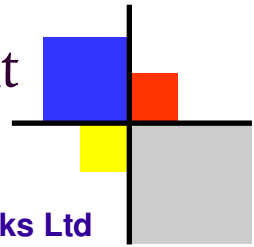


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A NEWSLETTER  
FOR  
FORUM MEMBERS



# Patient and Public Involvement in Health Forums



Produced by Kent & Medway Networks Ltd

Issue number 11

Autumn Edition - September 2006

The three certainties in life must surely be death, taxes and changes in the NHS! Just one example of change in the NHS is highlighted below.

## PPI FORUMS CHANGING IN KENT AND IN SURREY

Primary Care Trusts changed on 1 October 2006. These are the NHS organisations that are responsible for improving health and well-being in their areas and for purchasing and/or providing services for patients.

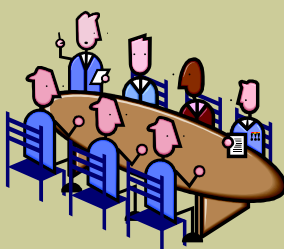
As a result of these changes, Primary Care PPI Forums need to change. So, Forum Members across Kent and across Surrey have been preparing by discussing how they may work together, especially as they will be covering much larger geographical areas, how they will make decisions and what their priorities will be for their future work. A key priority will be to retain their local activity in their local communities. They have also discussed what the Forum's name might be.

Detailed below are the PPI Forums affected, their proposed name and the date of their first meeting. All are welcome to attend, especially Members of the Public.

| Forum  | Proposed New Forum Name | Inaugural Public Meeting   |
|--|-------------------------|--|
| Dartford, Gravesham & Swanley<br><b>Maidstone &amp; Weald</b><br>South West Kent   | WEST KENT PPI FORUM     | Monday, 16 October 2006<br>12.30pm<br>The Salvation Army Hall<br>Union Street, Maidstone,<br>Kent, ME14 1ED    |
| <b>Ashford</b><br>Canterbury & Coastal<br><b>East Kent Coastal</b><br>Shepway<br><b>Swale</b>                              | EAST KENT PPI FORUM     | Wednesday, 25 October 2006<br>10.00am<br>All Saints Church Hall<br>Military Road, Canterbury,<br>Kent, CT1 1PA |
| East Elmbridge & Mid Surrey<br><b>East Surrey</b><br>Guildford & Waverley<br><b>North Surrey</b><br>Surrey Health & Woking | SURREY PATIENTS' FORUM  | Saturday, 28 October 2006<br>10.30am<br>Leatherhead Leisure Centre<br>Leatherhead, Surrey                      |

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## *Ashford & St Peter's Hospitals PPI Forum*

### **Threat of closure of local hospital**

In July the Forum Members participated in the Ashford Hospital (Middlesex) fete. The Forum display stand attracted a lot of attention. Members of the public discussed with Forum Members their concerns about local media coverage on the changes to the local hospital and threat of closure. It is important to point out that threat of closure has not been substantiated by the Hospital Trust. Feedback from the public showed that the hospital is highly valued by the local community.

On a positive note, many people were very interested in the work of the Forum and took away from the Fete information on the PPI Forum and membership application packs.



**Forum Member  
John Burness  
setting up the  
Forum stand**



### **Food Watch**

New member Brian Frost is leading on the Forums' involvement with the CPPIH Food Watch Campaign. Following a meeting with Florence Looi, Hotel Services Manager and discussions between the Forum Chairman, Graeme Carman and Jill Down, Head of Customer Affairs the visits have been agreed. Two wards will be visited, Juniper and Aspen. The Forum has decided to include some extra questions in the survey.

### **Hospital Discharge Procedures**

Earlier this year, with additional money from the CPPIH Forum Development Fund, the Forum carried out an extensive survey with patients on the Hospital's Discharge Procedure. The questionnaires are currently being analysed and a full report on the findings will be submitted to the Trust later this year.

