



In your Bulletin this month:

Page No

Kent LINK activities – find out more, get involved

1.	Proposed Integration of Hospitals – LINK Public Meeting	4
2.	LINK Community Engagement Event – Swanley	4
3.	Mental Health Network Project Group	5
4.	Mental Health Network – update	5
5.	Support and Training of Care Assistants Project – research begins	6
6.	Care of Older People in Hospital Project	7
7.	084 Premium rate telephone numbers for doctors' surgeries	7
8.	NHS Dental Charges	8
9.	Medicine Labels	8
10.	Swale Locality Group	9
11.	World AIDS Day – Thursday, 1 December 2011	9
12.	Kent LINK Projects – update	9
13.	LINK Governors' Group – update	10
14.	LINK Priorities Panel – update	11
15.	LINK External Representatives – meetings 'Round up'	12
16.	LINK Project Development Workers – updates	12



Notices – for action or information

1.	Getting ready for HealthWatch England	14
2.	National HealthWatch Advisory Group – latest Bulletin	15
3.	Integration of Medway NHS Foundation Trust and Dartford and Gravesham NHS Trust – update from the Chief Executives	15
4.	Patient Participation in West Kent	16
5.	Shepway Disability Forum	17
6.	DisabledGo – Thanet venue suggestions	17
7.	Kent and Medway NHS and Social Care Partnership Trust – new Chairman appointed	17
8.	New ‘Talk to FRANK’ campaign goes live	17
9.	Men only screening – saving lives	18
10.	Non-executives appointed to new SHA clusters	18
11.	Abuse of Vulnerable Adults in England, 2010 – 2011 Provisional, Experimental Statistics	19
12.	NHS Commissioning Board goes live	19
13.	The review of Arm’s Length Bodies	20
14.	Care Quality Commission launch new website	20
15.	Care Quality Commission – dignity and nutrition reports	21
16.	Care Quality Commission – report into standards of care given to older people in hospital	21
17.	Trust Board Meetings	21



Consultations – have your say

1.	Have your say – development of next year's Social Care White Paper	22
2.	Have Your Say – Maternity Services in East Kent	23

*The fourth edition of **Kent LINK into Local HealthWatch** is enclosed with this Bulletin.*

This Newsletter is published monthly and will update you on what is happening around the development of HealthWatch, both locally in Kent and nationally.

If you want to get more involved in this exciting development, please read the Newsletter where contact details are available.

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 (details on the back page).

1. Proposed Integration of Hospitals – LINK Public Meeting

Update

Medway NHS Foundation Trust and Dartford and Gravesham NHS Trust are proposing an integration of the two Trusts.

The Kent LINK held a meeting on 19 October 2011 to ensure that members of the public had the opportunity to:

- Hear the Trust managers' case for the integration
- Receive information about local hospital services after the integration
- Say what they felt about the proposal
- Obtain answers to concerns.

After presentations from Trust managers and senior clinicians from both hospitals (Darent Valley and Medway Maritime), attendees considered these questions:

- What recommendations would you make to ensure local communities are fully involved in the decision making process?
- How can the Trusts maximise the patient benefits and minimise the drawbacks should integration go ahead?
- What future challenges do you think that the Trusts and hospitals will face should the integration go ahead?

Responses to these questions and those raised at the Medway LINK's public meeting will be considered and published by Trust managers.

For a copy of the meeting report, contact the LINK or visit the website:

http://www.thekentlink.co.uk/assets/files/Public_Meetings/Gravesend_19102011/Integration_Report.pdf

LINK Contact:

Name: Clive Brock

Telephone: 01303 297050 / 07976 596410

Email: clive@kentlink.org

[Back to top](#)

2. LINK Community Engagement Event – Swanley

Date for your diary!

The next Kent LINK Community Engagement Event will be held on Wednesday, 14 December 2011 from 10.00am to 3.00pm in the Poplar Suite, The Woodlands, Swanley Banqueting, Hilda May Avenue, Swanley, BR8 7BT.

The meeting will commence at 10.30am with an update from the Kent LINK, followed by the launch of the Kent LINK report following the successful Hygiene and Cleanliness in Hospitals Project. The afternoon will focus on updates on current LINK projects, together

with workshop sessions.

Lunch and refreshments will be provided on the day.

If you would like to book a place at this Event, please contact the Kent LINK, advising any special or dietary requirements at the time of booking.

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

LINK Contact:

Name: Sylvia Stone

Telephone: 01303 297050

Email: sylvia@kmn-ltd.co.uk

[Back to top](#)

3. Mental Health Network Project Group

Get involved!

On 4 October 2011, the Kent and Medway LINKs published their mental health report.

The LINK now needs to establish a Project Group to monitor the work undertaken. We are looking for people to come forward to look at the four working areas where investments to mental health services can be made. They are:

- Crisis Intervention
- Child and Adolescent Mental Health Services (CAMHS)
- Carer Support
- Redesign of Kent and Medway NHS and Social Care Partnership Trust services.

It is expected that each investment group will develop its own project team to identify priorities and work with commissioners and the Local Planning and Monitoring Groups to make changes to services.

