

Your LINK for improving health and social care

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Issues taken to Priorities Panel to date

Item No.	Title	Outcome to date
ID001	Ease of access to chronic pain services in Kent for patients	Issue centred on access to pain services in Maidstone and Tunbridge Wells. Response from NHS Trust confirming that a clinic at Maidstone Hospital is being considered in addition to the service at Pembury.
ID002	Notification of a new primary angioplasty service to be established in Kent	Bulletin item to advise LINK participants in advance of the service, based at William Harvey Hospital in Ashford, going live in April, with update once service had commenced.
ID003 ID004	Concerns around physiotherapy and occupational therapy services, in particular that: <ul style="list-style-type: none">• Sessions were being withdrawn from people with lifelong conditions and poor muscle tone i.e. Down Syndrome, before the person with the disability has made sufficient progress despite the need for ongoing physiotherapy. and• There was a shortage of physiotherapy services in Swale leading to long waiting times	Issue addressed with relevant NHS Trusts, correspondence from NHS Trust passed on to referrers and invited to contribute to NHS Trust's physiotherapy review to feed back issues raised.
ID 005	The need for Swale as an area to have its users' views listened to	Request to referrer to be kept updated if reported issues with the PCT persist and advise of any further action LINK could take to ensure Swale residents are enabled to have their say.

ID 006	Impact of green paper 'Sharing the Future of Care Together' for those on benefits	Referred to Kent LINK Governors, debate held at LINK Quarterly Event in Folkestone and collated to form LINK response to Department of Health.
ID 007	Concern raised regarding population growth and impact on services in Edenbridge	Discussion with relevant GP, referrer informed and outcome reported to Kent LINK Governors.
ID 008	Length of time in X-ray results coming back which referrer found unacceptable	Advice to referrer regarding correct complaint procedure.
ID009	Cases of financial abuse against vulnerable adults highlighting the issue that those who 'self fund' their care and therefore have no care management support may be more vulnerable to unscrupulous individuals	Referred to Kent LINK Governors; Issue raised with Kent County Council Social Services; Awaiting reply.
ID 010	Concern that the outcomes of the consultation <i>Planning mental health services in West Kent</i> had not been released, despite the original deadline having passed.	LINK approached the Trust to raise the concerns, response from Trust supplied to referrer for comment.
ID011	Request for the LINK to find out what actions are being taken by the NHS in Kent to identify and treat individuals from those ethnic groups who have been identified as being at higher risk of cardiovascular disease and mental illness.	Information obtained from NHS Trusts fed back to referrer, use to inform Kent LINK Strategy 2010 / 2011.
ID012	Identified need to improve audiology services in North Kent, in particular in terms of referral times from GP and length of time to have a digital hearing aid fitted. Also the need to look at improving follow up/monitoring type appointments as hearing deteriorates in later life.	Participants invited to contribute to review of Audiology services in West Kent, waiting for outcome to determine what further action LINK should take to address this issue.
ID 013	Drawing LINK's attention to three projects aimed at improving the shortfall in support/service provision for young carers that originally received approval as viable projects by KCC, but had been put on hold. Enquiry for the LINK to consider funding the projects, of if not, identify who might be best placed to support the projects.	LINK not able to provide funding for individual projects.

ID014	<p>Perceived staffing shortages in Diabetes services in the Maidstone area affecting:</p> <ul style="list-style-type: none"> • Specialist nursing services for children and adults – in hospital and the community • Community dieticians • Patient education, particularly for newly diagnosed patients 	<p>Issue raised with NHS Trust; response from Trust furnished to referrer. LINK to facilitate a meeting with the referrer and service provider to discuss the issues further</p>
ID015	<p>Concern regarding one of the toilets at Gravesend Community Hospital where the light switch is located behind the door.</p>	<p>LINK Authorised Visitors visited hospital to review area for concern and confirm issue now resolved.</p>
ID 016	<p>Notifying LINK of a restorative justice programme operating in Kent and request for funding to continue the programme. Restorative Justice is a process whereby parties with a stake in a specific offence collectively resolve how to deal with the aftermath of the offence and its implications for the future.</p>	<p>Referred to Kent LINK Governors who made decision that matter does not come within remit of LINK, referrer advised request that the LINK be kept up to date with future progress.</p>
ID 017	<p>Concern raised about a lack of investment in community hospitals in Kent</p>	<p>Issue put to NHS Trusts; responses outlining financial commitment to community hospitals publicised in LINK bulletin.</p>
ID018	<p>Referrer reporting experience of differences with the way that hearing aid failures are dealt with in East and West Kent. In West Kent clients have to be referred to Audiology Department by their GP. Concern that people in West Kent wait longer without a functional hearing aid than those in East Kent – upwards of six weeks in some cases, particularly where the patient’s GP has a long wait for non urgent appointments.</p>	<p>Participants invited to contribute to review of Audiology services to feed back this issue, waiting for outcome to determine what action LINK needs to take.</p>
ID 019	<p>Unfair treatment of Kent Health Service Staff through description in Health Watch article which depicts all NHS staff as “cruel” and “uncaring” based on a Patients Association report based on only sixteen patients throughout England – a self selecting group with a grievance.</p>	<p>Not seen to be within the LINK’s brief – no action taken.</p>

