

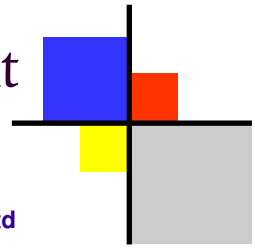
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A NEWSLETTER
FOR
FORUM MEMBERS



Patient and Public Involvement in Health Forums

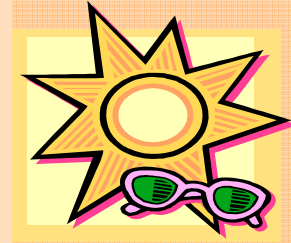
Supported by Kent & Medway Networks Ltd



Issue number 10

Summer Edition - June 2006

Here comes summer
Chirping robin, budding rose
Here comes summer
Here comes summer
Gentle showers, summer clothes
Here comes summer
Here comes summer
Whoosh - there it goes.
Shannon Shields



The Directors and Staff of KMN wish all Members a sunny and relaxing summer.

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PPI FORUMS - ALL CHANGE! RECONFIGURATION

The reconfiguration of the Mental Health PPI Forums in Kent and the Ambulance PPI Forums in Kent, Surrey and Sussex are now underway with the Primary Care Trust PPI Forum reconfiguration arrangements now beginning as a result of the recent announcements.

Kent Mental Health

The two Kent Mental Health Forums held a very successful Together Day at which Members were able to discuss the way forward, using the models suggested by CPPIH, to agree the future working format for the reconfigured Forum. The Members were keen to establish a good working relationship for the future and will meet again shortly to agree the new Forum Work Plan.

Ambulance

KMN staff are working with the Kent and Sussex Ambulance Forums to ensure that the Surrey area is considered in all reconfiguration discussions whilst there are no Surrey Members. The existing Kent and Sussex Forum Members residing close to the Surrey borders have agreed to work closely with KMN to cover this area until such time as new Members have been appointed. Informal meetings have taken place for all Members to agree the working model of the new Forum and share existing Work Plans. The first meeting in public of the newly reconfigured Forum will be held on 13 July 2006 at the offices of the Commission for Patient and Public Involvement in Health in Guildford and the new combined Work Plan will be agreed at this meeting.

Primary Care Trusts

KMN are currently organising local events for Forum Members in order to facilitate the smooth reconfiguration within these Forums. KMN will keep Members informed via the weekly KMN Briefing - please check the Briefing closely over the coming weeks for information and updates. Together Days will be held drawing on the experience gained through the reconfiguration of Ambulance and Mental Health PPI Forums to ensure the working arrangements and forum support requirements are included in the final agreement.

This is an exciting period for Forums offering many new challenges, not only working with newly formed Trusts, Primary Care Trusts and Strategic Health Authorities, but also ensuring that during this time of considerable change, the views of patients and the public are not overlooked. Now Forums have the opportunity to be involved at the very start of yet another new era in the NHS.

Kent and Medway NHS & Social Care PPI Forum

The new Patient & Public Involvement in Health Forum for mental health, Kent and Medway NHS & Social Care PPI Forum, held its first meeting on Thursday, 1 June 2006 at The Trinity Foyer in Maidstone.

The aim of the meeting was to agree how the new Forum would work, amalgamating best practice from each of the previous individual Forums.

Carole Swann, one of the acting Chairmen said:

“The priority of the Forum - which is now responsible for the whole of the County of Kent - is to ensure that the needs of Mental Health patients and their carers are effectively monitored. The Forum also has a duty to ensure other services provided by the Trust are also scrutinised. The newly formed Forum can only benefit from the wide experience of all Forum Members and will go from strength to strength.”

Seventeen people attended the meeting including Sara Warner from the Strategic Health Authority, James Sinclair - Director of Social Care of the Kent & Medway NHS and Social Care Partnership Trust and Jeffrey Curwood from Kent County Council.