The first meeting of the Group will be on Thursday, 8 December 2011 from 2.30pm to 4.30pm at Trinity Foyer, 20 Church Street, Maidstone, ME14 1LY.

To book a place at this meeting, please contact Sylvia Stone on 01303 297050 or email sylvia@kmn-ltd.co.uk

LINK Contact:

Name: Cate Boland

Telephone: 01303 297050 / 07976 596709

Email: cate@kentlink.org

[Back to top](#)

4. Mental Health Network – update

Get involved!

The LINK needs more External Representatives to join Local Planning and Monitoring Groups. The Group meets bi-monthly and consists of a variety of attendees ranging from service users, carers, service providers, NHS and Kent and Medway NHS and Social Care

Partnership Trust staff, and where possible commissioners, all local to the particular meetings.

The purpose of the Group is for the participants to meet and collectively discuss and evaluate the services currently provided, learn about any new services on offer, discuss any problems / issues locally and see what can be done about them, either by addressing the problems themselves or raising them as issues to Commissioners.

The Group reports to the Joint Commissioning Board (JCB) on a quarterly basis, where they are able to raise one issue per locality, presented by either a carer or service user. The JCB will endeavour to look at the particular issue and aim to solve / respond to / look into further where appropriate.

By joining a local Group, you will be able to feedback progress made by the LINK Mental Health Network.

External Representatives are required in the following areas:

- Canterbury
- Swale
- Thanet
- South West Kent
- Maidstone
- Dartford, Gravesham and Swanley.

For more information on how to join a Group, contact the LINK.

LINK Contact:

Name: Steph Moir

Telephone: 01303 297050 / 07875 260724

Email: steph@kmn-ltd.co.uk

[Back to top](#)

5. Support and Training of Care Assistants Project – research begins

Update

Research is now underway as part of a Kent LINK project looking into what support, assistance and training is given to care assistants whose paid job is to sustain people to live independently in their own homes.

Concern has been raised nationally about the ability of some care agencies in ensuring that older people (in particular) have continuity and consistency of carers, who have been contracted to support and assist them to remain safe and independent.

Kent County Council (KCC) has recently researched what people who are in receipt of a paid care service, thought about the support they receive from care agencies. The Kent LINK's project focus is on the support and assistance given to the care assistants by the agency, and looks into the training and day to day support and advice they are given and provided with whilst working.

The Kent LINK has sent a questionnaire to the managers of all the care agencies who have a contract with KCC to provide this support. In addition, a questionnaire for care

assistants is also available as this will give a valuable ‘insider’s view’ of the industry.

The Kent LINK’s work, coupled with KCC’s own research, will give a complete picture of good practice, of what is working well and less well, within the provision, as the health and social care services work to ensure people can live safely and independently in their own homes.

LINK Contact:

Name: Clive Brock

Telephone: 01303 297050 / 07976 596410

Email: clive@kentlink.org

[Back to top](#)

6. Care of Older People in Hospital Project

Get involved!

A Project Group of Kent LINK participants has met to begin work looking into the care older people receive whilst in hospital.

This project was agreed by the Kent LINK Governors’ Group following the adverse publicity and national concern about how older people are cared for when in hospital. The Care Quality Commission (CQC) has recently published a report (see page 21) highlighting concerns that over half of the inspected hospitals failed to meet two of the CQC’s essential standards – concerning dignity and nutrition.

The Project Group, chaired by Veronika Segall Jones, has met for the first time to begin planning how this investigation can be best carried out.

Members of the Project Group are aware of the research recently conducted by the CQC into the standards of care provided to older people in NHS hospitals and are keen that the LINK’s work complements and fits with the CQC’s recent work.

One of the Group’s first tasks is to meet with the CQC Compliance Manager to ensure that the LINK’s work combines with, and does not duplicate, the CQC’s already published work.

If you would like to discuss this project further, contact the LINK.

LINK Contact:

Name: Clive Brock

Telephone: 01303 297050 / 07976 596410

Email: clive@kentlink.org

[Back to top](#)

7. 084 premium rate telephone numbers for doctors’ surgeries

Information

The Kent LINK Priorities Panel has recently been investigating the use of premium rate telephone numbers in GP surgeries throughout Kent.

NHS Eastern and Coastal Kent has advised that a number of GP surgeries using premium rate telephone numbers are private businesses and it is therefore beyond the control of the NHS to change their telephone numbers.

If your GP surgery uses a premium rate telephone number and you would like to highlight your concerns on this matter, speak to your local Patient Participation Group (PPG) who can help you raise this issue with your individual surgery.

A PPG will help patients / service users know about their local services and help them influence the decisions made. The PPGs and their networking will help local people ensure their views and experiences are heard by either the Clinical Commissioning Group or the Health and Wellbeing Boards.

If your GP surgery does not have a PPG and you would like to get more involved in this area of the LINK's work, contact Clive Brock (West Kent) or Rich Beckwith (East Kent) for further information on 01303 297050.

