

Issue for consideration of Priorities Panel

For official use only:

Issue ID Number: **019**

Date received by Operational Director
07/10/2009

Date to Priorities Panel
26/11/2009

Office use:

Name:
(JJ, RA, KT, All)

Date completed and initials:

Date of referral to LINK	07/10/2009
Date issue arose	Autumn/Winter edition of "Round Kent" a KCC magazine
Title (Headline / short title of issue)	Unfair treatment of Kent Health Service Staff
Nature of interest/standing of person in relation to issue:	
Recipient of service <input type="checkbox"/> Family <input type="checkbox"/> Friend <input type="checkbox"/> Advocate/Campaigner <input checked="" type="checkbox"/> Other <input type="checkbox"/>	
If other, please state what their standing is in relation to the issue:	
Is the person raising the issue a:	
LINK participant?	<input checked="" type="checkbox"/>
Member of the public?	<input type="checkbox"/>
Priorities Panel Member?	<input type="checkbox"/>
Governor Group Member	<input type="checkbox"/>
LINK Development Worker	<input type="checkbox"/>
Part of an organisation	<input type="checkbox"/>

<p style="text-align: right;"> LINK Authorised Visitor <input type="checkbox"/> LINK Authorised Representative <input type="checkbox"/> KMN other <input type="checkbox"/> </p>	
If raising issue on behalf of an organisation, state name and brief details of what they do	N/A
Summarise issue (no more than 100 words). If necessary, a more detailed account may be included below with additional pages attached if necessary	LINK Participant incensed at article, which by implication, depicts all NHS staff as “cruel” and “uncaring” based on a Patients Association report based on only 16 patients throughout England – a self selecting group with a grievance.
<p>Please use this space to give a detailed account of the issue to be raised with the Priorities Panel. (N.B: Form will expand to accommodate additional text – other documentation can be appended, as necessary)</p> <p><u>Kent Health Watch is making sure your voice is heard</u> In August, the Patients Association released its’ Patients Not Numbers, People Not Statistics’ document that contains 16 first-hand accounts of care, which have been called ‘cruel and neglectful’. It is important that patients, carers and families can talk about any concerns they have to do with health and social care. Kent Health Watch is a 24 hour, 365 days a year dedicated phone line for the county’s residents on any aspect of health or social care. Concerns, as well as compliments, are immediately passed on. It was created a year ago by KCC and the NHS in Kent and can be reached on 08458 247 103. KCC Cabinet member for Public Health, Alan Marsh, said: “The helpline receives all sorts of calls. Sometimes there is praise for staff but if it does go wrong, it needs to be sorted. “What I am passionate about is making sure that there is always someone there to listen and to make sure the voices of patients and staff are heard and any problems are dealt with.” Call Kent Health Watch on 08458 247 103 or visit www.kent.gov.uk/healthwatch</p>	
<p>Is the issue currently under investigation, via a complaint or inquiry or being dealt with by somebody else (this includes being part of a wider campaign on the issue)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If yes, give details of actions already taken including contact details of others dealing with the issue:</p>	

Is there a timescale / deadline / circumstance affecting this issue which may mean the LINK will have to act quickly, eg closure of a unit, change of service, a particular urgency?

Yes

No

If yes, what is that circumstance and what is the timescale by which action has to be taken?

What expectation does the person raising the issue have of the LINK, ie what does that person want the LINK to do/what action does it want it to take?

That the LINK deprecates this sensational use of information based on such a small self selecting sample to denigrate the vast majority of hard working, highly professional NHS staff.

What would be a good outcome from the perspective of the person raising the issue?

The LINK makes its position clear on this approach to seeking to work with the community to improve services through patients' experiences.

What evidence does the person raising the issue have to support the case they are putting for the LINK to take action? List or attach evidence and sources, if available.

Just the article itself

How widely does this issue affect other people?

All NHS staff

In what ways are other people affected by this issue.

Loss of moral amongst key staff and decline in standards.

Signed: Graham Hills

Date: 18 November 2009

Your LINK for improving health and social care

www.thekentlink.co.uk

ID 019: Health Watch article



a LOCAL INVOLVEMENT NETWORK

No	Recommended action	Tick	If additional information required, please specify	Additional comments, if any
1.	No further action			
2.	Watching brief			
3.	Letter to trust / social care calling for comment before taking any further			
4.	Urgent action as issue concerns patient / client safety			
5.	Further information required, please specify			
6.	Consult / survey participants to check level of interest / concern before proceeding to any other action			
7.	Start discussion on LINK website / through LINK Bulletin			
8.	Question to Citizen Jury			
9.	Topic for local meeting			
10.	Urgent unscheduled visit – specify purpose of visit in comments column			
11.	Refer to regulator, eg Care Quality Commission, Ofsted, Health and Safety Executive, Royal Colleges, etc –please specify			
12.	Potential to develop as possible LINK project			
13.	Any other recommended actions			