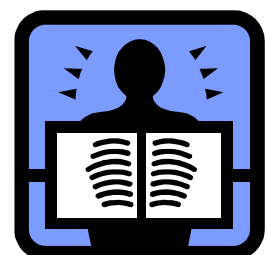
## **East Surrey PPI Forum**

### **Success for Forum Members**

The East Surrey Primary Care Trust (PCT) proposed to axe the provision of x-ray facilities in Oxted. The East Surrey PPI Forum took this on board and as a result the PCT changed its course of action.

The PCT is now to appoint an independent consultant to take a fresh and objective look at the issue of x-ray provision in Oxted.

The PCT acknowledged, in a press release on 15 August 2006, that the decision to appoint independent consultants was as a result of advice taken from the East Surrey PPI Forum and a large volume of correspondence received from local residents.



## PPI Forum Dartford, Gravesham and Swanley Primary Care



### How Forum Members can be involved and influence how local health services are provided

In May 2004 the PPI Forum was approached by the Chair of the Dartford, Gravesham & Swanley Primary Care Trust (DG&S PCT) Clinical Ethics Committee (CEC) which was keen to get some public representation on the CEC. It was explained that their topics, whilst important to doctors and nurses, would also be of great interest to the general public. It was felt necessary to get a wide range of views. For example:

- When is it right to start artificial feeding after a stroke?
- What should we do when someone refuses treatment?
- Is it always right to offer assisted contraception services?

I was nominated to represent the Forum in July 2004, and have attended ten meetings and the final one took place on 6 September 2006.

The Committee membership consisted of:

- PCT Non-Executive Director, and Chair
- GP representative of North Kent Council for Interfaith relations and Non-Executive PCT Director
- Adult Protection Lead/Nursing representative
- Ethics Adviser, Royal College of Nursing
- Public Health Consultant
- Teenage Pregnancy Services Manager
- Consultant Paediatrician/Clinical Governance Lead, Dartford, Gravesham & Swanley NHS Trust
- GP representative/Clinical Governance Lead
- PPI representative

Since 2004 we have discussed many topics and the Committee were very receptive to items which I brought forward from the patients' perspective, eg problems with drugs containing animal products, chaperones in GP surgeries, non-therapeutic circumcision, Herceptin availability, referral pathways - particularly dermatology, patients' right to attend appeals etc. Most of our agendas contained one Case Study, which generated a great deal of discussion and was always very informative.

At the last meeting we were given to understand that Medway NHS Trust has already set up a new Clinical Ethics Committee, and DG&S PCT CEC were very hopeful that the new West Kent PCT would consider setting up such a Committee in due course.

Angela Evennett

PPI Forum Member, Dartford Gravesham & Swanley Primary Care



### East Elmbridge and Mid Surrey PPI Forum (EEMS)

EEMS issued a press release in respect of the 'Food Watch Campaign' it undertook in the month of September.

This has generated a lot of public and media interest and the media are clamouring for feedback upon completion.



## PPI Forum Shepway Primary Care

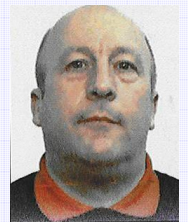


### Help for people who have a complaint about an NHS service

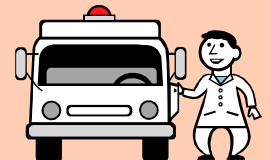
The Shepway PPI Forum recently had a meeting in public with special speakers Toby Pearce, Manager and Sandra Rafferty, Advocate from the Independent Complaints Advocacy Service (ICAS) giving a presentation on the work they do. They explained that their service is available for patients who have a bad experience in the NHS and who have complaints of a serious nature. ICAS is totally independent of the NHS and has been put in place by statute to ensure that everyone has access to an advocate to help them make their complaints about the NHS. ICAS will provide an individual advocate to guide the patient through the procedures to achieve the desired outcome. It is a free service where confidentiality is important and where the patient is empowered and remains in control of the situation, with the necessary help and guidance from a trained professional. South of England Advocacy Projects (SEAP) has won a new contract to provide the ICAS service for another five years across the South Coast from Kent to Cornwall and as far as Oxfordshire.