LINK Contact:

Name: Steph Moir

Telephone: 01303 297050 / 07875 260742

Email: steph@kmn-ltd.co.uk

[Back to top](#)

8. NHS Dental Charges

Information

The Kent LINK Priorities Panel has recently been investigating the lack of price information displayed at dental surgeries throughout Kent.

Dental surgeries that provide NHS dentistry have a contractual duty to ensure a price list is available for patients to view. Patients are advised to request this information if it is not displayed at their surgery.

If you would like further information on NHS dental charges, these are available to view on the NHS Choices website: <http://www.nhs.uk/NHSEngland/AboutNHSservices/dentists/Pages/nhs-dental-treatments.aspx>

LINK Contact:

Name: Steph Moir

Telephone: 01303 297050 / 07875 260742

Email: steph@kmn-ltd.co.uk

[Back to top](#)

9. Medicine Labels

Information required

Do you or someone you know struggle to read the instructions on medicines?

An issue has been raised with the LINK about appropriate labelling on medication from pharmacies and dispensing GPs. People who have problems with their sight are finding it difficult to read the labels.

We would like to hear from you if you or your family / friends experience difficulties in reading or interpreting the labels on medication.

Please send your comments to the LINK so we can take this issue forward.

LINK Contact:

Name: Louise Murrell
Telephone: 01303 297050 / 07976 596913
Email: louise@kentlink.org

[Back to top](#)

10. Swale Locality Group

Update

A new LINK group for people living in the Sittingbourne and Sheppey areas is starting. The Locality Group will give people the opportunity to talk about health and social care issues at a local level and how to tackle them.

The first meeting took place on 17 November 2011.

Contact the LINK if you would like to be sent information about future meetings or would like to raise an issue about local services.

LINK Contact:

Name: Louise Murrell
Telephone: 01303 297050 / 07976 596913
Email: louise@kentlink.org

[Back to top](#)

11. World AIDS Day – Thursday, 1 December 2011

Information

The Kent LINK is supporting organisations to raise awareness of HIV and AIDS at road shows across Kent.

New Perspectives, Health Action Charity Organisation (HACO), Kent County Council Families and Social Care Department and Kent Community Health NHS Trust will be joining the LINK at Gateways in Margate, Maidstone and Gravesend to promote local support and services, as well as encouraging people to take up screening.

For more information, contact the LINK.

LINK Contact:

Name: Louise Murrell
Telephone: 01303 297050 / 07976 596913
Email: louise@kentlink.org

[Back to top](#)

12. Kent LINK Projects – update

Residential Care Homes

The Project Group met in October 2011 to look at the draft project report. It is envisaged the report will be widely published at the end of the November 2011.

A Kent-wide project will be initiated in January 2012.

If you would like to take part or a copy of the report when it is published, contact the LINK.

LINK Community Ambassadors

The first Project Group meeting took place in October, with a second planned for November 2011, which will look at the details of taking the project forward.

It is hoped that individuals from diverse communities will come forward to receive training and support to enable them to provide, amongst other roles, a way for their community or group to have a voice in health and social care.

Youth Project

A report from the last Youth Event held on 7 October 2011 at the River Centre, Tonbridge, is now available at: http://www.thekentlink.co.uk/assets/files/Publications/YourShout_7_October_Event_Report.pdf

Over 100 young people took part in consultations on Local HealthWatch and Personal, Social and Health Education.

We have been working in several schools this month and have forged some great partnerships.

The LINK is in a unique position to offer young people, and organisations that work with young people, a way to have their say on health and social care issues.

If you would like to be involved or a hard copy of the current report, contact the LINK.

Hygiene and Cleanliness in Hospitals Project

The report from the 2011 Hygiene and Cleanliness in Hospitals project will be published at the Kent LINK Community Engagement Event to be held on Wednesday, 14 December 2011 (see page 4). To receive a copy of the report once published, contact the LINK.

LINK Contact:

Name: Heather Wells

Telephone: 01303 297050

Email: heather@kmn-ltd.co.uk

[Back to top](#)

13. LINK Governors' Group – update

Date for your diary

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

- Wednesday, 21 December 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

The agenda for future meetings will be available on the Kent LINK 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:

Name: Steph Moir

Telephone: 01303 297050 / 07875 260724

Email: steph@kmn-ltd.co.uk

[Back to top](#)

14. LINK Priorities Panel – update

Welcome and Farewells

The Priorities Panel would like to welcome Tom Maddison as the new Vice Chairman for the Priorities Panel.

In light of the recent resignations received from Ray Harris and Ruth Christie, the Priorities Panel would like to acknowledge and thank them both for their invaluable contributions within the Kent LINK Priorities Panel.

Issues and date for your diary

The Priorities Panel are currently reviewing issues around:

- Reduced staffing hours in the Birthing Units, Minor Injury Units and Midwifery Units in Dover
- Changes to maternity service provisions in Dover
- Unfilled Diabetes Specialist Nurses positions
- Transport to Pembury Hospital
- Managers in the NHS restricting access to scans and tests.

If you have experiences of any issues listed above, any health / social care services which you would like to share or to make a comment as to what action should be taken by the Kent LINK, please contact the LINK.