Cheryl Ives, left (East Kent) and Carole Swann (West Kent) pictured at the first meeting of the reconfigured Mental Health PPI Forum



East Surrey PPI Forum

The Forum publicity sub-group are inundated with invitations to guest speak and present. Invitations included Oxted CAB to attend their AGM on 22 June 2006 and Tandridge Voluntary Services Council on 17 July 2006. The sub-group has been proactive and secured a booking at Horley Library and will be there all day on 7 July 2006 to raise awareness of Patient and Public Involvement in the community. Well done to all.

The Forum also issued a press release regarding Audiology waiting times. Gillian Meekings, who leads the sub-group dealing with the matter, said:

“The PCT is in a difficult position and has been making serious attempts to improve local performance. However, the plain fact is there is no likelihood of a radical improvement in the foreseeable future in our area. The Forum has come to the conclusion the problem cannot be solved locally.”

Len Roberts, the Forum’s Chair, added:

“We appreciate what our hard-pressed local PCT has tried to do, but asking people - many of whom are elderly - to wait almost two years is just not acceptable in a modern health service. Although waits vary throughout the country, we are not alone in this. It is a national issue and needs energetic national action.”

Ashford & St Peter’s Hospitals PPI Forum

The Forum held a public meeting on 5 June 2006 on Hospital Food as a



direct request from a member of the public who had attended a recent Forum meeting. Two speakers from St Peter’s Hospital, Florence Looi - Hotel Services Manager and Alun Willis - Head of Nutrition and Dietetics attended and gave an opportunity to focus on how the hospital manages catering for patients.

The Forum has already produced a report “Cleaning, Meal Delivery, Maintenance and Related Management Issues” which is available on KMS and has been presented to the Trust.

The Chairman, Graeme Carman, was interviewed on Southern Counties Radio; another interview has been arranged for 6 July 2006 at 5.00pm on Radio Wey.

Canterbury and Coastal PPI Forum

In the March issue the Forum reported on work in progress regarding the provision of Out-of-Hours Services in the area. They were concerned that contrary to the terms of the Contract and to the detriment of the people in the coastal areas, the PCT intended to close the Herne Bay base for the Out-of-Hours Service provided by Stourcare and co-locate with Emergency Care Centre (ECC) at Kent & Canterbury Hospital (KCH).

Contact with the PCT Directors and Chief Executive brought about an acknowledgment that there was a legitimate expectation that the base at Herne Bay would remain as well as the creation of an additional base at Canterbury, the setting up of a review and, pending the outcome of the review, no change to the current service.

Cont ...

Subsequently the PCT and the Forum, who have been fully involved, have accepted the recommendations of the Review, namely that co-location with ECC at KCH should go ahead but the Herne Bay base should remain open and provide an evening and weekend service pending a full review after 6 months in operation.

Although the co-location is now scheduled for 20 September 2006 the Forum has been instrumental in ensuring that:

- the needs of the people in Herne Bay and Whitstable are met;
- the legality of the Contract and process has been challenged;
- KCC Overview and Scrutiny Committee (OSC) are fully aware of their concerns and are monitoring the situation;
- they have been fully involved in the design of the review process and the questionnaire that will be used to capture patients' views of the change;
- full consultation in the implementation of the co-location is taking place.

As a consequence, the Forum has demonstrated that we can work in partnership with the PCT albeit as their critical friend and that closer working with OSC is both desirable and practical.

Peter Robinson
PPI Forum Member

Ashford Community Health PPI Forum

The Forum has been very active in promoting Patient and Public Involvement using Parish Newsletters and various talks and presentations throughout the year. A very successful public meeting was held at the Julie Rose Stadium on transport and parking at the William Harvey Hospital.

In March, the Forum Co-ordinator and Forum Support Officer gave a presentation at the Over 60s club in Ashford. In April, Forum Member Evan Stirzaker gave a presentation to the Rotary Club and in May the Forum Support Officer gave a presentation at the Centrepiece Club in Ashford assisted by a KMN Director during the question and answer time. More talks have been arranged for the rest of the year.

The Members are doing all they can to try to recruit new Members to the small group of four active Members. Anita Bateson has arranged for a questionnaire to be placed in the Charing Parish newsletter at no cost, which will also promote the Forum and enable the Members to get information on NHS services in the local community.