The Members agreed that this meeting was informative and interesting and that they have gained some valuable information which is of benefit to the Forum.

Steve Ward  
PPI Forum Member, Shepway Primary Care



## SOUTH EAST COAST AMBULANCE PPI FORUM



### Bigger and better - a stronger voice

A great start to a new beginning.

South East Coast Ambulance PPI Forum held their inaugural meeting on 13 July 2006 at the Harlequin Theatre in Redhill. Great interest was shown by members of the public and attendance was very good. Surrey, Sussex and Kent Ambulance PPI Forums were closed by signing off Annual Reports and Work Plans followed by the election of officers for the newly reconfigured Forum. The Members and the public then listened to an excellent presentation from guest speaker Paul Sutton, Chief Executive of the new Ambulance Trust.

Prior to the reconfiguration of the new Trust and PPI Forum, meetings had taken place with Forum Members and members of the Trusts to keep abreast of information and progress towards the reconfiguration. This has helped both the Trust and the Forum and it was agreed to continue with these joint meetings for the time being.



## MEDWAY COMMUNITY HEALTH PATIENT AND PUBLIC INVOLVEMENT FORUM

### Same Day Treatment Centres

As reported in the summer edition, following a review of the 'Same Day Treatment' Centres in Medway a report with recommendations has been produced by the Members. Overall, patients were satisfied with the service although some results were surprising. The Forum presumed that patients were using these services inappropriately, as in visiting them instead of their own GPs or for a second opinion, but following the review, these ideas were on the whole discounted. There were, however, questions to be asked of the PCT such as the cost effectiveness of the centres (seeing only four patients per hour) and why does the service provide a telephone advice line when the GP Surgeries should provide these in-hours? Improvements were recommended to one centre's front door as it was not Disability Discrimination Act compliant. Also a 'meet and greet' system would be welcomed as some patients entered only to find an empty reception. Patients without an appointment seemed to pose another problem for the centres having to wait in the street.

The PCT has made an initial response and had a meeting with the members to try and resolve the issues. Members await the Trust's formal response.

### Mixed sex wards

Members are continually hearing complaints concerning mixed sex wards in hospital. They are told that Government policy is for single sex bays. Members learnt at a recent meeting with the Director of Nursing for the acute hospital trust that high bed occupancy was one of the causes. The hospital tries very hard to keep the bays single sex, moving patients to a single sex bay whenever possible. Members were also told some patients do not mind. The hospital tries to grant the patients wishes as much as possible. The Trust listened to the Forum's suggestions and say they will action those that are most appropriate.



## Surrey & Sussex Healthcare PPI Forum

At the last meeting in public on 6 September 2006, the Forum invited Andrew Hines, Head of Planning & Performance, Surrey & Sussex Healthcare NHS Trust to attend and give a presentation on the improving performance at the Trust. From the presentation, it was discovered that the Trust had achieved most of its targets of national priority. The Forum subsequently wrote a letter of commendation to the Trust.

The meeting was also attended by some Forum Members of the East Surrey PPI Forum.



## PPI Forum Medway Maritime Hospital

### WHERE ARE WE?

I wonder if any other Forum members feel, as I do, a sense of semi-detachment in Forum matters. This may be in part because of the planned demise of the Forums. It might be partly because of a feeling of uncertainty about the role of the Forums.



Although we raise concerns, share them with Trust personnel and receive information and views from the Trusts, the same concerns have usually appeared in the media, so that the Trust is well aware of them. Too often I get the feeling that the Trust's actions are already decided – and are already in train. Do we make a difference? We might cause a change of approach and of atmosphere within a Trust by constantly asking how things could be better and by suggesting changes.

Perhaps my disorientation arises from the nature of my contact with Forum and Support Group respectively. When attending meetings, I often feel that nothing is being accomplished.