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

- Wednesday, 7 December 2011 from 1.00pm to 3.30pm
Salvation Army Centre, 74 – 80 Union Street, Maidstone, ME14 1ED.

All previous Priorities Panel meeting papers are available to view on the Kent LINK website: <http://www.thekentlink.co.uk/priorities-panel.htm>

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:

Name: Steph Moir

Telephone: 01303 297050 / 07875 260724

Email: steph@kmn-ltd.co.uk

[Back to top](#)

15. LINK External Representatives – meetings ‘Round up’

Meetings update

The Kent LINK External Representatives have represented the LINK recently at the following meetings:

- Kent Community Health NHS Trust
1 September 2011 – *Cate Jackson*
- Health Overview and Scrutiny Committee
9 September 2011 – *Roger Kendall and Mark Fittock*
- Health and Wellbeing Board – Engaging Local Voluntary and Community Groups
12 September 2011 – *Roger Kendall*
- South London and Maudsley NHS Foundation Trust
13 September 2011 - *Robin Kenworthy*
- Shadow Health and Wellbeing Board
28 September 2011 – *Roger Kendall*
- Kent Wide Health and Social Care Integration Programme
26 September 2011 – *Brian Davis*
- Kent and Medway NHS and Social Care Partnership Trust
29 September 2011 – *Jim Hancock*
- National Association of LINK Members
30 September 2011 – *Roger Kendall*
- Patient Experience Group, Maidstone and Tunbridge Wells NHS Trust
3 October 2011 – *Peta Groom*.

If you wish to read the full reports on the meetings attended, visit the Kent LINK website:
<http://www.thekentlink.co.uk/external-representatives.html>

We would very much like to hear from you if you have any experience in these areas, 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, contact the LINK.

LINK Contact:

Name: Steph Moir

Telephone: 01303 297050 / 07875 260742

Email: steph@kmn-ltd.co.uk

[Back to top](#)

16. LINK Project Development Workers – updates

The Kent LINK Project Development Workers have represented the LINK in the last month at the following meetings:

East Kent – Louise Murrell

- Supported the LINK’s Youth Event in Tonbridge that engaged and consulted with over 100 young people
- Attended Dover Disability Association’s Annual General Meeting to promote the LINK and find out more about this local group
- Supported the LINK’s Roadshows in Gateways across Kent, encouraging people to ‘speak up about mental health’

- Attended Shepway Community Exchange meeting to promote the LINK and find out more about local voluntary and community organisations
- Attended the LINK's Residential Care Homes Project Group meeting
- Supported the LINK's public meeting in Northfleet to provide opportunities for people to discuss the proposed integration of Medway NHS Foundation Trust and Dartford and Gravesham NHS Trust
- Met with East Kent Hospitals University NHS Foundation Trust to discuss how the LINK might work with them on the Equality Delivery System.

If you wish to find out more about any of these meetings, contact Louise direct.

The Kent LINK would very much like to hear from you if you have any experiences of health and social care services in East Kent – either good or bad, and would especially like to hear from anyone who wishes to get more involved.

LINK Contact:

Name: Louise Murrell

Telephone: 01303 297050 / 07976 596913

Email: louise@kentlink.org

West Kent – Clive Brock

- LINK Public Meeting at Northfleet to discuss the proposed integration of Medway NHS Foundation Trust and Dartford and Gravesham NHS Trusts (see page 4)
- Meeting with the Public Engagement Manager at Darent Valley Hospital. This is part of ongoing liaison to ensure that the lines of communication between the LINK and this hospital are kept open
- Community Health and Information Sharing Group – meeting held at Gravesend Civic Centre. This quarterly meeting involves representatives from the community and voluntary sectors working in North Kent
- West Kent Area Involvement Group. This is a meeting of participants interested in developing closer work with Kent County Council over its social care responsibilities.

If you wish to find out more about any of these meetings, contact Clive direct.

The Kent LINK would very much like to hear from you if you have any experiences of health and social care services in West Kent – either good or bad, and would especially like to hear from anyone who wishes to get more involved.

LINK Contact:

Name: Clive Brock

Telephone: 01303 297050 / 07976 596410

Email: clive@kentlink.org

Mid Kent – Cate Boland

- Developing the Mental Health Network by visiting the Local Planning and Monitoring Groups. The first meeting to review this work will be held on Thursday, 8 December 2011 (see page 5)
- East Kent Area Involvement Group which meets bi-monthly. This Group discusses the work and services that Kent County Council provide. The next meeting is planned for Thursday, 12 January 2012; venue for the meeting is to be confirmed.

If you wish to find out more about any of these meetings, contact Cate direct.

The Kent LINK would very much like to hear from you if you have any experiences of health and social care services in Mid Kent – either good or bad, and would especially like to hear from anyone who wishes to get more involved.

LINK Contact:

Name: Cate Boland

Telephone: 01303 297050 / 07976 596709

Email: cate@kentlink.org

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

[Back to top](#)

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. Getting ready for HealthWatch England

Information

Next month sees a major step in the setting up of HealthWatch England, with the start of the recruitment of its Chair.

