



The Kent LINK Progress Sheet 2009 / 2010 (Issues raised with the LINK)

ID Number	Project / Issue	Activities	Lead	Start	End	Status / Progress
ID 001	Shortcoming in pain control services in Kent	<ol style="list-style-type: none"> 1. Refer to Priorities Panel 2. Panel queried whether to pursue or not and needed further information 3. Letter to the two PCTs asking about: 4. Availability of pain services across the county 5. 800 Members' experience 6. Public knowledge / awareness of where to get help for pain control 7. Patient returning from hospital re service available 8. Royal College of Anaesthetists - ask re ratio of patients to pain consultants across the county 9. Royal College of Anaesthetists - ask what options should be given to patients in pain (alternative to surgery) 10. PCTs – what options are given in Kent? 	GH	27/07/09		<p>09/09/09 To Priorities Panel 28/09/09:</p> <p><u>Letters sent to:</u></p> <ol style="list-style-type: none"> i. Ann Sutton, Chief Executive, NHS Eastern and Coastal Kent ii. Steve Phoenix, Chief Executive, NHS West Kent iii. Marion Dinwoodie, Chief Executive, Chief Executive, NHS Medway iv. Chief Executive The Royal College of Anaesthetists v. Copies to Dr Meradin Peachey, Director of Public Health. <p>04/10/09 Letter received Faculty of Pain Medicine of the Royal College of Anaesthetists 14/10/09 Acknowledgement received Eastern and</p>

						Coastal Kent 02/11/09 Received letter Steve Phoenix,, NHS West Kent 04/11/09 Received letter Ann Sutton, NHS Eastern and Coastal Kent.
ID 002	Proposal to set up a primary angioplasty service in West Kent	<ol style="list-style-type: none"> 1. Refer to Priorities Panel 2. Panel had general support / interest in 3. Action agreed write to: <ol style="list-style-type: none"> i. Chris Thoms; specialist view (bit more thinking). Obtain more info – stroke (letter to Judy Hunt) ii. Phyllis / Glynis Holt; cardiac. Applies to ‘poor service’ in West Kent, not East Kent (quality good) iii. Refers to HOSC; disparity of services across East and West Kent. 	GH	05/08/09		<p>09/09/09 To Priorities Panel 29/9/09:</p> <p><u>Emailed:</u></p> <ol style="list-style-type: none"> i. Emma Cain, Public Liaison Officer, NHS West Kent Primary Care Trust <p><u>Action outstanding:</u></p> <ol style="list-style-type: none"> ii. Re Chris Toms / Judy Hunt iii. HOSC.
ID 003	Withdrawal of physiotherapy and occupational therapy services	<ol style="list-style-type: none"> 1. Refer to Priorities Panel 2. Panel agreed action: <ol style="list-style-type: none"> i. Find out what the situation is for other users, eg involving Mencap, People with Down’s Syndrome - ask participants and groups ii. What services are available generally in community - PCT, area by area iii. What are the patients entitled to and what are they receiving? iv. What about particular course of treatment for people with long-term conditions? v. Can each PCT commission from private sector and probably take with ID 004? 	GH	02/08/09		<p>09/09/09 To Priorities Panel 28/09/09</p> <p><u>Letters sent to:</u></p> <ol style="list-style-type: none"> i. Ann Sutton, Chief Executive, NHS Eastern and Coastal Kent ii. Steve Phoenix, Chief Executive, NHS West Kent iii. Marion Dinwoodie, Chief Executive, Chief Executive, NHS Medway. <p>09/10/09 Acknowledgement received NHS West Kent 14/10/09.</p>