As Forum representative for Audiology matters, I feel that we are only following events, not shaping them. Being informed of numerous statements by Ministers and others is not what I joined for. Sometimes it seems that the channels set up are for the use of others who want to enlist our support. At times, I feel that all the bumf I receive treats me as a member of the public, my role being to receive passively, not to help modify the Health Service.

Jack Shulman  
PPI Forum Member,  
Medway Maritime Hospital



If you would like to comment on any article in this Newsletter, contact KMN. See back page for full details.



## PPI Forum Ashford Community Health

Since May 2006 the attendance at Forum meetings has picked up considerably with 43 people attending the Public Topic meeting held in the Spring of 2006, 13 people attending the Forum meeting in May and 16 people attending the Forum meeting in July. The membership of the Forum has also increased with three new Members being appointed - all very welcome additions. The new Members are enthusiastic about being part of the bigger picture.

The Forum has had very good media coverage and the press has been present at all meetings since the Spring of 2006. The local Parish Newsletters have been very helpful in advertising the Forum meetings and circulating questionnaires on behalf of the Forum.

We look forward to working closely with our PCT PPI Forum colleagues during the coming year following reconfiguration and being a voice for the patients and the public within the NHS.

These are exciting times and change is not always negative but brings about improvement from lessons learnt. Let us take hands together and work towards a true 'Patient-led' NHS.



## **PPI Forum Working with Darent Valley Hospital**

During the past year the Forum has continued to press for an improvement in Audiology facilities, both at Darent Valley Hospital and in Kent.

At Darent Valley Hospital an extra room has been created by dividing the existing room, thus giving a minor increase in capacity and throughput of patients. Waiting lists are now being co-ordinated from Medway and patients are being offered an option of an appointment at Medway. If they wish waiting times are now equable between the two sites. The 'new' facilities at Darent Valley Hospital still fall far short of the standards required in 'Best Practice Standards for Adult Audiology' of 2002, and are out of line with other Audiology departments in the UK for a similar catchment area of 200,000. It is hoped to be able to use additional facilities at the new Gravesend Community Hospital in the near future.

A joint presentation, with a representative from Kent and Medway Strategic Health Authority (SHA), on the state of Audiology services in Kent was made in January 2006 to the Kent County Council National Health Service Overview and Scrutiny Committee (KCC NHS OSC). The KCC NHS OSC will review the situation after one year.

Following the KCC NHS OSC presentation the Kent and Medway SHA set up an Audiology review committee to review the situation and to share best practice ideas between the main Audiology Departments in Kent (Ashford, Canterbury, Maidstone, Tunbridge Wells and Medway). This is the first time that heads of these departments and their associated commissioners, have met for this purpose. The Forum is included on the committee to represent all Kent Patient and Public Involvement (PPI) Forums unfortunately progress has been slow due to the lack of uniform documentation and recording systems between the various units. This is currently being resolved. It had been expected that the 18 week target for diagnostic services waits by 2008 would have given added incentive to getting improvement for Audiology hearing tests (currently with waits of up to two years). However the department of health have now specifically excluded hearing tests from this 18 week target.

During the year we have continued to raise awareness of the wide variation in quality of Audiology Services with various people and national organisations (eg local Members of Parliament, the Department of Health, the Healthcare Commission, the Royal National Institute for Deaf and Hard of Hearing People (RNID) and Hearing Concern). Waiting times still vary from 6 weeks to 3 years depending on where one lives.

The Forum has also undertaken successful networking with other PPI Forums to share information and to co-ordinate campaigning activity. (These include Medway, East Kent, Maidstone/Tunbridge Wells, East Surrey, South East London, West Sussex, Peterborough, Calder Valley, Barnsley, North Devon). Unfortunately use of the Knowledge Management System (KMS) has not proved productive to exchange information.

We had hoped that the Annual Healthcheck performed for the Healthcare Commission would have identified the poor state of Audiology Services in Kent but once again this speciality seems to have been excluded at both Darent Valley and Medway. Discussions are in hand with the Healthcare Commission to try and remedy this situation.