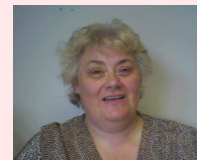
PPI Forum Shepway Primary Care

There are many concerns about the role of PPI Forums with the reconfiguration of PCTs. However, our Forum believes we now have more work than ever as the PCTs seem to be more concerned with redundancies and other administrative matters.

Services to patients seem to be taking a secondary role. PCTs are using this time to by-pass practices and make decisions without the necessary consultation and sometimes fail to comply with their 20 day response deadline. Rather than bury our heads in the sand, this is a time we need to be even more pro-active. Where is our Care in the Community? Do the public really understand the role of new Community Matrons? Will there be a place for GPs in the new NHS? When did the NHS drop patient care and opinion from the agenda?

Most patients I speak to do not want an NHS delivered in a new framework. New technologies and tele-medicine are a small comfort to patients seeking a hands-on person-to-person health care. So let's keep on fighting to the end so that patients realise they do have our support and our Forum's voice is heard.

Madelaine Lewis
Chairman
PPI Forum Shepway
Primary Care



East Elmbridge and Mid Surrey PPI Forum



The Members of the Forum attended and displayed material at the Nurses Training Day organised by EEMS PCT in June 2006 to promote awareness of Patient and Public Involvement in the community. Many members of the PCT staff were at this event.

The Forum's new Work Programme has been agreed and the focus will be on Community Hospitals.

The Forum will be looking closely at NHS Dental Practices in EEMS in relation to the new Dental contracts.

Medway Maritime Hospital PPI Forum

Discharge of the older person from hospital

Joining with Medway Community Health PPI Forum, a public meeting was held on the afternoon of 30 May 2006. The focus was the 'discharge of the older person from hospital'. Following publicity, Members received communications from patients or carers with recent experiences of being discharged from hospital. At the meeting, the public were asked to participate by dividing into four groups in which anonymous summaries of these cases were discussed using Forum Members as group facilitators. We were also pleased to welcome the local MP for Gillingham, Paul Clark, who intermingled with the groups to hear the concerns for himself.

The second half of the meeting was devoted to a panel of invited health and social care professionals answering questions drawn from these experiences along with issues and concerns raised by the public.

This follows work already carried out on a discharge project by the Medway Maritime Hospital PPI Forum and will result in recommendations being forwarded to the Trust to encourage improvements for patients.



Monitoring housekeeping and patient experience on hospital wards

The Forum continues to carry out a Work Plan project undertaking monitoring visits to the hospital wards of Medway Maritime Hospital looking at 'housekeeping and patient experience'. Members devised 2 questionnaires, the first for Members to ask questions of the staff and to record their own observations and the other for patients and/or their visitors. At the end of last year the Forum piloted the questionnaires before taking the project forward in earnest.

More news on this project in the future ...

Swale PPI Forum

Survey of GP Practices

Swale PPI Forum has just completed a review of GP Surgeries in their area. Members devised a questionnaire to be put to practice managers and also recorded their own observations as well as (if it was possible) talking to any patients willing to speak with them. The project took longer than originally planned as the information was double checked for accuracy. Covering approximately 32 practices was no mean feat for the small number of very enthusiastic Members.

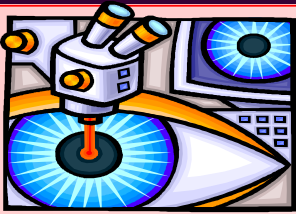
The report brought out inconsistencies between surgeries especially the time surgeries would allow patients to make advance bookings; this differed in some cases from 4 days to 3 months. Also found were poor standards of waiting area in some surgeries and some had little or no access for incapacitated patients. However, in general, patients appreciated the service that was offered.

A report has now been sent to the PCT for response and also copied to the GP Practices surveyed. A smaller more user friendly newsletter type report has been sent to voluntary organisations and other local contacts for information.