						Acknowledgement received NHS Eastern and Coastal Kent 04/11/09. Received letter, Ann Sutton, NHS Eastern and Coastal Kent
ID 004	Shortage of physiotherapy services in Swale	<ol style="list-style-type: none"> 1. Refer to Priorities Panel 2. See item 003 above for action 	GH	27/07/09		As above
ID 005	Recognition for Swale (West) users	<ol style="list-style-type: none"> 1. Refer to Priorities Panel 2. Draw the issue to the attention of PCT re concerns of group 3. Ask where Swale group sits within their user network 4. Find out what PCT doing to communicate with the residents of Swale. 5. Advise referrer can, of course, liaise with their local elected representatives and also to the HOSC. 	GH	30/07/09		09/09/09 To Priorities Panel Action outstanding re letter to PCT. Advice to referrer.
ID 006	Impact of green paper 'Sharing the Future of Care Together' for those on benefits	<ol style="list-style-type: none"> 1. Refer to Priorities Panel 2. Action: <ol style="list-style-type: none"> i. Keep a watching brief or LINK can respond to consultation; ii. Priority Panel can respond to consultation; inform participants can get involved and can respond iii. Refer to LINK Governors re LINK responding to the consultation and how and may incur resources and cite some of the actions already being taken iv. Advise there is a consultation and can feed in views into that but also see 1 above v. Ask Priorities Panel members re personal experience. 	GH	11/08/09		09/09/09 To Priorities Panel 17/09/09 Referred to Governors' Group 10/11/09 Debate held at LINK Quarterly Event in Folkestone 12/11/09 Governors' Group approve LINK response for despatch to Department of Health 13/11/09 LINK response despatched to Department of Health and placed on LINK website.

ID 007	Population growth and impact on services in Edenbridge	<ol style="list-style-type: none"> 1. Refer to Priorities Panel 2. Write to Practice to ask what their plans are in the area. 3. Write to the PCT as a general case re ratio of GPs to population. 	GH	24/07/09		<p>09/09/09 To Priorities Panel 05/10/09</p> <p><u>Letters sent to:</u></p> <ol style="list-style-type: none"> i. Dr T R L Bayley and Partners ii. Action outstanding re letter to PCT; awaiting response from GPs. <p>21/10/09 GH discussion with Dr Bayley. Report of discussion to next P/P meeting</p>
ID 008	X-ray services in West Kent	<ol style="list-style-type: none"> 1. Refer to Priorities Panel 2. Complaint - advise referrer of correct procedure. 	GH	24/07/09		<p>09/09/09 To Priorities Panel 21/09/09</p> <ol style="list-style-type: none"> i. Letter to referrer. Completed. No further action.
ID 009	Financial abuse of self funders and other vulnerable adults	<ol style="list-style-type: none"> 1. Refer to Priorities Panel 2. Action: <ol style="list-style-type: none"> i. LINK make referral to Kent and Medway Adult Protection - contact the team (part of social services) because it is financial abuse and this is the rightful place for an investigation to take place ii. Help the referrer make the referral iii. Ask the LINK Governors if such an issue is within the LINK remit? 	GH	04/09/09		<p>09/09/09 To Priorities Panel 17/09/09</p> <ol style="list-style-type: none"> i. Referral to Governors' Group
ID 010	Planning mental health services in West Kent	<ol style="list-style-type: none"> 1. Refer to Priorities Panel 2. Action: <ol style="list-style-type: none"> i. Ask Kent and Medway Partnership Trust why they have not responded to the referrer. 	GH	04/09/09		<p>09/09/09 To Priorities Panel 19/10/09</p> <p><u>Letters sent to:</u></p> <ol style="list-style-type: none"> i. Letter to Erville Millar, Chief Executive, Kent and Medway NHS