John Beadle  
PPI Forum Member, Working with Darent Valley Hospital



## Kent and Medway NHS & Social Care PPI Forum

Members of the PPI Forum covering the East Kent NHS and Social Care Partnership Trust have looked at the Care Programme Approach (CPA) for people using mental health services. Part of the work is to monitor the Trust audits and cross-reference CPA standards with policy and procedure. A common theme that ran through the appraisals is that mental health teams in East Kent lacked compliance with most standards that cover areas such as registration, needs assessment and review for adults of working age and older adults. Most notably the Forum learnt this year that from 205 files, the Trust had no idea whether or not 147 adults of working age had a carer and learnt that there were a large amount of no responses for data collection for both groups.

Following the merger of two mental health Trusts covering East & West Kent forming the Kent & Medway NHS and Social Care Partnership Trust in April this year, the Forum will be looking again at this issue to communicate failures to the new Trust with the view to improving the care and treatment and services under the care programme approach for people that use mental health services in the whole of Kent and Medway.

**Caroline Meaker**

PPI Forum Member, Kent and Medway NHS & Social Care

## Dartford, Gravesham & Swanley Primary Care and Working with Darent Valley Hospital PPI Forums

### JOINT PPI FORUM INFORMATION DAY - TUESDAY, 8 AUGUST 2006

A joint PPI Forum Information Day was held on Tuesday, 8 August 2006 at Dartford Methodist Church Hall, Spital Street, Dartford, Kent.



Speakers for the day were:

- Michael Barton - PPI Forum Member
- Karen Costelloe - Dartford & Gravesham NHS Trust
- Chris Lock - Head of Out of Hours, Dartford Gravesham & Swanley PCT
- John Nester - Dartford, Gravesham & Swanley Primary Care Trust PCT
- Martin Emery - Dartford & Gravesham NHS Trust
- Sherrie Ryder - Community Matron
- Dr Howard Stoaite - MP

Presentations included, The Role of Patient Forums, Out-Patient Appointments, The New Gravesham Community Hospital, Choose & Book and How it Will Affect You, How to Make a Complaint, Patient Advice and Community Matrons.

The day was well attended and a great success. Forum Members were delighted with the outcome and thought it an excellent day.

Another Information Day is being planned for 27 November 2006. Presentations will include Infection Control. For more information on this forthcoming event contact KMN (see back page for details).

## SWALE PPI FORUM

### Nursing home is closed to new admissions



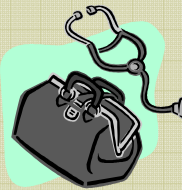
The Forum has had serious concerns about the Frank Lloyd Nursing Home which has been closed to new admissions because of safety issues for the patients and is now undergoing refurbishment. The Members questioned the new management personnel brought in following Healthcare Commission intervention. They were told the home was closed to new admissions whilst refurbishment was being carried out. The Forum queried this and was told that there were no new patients awaiting admission. Doubts were raised as to whether this was true so the Forum has enlisted the help of the local press to find out for themselves if there are any patients waiting for referral to a home. The home treats patients with complex mental health needs.

### Review of GP Services

Following a Forum review of GP services in Swale, the Primary Care Trust (PCT) has made an initial reply to the Forum's report and recommendations. The PCT has told the Forum that a new 'Primary Care Strategy' has just been approved by the PCT Board and this is to go forward to the new reconfigured PCT for East Kent. The Forum has also been advised that the PCT has been developing a recruitment strategy, as Swale has been identified as one of the most 'under-doctored' areas in the country. Forum Members have been constantly telling PCT managers this and it is one of the recommendations in the report. Another PCT proposal is that they tender for primary care services, which will include some GP Practices, an issue that concerns the Forum immensely. Members will make sure the PCT consult with the public as is the PCT's statutory duty. Financial constraints raised concerns about postponement of GP Practice development especially compliance with the Disability Discrimination Act. Forum Members aired their views to the PCT at Forum meetings and formally in writing.

