation event on Friday, 13 May 2011 at the Amnesty Human Rights Action Centre in London for the women's sector to make recommendations on the proposals.

For more information contact Charlotte Gage, Ground Floor East, 33-41 Dallington Street, London, EC1V 0BB, telephone 020 7324 3042, email charlotte@wrc.org.uk or visit the website: www.wrc.org.uk

3. Pharmacy 100 hour application – Tonbridge

Consultation: Response by Friday, 10 June 2011

Kent Primary Care Agency on behalf of NHS West Kent has received a 100 hour application from Co-operative Healthcare Ltd for a pharmacy in the vicinity of Warder Medical Centre, East Street Tonbridge, TN9 1LA.

Your written comments on the application are invited by Friday, 10 June 2011.

For more information contact Debra Bell, Kent Primary Care Agency, 11 Station Road, Maidstone, ME14 1QH, email debbie.bell1@nhs.net or telephone 01622 655148.

4. Pharmacy 100 hour application – Maidstone

Consultation: Response by Friday, 17 June 2011

Kent Primary Care Agency on behalf of NHS West Kent has received a 100 hour application from Lloyds Pharmacy for a pharmacy at New Heath Centre Development, 1 Bower Mount Road, Maidstone.

Your written comments on the application are invited by Friday, 17 June 2011.

For more information contact Linda Gibbs, Kent Primary Care Agency, 11 Station Road, Maidstone, ME14 1QH, email Linda.gibbs3@nhs.net or telephone 01622 655134.

Expenses

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

If you are attending a Kent LINK event / meeting by car and can offer the opportunity for another person to travel with you please let us know.

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@kentlink.org
Office Hours: Monday – Friday 8.30am – 4.00pm
(Answerphone available out of hours)
