



## News

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

#### i) Selection Event

A 'Selection Event' was held last Wednesday, 8 April 2009 to determine which LINK participants should take on the roles of:

- 'Authorised visitors', who can be called upon by the LINK to enter and view health and social care premises when needed
- Member of the 'Moderating Panel' which is a small group of LINK participants that consider how issues raised by LINK participants should be dealt with using guidelines laid down by the LINK – to ensure that all voices are heard
- LINK representatives on health and social care commissioning and provider groups
- 'Mystery Shoppers' which are LINK participants that may be called upon from time to time to carry out some 'under cover' investigations as part of a LINK monitoring exercise of a local service.

Appointments have been made and details will appear in the next Bulletin. There are still vacancies to be filled and if you missed out on this round of appointments and are still interested, please contact Kirsty on 01303 297050 or email [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk) as we shall be organising another round of selection events in the coming weeks.

#### ii) Speech Therapy in Medway

In the last Bulletin (No 11) the Kent Wide Downs Syndrome Group called on the LINK to take up their concern at the lack of speech therapy in Medway. Since that item appeared, further concerns have been raised about waiting times for treatment, emphasising that early intervention is so important given how much children's communication skills develop in these early years.

Replies from NHS Medway are awaited.

If you have any comments to make on the above you can make them by telephone on 01634 821135, email [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk) or via the website at: [www.themedwaylink.org.uk/index.php?q=](http://www.themedwaylink.org.uk/index.php?q=)

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### 2. Improving health care in Medway - invite for LINK participants

NHS Medway has invited LINK participants to an event concerned with improving health care in Medway. There will be workshops covering services for:

- Children and young people

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- Staying healthy
- Urgent care
- Diabetes
- Coronary heart disease
- Stroke
- Older people's services
- Mental health
- End of life care
- Maternity and newborn

The event will be held from 10.00am – 4.00pm on Monday, 20 April 2009 at the Priestfield Conference Centre, Redfern Avenue, Gillingham, ME7 4DD.

If you are a LINK participant and wish to attend this event, contact Kirsty by telephone on 01634 821135 or by email at [kirsty@kmn-ltd.co.uk](mailto:kirsty@kmn-ltd.co.uk) indicating your preference of workshop from the list above.

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### 3. Update on new GP services in Medway

#### i). Balmoral Garden Site, Gillingham

Work to commence mid June 2009

#### ii). Medway NHS Healthcare Centre, Canterbury Street, Gillingham

The Dulwich Medical contract for the 'Medway NHS Healthcare Centre' at Canterbury Street is to provide additional walk-in facilities, 8.00am - 8.00pm, across five other sites:

- in the Wayfield area, this summer, date and site still to be confirmed. This will eventually hold a list of 6,000 patients
- Parkwood Health Centre – opening hours: Thursdays 6.00pm – 8.00pm
- Walter Brice Centre (Hoo) – opening hours: Tuesdays 6.00pm – 8.00pm, Saturdays 12.00noon – 4.00pm, Sundays 8.00am-12.00noon
- 114 Hempstead Road, Hempstead – opening hours: Wednesdays 6.00pm – 8.00pm, Saturdays 4.00pm – 8.00pm, Sundays 12.00noon – 4.00pm
- Twydall Clinic, Twydall – opening hours: Mondays 2.00pm – 8.00pm, Tuesdays 8.00am – 12.00noon, Wednesdays 12.00noon – 6.00pm, Thursdays 12.00noon – 6.00pm, Fridays 2.00pm – 8.00pm

College Health, another new provider, has opened its first practice at **Sterling House, Luton**, sharing the site with Malling Health and will eventually hold a list of 6,000 patients.

College Health has also been commissioned to provide a GP Practice in **Boots, Pentagon**



**Centre, Chatham**, which will be open 7 days / week, is hoped to be ready towards the end of May and will eventually hold a list of 6,000 patients.

For further information contact Jill Norton, NHS Medway, 7 – 8 Ambley Green, Gillingham Business Park, Gillingham, ME8 0NJ, telephone 01634 382777, fax 01634 382700, email [bobbie.walkem-smith@medwaypct.nhs.uk](mailto:bobbie.walkem-smith@medwaypct.nhs.uk) or use the following website contact form: [http://www.medwaypct.nhs.uk/Contact\\_us](http://www.medwaypct.nhs.uk/Contact_us)

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#### 4. Kent LINK participants pose some challenging questions

At the Kent LINK's Gravesend Event last week a number of questions raised by participants were put to James Sinclair, Director of Social Care for the Kent and Medway NHS and Social Care Partnership Trust. They included:

- *Concerns over perceived inadequacies in services for older people and those with dementia*  
James pointed out that there had been a significant increase in Admiralty Nurses across Kent.
- *Delay in the review and redesign of mental health services in East Kent*  
The Trust is committed to redeveloping the St Martin's Hospital site in Canterbury and planning permission for such a scheme has been approved by Canterbury City Council. However, the economic downturn may delay the start of this redevelopment. It was pointed out that the Trust's commitment to developing new services at this site remained.
- *Delays in implementing NICE recommendations*  
James is to come back to the LINK with further information.
- *Closure of Elmstone Ward (Thanet)*  
This was part of the plan to reduce beds and partly on health and safety grounds. Only five patients had been in the property.
- *Lack of out of hours services*  
A new psychiatric liaison service had been introduced in the East of the County, with the aim of improving out of hours support.
- *User empowerment and Self Directed Support*  
It was confirmed that mental health users would be part of the Self Directed Support scheme, although its implementation was two years away.
- *Stigma*  
James said that anti discrimination and reducing stigma was a major component against which the Trust's performance is judged by the Care Quality Commission. Developing strategies in conjunction with partner organisations to combat this was something on which the Trust would continue to work.
- *Waiting time for counselling*  
The LINK was advised to direct this question to the Primary Care Trusts in Kent and



Medway.

- *Discrimination – need for staff training*

James referred to recent appointments in the Trust – an Equality Lead and Equality Group. He acknowledged that more needs to be done in this area, but they were making progress.

- *Domestic abuse*

James didn't think this was anything especially to do with mental health although a participant pointed out the difficulty carers experience in coping with a partner who may be violent as a result of their condition.

- The discussion also included issues involving:

- help with returning to work after illness
- lack of inpatient alcohol treatment centres
- homelessness
- social care and psychological support
- lack of mental stimulation in residential homes
- care in residential setting for elderly mentally ill

If you have any comments to make on the above you can make them by telephone on 01303 297050, email [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk) or via the website at: <http://www.thekentlink.co.uk/index.php?q=17>

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## 5. GPs and Dentists required to register with CQC!

A new framework to regulate the safety and quality of health and social care services has been published by the Department of Health, ahead of the new Care Quality Commission (CQC) coming into effect on 1 April 2009.

From 2010 / 2011, the CQC will register all providers of health and adult social care services against a single set of registration requirements that are focused on the safety and quality of care. Without registering with the CQC, it will be illegal for health and adult social care organisations to provide services that are in the scope of the new framework. To maintain their registration, providers will need to demonstrate an ongoing ability to meet all the requirements.

Given the increasing range of services offered in primary care, including minor operations and other services traditionally provided in hospitals, it is important that patients have the same degree of protection, regardless of where they receive their care. This means that, for the first time, all 8,500 GP practices and 9,000 high street dental practices will be required to register with the CQC, regardless of whether they provide solely private, solely NHS services, or a mix of both.

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Consultation on the draft regulations is now open at:

[http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH\\_096991](http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_096991)

This new system replaces the different sets of existing requirements and standards for each different provider - whether they are from the NHS, local authority, independent or voluntary sectors. The registration requirements provide flexibility for care providers, setting out what they must do, but not stipulating how they must do it.

Subject to Parliamentary approval, the registration system will be introduced from 2010 / 2011.

For the NHS, registration with the CQC against requirements on healthcare associated infections will be implemented from April 2009.

For further information contact the Registration Consultation, Room 3E58, Quarry House, Quarry Hill, Leeds, LS2 7UE, email [registration.consultation@dh.gsi.gov.uk](mailto:registration.consultation@dh.gsi.gov.uk) or visit the website:

[http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH\\_096991](http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_096991)

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## Events

### 1. South East Coast Ambulance Service NHS Trust Board Meeting

The next meeting of the Trust Board will be held at:

10.00am – 1.00pm Tuesday, 9 June 2009      8 Tonbridge Road, Pembury, Tunbridge Wells, TN2 4QL

For further information contact Louise Hutchinson, South East Coast Ambulance Service NHS Trust, 40 - 42 Friars Walk, Lewes, East Sussex, BN7 2XW, telephone 01273 897805, email [louise.hutchinson@secamb.nhs.uk](mailto:louise.hutchinson@secamb.nhs.uk) or visit the website: [www.secamb.nhs.uk](http://www.secamb.nhs.uk)

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### 2. Free media training

Kent Volunteers are providing free Media Training Workshops for voluntary groups:

- 11 May 2009 - Kings Hill Conference Centre, Maidstone
- 1 June 2009 - Oakwood Park, Maidstone

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Both events will be held from 9.00am to 4.30pm.

For information contact Kent Volunteers by email at [margaret.sherrif@kent.gov.uk](mailto:margaret.sherrif@kent.gov.uk) or telephone 01622 694844.

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## **Consultations**

### **1. Pharmacy application – Hoo**

The Kent Primary Care Agency is seeking comments on an application from KentPharm Ltd to open a new pharmacy in the Main Road, Hoo, Rochester.

Comments are invited by Monday, 18 May 2009.

Comments can be made direct to Mrs Sheilagh Jeffery, Kent Primary Care Agency, 11 Station Road, Maidstone, ME14 1QH, telephone 01622 655133, email [Sheilagh.jeffery@kpc.a.nhs.uk](mailto:Sheilagh.jeffery@kpc.a.nhs.uk) or via the Medway LINK

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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)