HealthWatch England will be the national consumer champion that will give a voice to the collective views of people who use health and social care services in England.

Patrick Vernon, Chair of the HealthWatch Advisory Group, said: "HealthWatch England's Chair will have a pivotal role in providing leadership and establishing it as the new consumer champion for health and social care in England.

"The Chair will voice the views of people who use health and social care services to those responsible for services locally and nationally and be able to use those views to influence national policy."

The Chair is expected to take up the post in April 2012 (as Chair designate until the Health and Social Care Bill receives Royal Assent).

Dame Jo Williams, Care Quality Commission (CQC) Chair, said: "This is an exciting opportunity for us. HealthWatch England's work will complement and strengthen CQC's existing activity. CQC will provide HealthWatch England with a strong foundation. HealthWatch England will have clear routes to raise concerns about services, swiftly and effectively."

The CQC has also set out other important landmarks in the development of HealthWatch England, including:

- Appointing staff – senior staff to be in place by June 2012

- Developing information and briefings for Local HealthWatch organisations – by June 2012
- Developing a work plan for the new organisation – by summer 2012
- Agreeing the budget with the Department of Health – by summer 2012
- Agreeing how the relationship between HealthWatch England and the CQC will work – by summer 2012
- Agreeing the composition of and appointing the HealthWatch England committee – the committee will take up its role in October 2012
- Developing the HealthWatch England website – to launch in October 2012.

While these developments are taking place, the CQC and the Department of Health will be talking to a wide range of organisations and individuals with an interest in HealthWatch and helping Local HealthWatch organisations to develop.

For further information, contact the CQC press office by telephone 0207 448 9401 or visit the website:

http://www.cqc.org.uk/sites/default/files/media/documents/preparing_for_healthwatch.pdf

----- [Back to top](#)

2. National HealthWatch Advisory Group – latest Bulletin

Information

The HealthWatch England Advisory Group, a national group set up to advise the Government on the implementation of their proposals for HealthWatch, have released their fourth Bulletin issue. This, along with all previous issues, can be found on the Kent LINK website at:

http://www.thekentlink.co.uk/assets/files/HealthWatch_Newsletters/Documents_upload/HW_Advisory_Group_Bulletin_4.pdf

You can follow the progress of this Group and take part in their live web discussions by registering to join the HealthWatch Community by email healthwatch@nunwood.com. You will then receive an email asking you to register your details.

----- [Back to top](#)

3. Integration of Medway NHS Foundation Trust and Dartford and Gravesham NHS Trust – update from the Chief Executives

Update

This is the third update from Mark Devlin and Susan Acott, Chief Executives of Medway NHS Foundation Trust and Dartford and Gravesham NHS Trust. Please note that this is an independent piece that is reproduced verbatim and does not necessarily reflect the views of the LINK.

“As you may be aware, at the end of September, both of our trust boards decided that integration was feasible and that more detailed plans should now be drawn up. We are currently developing those more detailed plans, with input from patients, the public and staff. Our aim is to become one trust in Summer 2012.

First of all, we would like to reassure you that all core services will continue to be offered at both hospitals. These include full A&E, maternity and children’s services, as well as outpatient clinics. The integration is not about reducing existing services but about

safeguarding and improving them, as well as being able to develop some new specialist services not currently available locally.

Secondly, we are now embarking upon a six month engagement period with our patients, the public and our staff. The first phase, running until the end of February 2012, will focus on gathering views and comments on our plans for the proposed integration. This is to ensure that when we submit our plans at the end of March 2012 for formal approval, those plans will have been informed by the views of our local communities and staff. The second phase will focus more on how people can get involved in the implementation of those plans.

We would like to thank both Kent and Medway LINKs for holding public events in October and November. The first of those, held in Northfleet, was very successful, with robust and constructive questioning from the audience, which we are already using to inform our plans. Following the success of this partnership, we aim to work with more local community groups to ensure that the public have the opportunity to communicate their views and opinions to us, as well as have their questions answered.

We look forward to working with the LINKs again in the near future and throughout our six month engagement period.

*If you would like any further information, please visit the trusts' websites:
www.medway.nhs.uk and www.dvh.nhs.uk*

*Or, if you have any questions or comments, contact us by:
Email: bettercaretogether@nhs.net
Telephone: 01634 830000 x6761*

**Mark Devlin and Susan Acott
Chief Executives of Medway NHS Foundation Trust
and Dartford and Gravesham NHS Trust**

[Back to top](#)

4. Patient Participation in West Kent

Get involved!

Patient participation is really taking off in West Kent. There are 70 GP practices well on their way to forming successful Patient Participation Groups (PPGs).

The Primary Care Trust would like to invite you to attend a meeting on Monday, 28 November 2011 from 9.30am to 2.00pm at the Village Hotel, Forstal Road, Maidstone, ME14 3AQ. At the meeting you will:

- Learn about building your patient voice at your GP practice
- Find out what the next steps are in patient participation for Clinical Commissioning Groups
- Hear about the range of projects PPGs are taking on.

