

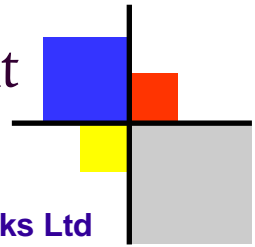
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A NEWSLETTER  
FOR  
PPI FORUM  
MEMBERS



# Patient and Public Involvement in Health Forums

Produced by Kent & Medway Networks Ltd



Issue number 13

Spring Edition - March 2007

## Patient and Public Involvement: The Future



All Forum Members will know that Ministers and the Department of Health have announced that the Commission for Patient and Public Involvement in Health (CPPIH) is to be abolished and that PPI Forums are to be replaced by Local Involvement Networks (LINKs).

The new Patient and Public Involvement (PPI) arrangements are in Part 13 of the Local Government and Public Involvement in Health Bill. Currently the Bill is progressing through the Commons, where, in the Committee Stage in particular, a number of amendments were made to the original Bill. Some of the amendments relate to PPI.

In parallel the Health Select Committee has undertaken an investigation into patient and public involvement. This Committee's report is due to be published on 20 April 2007, hopefully in time for MPs to consider the findings when they debate the Bill further in the House of Commons.

It remains unclear how the LINKs will work as much of the detail is expected in regulations and guidance from the Department of Health. The intention of Ministers and the Department is that local communities will decide how their particular LINK will work and what it will consider.

Seven Early Adopter Projects are being undertaken around the country, each representing a different area, such as a Unitary Authority, an urban area etc. The aim of the Projects is to explore ways in which a LINK could work in the given area and, if appropriate, to set up a LINK. All Projects are being supported by CPPIH. Medway was selected as one of the Projects and this is being taken forward by representatives from the Medway Unitary Authority, local Primary Care Trust (PCT), local Hospital Trust, PPI Forums and the community and voluntary sector. Two similar projects are being undertaken by the Healthcare Commission.

On page 2 are the facts as we currently know them and the unknowns in this changing PPI environment and on page 3 the possible schedule for implementing the new arrangements.

*Brenda O'Neill*  
Kent & Medway Networks, Forum Support Organisation

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## Patient and Public Involvement: The Future - continued

### What we know

- the remit for LINKs will be that of Local Authorities that have the responsibility for social care. This means a total of 152 LINKs in England
- each LINK will be supported by a Host organisation
- the Local Authority will procure the services of the Host organisation through a contract to support the LINK
- the initial Host contract is likely to be for 3 years
- LINKs funding is earmarked not ring fenced - Local Authorities will be able to top slice management costs
- there will be formal guidance from the Department of Health via a draft Host service specification and a note on what an effective LINK should look like

### What we do not know

- how Local Authorities will respond to the model contract (for the Host)
- when the procurement for the Host organisations will begin
- what the budget will be - nationally or locally
- how the budget will be apportioned - weighting is being discussed
- how the relationship between the Host and LINK will be regulated
- when Royal Assent will happen - currently expected by the end of November 2007
- when the regulations, providing more detail, will be agreed

MPs have indicated that they do not wish to have a gap between PPI Forums and LINKs. The new frameworks are expected to be in place for April 2008 with PPI Forums continuing until the end of March 2008. Forums will continue to be supported by their current Forum Support Organisation to the end. CPPIH also will be operational to the end. It is likely that there will be a formal or informal transfer of Forum Members to LINKs.

Whilst there are some unknowns, the following timetable for the new PPI arrangements is CPPIH's current best guess. There have been a number of changes to the timescale, each time the abolition of PPI Forums and the introduction of LINKs drifting further away.

KMN will keep all informed as further information and decisions are made.

### Medway Early Adopter Project - in brief

A Steering Group has been formed with representatives of all key parties in the area, such as the Medway Unitary Authority, local Primary Care Trust (PCT) and NHS Trusts, PPI Forum Members, local Forum Support Organisation, Medway CVS and Sunlight. The Steering Group has decided to move forward with setting up a LINK in Medway. A small sub-group has met to consider how best to encourage participation from members of the public and local organisations. A whole day event is being planned where the new arrangements will be explained, where known, and volunteers sought to become involved and to discuss how the new LINK might work ...

