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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 commentaries on NHS Quality Accounts now available to view

#### **Update**

The Kent LINK commentaries on the NHS Quality Accounts are now available to view on the Kent LINK website: [www.thekentlink.co.uk/quality-accounts.html](http://www.thekentlink.co.uk/quality-accounts.html)

Many thanks to all the participants who passed forward their views on the Quality Accounts, and to those of you who completed the hospital feedback questionnaire.

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### 2. Proposal to integrate Medway Maritime Hospital and Darent Valley Hospital trusts

#### **Update**

Some Bulletin readers will be aware of the proposal to integrate Medway Maritime and Darent Valley hospital trusts. The Boards of both trusts have set up a team drawn from staff at the two trusts to carry out a feasibility study into this proposal.

The present Feasibility Phase is set to continue until Tuesday, 6 September 2011 when a meeting will be held to consider whether to proceed further with this proposal.

Contact your local councillor and MP to ensure they are aware of this proposal.

Medway and Kent LINKs are working jointly to ensure that there is public understanding and involvement in this proposal. A survey seeking patient views has been placed onto the websites of both LINKs. Let the LINKs know your views:

[www.thekentlink.co.uk/proposed-integration.html](http://www.thekentlink.co.uk/proposed-integration.html)

[www.themedwaylink.org.uk/index.php?q=1197](http://www.themedwaylink.org.uk/index.php?q=1197)

During August, LINK Authorised Visitors will visit the hospitals to speak with patients and visitors to find out their initial views, opinions and any concerns.

Finally, should the proposal to integrate 'pass' the feasibility test, then the LINKs propose to carry out two public engagement events to be held in Medway and North Kent to ensure that the public have the opportunity to express their views about this proposal.

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### **3. Kent LINK Governors' Group – meeting dates**

#### ***Date for your diary***

Governors' Group meetings are open to the public to observe the process. The next meeting is scheduled for:

- Wednesday, 20 July 2011 from 10.00am to 1.00pm  
Osborne Room, Lenham Community Centre, Groom Way, Lenham, ME17 2QT.

All previous Governors' Group meeting papers are available to view on the Kent LINK website: [www.thekentlink.co.uk/kent-link-governors-group.html](http://www.thekentlink.co.uk/kent-link-governors-group.html)

The agenda for future meetings will be available on the website one week prior to the meeting date.

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

#### **LINK Contact:**

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### **4. Priorities Panel – issues update**

#### ***Issues and date for your diary***

A meeting was held on 6 July 2011 to discuss issues raised to the LINK. The following new issues were discussed:

1. Cut backs in IVF treatment services
2. Gypsy Travellers unable to register as temporary patients
3. Dentists to display information on fees and services offered
4. Reimbursement of petrol costs for regular hospital visitors.

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 us.

Priorities Panel meetings are open to the public to observe the process (please note expenses cannot be claimed by the general public in accordance with Kent LINK Governance). The next meeting is scheduled for:

- Wednesday, 3 August 2011 from 1.00pm to 3.30pm in the Upstairs Lounge, Salvation Army Centre, 74 – 80 Union Street, Maidstone, ME14 1ED.

All previous Priorities Panel meeting papers are available to view on our website:

[www.thekentlink.co.uk/kent-link-priorities-panel.html](http://www.thekentlink.co.uk/kent-link-priorities-panel.html)

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The agenda for future meetings will be available on the Kent LINK website one week prior to the meeting date.

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**Further enquiries relating to the above information should be addressed to Kent LINK, Unit 24, Folkestone Enterprise Centre, Shearway Business Park, Shearway Road, Folkestone, CT19 4RH, email [info@kentlink.org](mailto:info@kentlink.org) or telephone 01303 297050.**

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## **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. The Health Profiles website**

#### **Information**

The 2011 Local Health Profiles have been produced by the Public Health Observatories of England working in partnership.

The profiles draw together information to present a picture of health in each local area in a user-friendly format. They are a valuable tool for local government and health services in helping them to understand their community's needs, so that they can work to improve people's health and reduce health inequalities.

There is a four-page profile for each Local Authority in England, which includes:

- an 'at a glance' summary description of people's health in the area, including information on locally identified priorities
- maps and charts showing how the health of the area compares to the national view and information on health inequalities within the local authority
- charts presenting changes in death rates over a 10 year period, compared to rates for England
- a 'spine chart' health summary showing the difference in health between the area and the regional / England average for 32 indicators within five domains (Our Communities, Children's and Young People's Health, Adults' Health and Lifestyle, Diseases and Poor Health, and Life Expectancy and Causes of Death).

