

## News

### 1. What's going on in the LINK?

#### i) Trust to review speech and language therapy services

In March, LINK participant organisation, the Kent Wide Down Syndrome Group, raised concerns over lengthy waiting times in the Medway area for speech and language therapy, including assessments. This Bulletin carried the story and other LINK participants came forward to raise similar concerns. As a result of these representations, NHS Medway has embarked on a 10 week review of these services with a view to improvements being made and some quick wins, hopefully before then.

NHS Medway is looking to involve LINK participants, with an interest in speech therapy, to work with it on this project. If you are interested, contact Kirsty by email at [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk) or telephone 01634 821135.

#### ii) Moderating Panel up and running!

The part of the LINK that helps it decide how to deal with issues brought to it by LINK participants is now in place. The Panel membership is as follows:

- Naseer Ahmad
- Lyn Bruce
- Mary Butcher
- Nilu Chowdhury
- David Goddard
- Kulwant Jhita
- Ian Stingmore

The Panel's first task has been to prepare for consultation with LINK participants some proposals for how it should make decisions on behalf of the LINK. The bottom line is that participants who invest their time and energies on behalf of the LINK need to be assured that their issues are dealt with seriously and without bias and that the voices of those "seldom heard", which include those with learning disabilities, people with mental ill health and other groups, such as young people, are taken seriously.

Please take the time to look at what is proposed – it is a very novel and grown up way of doing things! Have regard though to the fact that the LINK needs to prioritise and use its resources to best effect, so giving everything high priority won't be very helpful.

The Panel has in place an interim decision making procedure based on the consultation proposals and has applied these already to two issues brought to it. These concerned:

- A call for a review of fire safety procedures at Medway Maritime Hospital, following an incident witnessed by a LINK participant. The panel has called for a full investigation



of procedures. The Panel has also informed relevant regulators of the incident.

- A shortage of wheelchairs at Medway Maritime Hospital. The Panel has been advised that the Trust has established a group to review the arrangements. However, the Panel has asked for a timetable for this group to conclude its deliberations.

### iii) LINK at Kent County Show

Come and find the LINK's stand at the County Show. The Show is being held from Friday, 17 July to Sunday, 19 July 2009 at the County Showground at Detling, near Maidstone. The Medway LINK stand will be in a tent with the Kent LINK and NHS West Kent. We hope to:

- raise awareness of the LINK
- promote the opportunities that exist for local people to influence the development of NHS and social care services across the County
- find out what people believe are the issues the LINK should be addressing in health and social care.

### iv) Kent LINK goes to Sheppey

The Kent LINK is preparing for its quarterly event to be held on Monday, 27 July 2009, which is being held at the Healthy Living Centre in Sheerness. Although this is a Kent event, many people in Swale use services in Medway and are associated with the Medway LINK. There will be presentations on:

- 'Training for carers for people in later life' by Jo Empson, Contracts Manager, Kent Adult Social Service
- 'Health services in Swale – the future!' by Neil Fisher, Eastern and Coastal NHS

If you would like to attend this event, please advise the office on 01634 821135 for catering purposes.

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## 2. Cervical screening recall in Kent

Concerns have been raised over the qualifications of a nurse, who carried out hundreds of cervical smear tests in the Sheppey / Sittingbourne area. As a result, NHS Eastern and Coastal Kent has written to over 500 women who were tested at surgeries in those areas since April 2007 apologising and asking them to book appointments to be retested as a precaution. The nurse had attended the relevant courses but the assessment had not been independently examined and final authorisation not granted.

Information taken from HSJ Bulletin.

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## 3. The first secure online records in GP practices in Medway

The first secure online records have been successfully created for people registered at a GP practice in Medway as part of a national scheme to provide patients with faster, better and

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safer care. NHS Medway is just the seventh primary care trust in England – out of 152 – to successfully upload patients' records.

The new secure online records – known as Summary Care Records – will enable doctors, nurses, pharmacists and other health care professionals treating a patient to check on their medication, any reactions they may have had to medication in the past and on their allergies.

The first people in Medway to benefit from the scheme are those registered at Dr Jana's surgery in Napier Road. It is one of three GP practices involved in the first wave.

Records for the other two practices involved in the pilot scheme in Medway – Walderslade Village Surgery (Dr Raval) and The Parks Surgery (Dr Green) - will follow shortly.

On 22 June, the second wave of the project begins, which includes the following practices:

- Dr Grant – Rainham Healthy Living Centre
- Dr Stacey – Matrix Medical Centre
- Dr Rao – The Surgery, West Drive
- Dr Davies – Hoo St Werburgh Medical Practice
- Dr Ali – Halfway Surgery
- Dr Fernando – The Surgery, Thames Avenue
- Dr Lee – The Elms Medical Centre

Adult patients registered at these practices have each been sent a letter and patient pack with information about the Summary Care Record project including how to opt out if they wish.

After 12 weeks the team will commence the upload of records for all patients who have not opted out.

In future, patients with a Summary Care Record will be able to register for a secure HealthSpace account, allowing them to view their own record.

For further information contact NHS Medway:

Emma Burns

Email: [emma.burns@nhs.net](mailto:emma.burns@nhs.net)

Telephone: 01634 382705

Caroline Chick

Email: [caroline.chick@medwaypct.nhs.uk](mailto:caroline.chick@medwaypct.nhs.uk)

Telephone: 01634 382707

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## 4. NHS Teen LifeCheck

The interactive online service NHS Teen LifeCheck launched nationally on 10 June 2009, accompanied by an integrated media campaign. The website is aimed at 12 to 15 year olds from socially disadvantaged communities and is designed to empower young people to improve their health outcomes.



