

## Contents

News	Page No
1. What the LINK has been doing	1
2. Age Concern – products and services	5
3. New patient rights	5
4. New study marks major advance in cancer screening	5
5. New General Medical Council (GMC) guidance for doctors involved in research	6
6. 'Acute awareness: improving hospital care for people with dementia'	6
7. Standardising eligibility for patient transport	6
8. General Medical Council (GMC) visit Maidstone and Tunbridge Wells NHS Trust	7
9. Patient 'MOTs' start in Medway	7
10. Improving life for people in Medway with dementia	8
11. Praise for the unsung heroes of swine flu pandemic	9
12. 24 / 7 emergency treatment for heart attack patients	10
13. 'Live It Well' website	10
14. Patients beware – bogus callers	11
15. Duty of Candour	11
16. Major Trauma Improvement Forum	11
17. Parkinson's Disease Society is changing its name to Parkinson's UK	12
18. Care Quality Commission (CQC) registration system now in place for NHS trusts	12
<b>Events</b>	
1. Dementia project launch 18 May 2010	13
<b>Consultations</b>	
1. Kent LINK to work with Kent and Medway NHS and Social Care Partnership Trust	13
2. Mental wellbeing - your views needed	14
3. How NHS Medway uses your personal information	14
4. LINK participants wanted for consultation on Annual Quality Accounts	15
5. Have your say - your choice of GP practice	15

---

## News

- 1. What the LINK has been doing**
  - a) Working together to influence local health and social care**

### Medway Council

Support staff from both the LINK and Medway Council's Overview and Scrutiny Committees have been working together to agree how the Medway LINK and the Council's Overview and

# **MEDWAY LINK Bulletin**

**Supported by Kent & Medway Networks**

**May 2010 - Issue 25**



Scrutiny Committee will work together, for example sharing information and work programmes.

The LINK has a representative on both Health and Adult Social Care and Children's and Adults Overview and Scrutiny Committees. Both committees are keen to involve more LINK participants in their discussions and work. Below are the dates of their forthcoming meetings, agenda and papers of which will be available on both the LINK and Medway Council websites, you can also find out more about the work programmes for the Council's Overview and Scrutiny Committees by visiting these websites:

[www.themedwaylink.co.uk](http://www.themedwaylink.co.uk)

[www.medway.gov.uk/index/council/committees/comscrutiny/31590.htm](http://www.medway.gov.uk/index/council/committees/comscrutiny/31590.htm)

In brief, the roles of the Overview and Scrutiny Committees set up by Medway Council is to:

- discuss and make recommendations on the development of council policies and the budget;
- hold the Leader of the Council, and the cabinet to account for their actions;
- play a key role in considering matters of local concern;
- undertake in depth reviews of specific issues and
- scrutinise the work of other agencies, including the health trusts serving Medway.

The Overview and Scrutiny Committee for Health and Adult Social Care and the Committee covering children's health both have power to require NHS organisations to provide information and must be consulted by the NHS when significant health service reconfigurations are being planned. A protocol explaining how the LINK and Overview and Scrutiny Committees will work together has also been developed.

The meetings usually take place at Gun Wharf, Dock Road, Chatham, ME4 4TR. Alternatively, you could ask the LINK representative on the Committees to express a view on your behalf at any of the meetings:

## Health and Adult Social Care Overview and Scrutiny Committee

5.00pm - 3 June 2010

5.30pm - 15 July 2010

5.30pm - 19 August 2010

5.00pm - 30 September 2010

5.00pm - 11 November 2010

5.00pm - 16 December 2010 (Budget meeting)

6.00pm - 25 January 2011

5.00pm - 15 March 2011

## Children's and Adults Overview and Scrutiny Committee

6.30pm - 27 May 2010

6.30pm - 13 July 2010

6.30pm - 9 September 2010

# **MEDWAY LINK Bulletin**

**Supported by Kent & Medway Networks**

**May 2010 - Issue 25**



6.30pm - 20 October 2010  
6.30pm - 14 December 2010 (budget meeting)  
6.30pm - 20 January 2011  
6.30pm - 1 March 2011  
6.30pm - 5 April 2011