**WATCH THIS SPACE ... !**

Please contact the KMN office (as detailed on page 14) if you have any questions or would like further information on the future PPI arrangements.



<b>Possible date / month</b>	<b>Events</b>
March 2007	Members received a letter direct from CPPIH regarding the new timetable  Forum Support Organisations received written offer to extend the forum support contract to 31 March 2008
April / May 2007	New contracts formally issued to Forum Support Organisations to cover the period 1 July 2007 to 31 March 2008  Department of Health events to be held to update all, including PPI Forum Members, on the progress of the new PPI arrangements - following on from those held at the end of last year
July / August / September / October 2007	1 July 2007 - extended FSO contracts commence  Regulations to be drafted by civil servants in the Department of Health, ready for consideration by Parliament immediately following Royal Assent of the Local Authority and Public Involvement in Health Bill
November 2007	Royal Assent for the Bill is expected towards the end of the month, when it becomes an Act  Relevant regulations, which should add detail to the information in the current Bill, can be debated
December 2007	Notification of budgets for the new PPI arrangements - LINKs  Local Authorities can begin work on tendering for Host organisations to support the LINKs
January / February / March 2008	Local Authorities continue to work on tendering for Host organisations to support the LINKs  This period is only about 14 weeks - a short period for preparing tenders, receiving tenders back, evaluating them, selecting preferred bidders, inviting preferred bidders to interview, selecting the new Host etc
March 2008	Local Authorities continue to work on tendering for Host organisations to support the LINKs  Note that the Host contracts will need to be agreed and awarded earlier than this if the Host is to be fully functioning on 1 April 2008  PPI Forums will cease on 31 March 2008
April 2008 (1 <sup>st</sup> of the month?)	New PPI arrangements come into being: <ul style="list-style-type: none"> <li>• Local Involvement Networks operational</li> <li>• HOST organisations operational</li> </ul>

## EASTERN AND COASTAL KENT PPI FORUM Ashford Locality Group



- The Ashford Locality Group has, with much enthusiasm and team work, involved themselves in the Care Watch Campaign, with Member Maureen Clatworthy taking the lead. They visited a number of GP surgeries and completed their survey forms in time for the deadline. Sue Meaker, Thomas Sheridan and Shafi Khan - Lead, have enjoyed the experience and working together.
- Forum Member Evan Stirzaker has been actively involved in the work programme objective, 'Continuity of Care in GP Surgeries'. Questionnaires were sent to local GP surgeries for completion and collation. Evan will collate and put together the information in report form for the Group.
- Thomas Sheridan has carried out some research on mobile surgeries and has submitted a report from a local GP which will go to the next Locality Group meeting for discussion.
- As part of Forum publicity, Anita Bateson has taken the initiative to have a questionnaire publicised in a local Parish Newsletter and will collate all the responses for the Group. Should this be successful, it will be circulated to other Parish newsletters for inclusion.
- Although small, this Group is quite passionate and try to make a real difference in health services in their community.
- Sue Eksteen  
• Forum Support Officer

### PPI Forum - Medway Community Health

Three new health centres under the Local Improvement Finance Trust (LIFT) Scheme have opened recently in the Medway area - Rochester, Lordswood and Rainham. The Forum had been informed about the centres from the start and had stated opinions on the plans. Following the opening of the centres, Members made formal visits, but were disappointed that some of their suggestions on the plans were not put into practice. It also seems that common sense was not used regarding Disability Discrimination Act (DDA) compliance eg pedal bins in disabled toilets, pull cords hanging over the toilet which were tied out of reach otherwise would hang in peoples faces. A report with recommendations was sent to the Primary Care Trust (PCT) and a written response received and meeting held. Members are to go back to the centres with members of the PCT to look at ways of resolving some of the issues found.

The Forum raised concerns that these errors would be repeated in a new centre being planned. This time the PCT has consulted Members on the architect's plans.

Pauline Heselgrave  
Forum Co-ordinator



## Maidstone and Tunbridge Wells Hospitals PPI Forum

Maidstone and Tunbridge Wells PPI Forum Members participated in the Care Watch survey at Maidstone and Kent & Sussex Hospitals and have also recently participated in the Patient Environment Action Team (PEAT) inspections at all three of the Trusts' Hospitals, Maidstone, Kent & Sussex and Pembury.