The Health Profiles website also provides interactive maps and charts for users to create their own views of the data and links to further supporting and relevant products.

To access the 2011 Local Health Profiles, visit the website:

[www.apho.org.uk/resource/view.aspx?RID=105005](http://www.apho.org.uk/resource/view.aspx?RID=105005)

For more information, contact Public Health Observatories, Innovation Centre, York Science Park, Heslington, York, YO10 5DG, telephone 01904 567658 or visit the website: [www.apho.org.uk](http://www.apho.org.uk) [Back to top](#)

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## **2. New NHS Direct Mobile App**

### ***Information***

NHS Direct has launched a free mobile app so that people can access its health advice conveniently from wherever they are.

It can be used to assess your own or someone else's symptoms by answering a number of clinically designed questions. Outcomes may include instant on-screen self-care advice or instructions on the most appropriate course of action. You can save any self-care advice you receive back to the app or email it to yourself so that you can access it easily at a later date. The app is linked to NHS Direct's telephone service and, if a further assessment is recommended, you will be able to submit your contact details so that an NHS Direct nurse advisor can call you back.

Android™ Smartphone users can download the new app from the Android Market.

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## **3. Launch of Kent Dementia Helpline**

### ***Update***

A new helpline service has been launched to give information and support for people with dementia and their carers.

The helpline can be contacted on Freephone 0800 500 3014 and is available 24 hours each day. However, calls between the hours of 9.00am – 5.00pm, Monday – Friday are taken by qualified staff that can:

- source and mail out relevant information
- discuss any concerns
- signpost to relevant services
- offer emotional support.

Outside of these hours, callers will be offered emotional support and information only.

You can also email your questions to [helpline@alz-dem.org](mailto:helpline@alz-dem.org) and enquiries will be answered within 24 hours on weekdays.

For more information contact Alzheimer's and Dementia Support Services, Basement Flat, Dene Holm House, Dene Holm Road, Northfleet, DA11 8JY, telephone 01474 533990, email [Alison.de-ritter@alz-dem.org](mailto:Alison.de-ritter@alz-dem.org) or visit the website: [www.alz-dem.org](http://www.alz-dem.org) [Back to top](#)

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## **4. Dementia Cafés in North West Kent**

### ***Information***

Information and support for people with dementia and their carers can be obtained from a Dementia Café. There are now three dementia cafés in North West Kent.

The details are:

- Swanley Dementia Café meets from 2.00pm to 4.00pm at White Oak Court, Sycamore Drive, Swanley, BR8 7WF on the second Friday of each month.
- Dartford Dementia Café meets from 2.00pm to 4.00pm at the Conservative Club, 46 Spital Street, Dartford, DA1 2DT on the following dates:
  - Wednesday, 17 August 2011
  - Wednesday, 21 September 2011
  - Wednesday, 19 October 2011
  - Wednesday, 16 November 2011.
- Gravesend Dementia Café meets from 2.00pm to 4.00 pm at the Emmanuel Baptist Church Hall, Windmill Street, Gravesend, DA12 1BB on the following dates:
  - Wednesday, 27 July 2011
  - Wednesday, 24 August 2011
  - Wednesday, 28 September 2011
  - Wednesday, 26 October 2011
  - Wednesday, 23 November 2011
  - Wednesday, 21 December 2011.

Dementia cafés offer an informal meeting place for all, an opportunity to look at how to live well with dementia, practical information as well as emotional and social support and a self help support group. In addition, the dementia cafés provide light refreshments and entertainment, informal discussions and speakers.

For more information contact Rock Sturt, Alzheimer's and Dementia Support Services, Basement Flat, Dene Holm House, Dene Holm Road, Northfleet, DA11 8JY, telephone 01474 533990, email [rock.sturt@alz-dem.org](mailto:rock.sturt@alz-dem.org) or visit the website: [www.alz-dem.org](http://www.alz-dem.org)

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## **5. Kent Fire and Rescue Service are changing the way they respond to 999 calls from automatic fire alarms**

### ***Information***

From April 2012, Kent Fire and Rescue Service (KFRS) are changing the way that they respond to 999 calls from automated fire alarms (AFA), only sending an emergency response following a call to confirm there is a real need for the fire service.