The two community hospitals in the area are to be developed bringing diagnostic tests and some treatments into the community. The local people of Swale are unhappy about this as they feel it means a loss of beds for respite care, especially for the elderly. Opinions are expressed at Forum meetings.

Public transport services to all the local hospitals, community and acute, are also a worry, especially from and to the Isle of Sheppey. The service is quite sparse which makes it difficult for out-patients and in-patient visitors to get to the hospital for appointment times. The Forum has written to the PCT and has enlisted the help of Swale Borough Council Transport Department to try and resolve this problem.



### Swale Health Link Reporter Scheme

After a good start, and then a lull in reporting, Members decided to use the reporting scheme themselves to ask the PCT to address concerns and issues brought personally to their notice. Swale people have got to know the Forum Members and will tell them, rather than write, concerns to ask of the Trust. Members are writing the issues on a reporting form and sending them via a PCT link person for response. This is working well on the whole and the Forum is receiving answers very quickly. The answers are looked at by a sub-group and if it is felt that more improvements can be achieved, further enquiries are made of the Trust.

It is hoped soon to publish another Swale Health Link Newsletter giving details of the reports and response received. If you would like to be added to the distribution list contact Chris at KMN on 01303 297063.



## **Surrey Heath & Woking Area PPI Forum**

### **Asian Health Workshop Event**

There is a large Asian population in the Surrey Heath & Woking Primary Care Trust (SHAW PCT) area. The PPI Forum had included in their work programme for 2005/06 a specific objective to engage with this community. This was achieved by holding a joint health event for the local Asian population, organised in partnership with the Surrey Heath and Woking PPI Forum, Surrey Heath and Woking PCT Health Promotions Team, Patient Advice and Liaison Service (PALS) and the Voluntary Sector.

The workshop was attended by 37 adults and some children. To ensure full engagement, five interpreters were available throughout the day for the workshops and discussion groups. Literature and leaflets were available in three Asian languages.

The aim of the Asian Health Event project was two-fold. Firstly, to provide an event where members of the local Asian community could meet with professionals from the statutory and voluntary sector in an environment that was not a traditional health venue.

It was agreed to focus the event on the prevention and management of the 'five long term conditions':-

- Heart Disease
- Stroke
- Chronic Obstructive Airways Disease
- Dementia
- Diabetes

Within the Asian community locally there is a high prevalence of these conditions, particularly diabetes. The Forum wanted to hear from the community and understand what knowledge they had about these conditions and if they were aware of what services are available from both the statutory and voluntary sectors. Equally important the Forum wanted to hear if there were any barriers to accessing services.

Secondly, this event allowed partners working together with the local community to understand their needs and to address, where possible, the gaps in service identified.

The combined knowledge, expertise and skills of everyone involved in the event exemplifies what can be achieved when joint working is developed between people with different ideas, visions and values, but with the same goals in mind.

This event afforded excellent networking and relationships have been strengthened. We will now use these partnerships to continue to reach the Asian community and to plan and develop equitable local health services.

### **Outcome**

A good attendance was achieved, with a mix of men, women and children.

Messages were given in different formats

- Presentations (with interpreters)
- Workshops (with interpreters)
- Leaflets on all five conditions (in Punjabi, Urdu, and Bengali)

Continued ...

## Surrey Heath & Woking Area PPI Forum

### Benefits:

- Active involvement and engagement successfully achieved in workshops and group discussions
- High uptake of all leaflets provided in different languages which was appreciated by participants because this had not previously been available to them

The Asian women asked for more health events in this type of environment with a similar structure and support. The feedback was that the people felt included, free to express their issues and concerns and that the event had been an extremely informative and enjoyable experience.