Services after PCT reconfiguration

Members have been attending informal seminars and workshops put on by the PCT to hear proposals that are being put forward in response to the Government White Paper - Our Health, Our Care, Our Say. Members have been very vocal on giving their views as they are concerned about losing some local services provided by the two Community Hospitals and a Nursing Home in the area when the reconfiguration of PCTs happens.



PPI Forum Dartford, Gravesham and Swanley Primary Care

Members have now produced their report following the work they have carried out reviewing the Mobile Retinal Screening Service by Dartford, Gravesham and Swanley Primary Care Trust (PCT).

This piece of partnership working between the Forum and the PCT was born in 2004 when the PCT suggested to the Forum that they work with the PCT to investigate the level of patient satisfaction with the Retinal Screening Service.

Meetings were held to develop a suitable survey questionnaire and to look at a number of related aspects of the project, particularly a survey of GP practice managers.

Further meetings followed leading to a series of 21 pilot interviews being conducted by Forum Members at the Gravesend North Kent Hospital diabetes clinic during October and November 2005.

Forum Members conducted patient satisfaction surveys at GP surgeries receiving visits from the Mobile Retinal Screening van in Dartford, in Gravesham and in Swanley. Surveys by Forum Members were also carried out at the diabetes clinics at Darent Valley Hospital and at Gravesend North Kent Hospital during February 2006.

Survey forms, with stamped addressed envelopes, were sent by the PCT to Dartford Black Minority Ethnic Group and the Muslim Women's Association.

Forum Member Graham Steele, as a representative of the Ethnic Minority Health Forum on the local Diabetes Implementation Group, was able to report progress on the project to the February meeting of that body and to supply the survey form for the GP co-chair of the group, Dr Paul Davies, to mail out to his diabetes patients, for the Darent Valley Diabetes Centre to mail out, particularly to patients who did not attend for retinal screening.

Graham Steele developed a Microsoft Access database in which the survey results were entered. Barbara Burkett of the PCT carried out the inputting of data.

This has been an excellent piece of work by the Forum and special mention and thanks must go to Graham Steele who has produced a comprehensive report, from which this article is taken, pulled the whole project together and brought it, along with other Members, to a satisfactory conclusion.

The Forum report is currently with the PCT being checked for factual accuracy. However, if you would like a copy of the final report when available, please contact Claire Munday on 07968 054448.

On the move ... East Kent Forum Support Staff Lorraine and Michelle are undertaking visits to the volunteer bureaux in Kent to encourage Forum membership by registering the 'vacancies' personally with the bureaux managers, distributing application information leaflets, giving general information about the Forums and also taking the opportunity to dispense publicity material which was gratefully received.

On one such visit to Ramsgate on a wet, windy May afternoon they were chatting away to a bureaux manager who mentioned that, that very afternoon, the Thanet Physical Disability Information Day was being held at the Winter Gardens, Margate - jointly organised by the East Kent Council for Voluntary Service and Kent County Council. Never being ones to miss an opportunity, they headed off to Margate to investigate. Finally arriving at the venue (Lorraine had been there once, many years ago, but refused to say what for) they were welcomed warmly and provided with a table for their wares. The afternoon was busy with many callers to the table and the opportunity was taken to network and establish contact with members of the public, voluntary and statutory organisations.

PPI Forum East Kent Hospitals

Endoscopy

Last Autumn, the Forum carried out a survey of endoscopy services provided by the East Kent Hospitals NHS Trust. The Forum highlighted concerns such as lack of staffing, high levels of "did not attends", provision of washer disinfectors for surgical equipment, long waiting lists, the requirement for a corporate service across Kent and a computer generated system for patient records.

Following the survey, the Trust carried out a full review of endoscopy services which addressed the issues raised by the Forum and was implemented in February 2006.

PPI Forum Medway Community Health

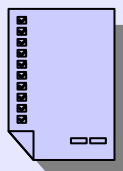
Forum Members have taken part in a series of visits to the Same Day Treatment Centres/Out-of-Hours Services at Quayside House, Chatham Maritime and Medway Maritime Hospital. This was to ascertain patients views and comments on services provided. The visits took place over a period of 5-6 weeks with 2 Members visiting at various times of day ie mornings, afternoons and weekends.