In a very few high risk premises KFRS may still immediately attend premises with AFAs, if they have the right number of staff to ensure they can work safely if there is a fire. Most building owners and those responsible for managing AFA systems will need to prepare for this change, considering what alterations they will need to make to their procedures. During the course of the year, KFRS are preparing to work with owners or those

responsible for specific buildings and sites, particularly where there is history of a large number of unwanted AFA calls.

For more information, visit the website: [www.kent.fire-uk.org](http://www.kent.fire-uk.org)

For healthcare premises, email [healthcarefiresafety@kent.fire-uk.org](mailto:healthcarefiresafety@kent.fire-uk.org) or telephone 01622 774192.

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## **6. CQC Report ‘Dignity and nutrition for older people’ at QEQM published**

### ***Information***

A report into ‘Dignity and nutrition for older people’ in the Queen Elizabeth the Queen Mother (QEQM) Hospital, Margate, has been published by the Care Quality Commission (CQC).

Overall they found that the QEQM was meeting both of the essential standards of quality and safety they reviewed.

The report comes as part of an inspection programme by the CQC, which examines whether elderly people receive essential standards of care in 100 NHS hospitals throughout England.

A copy of the report can be found at: <http://bit.ly/qr3ZG8>

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## **7. Government to publish new data on health as part of transparency agenda**

### ***Information***

The new data will reveal clinical achievements and prescribing data by individual GP practices and the performance of hospital teams in treating lung cancer and other key healthcare conditions in an open format that can be used by all.

The new commitments, set out in a letter from the Prime Minister to Cabinet colleagues, aim to provide the public with more information about the performance of services they use every day, and to help drive modern, personalised and sustainable public services.

The Prime Minister’s letter commits the Government to publishing various new data sets, including the following on the NHS:

- Data on comparative clinical outcomes of GP practices in England to be published by December 2011, following the lead of the NHS in London, which has agreed a set of 22 indicators with local GPs
- Prescribing data by GP practice to be published by December 2011, as per the Growth Review

- Complaints data by NHS hospital so that patients can see what issues have affected others and take better decisions about which hospital suits them. This commitment will be met by October 2011
- Clinical audit data, detailing the performance of publicly funded clinical teams in treating key healthcare conditions, will be published from April 2012. This service will be piloted in December 2011 using data from the latest National Lung Cancer Audit, commissioned by the Healthcare Quality Improvement Partnership (HQIP) as part of the National Clinical Audit and Patient Outcomes Programme (NCAPOP)
- Data on staff satisfaction and engagement by NHS providers (for example by hospital and mental health trust) will be published from December 2011
- Data on the quality of post-graduate medical education by provider from April 2012.

Read the full story on the Cabinet Office website:

[www.cabinetoffice.gov.uk/news/government-publish-new-data-health-schools-courts-and-transport](http://www.cabinetoffice.gov.uk/news/government-publish-new-data-health-schools-courts-and-transport)

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## **8. Department of Health will review the abuse at Winterbourne View**

### ***Update***

Following the Panorama programme, the Department of Health is committed to conducting a review of the events at Winterbourne View, Hambrook, near Bristol, considering their wider implications for policy and practice and reporting to Ministers.

As part of this process, DH will review:

- the CQC investigative report
- the Serious Case Review led by the South Gloucestershire Safeguarding Adults Board
- the NHS Serious Untoward Incident Investigations
- previous serious case reviews and investigations and any other relevant evidence.

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## **9. Debate on Health Bill – 21 June 2011**

### ***Information***

The notes from the Debate on the Health Bill which took place on 21 June 2011 are available using the following link:

[www.thekentlink.co.uk/assets/files/Bulletins/Health\\_Bill\\_Programme\\_Motion\\_21st\\_June\\_2011\\_debate.pdf](http://www.thekentlink.co.uk/assets/files/Bulletins/Health_Bill_Programme_Motion_21st_June_2011_debate.pdf)

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## **10. Dartford and Gravesham NHS Trust announce date for AGM**

### ***Get involved! Meeting – Friday, 16 September 2011***

The 18<sup>th</sup> Annual General Meeting of the Dartford and Gravesham NHS Trust will take place on Friday, 16 September 2011 at 2.00pm. This is a public meeting.

The meeting will be held in the Lecture Hall at the Philip Farrant Education Centre, Level 1, Darent Valley Hospital. Please note that there is only limited parking available in the hospital car park and people are being encouraged to use public transport wherever possible to attend this meeting. Details of public transport options can be found by going to the Trust's website: [www.dvh.nhs.uk/contact-us/travel-and-parking/](http://www.dvh.nhs.uk/contact-us/travel-and-parking/)

The meeting will provide an overview of the Trust's performance for the year to March 2011 as well as the Trust's Annual Report and Summary Financial Statements.