						<p>and Social Care Partnership Trust.</p> <p>ii. Copy to Loretta Kavanagh, Director of Commissioning, Mental Health</p> <p>09/11/09 Received letter Erville Millar, Kent and Medway NHS and Social Care Partnership Trust.</p>
ID 011	Adverse health impacts on black and minority ethnic groups (BME)	<p>1. Refer to Priorities Panel</p> <p>2. Action:</p> <p>i. Write to PCTs – what are they doing about it?</p> <p>ii. Service of check ups for people so NHS is doing it.</p>	GH	27/07/09		<p>09/09/09 To Priorities Panel</p> <p>05/10/09 <u>Letters sent to:</u></p> <p>i. Dr Meradin Peachey, Director of Public Health.</p> <p>21/10/09 Acknowledgement received from NHS Eastern and Coastal Kent.</p>
ID 012	Improving audiology services in West Kent	<p>1. Refer to Priorities Panel</p> <p>2. Action:</p> <p>i. Watching brief</p> <p>ii. Letter to Trust asking:</p> <p>iii. How many patients on the waiting list?</p> <p>iv. How long is the wait, ie GP referral to finished treatment?</p> <p>v. Follow up with the patient.</p>	GH	04/09/09		<p>09/09/09 To Priorities Panel</p> <p>19/10/09 <u>Letters sent to:</u></p> <p>i. A Horne, Chief Executive, Medway NHS Foundation Trust.</p> <p>02/11/09 Received letter Andrew Horne, Medway NHS Foundation Trust.</p>
ID 013	Assisted help with service provision for young carers	<p>1. Refer to Priorities Panel</p> <p>2. Action:</p> <p>i. Sympathetic support letter</p> <p>ii. Letter to PCT raising the issue</p>	GH	04/09/09		<p>09/09/09 To Priorities Panel</p> <p>18/11/09 Letter to Steve Phoenix,</p>

		<ul style="list-style-type: none"> iii. Money is not ring-fenced, but is base lined and each PCT decides how to spend this. East Kent has decided but West Kent not to spend on carers iv. There are alternatives: European funding, lottery funding v. What is KCC's strategy re carers? vi. Ask the LINK participants if can add to it and defer to the next meeting. 				Chief Executive, NHS West Kent
ID 014	Diabetic services, Maidstone	<ul style="list-style-type: none"> 1. Refer to Priorities Panel 2. Action: <ul style="list-style-type: none"> i. Write to Chief exec of PCT expressing concern about the situation, copy to CQC; in letter state that the LINK is aware of the considerable issues and pressures in the area (Maidstone Hospital and C. diff) and ask if there are areas that are being affected because of this, ask why funding has been reduced and has the funding been reduced in other areas <u>Urgently visit:</u> ii. diabetic nurses clinic; ask endocrine specialist (PA) who best to visit and when to see service across the whole spectrum (all ages) iii. Undertake a LINK project / visit: iv. speak to service user(s) / carers experience of service generally <u>Ask professionals:</u> v. Is the service adequate? vi. Has service changed in the last year and, if so, in what way? vii. Have they been promised changes that are now withdrawn? 	GH	15/05/09		<p>19/10/09 - Referral to Governors' Group</p> <ul style="list-style-type: none"> i. Discussed with Chair of Governors re LINK project ii. Agreed to meet on 22/10/09 and prepare recommendation to Governors as an urgent referral prior to their next meeting which isn't until 5 / 6 November iii. Agreed letter be sent to PCT and to Dr Paul Hobday, Chair, Local branch of BMA. <p>19/10/09</p> <ul style="list-style-type: none"> iv. Letter to Steve Phoenix, Chief Executive, NHS West Kent <p>19/10/09</p> <ul style="list-style-type: none"> v. Letter to Dr Paul Hobday, Chair, Maidstone Branch, BMA <p>22/09/09</p>

		viii. Ask GP practices / consortium of GPs in the area (Maidstone) or Local Chair of BMA (Paul Hobday at Sutton Valance), what their experiences are.				vi. To Priorities Panel
ID 015	Privacy and dignity, Gravesend Hospital	Action: i. Visit to check facts ii. Ask referrer to go along on visit and to talk to staff				Awaiting availability of LINK "authorised" visitor.
ID 016	Restorative Justice in Prisons	Action: Defer to next meeting				26/11/09 To Priorities Panel

Key:

(ID number) P a project identified and agreed at the LINK's Annual Meeting held on 28 May 2009

(ID number) ID an issue received by the LINK and referred through the decision making process of the LINK

LDW LINK Development Worker

CB Cate Boland, LDW for Mid Kent

LM Louise Murrell, LDW for East Kent

EO Elayne Oxley, LDW for West Kent

GH Graham Hills, Operational Director of the Kent LINK