Meetings were held to develop a suitable survey questionnaire and to look at a number of related aspects of the project.

A total of 84 questionnaires were issued to patients and, although 9 patients refused, 72 questionnaires were completed and returned. Another 39 questionnaires were carried out at MEDDOC/Medway On-Call, Pembroke Road, Quayside House, Chatham Maritime, 21 questionnaires carried out at Same Day Treatment Centre, Medway Maritime Hospital and 12 were not specified.

Several observations were found whilst carrying out the surveys both good and not so good. Several questions were asked both of staff and patients including how much were the services costing per patient, why 2 centres were needed, how many patients were seen by a nurse/doctor, why patients have attended the centre rather than their own GP, would patients use the service again etc?

The results have been surprising and an interim report has been produced. The Forum will be working further on this in the near future and will produce a full and comprehensive detailed report to Medway PCT.



CPPIH KNOWLEDGE MANAGEMENT SYSTEM (KMS)

More information is being posted directly by CPPIH onto the KMS for Forum Members and increasingly the use of "60 second polls" are being used by CPPIH to ascertain the views of Forum Members on current topics.

Please visit the KMS at www.cppih.org to access the latest CPPIH information. If you would like assistance with getting started, or finding your way around the website, please contact your Forum Support Staff who will be pleased to give you any help or guidance that you may require.



Surrey & Borders Partnership PPI Forum

Advocacy Rocks Project

Under the Social Care Change Project many people with Learning Disabilities are being moved from long term residential homes to more independent living. The Forum obtained money last year from CPPIH to support a project by Advocacy Partners to help these people decide what is important about where they live and for the support they need to lead independent lives. East Surrey was home to many of the old long stay institutions for both learning disabilities and mental health and consequently has a large population of people with learning disabilities being cared for by the Trust.

Members of the Advocacy Rocks Project have been visiting different places to find out more about the kinds of support for people in residential homes, supported living and sheltered accommodation and have developed a tool kit to allow other service users assess the type of accommodation provided. Whilst developing the tool kit, the service users taking part learnt new skills such as using video and digital cameras, developing interviewing skills and learning to be part of a team as well as making new friendships.

The tool kit will be piloted in 6 - 10 homes over the summer and a celebratory lunch will be held to which Forum Members have been invited.

PPI Forum Working with Darent Valley Hospital

Members are currently undergoing a series of ward visits at Darent Valley Hospital following the Trust's recent Patient Environment Action Team (PEAT) Assessment. Wards visited included Cherry, Juniper, Rowan and Maple which are all managed by a new modern matron, who made patients most welcome. This article features the visit to Cherry Ward (surgical).

Members John Beadle and Michael Barton found the general environment of the wards to be good ie decoration, space and bathroom facilities. Windows have been installed in the two wards so that patients can be observed from the nursing station in case of emergency needs and at night without disturbing the patients by entering the ward. Computer stations are adjacent to the windows to allow staff to access data. This is a later modification introduced at the suggestion of the nursing staff.

Members agreed with the Matron's emphasis on the limitation of visiting hours to strict times. This allows medical procedures to be effectively fulfilled and gives patients time for relaxation and recovery - however special exceptions could be made when relatives are unable to visit at the specified times.

The ward had problems with the "borrowing" and not returning of key equipment such as cardiac monitors and therefore the Trust were about to institute a "library" system.

Members were given free access to patients, one of whom was about to be discharged and told them that he would be visited by "bridging teams" in the early days who would oversee his physiotherapy.

Overall the Members welcome was warm and they felt that they had established the credibility of the Forum and had avoided any idea of "inspection" but rather a professional relationship.

Thanks to Michael Barton and John Beadle for the bulk of this article - the full report of which will soon be published.