### Workshops:-

- The information given and issues discussed during the workshops will be used in shaping service change:-
  - o One of the main issues coming out of the workshops was that many people did not access services independently without the support of the Asian Health Workers
  - o Many felt their GP was the only point of access to health services but were reluctant to visit their GP because of poor communication and a lack of cultural understanding
  - o Many older women told us that they were either uncomfortable in going to, or would not go at all, to their GP for routine cervical and breast screening. This related mainly to cultural issues.

Based on little interest shown on the day, and other local work, the Alzheimer's representative felt that the subject of dementia and its implications are taboo for many people of Asian background.

### Next planned steps:-

- Two cancer awareness workshops are taking place in the Autumn at the local Mosque on:-
  - o Cervical screening
  - o Breast screening
  - o Preliminary discussions are also taking place on alternative appropriate venues for screening
  - o Advanced Communication courses for GPs and other disciplines arranged for Autumn and Winter 2006/07
- The PPI Forum and PALS are taking the issues on dementia forward with appropriate agencies.



### Note:

The Forum, in partnership with all agencies, has submitted a nomination for the **NHS South East Coast Best of Health Awards 2006** and for the **NHS South East Coast Health Summit** to be held in November 2006.



## Frimley Park Hospital PPI Forum



### Accident and emergency department visit

Members of the Forum recently undertook a formal visit of the Accident and Emergency Department at Frimley Park Hospital. The visit was facilitated by Mena Vallance, Acting Head of Nursing for Emergency Services. Written data was available and a comprehensive tour lasting a few hours gave the Members an opportunity to speak with key members of staff and see first hand how the services in the departments operate.



The Forum has submitted a full report with recommendations which is available on the CPPIH KMS system. Contact Mary Morgan at KMN for further information (see back page for details).

### Spreading the word ...



Colin Slatter, Forum Chair and Barbara Smithin, Forum Member, had a PPI Forum stand at the recent Frimley Park Fete at Grove School in Frimley.

Members of the public were able to discuss issues directly with the Forum Members and were keen to find out more about PPI and how they could get involved. The fete was well attended and both Forum Members reported they had made useful contacts with a number of people.

### Can you hear me?



There are a number of concerns that the Forum have regarding Outpatients Clinics and in particular the waiting times for Audiology. The Patient Advice and Liaison Service (PALS) Manager has been invited to the next Forum meeting to discuss these concerns in more detail.

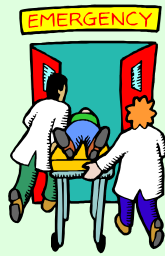
### Food Watch

The Forum is also participating in the Food Watch Campaign which relates well to work already being undertaken in their work plan on the Red Tray System. A Forum Member who has previously taken part in the PEAT Inspection has since also been included on an in-house cleanliness inspection.



## ROYAL SURREY COUNTY HOSPITAL (RSCH) PPI FORUM

### Threat of closure to A & E Departments



There has been a great deal in the local press recently about closure of A & E departments in Surrey and there are fears that Royal Surrey County Hospital will be hit. This is obviously a major concern for both the RSCH PPI Forum and residents in this part of Surrey. Local MPs, Anne Milton and Jeremy Hunt, have put forward a 12 page objection to the NHS South East Coast Strategic Health Authority. It is felt such proposals do not take into account the needs of the population especially in rural areas which are not well served (if at all) by public transport. There are also fears that if an A & E department is closed the hospital itself may also close.

The Hospital Trust itself has been working hard to reduce waiting times and improve services. The Forum, despite having very few Members, has begun a series of visits to wards and forwarded two reports to the Trust. They have also set up regular 'Partnership' meetings with the Deputy Chief Executive and other senior Trust staff to discuss issues relating to the Trust and the Forum's relationship with the Trust.

Despite the uncertainty regarding the future of PPI Forums, this Forum has attracted new Members recently and would like to welcome Stella Howath, who was a Forum Member in Acrinton and transferred when she moved south.