## NHS Medway

NHS Medway and members of the LINK Coordinating Team have been working to ensure that participants of the LINK influence the way health services are commissioned in Medway. Medway LINK External Representatives have been invited to represent the LINK at the following NHS Medway Strategic Care Change Programme Commissioning Groups:

- Coronary Heart Disease
- Planned Care
- Maternity
- Adult Mental Health
- Learning Disabilities
- Cancer
- Urgent Care
- Children's Services
- Primary Care
- Long Term Conditions
- End of Life Care
- Diabetes
- Stroke
- Older Peoples
- The Patient Experience Network.

One of the External Representative roles will be to feedback to participants views on how services for the above should be commissioned. The LINK looks forward to informing participants further on the above via its website and bulletin but in the meantime, if you feel that you would like to represent the LINK at one of the above groups, contact Jane Williamson (details below). Full induction and training will be provided and any out of pocket expenses reimbursed in accordance with the LINK Expense Policy.

The LINK now looks forward to seeking representation at similar groups within Medway NHS Foundation Trust and Medway Council Social Services.

### **b) Information gathering**

In order for members of the LINK's core groups to work effectively with the above stakeholders, they were invited to an information gathering event held on 19 April 2010. A presentation on the role and services provided by NHS Medway was given by Marion Dinwoodie, Chief Executive and Helen Buckingham, Commissioning Manager.

Julie Keith, Democratic Services Manager and Rosie Gunstone, Overview and Scrutiny Co-ordinator also gave a presentation on Medway Council and the Council's Overview and Scrutiny Committees. Feedback from those who attended was that the day had been very useful and informative. The LINK now looks forward to arranging the same with Medway NHS Foundation Trust and Medway Council Social Services.

## **c) Recruitment**

Following a very successful Selection Event held on 8 April 2010, the Independent Selection Panel selected seven candidates for the roles of External Representative, Authorised Visitor, Mystery Shopper and Moderating Panel member. To date we have received acceptance from Karen Cuthbert for the roles of External Representative / Mystery Shopper and Jenny Parry for the roles of Authorised Visitor / Mystery Shopper.

## **d) Annual Meeting**

The Medway LINK will be holding its Annual Meeting on:

**Wednesday, 9 June 2010  
Corn Exchange, Rochester, ME1 1LS  
Commencing at 10.00am**

The meeting will concentrate on the work the Coordinating Team, Moderating Panel and Authorised Visitors have done over the past year and will give participants the opportunity to meet and ask questions from members of these panels.

This will be an informative day so therefore book your place early by contacting Kirsty Tipler by email at [kirsty@kmn-ltd.co.uk](mailto:kirsty@kmn-ltd.co.uk) or telephone 01303 297050.

## **e) LINK participants influencing changes - NHS Constitution Consultation on Patient Rights**

Thank you to all those participants who gave their views and opinions on the above recent consultation. Following the overwhelming support seen both locally and nationally for this consultation, the Department of Health has announced a new patient right around non-urgent 18 week referral and 2 week urgent cancer referral waiting times. This right has been included in a revised version of the NHS Constitution, available at: [www.dh.gov.uk/nhsconstitution](http://www.dh.gov.uk/nhsconstitution)

From 1 April 2010 patients will have the right to start consultant-led treatment within 18 weeks of referral for non-urgent conditions, see a specialist within 2 weeks of referral where cancer is suspected, or for the NHS to take all reasonable steps to offer a range of alternative providers if this is not possible and the patient requests this. A further right, to a NHS Health Check every five years for those aged 40-74, will take effect from April 2012.

Thank you again to all those participants who took part in this consultation, it is excellent to see that the LINK really is influencing the way health and social care services are delivered.

For more information on any of the above items, contact Jane Williamson, LINK Development



Worker, by email [jane@medwaylink.org](mailto:jane@medwaylink.org) or telephone 01303 297050 / 07968 056285.

---

## 2. Age Concern – products and services

Did you know that Age Concern can assist you with a variety of everyday matters? Below are some of the products and services Age Concern provide along with their telephone contact numbers.