For more information, contact Ferne Haxby, NHS West Kent, Wharf House, Medway Wharf Road, Tonbridge, TN9 1RE, telephone 01732 375200 Ext 5411, email Ferne.haxby@wkpct.nhs.uk or visit the website: www.westkentpct.nhs.uk

[Back to top](#)

5. Shepway Disability Forum

Get Involved!

A disability forum for Shepway is being set up to discuss disability issues, link up with other disability groups in East Kent and ultimately help influence decisions that affect people living with disabilities in the area.

If you are interested in joining or would like more information, contact Michael James, CASE Kent, Berwick House, 8 Elwick Road, Ashford, TN23 1PF, email michaeljames@casekent.org.uk or telephone 01233 610171.

[Back to top](#)

6. DisabledGo – Thanet venue suggestions

Get involved: Response by Wednesday, 30 November 2011

DisabledGo will shortly be starting to review the information available on DisabledGo Thanet Access Guide. DisabledGo contacts all venues to ascertain whether their access has changed in any way. Venues that report a change to its physical access will be flagged to be re-visited by a surveyor. In addition to revisiting any venues with a physical access change, DisabledGo will add another 25 new detailed access guides or a combination of both detailed and key access review guides.

If you wish to suggest any venues you would like to be added to the DisabledGo Thanet Guide, email tom.felton@disabledgo.com or visit the website: <http://www.disabledgo.com/>

The deadline for venue suggestions is Wednesday, 30 November 2011.

[Back to top](#)

7. Kent and Medway NHS and Social Care Partnership Trust – new Chairman appointed

Information

Andrew Ling has been appointed as the new Chairman of Kent and Medway NHS and Social Care Partnership Trust.

He has been a Non-executive Director at Dartford and Gravesham NHS Trust since January 2008 and has taken up post at Kent and Medway NHS and Social Care Partnership Trust. He has a background in finance and banking at Lloyds TSB Group where he held a variety of appointments, including that of Finance Director of the Wholesale and International Banking Division from 1995 - 2004. Mr Ling is also an Economics graduate of University College London and qualified as a Chartered Accountant with Price Waterhouse in 1978, where he spent the following 10 years.

[Back to top](#)

8. New ‘Talk to FRANK’ campaign goes live

Information

A new campaign to promote and signpost FRANK (the national drugs information and

advice service) to young people launched on 17 October 2011.

FRANK provides a friendly, confidential and non-judgemental service to anyone wanting advice about drugs. FRANK aims to give young people the skills and confidence they need to reject drugs and offers parents the information they need to talk to about drugs with their children. The new campaign sees the online re-use of original FRANK video adverts from when FRANK first launched in 2003, as well as new posters and radio adverts.

For more information on the new campaign and where this fits into the Government's 2010 drug strategy, visit the website: <http://www.homeoffice.gov.uk/drugs/FRANK/>

To access FRANK, telephone 0800 77 66 00, text number 82111 or visit the website: <http://www.talktofrank.com/>

[Back to top](#)

9. Men only screening – saving lives

Information

Since April this year, nearly 5,500 men have taken up the opportunity to be screened for Abdominal Aortic Aneurysms (AAA), detecting 108 small and 10 large aneurysms. Men over 65 years old are encouraged to have a one-off scan for this potentially life threatening blood vessel condition.

AAA occurs when the main blood vessel in the body weakens and expands, causing aneurysms. Small aneurysms are not dangerous, but they can grow so it is important to monitor them. Larger aneurysms, although rare, can be very serious as they can burst - killing around 6,000 people in England and Wales each year.

Men are six times more likely to suffer from the condition, which has no symptoms, and can be at greater risk as they get older, if they smoke, have high blood pressure or have a sibling or parent with the condition.

Once detected, treatment can be highly effective.

Screening is currently taking place at the Kent & Canterbury Hospital and at more than 20 GP surgeries across Kent and Medway.

For more information, telephone 01227 868775 or visit the website: <http://aaa.screening.nhs.uk/>

[Back to top](#)

10. Non-executives appointed to new SHA clusters

Information

The Appointments Commission has announced the appointment of Non-executive Directors to the Strategic Health Authority (SHA) Clusters, following the introduction of cluster arrangements on 3 October 2011.

NHS South of England - (bringing together NHS South West, NHS South Central and NHS South East Coast)

Chair – Dr Geoff Harris
Chief Executive – Sir Ian Carruthers

Non-executives:

Charles Howeson (Vice Chair)
Kate Lampard (Vice Chair)
Stephen Tinton (Audit Chair)
Neil Churchill
Terry Butler
Joseph McLoone
Alison Ryan
Stephen West.

For further information and hard copies of Board papers, contact the Board Secretary by telephone 01293 778899 or visit the website:

www.southeastcoast.nhs.uk/About%20Us/Board.htm

[Back to top](#)

11. Abuse of Vulnerable Adults in England, 2010 – 2011 Provisional, Experimental Statistics

Information

This report contains provisional information on alerts and referrals to adult social care safeguarding teams derived from the Abuse of Vulnerable Adults (AVA) data collection for the period 2010 - 2011. It presents a variety of information on aspects of the safeguarding process, including type of alleged abuse, source of referral, location of alleged abuse, relationship between alleged victim and perpetrator and outcomes. The data collected covers adults aged 18 and over.