The Forum has also just published a report of their findings from work over a three year period monitoring hygiene and cleanliness standards concluding that there has been a slow but gradual improvement in standards over the period, although further improvements are required to achieve consistently acceptable standards.

The Forum remains very active in the run-up to LINKs. Current issues of concern the Forum is pursuing are nurse-staffing levels, hand-cleaning compliance amongst doctors and staff and the impact of financial pressures on patient care.

The Forum would like to see evidence of a more collaborative approach from the Primary Care Trust (PCT) and the Acute Hospital Trust to tackling the financial difficulties of both the PCT and the Acute Trust with greater recognition that they have a common purpose.



David Herbert  
Forum Chairman

## PPI FORUM WORKING WITH DARENT VALLEY HOSPITAL

### Car Parking Charges for Cancer Patients at Darent Valley Hospital

I was recently interviewed by the Gravesend Reporter regarding my complaint about car parking charges at Darent Valley Hospital for cancer patients. I have been an outpatient with blood cancer for over five years, and go to the chemotherapy ward once every four weeks for blood transfusions which take 4-5 hours. Car parking costs £5.00 on each occasion. The day before attending I have to have a blood test which takes up to an hour, sometimes more, so could cost another £2.00 in car parking.

Car Parking at Darent Valley is very simple: £1.00 per hour or part thereof.

Recently on television news it was stated that £95million was made by the NHS from car parking costs in one year. How much of that £95m is taken by companies that run the car parks, such as Meteor at Darent Valley Hospital?

My main concern is for people on fixed incomes. Why can't cancer patients at Darent Valley Hospital have the same concessions as cancer patients at Maidstone Hospital who can purchase an all day ticket for £1.70 when attending for treatment?

A few months ago my car parking costs for one week were £12.00 for various reasons, when attending the chemotherapy ward at Darent Valley Hospital.

The Forum has engaged actively with the Trust on this issue and will continue to do so.

Bob Read  
Forum Member - Working with Darent Valley Hospital

## EASTERN AND COASTAL KENT PPI FORUM SHEPWAY LOCALITY GROUP

Although the Shepway Locality Group of the Eastern and Coastal Kent PPI Forum has had a bit of a hard time settling into the new working arrangements as a Locality Group, they are now ready to face the coming months with the same vigour and enthusiasm as before in focussing on the main purpose of their existence ... to try and make a difference in health services in the local community and be a voice for the patients and the public.

After a few 'growing pains' the Group are now finding their feet and are looking forward to working towards successful implementation of their work programme objectives.

The Group is pleased to welcome new Member, Christine Hughes.

Membership was affected badly by the resignation of one valued Member and the sickness of another informed and very active Member, however, Shepway Locality Group has taken part in the Care Watch Campaign with Christine Hughes and George Maidment carrying out the surveys.

The Group believes that working together with the other Locality Groups of the Eastern and Coastal Kent PPI Forum will bring insight and knowledge into different areas of work within other Localities. With only one Forum meeting having taken place, it is still early days and Shepway Locality Group is ready to work with their colleagues to make a difference.

Sue Eksteen  
Forum Support Officer



George Maidment and  
Madeleine Thomas

## SURREY AND BORDERS PARTNERSHIP PPI FORUM

### **The Heaven on Earth Project**

Vanessa Kirby of the PPI Forum is involved with a new project which has been set up to provide social contact for people of all ages who find themselves lonely or isolated, perhaps because of illness such as depression, road traffic accident, acquired brain injury, multiple sclerosis etc, disability or bereavement.

This is a community project run by the community. The aim is to provide a network of drop in centres throughout the Crawley area so that there is somewhere for people to go for a cup of tea and a chat, for information about local services and events and to help them get back into the community.

The project is supported by various churches of all denominations and is run by volunteers. This is for everyone - not just for the religious. For more information contact Vanessa Kirby c/o Maidenbower Day Centre, Harvest Road, Maidenbower, Crawley, West Sussex, RH10 7RA.



