

Your LINK for improving health and social care

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Last updated 01/06/10



Issues Arising Log

DATE	ISSUE	CURRENT STATUS	LEAD
11/02/10	Problems with design of disabled toilet at Renal Unit at Kent and Canterbury Hospital. Concern that during one visit access was further restricted through wheelchairs being piled in front of it and equipment being stored in corridors.	Complaint was initially investigated by East Kent Hospitals University Trust but participant feels that issue has still not been resolved. Awaiting most recent correspondence from Trust to put to Panel.	LM
01/03/10	In one area the Local Involvement Network (LINK) has committed to having HIV as an integral part of their work by setting up a specific workstream on sexual health and HIV, with a Sexual Health representative on the LINK steering group. This means that the local community have the opportunity to feedback on what they think about HIV health and social care services and influence future service development, including services funded through the ASG.	Meeting needed to discuss how LINK could work with this proposal and if something similar could be set up in Kent.	ChB
22/03/10	NHS West Kent Community Health have highlighted that waiting times for follow up appointments for the Community Paediatric Service in West Kent could be improved, particularly in the Dartford and Gravesend locality. Request to arrange groups of patients, parents and carers to gather feedback in order to ensure that service redesign relates to user priorities.	Evidence of the extent of the issue requested from NHS West Kent Community Health, awaiting response as uncertainty over what data is available in the public domain.	SS

10/05/10	<p>Patients who exhibit aggression or abusive behaviour towards GPs are placed on a special measures list meaning that they cannot see their usual GP but have to travel to an acute setting to see the GP. Whilst it is acknowledged that the LINK cannot take on individual cases, the process itself has been called into question. Patients who are placed under special measures are not able to see a GP in their home town due to the risk of threatening behaviour, which may mean that they have to travel within the locality of the PCT if waiting lists are full at other local services. In the case brought to the LINK, a patient in Ashford has had to travel to see the GP at the Queen Elizabeth the Queen Mother Hospital in Margate.</p>	<p>Correspondence has been received from PCT in question outlining the situation and explaining the. It is necessary to establish whether LINK can take any action with regard to this in relation to raising concern with the PCT and whether there is any action which could be taken to improve the situation for patients suffering from pain meaning that they would not have to travel</p>	SS
	<p>The need to gender assign children through genital surgery has been raised as an issue with the LINK. The referrer raises a serious concern for children's rights to genital integrity and the need for a resolve to make sure adults are correctly informed of the various non-invasive treatments without outdated bias that presently exists. The referrer feels that issue of Male / Female Genital Mutilation is not being treated as an issue of equality of human rights and that NHS funds and resources are being wasted in carrying out unnecessary genital surgery which is acknowledged to create high levels of both short term and lifetime suffering. The LINK is being asked to facilitate or help promote equality on this issue and support the referring organisation on a local basis to educate all concerned.</p>	<p>Awaiting Freedom of Information Request as to how extensive the issue is within Kent and evidence as to whether NHS trusts in Kent have acknowledged this subject as an equality issue.</p>	
13/05/10	<p>The LINK is asked to assist with establishing fluctuations in GP numbers in Gravesham Borough over the last 20 years in respect of an ongoing complaint about waiting times at the minor injury clinic in Darent Valley Hospital which has been raised with the Trust and ICAS, with no adequate resolve in the mind of the referrer.</p>	<p>Issue is to be raised with the PPI lead at Darent Valley Hospital for discussion in advance of issue being sent to Priorities Panel for consideration</p>	