The findings of this report have unearthed data such as 42% of referrals alleging abuse towards vulnerable adults takes place in their own homes.

For more information and to view the full report, visit the website:

www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/abuse-of-vulnerable-adults-in-england-2010-11-provisional-experimental-statistics

[Back to top](#)

12. NHS Commissioning Board goes live

Information

The NHS Commissioning Board Authority is now in operation.

Subject to the successful passage of the Health and Social Care Bill 2011 through Parliament, over the next 12 months the Board Authority will work in partnership with Clinical Commissioning Group (CCG) leaders, GPs and the Department of Health to agree the method for establishing, authorising and running CCGs.

In addition, the Board Authority will create the infrastructure and organise the resources to allow the NHS Commissioning Board to operate as an independent body from October 2012 (subject to the successful passage of the Health and Social Care Bill 2011 through Parliament).

The central role of the new Board will be to support, develop and performance manage Clinical Commissioning Groups. The Board will also take responsibility for commissioning services that can only be provided efficiently and effectively at a national or a regional level.

Subject to successful passage of the Health and Social Care Bill 2011 through Parliament, it is anticipated the NHS Commissioning Board will become fully operational on 1 April 2013, when it takes on its complete legal responsibilities for managing the NHS Commissioning System.

Find out more on the NHS Commissioning Board Authority website:
www.commissioningboard.nhs.uk

LINK Contact:

Name: Rich Beckwith

Telephone: 01303 297050 / 07969 468507

Email: richard@kmn-ltd.co.uk

[Back to top](#)

13. The review of Arm's Length Bodies

Update

The review, published in July 2010, assessed whether the work of each of the Department of Health's Arm's Length Bodies (ALBs) remains essential.

Subject to the passage of the Health and Social Care Bill and related secondary legislation, organisations that will close or move out of the sector are:

- The Alcohol Education and Research Council (AERC)
- The General Social Care Council (GSCC)
- The National Patient Safety Agency (NPSA)
- The Appointments Commission (AC)
- The NHS Institute for Innovation and Improvement (NHS IiI)
- The Council for Healthcare Regulatory Excellence (CHRE)
- The Health Protection Agency (HPA)
- The National Treatment Agency for Substance Misuse (NTA).

In the longer-term and subject to further future primary legislation:

- The Human Fertilisation and Embryology Authority (HFEA)
- The Human Tissue Authority (HTA).

More information on the review and the plans set out for these organisations can be found on the following website:

<http://www.dh.gov.uk/health/2011/10/review-of-arms-length-bodies-update/>

[Back to top](#)

14. Care Quality Commission launch new website

Information

The Care Quality Commission has launched a new website, which aims to be easier to

use and with more opportunities for patients and the public to comment on services.

You can visit the website at: www.cqc.org.uk

For more information contact the Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA, email involvement.EDHR@cqc.org.uk or telephone 03000 616161.

[Back to top](#)

15. Care Quality Commission – dignity and nutrition reports

The Care Quality Commission (CQC) has published reports into the standards of care of older people in hospitals. The report calls for a system wide response to combat the failings identified. 100 visits took place to hospitals as part of the report and the Secretary of State has announced that 50 more visits to NHS hospitals will take place in the first quarter of the next financial year.

In addition, the CQC is planning another report looking at the dignity and nutrition of older people in residential homes. These visits will start in February 2012.

For more information or to view the reports, contact the CQC, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA, telephone 03000 616161, email involvement.EDHR@cqc.org.uk or visit the website: www.cqc.org.uk

[Back to top](#)

16. Care Quality Commission – report into standards of care given to older people in hospital

Information

The Care Quality Commission (CQC) has published a report into the standards of care that older people receive in hospital. This report was commissioned by the Government following publications of critical reports by the Patients Association and Health Service Ombudsman. As a result of their unannounced inspections, the CQC calls for a system-wide response to combat the failings identified.

This was a national inspection programme which focused on whether the inspected hospitals met two key themes – one relating to dignity, the other to nutrition. Of the 100 hospitals inspected, 45 met the standards, 35 needed to make some improvements and 20 hospitals did not meet one or both standards. Two hospitals (both in the Midlands) gave the CQC inspectors major concerns.

Only one Kent hospital gave the inspectors concern – Darent Valley Hospital, Dartford. At a follow-up visit, both of the inspected standards were met satisfactorily.

For more information, contact the Care Quality Commission, Finsbury Tower, 103 - 105 Bunhill Row, London, EC1Y 8TG, telephone 03000 616161 or visit the website: www.cqc.org.uk

[Back to top](#)

17. Trust Board Meetings

Dates for your diary

Dartford and Gravesham NHS Trust

All Board meetings are held at 9.00am in the Boardroom, Trust Headquarters on Level 4 at Darent Valley Hospital.