## **PPI FORUM - MEDWAY MARITIME HOSPITAL**

Members of the PPI Forum have taken part in an audit of the wards at Medway Maritime Hospital to ascertain the level of mixed sex bay usage. This initiative came about from concerns voiced by members of the public on their experiences of being in mixed sex bays whilst at the hospital.

Members began this project back in September 2006 by visiting the hospital 2-3 times a week and just visiting wards / bays and making a note of the number of beds in each bay and which patients (male or female) were in those beds on any particular date.

This audit continued until the end of December 2006 when all the information was gathered and a draft report prepared. The report showed that staff on most wards were actively trying to keep the sexes in each bay separate although there were times when it was impossible to do so. Even so, patients were being moved into single sex bays as soon as possible.

There was one ward, however, where staff did not seem to be aware or even trying to move patients into single sex bays and this is highlighted in the report.

The Director of Nursing at Medway Maritime Hospital at the outset of this project told the Forum that she looked forward to working with the PPI Forum in order to make the patient experience better.

Claire Munday  
Forum Co-ordinator

## **ASHFORD & ST PETER'S HOSPITALS PPI FORUM**

The Forum held a promotional stand at St Peter's Hospital, Chertsey for one week to engage with members of the public, raise awareness of PPI in the community and aid recruitment to the Forum. The week went well and a very positive response was received.

The Forum also took part in the recent Care Watch Campaign and carried out interviews in the Discharge Lounge at St Peter's Hospital.

Sally Fellingham  
Forum Co-ordinator

## KENT AND MEDWAY NHS & SOCIAL CARE PPI FORUM



From left to right: Pat Still, Carole Swann, Joyce Epps and Fran Witherden

The Kent and Medway NHS & Social Care PPI Forum has started working very effectively together as a Group after their reconfiguration in June 2006. The Forum held a successful Away Day and Members enjoyed spending time together, getting to know each other better and at the same time working in small groups to determine the successes of the past months and look at ways to make the Forum more effective in 2007. This was a positive and profitable day for all the delegates.

The Members also held a second successful Away Day in March 2007. The Forum were able to look at what had worked well since reconfiguration and also looked at ways to make the Forum more successful. The Members were split into four groups coming up with excellent ideas and solutions to put into practice in the future.

Instead of having separate meetings in the East and West, the Group has decided to work together as one Forum with monthly meetings.

The Forum has keenly and enthusiastically taken part in the Care Watch Campaign with almost 100% of the Members involved.

The Members have been active in working towards the work programme objectives, ie Review and Redesign; Suicide Prevention; Out of Hours; Care Programme Approach; Physical Health; Privacy and Dignity and Learning Disabilities. A very full work programme indeed, but with Members who are totally committed to working together as a team in successfully implementing these objectives for the benefit of patients, carers and users.

With three Members joining the group, membership is now 11. Sadly, two Members have resigned due to study and work constraints.

The Forum is keen to become actively involved in recruiting new Members who can help share the work load and a PowerPoint presentation has been drafted, together with ideas for recruitment and publicity.

Sue Eksteen  
Forum Support Officer



Madeleine Rogers (l) and Cheryl Ives (r)



Carole Swann (l) and Steve Finimore (r)

## SURREY & SUSSEX HEALTHCARE PPI FORUM



The Forum took part in the recent Care Watch Campaign. The campaign had been created in response to the current interest in dignity issues in health by Patient and Public Involvement Forums, the public and other organisations such as the Department of Health and the Healthcare Commission.

The Campaign involved going along to the hospital and conducting a survey of patients. A total of 13 patients were interviewed at East Surrey Hospital.

Sally Fellingham  
Forum Co-ordinator

## SOUTH EAST COAST AMBULANCE PPI FORUM

### SURREY LOCALITY GROUP - PPI Forum Member Recruitment Event 5 February 2007

Following the placement of a successful article in the 'Surrey Advertiser' by the Forum support team for the South East Coast Ambulance (SECamb) PPI Forum, an advertorial was run by the Editor highlighting that the County of Surrey was not represented by PPI Forum Members.

This immediately raised interest with concerned members of the public who wished to ensure that Surrey was not overlooked. Kent & Medway Networks (KMN) received many telephone enquires from Surrey residents wishing to receive details on how they might become involved with the PPI Forum and create the Surrey Locality Group.