ID 020	Concern that funding allocated through the National Carers Strategy to the PCT will not be used to provide carers with short breaks as hoped. Request for LINK to seek reassurance that the PCT in West Kent will allocate this funding accordingly.	Response to PCT for further clarification as to how this funding is to be used; to be fed back to referrer
ID021	Request for LINK to look into definition and assessment of eligibility for Continuing Care and concerns over neglect of a particular individual in a care home	The LINK cannot take action with regard to an individual complaint, advice to referrer as to correct complaint channel and to advise LINK as to progress should any additional action be required once these channels have been accessed
ID022	Request for Access Audit of Trust premises to ensure Dartford and Gravesham NHS Trust continues to meet the requirements of the Disability Discrimination Act (DDA) from a physical, sensory, mental health and learning disability point of view to ensure that: <ul style="list-style-type: none"> • signage is accurate and appropriate, • there are no problems with access to patient areas and where issues are identified that recommended changes are carried out in order to achieve compliance. 	Access visit carried out by participants representing users with a hearing disability and loss, sight impaired users and wheelchair users and double amputees. Report of visit to be circulated to NHS Trust and Kent LINK Governors.
ID 023	Community group leaders are concerned that particular ethnic groups may not be registering with GPs due to a lack of understanding of entitlement, language barriers or cultural sensitivities.	LINK advised to do what it can to promote the importance of registering with a GP using appropriate communication channels.
ID 024	Concerns regarding access and waiting facilities for mobile retinal screening service in Swale, as insufficient space was available inside the vehicle for patients arriving for their appointment early.	Letter sent to PCT to highlight the need for appropriate waiting facilities to be available for this service.
ID 025	Request for Kent LINK to provide service user/carer input into contract tendering process for NHS Dementia Crisis Service in West Kent	It was deemed not to be appropriate for LINK to get involved in a tender process for a service.

ID 026	Identified need for further support for those who have mental health issues and are at risk of becoming homeless. LINK is asked to raise the need for increased support with mental health commissioners to increase investment and commitment in preventative measures.	Issue referred to Kent LINK Governors to take further; decision made to refer the issue to Kent Overview and Scrutiny Committee (HOSC).
ID 027	Restorative Justice in Prisons (as ID016)	See ID016
ID028	Highlighted difficulty for users to attend Estuary View Surgery, Whitstable, particularly by foot and by public transport. Also concern that existing patients are having difficulty in registering with the new health centre – some after being with their GP for many years.	Meeting held with practice manager to feed back concerns raised, bulletin item published with information regarding a free bus service which will now be servicing the area to enable easier access to the surgery. Assurance that the registration issues will improve as the new surgery becomes established.
ID 029	Concerns over future provision of genito-urinary services in Maidstone and Tunbridge Wells	FOI request to the Trust to establish service provision in West Kent.
ID 030	RNIB study brought to the attention of the LINK highlighting shortcomings in the availability of health information for blind and partially sighted people and that barriers to health information remain widespread.	Input from people working with blind and partially sighted people suggesting that barriers exist in Kent to be fed back to the relevant contacts in each NHS Trust to ensure that health information is accessible to blind and partially sighted people.
ID 031	Request for LINK to support NHS West Kent NHS in gaining feedback on its commissioning strategy <i>Transforming Community Services in West Kent</i>	Referred to Kent LINK Governors who felt LINK could not do it justice given the timescale involved. Proposal to promote the opportunity for involvement amongst LINK participants in West Kent but not to take on as a LINK project.
ID 032	Request from Kent Adult Social Services in East Kent for work to be carried out to find out from service users and potential service users how Age Concern day services can continue to meet their needs in the future, in conjunction with work already done in West Kent	Referred to Kent LINK Governors; approved by as a LINK project, to tie in with supplement West Kent project already on work programme.

ID 033	Concern raised that in order to watch TV, in-patients at Darent Valley Hospital have to buy a £5 “credit card” which lasts for 24 hours whether the TV is being used or not.	Referrer advised that that this did not constitute a health issue and therefore was not under the LINK’s remit so did not warrant any further action.
ID 034	Research study into medication errors in care homes for older people drawn to the attention of the LINK for action. The study indicated considerable scope for improvement in how medicines are prescribed, dispensed, administered and monitored in residents and patients in residential care and nursing home settings in these areas. Guidelines issued to Primary Care Trusts as to how to address these issues.	No action to be taken immediately, but write to PCTs after deadline for recommendations in July to establish how recommendations have been implemented.
ID 035	Concern that an insufficient service is being provided by the Children and Adolescent Mental Health Services (CAHMS) in East Kent, particularly to children with Autistic Spectrum Disorder (ASD). The group has reported constant problems with cancellation of appointments and an overall lack of specialist support for ASD.	<p>Panel decided the following actions:</p> <ol style="list-style-type: none"> 1. Facilitate LINK participant involvement in Pathways Project at Canterbury Christ Church University. 2. Maintain a keen interest in the outcomes of the study and monitors the recommendations which will be made to the PCTs to ensure that these are implemented in a timely manner. 3. Formally approach the commissioners of CAMHS to establish how best parents and carers could work directly with them to ensure that the needs of children and young people accessing the service are reflected.
ID 036	NHS West Kent requested support in gaining feedback from groups of women on barriers to accessing breast and cervical cancer screening services in West Kent.	Representative from NHS West Kent invited to present the proposal to the Priorities Panel in order to discuss how to progress this project.