For further information visit the website:

[www.dh.gov.uk/en/Publichealth/Healthimprovement/NHSLifeCheck/DH\\_100110](http://www.dh.gov.uk/en/Publichealth/Healthimprovement/NHSLifeCheck/DH_100110)

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## 5. Council's are failing young carers

A joint survey between councils, young carers and providers of carers support services has identified that councils are not doing enough to identify and support young people. The report 'Supporting Young Carers' highlighted key barriers such as inconsistent joint working between councils and their partners, a lack of awareness by professionals and a reluctance of carers and their families to engage with service providers.

The report can be downloaded at:

[www.ofsted.gov.uk/Ofsted-home/Publications-and-research/Browse-all-by/Documents-by-type/Thematic-reports/Supporting-young-carers](http://www.ofsted.gov.uk/Ofsted-home/Publications-and-research/Browse-all-by/Documents-by-type/Thematic-reports/Supporting-young-carers)

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## 6. Social care staff not trained to deliver dementia care

The All-Party Parliamentary Group on Dementia (APPG) are calling for all social care staff to receive dementia training appropriate to their role following a four month inquiry that highlighted that social carer workers are not adequately trained to deliver quality care for people with dementia. The inquiry revealed that less than half of staff providing home care had any dementia training at all.

It also demonstrated the difference the right skills and high quality care can make to people's lives.

The report recommends that workforce development plans outlined in the National Dementia Strategy for England be quickly implemented.

Further information about the article is available at:

[www.alzheimers.org.uk/site/scripts/news\\_article.php?newsID=488](http://www.alzheimers.org.uk/site/scripts/news_article.php?newsID=488)

The report 'Prepared to Care' is available at:

[www.alzheimers.org.uk/site/scripts/download\\_info.php?downloadID=329](http://www.alzheimers.org.uk/site/scripts/download_info.php?downloadID=329)

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## Events

### 1. Personal health budgets

NHS Medway's scheme for piloting personal health budgets has succeeded in making it through to the second round of a national assessment. NHS Medway is interested in offering these budgets to people with between six and 12 months to live who also have neurological,



heart or lung conditions which require care. Personal budgets allow patients to choose how to spend NHS money on elements of their care. The bid is enthusiastically supported by Medway Council and a range of others including clinicians and community groups. We are also working with patients and carers to make sure that their views are understood, so they can help shape this pilot.

NHS Medway are holding an End of Life Care Event on Friday, 31 July 2009 at the Pilkington Room, University of Greenwich, Medway Campus, Chatham Maritime from 9.00am to 2.30pm.

The event will comprise of an overview of the NHS Medway End of Life Strategy and will be followed by a series of workshops to encourage active participation and stimulate discussion around areas such as Personal Health Budgets. The event is open to NHS staff, the public and stakeholders.

More details about the event can be obtained from Ravinder Pathania at NHS Medway.

If you have any queries about, either the End of Life Care Event or the Personal Health Budgets Pilot Programme, please feel free to contact the project team at NHS Medway.

- Derek Hoddinott, Commissioning Manager  
Email: derek.hoddinott@medwaypct.nhs.uk Telephone: 07506 672604
- Paul Holgate, Project Manager  
Email: paul.holgate@medwaypct.nhs.uk Telephone: 07887 702269
- Ravinder Pathania, End of Life Care Strategy Coordinator  
Email: Ravinder.pathania@medwaypct.nhs.uk Telephone: 01634 382783

Please note that, in accordance with the LINK's Governance, expenses are not reimbursable for attendance at this event.

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## 2. **WASTED: an international conference on alcohol and young people**

Organised by The Health and Europe Centre, this conference aims to share examples of interventions trialled in a range of settings across the world that have demonstrated positive outcomes in reducing alcohol consumption amongst children and young people. The conference will also offer opportunities for discussions around adapting examples to enhance local services in Kent and Medway.

The conference has been planned by a group of experts in the field of young people and alcohol from Kent and Medway to ensure the aims and objectives of the conference are relevant. The conference is being supported by NHS West Kent, NHS Eastern & Coastal Kent, NHS Medway and NHS South East Coast.

The conference is being held at the Ashford International Hotel, Simone Weil Avenue,

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**a Local Involvement Network**

Ashford, TN24 8UX on 20 November 2009. The registration fee for this event is £75.00 + VAT.

For further information contact WASTED: An International Conference on Alcohol and Young People, c/o The Live Group plc, Thames Chambers, 2 Clarence Street, Kingston upon Thames, Surrey, KT1 1NG or telephone 0208 481 3340.

More details and to register, please go to the conference website:  
<http://livegroup.co.uk/healthandeuropecentre/>

Please note that, in accordance with the LINK's Governance, expenses are not reimbursable for this event.

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## **Contact Information**

**The Medway LINK may be contacted via the Host Organisation as below:**

KMN, Avenue Business Centre, 17 New Road Avenue, Chatham, Kent, ME4 6BA.

Email: [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk)      Tel: 01634 821135      SMS Text: 07976 596913

Office Hours: Monday – Friday 8.30am - 4.00pm

(Answerphone available out of office hours)