As a result of this successful campaign, KMN organised a recruitment / information event for eight members of the public on 5 February 2007 at the Christian Centre in Dorking. At this event, information on the PPI Forum was given by KMN staff and existing PPI Forum Members David Bold and Brian Russell. Also present were Louise Hutchinson, Patient and Public Involvement / Patient Advice and Liaison Service Manager, South East Coast Ambulance Service NHS Trust and CPPIH staff who were able to answer questions and assist with the completion of membership application forms.

Four confirmed Members are now in place for the Surrey Locality Group and another three volunteers are awaiting interviews. We look forward to welcoming them as Members shortly.

This is great news for SECamb PPI Forum who wish to welcome the new Members onboard.

Sally Fellingham  
Forum Co-ordinator





## WEST KENT PPI FORUM Maidstone Weald PPI Locality Group

A visit was made last year to the Emergency Care Centre (ECC) at Maidstone Hospital by Ian Younger and Margaret Brown, PPI Forum Members. This visit was arranged following receipt of information that the ECC waiting room and the doctors rooms were extremely hot and stuffy as there was insufficient air conditioning. It had also been reported that the toilet facilities were not Disability Discrimination Act (DDA) compliant, although they were marked as Disabled Toilets.

During the inspection visit, several of the toilets in the ECC area, although marked as disabled, didn't meet requirements. They were not large enough, pull cords were tied up, hand rails around the toilets were missing and the walls behind the toilets were painted in the same colour as all the others.

Various suggestions were made by the Forum Members as follows:

- as there were sufficient toilets and they did not all have to be marked as disabled, remove the disabled signs where there was not enough room for a wheelchair
- the back walls to be painted in a darker colour
- pull cords to be convenient to the toilet and not tied up
- additional hand rails to be put in

We were invited by the hospital to inspect the changes.

The Centre Matron who showed us around agreed to put on the cleaners check list that the pull cords were not to be tied up. All the suggestions made by the Forum had been adopted and we were assured that an additional air conditioner had been fitted.

We were really pleased that the Forum had actually achieved something to help the patients visiting the Centre.

Margaret Brown  
PPI Forum Member  
West Kent - Maidstone Weald



## West Kent PPI Forum

This Forum now comprises of three Locality Groups, Maidstone Weald (MW), South West Kent (SWK) and Dartford, Gravesham and Swanley (DGS), since the reconfiguration of the Primary Care Trusts (PCT). Although the inaugural meeting was held in October last year, the Members did not really start working on joint projects until after their second full Forum meeting in January.

It was within their Locality Groups that Members decided they would take part in the national 'Care Watch' campaign and to review, with GP Practices, the results of patient surveys under the Quality and Outcomes Framework (QOF) inspections. There was also a 'Suggestion Box' scheme running in two Localities and it is hoped to extend the scheme into the third Locality area.

### **Care Watch Campaign**

As there are six community hospitals in the area and the PCT are holding an in-depth review of these hospitals, it was decided that 'privacy and dignity' was a good subject to survey under the 'Care Watch' campaign. A Member of the Forum sits on the PCT community hospital review steering group and will be able to feed in information gleaned through this survey.

### **QOF Patient Survey Reviews**

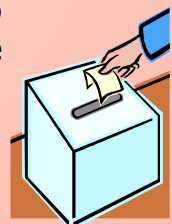
Over 40 GP Practices asked for the support of Forum Members to review their patient surveys, this continued until the end of March. DGS Members received advice from SWK and MW Members who took part in the scheme last year. Members are asking to have sight of the results before meeting with the surgeries to discuss any issues resulting from the survey, action to be taken and when the action is to be completed by. Hopefully this will bring improvements for the patients and the Forum can bring to the PCT any concerns that can be further improved with action from the Trust.

### **Suggestion Boxes**

Suggestion Boxes bought with Forum Development Funding have been placed in most GP Surgeries in the Maidstone and South West Kent area. A poster asks patients to fill in a card to give an opinion / raise a concern / issue that the Forum can put to the PCT on their behalf. Apart from taking the concern to the GP Practices and PCT, statistical information is shown to the Chief Executive of the PCT for his comment.