PPI Forum East Kent Hospitals

Urology Update

Following the article in the Spring newsletter regarding the decision by the Primary Care Trusts in Kent and Medway to relocate specialist urology services away from the Kent and Canterbury Hospital in Canterbury, a response to our complaint was received from the Kent and Medway Strategic Health Authority which the Forum found to be unsatisfactory. It was then agreed by the Forum to make a complaint to the Healthcare Commission and ask for an investigation into this matter.

In the meantime, the Forum gave evidence at the April meeting of Kent County Council's NHS Overview and Scrutiny Committee on this matter. Although the Strategic Health Authority was invited to also give its views, no representative attended, instead it sent a letter informing the Committee that a review of health services in Kent and Medway would be carried out, which would include urology. Our Forum was subsequently informed by letter that any decision about specialist urology services in East Kent would therefore be 'put on hold' pending this review.

The Forum's complaint to the Healthcare Commission was sent in May. To date we have not received a response on this. Our Forum continues to liaise with the Kent Forum Chairs, KCC's NHS Overview and Scrutiny Committee and relevant MPs on this matter.

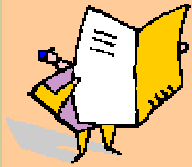
Mary Nolan, PPI Forum Member

Surrey & Sussex Healthcare PPI Forum

Gaylene Maisey, Forum Member, gave a most informative and interesting presentation on the Liverpool Care Pathway at the Celebrating Success event held on 3 May 2006 at Bletchingley Golf Course.

The attendees voted for the best presentations and Gaylene was presented with the bronze award by Elaine Best, Chief Executive of East Surrey PCT. Well done Gaylene.

East Surrey PPI Forum Members also attended this event and Kate Tugwell gave an equally good presentation on the East Surrey PPI Forum. The day was a great success and enjoyed by all.



If you have found this Newsletter interesting, please let us know - if not, please tell us! We need Forum Member feedback both good and bad.

KMN are looking forward to receiving articles from Forum Members for the next edition.

Please send any items you wish to be included in the Autumn issue of the Newsletter to the Folkestone office by 20 September 2006.



Whilst every care has been taken in the preparation of this Newsletter, KMN cannot be held responsible for the accuracy of the information contained in the publication, nor for any consequence arising from such information.

If you need a large print version of this Newsletter, please let us know on 01303 297050

Contact Information

Kent & Medway Networks Ltd
Unit 24, Folkestone Enterprise Centre
Shearway Road, Folkestone
Kent, CT19 4RH

Phone: 01303 297050

Fax: 01303 297069

E-mail: janine@kmn-ltd.co.uk



GOODBYE TO STAFF

KMN has sadly said goodbye to Claire Cherry and Susie Masters who have left for pastures new.

Claire joined KMN in September 2005 and supported the Ashford, East Kent Mental Health and Shepway PPI Forums as Co-ordinator in the Kent area.

Susie joined us when KMN started the support for Surrey PPI Forums in September 2005. Susie supported Guildford and Waverley, Royal Surrey County Hospital, and Surrey Heath and Woking Area PPI Forums.

Both members of staff will be missed and we wish them well for the future.



WELCOME TO NEW FORUM MEMBERS

Joanne Jones
Brian Frost
Terry Haley
John Healy
Khan Panezai
Ann Rowe
Steven Manikon
Eileen Cheffins
Jeanette Byfield-Smith
Brian Fox
Phip Woodhatch
Delyth Harris
Fran Witherden
Anita Thangavelu
Maurice Rosen
Robert Palgrave
Tracey Hayes
Mary Hyland
Beryl Wade

Ashford Community Health
Ashford & St Peter's Hospitals
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Ashford & St Peter's Hospitals
Dartford, Gravesham & Swanley Primary Care
Dartford, Gravesham & Swanley Primary Care
East Elmbridge and Mid Surrey
East Kent Coastal
East Kent Hospitals
East Kent Hospitals
Frimley Park Hospital
Frimley Park Hospital
Kent and Medway NHS & Social Care
Medway Maritime Hospital
North Surrey
Royal Surrey County Hospital
Surrey and Borders
Surrey and Borders
Swale