## Surrey & Borders Partnership PPI Forum

As a Forum which went through a reconfiguration last year due to the merger of three Trusts, Members were willing to share their experiences with the PCT Forum Members who will be reconfiguring in October. To a large extent the three team model we have adopted mirrors what the Trust is doing and, after a slow start for some, all teams are now actively involved in visits and activities. Since the Forum's Annual Public Meeting in May, ten visits to services have been made and reports sent to the Trust. The Forum has been building a good relationship with the 'new' Trust and now holds regular meetings with the Director of Nursing and the Patient Advice and Liaison Service (PALS) to which various Trust directors are invited to report on their departments. These meetings have proved a beneficial medium for voicing concerns about services and the Trust have been quite open with the Forum. The PALS service in the West, which has been without a PALS manager, is now up and running with the appointment of a new PALS manager for the West, and although the East PALS manager is now off on maternity leave (with twins!), her absence is being covered by a temporary appointment.

Meeting with local service user and carer groups in the North West of the county has been important to increase the Forum's knowledge of what is available and what concerns the groups have. This has led to several visits including to Adult and Older Persons in-patient Mental Health units and an Eating Disorders unit by the North West Team. Both the South West and the Mid, East Surrey & Croydon teams have also been carrying on with their visit programme to in-patient units.

At the Forum's Public Meeting in October, Trust directors will be present to answer questions from Forum Members and the public about services and this will also be the opportunity to ratify the visit reports and update the Forum work plan.

## WELCOME TO NEW PPI FORUM MEMBERS



**The following PPI Forum Members have been appointed to Forums supported by KMN during the period July - September 2006.**

Maureen Clatworthy - PPI Forum Ashford Community Health

Thomas Sheridan - PPI Forum East Kent Coastal

John Holloway - PPI Forum Medway Maritime Hospital

Joyce Bullimore - PPI Forum North Surrey

Edward Pearce - Royal Surrey County Hospital PPI Forum

KMN welcomes the new Members to the Forums at this exciting time of change and wishes them all great success in their new roles.



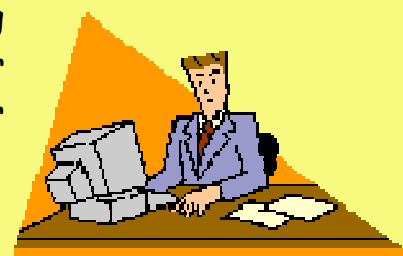
### CPPIH - KNOWLEDGE MANAGEMENT SYSTEM

The CPPIH Knowledge Management System (KMS), part of the website [www.cppih.org](http://www.cppih.org) allows Forum Members to communicate with PPI Forum Members across the country and most importantly enables you to have your say on important current issues. It is a central area of the KMS that brings together interesting and lively discussions from other parts of the CPPIH web site.

#### Have your say

Visit 'Your say' on the KMS to read and contribute to recent discussions. The 'Your say' section can be found directly from the KMS home page. You can also suggest a new discussion topic in the 'Start a discussion' container, although you have to be logged in to reply or start a discussion.

Your Forum Support Staff will be able to help you log on or answer any KMS queries you may have. For more information contact KMN (see back page for full details).



# Congratulations On Your Marriage



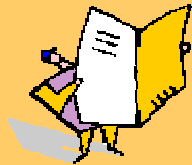
*Sally Chitty, Forum Co-ordinator for East Elmbridge and Mid Surrey, East Surrey, South East Coast Ambulance Service and Surrey & Sussex Healthcare PPI Forums became Mrs Sally Fellingham-Huggett on Saturday, 2 September 2006.*

*We are sure that all Members will join us in wishing Sally and her husband Jim every success for a long and happy marriage.*

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 Winter issue of the Newsletter to the Folkestone office by 4 December 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.

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version of this Newsletter,  
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01303 297050**

## HAVE YOUR SAY!

If you would like to contact any of the PPI Forums supported by Kent & Medway Networks regarding either their Newsletter article or a local health related issue, contact KMN as shown at the top of this page, and a Member of the support team will arrange this for you.

The PPI Forums look forward to hearing from you - your input is invaluable!