Members continue to work within their Locality Groups bringing to the full Forum issues which may need resolution across the area. The Locality Group Leads and full Forum Chair are holding regular meetings with the Chief Executive and / or Director of Civic Engagement in order to discuss items of concern to the Forum and are pleased to say the reaction to Forum concerns has been very positive so far.

Pauline Heselgrave  
Forum Co-ordinator



## Welcome to New Members

The following PPI Forum Members have been appointed to Forums supported by KMN.

Tarlochan Bopari	PPI Forum Medway Community Health
Susan Brenton	South East Coast Ambulance PPI Forum
Derek Bushell	Eastern and Coastal Kent PPI Forum
Leslie Clarke	Royal Surrey County Hospital PPI Forum
Graham Curtis	Surrey Patients' Forum
Maura Dorrington	Frimley Park Hospital PPI Forum
John Fletcher	East Kent Hospitals PPI Forum
Helen Foley	Royal Surrey County Hospital PPI Forum
Joshua Galloway	South East Coast Ambulance PPI Forum
Robert Hall	South East Coast Ambulance PPI Forum
Sue Hibbert	Royal Surrey County Hospital PPI Forum
Christine Hughes	Eastern and Coastal Kent PPI Forum
Robert Knowles	Surrey Patients' Forum
Shirish Madlani	West Kent PPI Forum
Susan Maynard	South East Coast Ambulance PPI Forum
Judy Morris	Royal Surrey County Hospital PPI Forum
Margaret Paterson	Royal Surrey County Hospital PPI Forum

KMN welcomes these new Members to the Forums and wishes them all great success in their new roles.



## KMN STAFF CHANGES



Chris MacGregor

### Goodbye ...

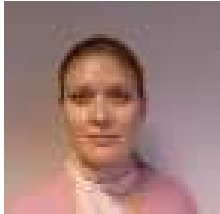
KMN sadly said goodbye to Chris MacGregor and Mags Clarke. We wish them both well in their new careers.



Mags Clarke

## KMN STAFF CHANGES

**Welcome** to two new Assistant Support Officers (ASOs) working in the KMN Folkestone office.



Abigail Winstanley  
(Kent)



Annette May  
(Surrey)

**Congratulations** to Rosemary Sheppard on moving into the role of Forum Support Officer (FSO) working with South East Coast Ambulance (SECamb) and Ashford & St Peter's Hospitals PPI Forums.



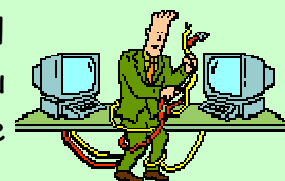
## CPPIH - KNOWLEDGE MANAGEMENT SYSTEM

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 current issues. It is a central area of the KMS that brings together interesting and lively discussions from other parts of the CPPIH website.

### 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 Co-ordinator or Forum Support Officer will be able to help you log on or answer any KMS queries you may have. For more information contact KMN (see page 14 for full contact details).





If you have found this Newsletter interesting, please let us know - if not, please tell us! We need 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 Summer issue of the KMN PPI Forum Newsletter to the KMN Folkestone office by 4 June 2007.

## Contact Information



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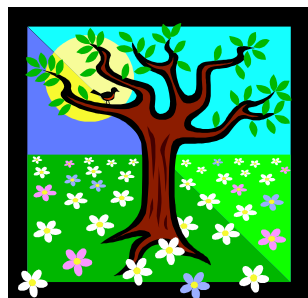
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If you need a large print version of this Newsletter, please let us know on  
**01303 297050**



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.

### 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, in the first instance contact KMN as shown at the top of the page and a Member of the forum support team will arrange this for you or use the tear off sheet provided on pages 15 and 16.

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





## PPI FORUM CONTACT FORM

Any comments / concerns that you wish to be forwarded to your local PPI Forum may be sent on this sheet to the Freepost address shown over. Please ensure that you state the geographical area concerned in order that your comments may be passed to the correct PPI Forum. If you would like the Forum to respond directly to you, please include your contact details.

**CONTACT FORM**



Continuation sheet ...

**CONTACT FORM**



**Please return this form to:**

**Kent & Medway Networks Ltd  
FREEPOST NAT 17761, Folkestone, CT19 4BR**