Meeting dates for the next five months are as follows:

- Thursday, 24 November 2011
- Thursday, 26 January 2012
- Thursday, 23 February 2012
- Thursday, 29 March 2012
- Thursday, 26 April 2012.

The agenda for each meeting is published on the Darent Valley Hospital website: www.dvh.nhs.uk or are available by telephoning 01322 428150

Kent and Medway NHS and Social Care Partnership Trust

- Thursday, 1 December 2011 from 10.00am at Kent and Medway NHS and Social Care Partnership Trust, 35 Kings Hill Avenue, Kings Hill, West Malling, ME19 4AX
- Wednesday, 21 December 2011 from 10.00am at Kent and Medway NHS and Social Care Partnership Trust, 35 Kings Hill Avenue, Kings Hill, West Malling, ME19 4AX.

Maidstone and Tunbridge Wells NHS Trust

The Trust held its last Board Meeting for 2011 on 2 November 2011. Dates for future meetings will be advised in December and will be included in future Bulletins.

NHS Kent and Medway

- Wednesday, 30 November 2011 from 9.30am to 1.30pm at The Conference Hall, Kent Invicta Chamber of Commerce, Ashford Business Point, Waterbrook Avenue, Sevington, Ashford, TN24 0LH.

For more information, contact NHS Kent and Medway, Brook House, John Wilson Business Park, Reeves Way, Chestfield, Whitstable, CT5 3DD, telephone 01227 795050, email easternandcoastalkent@nhs.net or visit the website: www.easternandcoastalkent.nhs.uk

[Back to top](#)

Consultations – have your say

1. Have your say – development of next year’s Social Care White Paper

Consultation: Response by Friday, 2 December 2011

The Government has now launched the process for engaging with the public and professionals to inform the development of next year’s Social Care White Paper.

There are two ways to get involved and have your say. Firstly, the NHS Futures Forum are asking the following questions:

1. What are the problems integration can solve?
2. What are the examples of success and challenge we should be learning from?
3. What factors contribute to success in improving integration?
4. What factors block successful integration?
5. Who needs to do what next to enable integration to be progressed in a pragmatic and achievable way?

Send your responses to these questions by email to nhsfutureforum@dh.gsi.gov.uk

Secondly, the Department of Health website has identified six areas that they believe have the biggest potential to make improvements to the care and support system and would welcome your views. You can leave a comment on each area via their website: www.caringforourfuture.dh.gov.uk/category/priorities/

If you would like to share your views, please ensure your responses are registered by Friday, 2 December 2011.

For more information, contact Customer Service Centre, Department of Health, Richmond House, 79 Whitehall, London, SW1A 2NS, telephone 020 7210 4850, email nhsfutureforum@dh.gsi.gov.uk visit the website: www.caringforourfuture.dh.gov.uk/category/priorities/

[Back to top](#)

2. Have Your Say – Maternity Services in East Kent

Consultation: Response by Friday, 20 January 2012

NHS Kent and Medway and East Kent Hospitals University NHS Foundation Trust have started their consultation on the future of maternity services in East Kent.

The following public meetings are being held:

- Faversham - Tuesday, 22 November 2011 from 1.00pm to 3.00pm and 5.00pm to 7.00pm
The Alexander Centre, Preston Street, Faversham, ME13 8NY
- Folkestone - Tuesday, 29 November 2011 from 10.00am to 12.00noon
University Centre Folkestone, The Glassworks, Mill Bay, Tontine Street, Folkestone, CT20 1JG
- Dover - Thursday, 1 December 2011 from 12.00noon to 2.00pm
The Ark Dover, Noah's Ark Road, Dover, CT17 0DD
- Margate - Monday, 12 December 2011 from 2.30pm to 4.30pm
Millmead Children's Centre, Dane Valley Road, Margate, CT9 3RU
- Canterbury - Tuesday, 13 December 2011 from 6.00pm to 8.00pm
The Westgate Hall, Westgate Hall Road, Canterbury, CT1 2BT
- Ramsgate - 11 January 2011 from 6.00pm to 8.00pm
Chatham House, Chatham & Clarendon Grammar School, Chatham Street, Ramsgate, CT11 7PS.

The consultation document and the summary version are available on the NHS Eastern and Coastal Kent website: www.easternandcoastalkent.nhs.uk/maternityreview

Paper copies of these documents are also available from GP surgeries, children's centres and birthing centres.

Any response you wish to make must be registered by Friday, 20 January 2012.

If you would like copies of these documents or have any further queries, contact Haniya Qasim, NHS Eastern and Coastal Kent Brook House, John Wilson Business Park, Whitstable, CT5 3DD, email Haniya.Qasim01@eastcoastkent.nhs.uk or telephone 01227 791281.

[Back to top](#)

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.

[Back to top](#)

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

(Answer phone available out of hours)

Whilst every care has been taken in the preparation of this publication and enclosed documents, neither the Kent LINK, Kent & Medway Networks Ltd, nor its employees, can be held responsible for any errors or omissions that may have occurred in the preparation of this Bulletin.