To submit a question in advance of the meeting or for further information, contact Kevin Rowan, Trust Secretary, Trust Headquarters, Level 4, Darent Valley Hospital, Darenth Wood Road, Dartford, DA2 8DA, telephone 01322 428150, email [kevin.rowan@dvh.nhs.uk](mailto:kevin.rowan@dvh.nhs.uk) or visit the website: [www.dvh.nhs.uk](http://www.dvh.nhs.uk)

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## **11. 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. The meetings are held in the Board Room on the 4th floor of the hospital. Each meeting is open to the public.

The next meeting dates are:

- Thursday, 28 July 2011
- Thursday, 25 August 2011
- Thursday, 29 September 2011
- Thursday, 27 October 2011
- Thursday, 24 November 2011.

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

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## **12. Profile Beds with Oxygen Attachments – Scam**

### ***Information***

It has recently been brought to the LINK's attention that some people who own profile type beds with oxygen attachments are getting phone calls from someone purporting to belong to an organisation they know, telling them that they are dangerous and advising that the bed must be changed. This is a scam, probably carried out to encourage people to buy from a rival company. If you are worried about this please contact your bed provider direct or contact the police.

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## Consultations - have your say

### 1. Vision for Kent 2011 – 2021: have your say on the future of Kent

**Consultation: Response by Monday, 22 August 2011**

Vision for Kent sets out three big ambitions for the future of the county. The three key ambitions are:

- 1. Grow the Kent economy** – Supporting businesses to be more successful, improving people's skills, making sure there are lots of good jobs in Kent, providing apprenticeships and other training opportunities for young people.
- 2. Tackle disadvantage** – Creating a good quality of life for everyone, providing choice and quality in health and social care, a good start in life for all children, helping unemployed people get back into work, bringing run-down areas back to life.
- 3. Put the citizen in control** – Involving people in making decisions, encouraging more people to volunteer, designing services to meet the needs of people who use them, tackling crime and antisocial behaviour.

The vision has been brought together by the Kent Forum, which is a partnership of the councils that provide services to the people of Kent. It works with other organisations such as the police and health services and is responsible for agreeing shared priorities across Kent and monitoring performance towards those goals.

The feedback will impact on everyday life by influencing the actions of those organisations responsible for delivering public services.

The consultation closes on Monday, 22 August 2011 and is available on the following website: [www.kentforum.org.uk](http://www.kentforum.org.uk)

For further information or hard copies contact Jenny Dixon, Kent Forum, G.19 Sessions House, Maidstone, ME14 1XQ, email [jenny.dixon@kent.gov.uk](mailto:jenny.dixon@kent.gov.uk) or telephone 01622 694122.

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### 2. New Pharmacy – Dover

**Consultation: Response by Thursday, 4 August 2011**

An application has been received from South East Health Plus Ltd for a new pharmacy at 10 - 12 Pencester Road, Dover, Kent.

Further information is available from Kent Primary Care Agency and any comments you may have should be submitted to them by Thursday, 4 August 2011.

For more information contact Julie Gibson, Kent Primary Care Agency, 11 Station Road, Maidstone, ME14 1QH, email [Kent-pca.pharmacy@nhs.net](mailto:Kent-pca.pharmacy@nhs.net) or telephone 01622 655133.

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### 3. Tesco Instore Pharmacy – Ramsgate

**Consultation: Response by Saturday, 20 August 2011**

Tesco have submitted an application to Kent Primary Care Agency to open a pharmacy at

Manston Road, Ramsgate.

Comments on this application must be submitted to Kent Primary Care Agency by Saturday, 20 August 2011.

A copy of the application and map is available upon request from Debra Bell, Kent Primary Care Agency, 11 Station Road, Maidstone, ME14 1QH, email [Kent-pca.pharmacy@nhs.net](mailto:Kent-pca.pharmacy@nhs.net) or telephone 01622 655148.

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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.*

*If you are attending a LINK Event and are able to offer transport to another attendee it would be greatly appreciated. The LINK is unable to accept any responsibility or liability for such an arrangement, but it will act as a facilitator to pass on details. Please contact us for further information.*

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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@kentlink.org](mailto:info@kentlink.org)

Office Hours: Monday – Friday 8.30am – 4.00pm

(Answerphone available out of hours)

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