- Home Insurance – 0845 602 9166
- Gas and Electricity – 0800 015 6784
- Aid Call – 0800 772 266
- Car Insurance – 0845 602 9118
- Motor Breakdown Services – 0845 601 2235
- Travel Insurance – 0845 602 9173
- Holidays – 0845 601 1416
- Funeral Plans – 0800 022 3009
- Legal Services – 0845 685 1078
- Age Concern Life Book – 0845 685 1061
- Charity Flowers Direct – 08705 300 600
- Age Concern Weekly Lottery – 01524 752 963

If you would like more information, contact Karen Treacy on 01634 572616, pop into your Local Age Concern Centre for further information or visit the website: [www.ageconcern.org.uk/products](http://www.ageconcern.org.uk/products)

---

## 3. New patient rights

From 1 April 2010 patients will have the right to start consultant-led treatment within 18 weeks of referral for non-urgent conditions, see a specialist within 2 weeks of referral where cancer is suspected, or for the NHS to take reasonable steps to offer a range of alternative providers if this is not possible and the patient requests this. A further right to an NHS Health Check every five years for those aged 40 – 74 will take effect from April 2012.

The Department of Health has also announced the introduction of “Constitution champions” for Primary Care Trusts. These will have a role in upholding the NHS Constitution locally. Clearly LINK participants will have a key role in ensuring that these and other rights set out in the NHS Constitution are upheld.

---

## 4. New study marks major advance in cancer screening

The remarkable results of a study which Cancer Research UK has helped to fund are revealed. They provide hard evidence that a one-off screening procedure could prevent a third of bowel cancers and reduce death rates by nearly half. These are extremely important results because bowel cancer is the third most common cancer and the second biggest

cancer killer in the UK. It is expected that the results will get even better as the people who took part in this study are monitored for a few more years.

Visit the following link for more details:

[scienceblog.cancerresearchuk.org/2010/04/28/new-study-marks-major-advance-in-bowel-cancer-screening](http://scienceblog.cancerresearchuk.org/2010/04/28/new-study-marks-major-advance-in-bowel-cancer-screening)

For more information contact Harpal Kumar, Cancer Research UK, 61 Lincoln's Inn Fields, London, WC2A 3PX, telephone 020 7242 0200 or visit the website:  
[www.cancerresearchuk.org/aboutus/contactus/enquiryform/](http://www.cancerresearchuk.org/aboutus/contactus/enquiryform/)

---

## 5. New General Medical Council (GMC) guidance for doctors involved in research

Research is essential to maintaining and improving healthcare but it can be difficult. This new guidance provides a framework to guide decisions throughout all stages of a research project. It includes specific advice on:

- the law and governance arrangements that apply to research in the UK
- good research design and practice, including the importance of promoting equality and preventing discrimination at all stages of research
- avoiding conflicts of interest and protecting participants from harm
- the process of seeking participant consent
- involving adults who lack capacity in research
- the considerations about involving children or young people in research.

For more information contact Olivia Stapleton or Suzanne Wood, General Medical Council, Regents Place, 350 Euston Road, London, NW1 3JN, telephone 020 7189 5404, email [gmcstand@gmc-uk.org](mailto:gmcstand@gmc-uk.org) or visit the website:  
[www.gmc-uk.org/guidance/research\\_guidance](http://www.gmc-uk.org/guidance/research_guidance)

---

## 6. 'Acute awareness: improving hospital care for people with dementia'

The NHS Confederation has published a report 'Acute awareness: improving hospital care for people with dementia' which looks at the key issues for NHS trusts in improving hospital care for patients with dementia, many of whom have been admitted with other conditions.

For more information contact The NHS Confederation, 29 Bressenden Place, London, SW1E 5DD, telephone 020 7074 3200, email [enquiries@nhsconfed.org](mailto:enquiries@nhsconfed.org) or visit the website:  
[www.nhsconfed.org](http://www.nhsconfed.org)

---

## 7. Standardising eligibility for patient transport

The primary care trusts (PCTs) across the South Coast region have been working together



to produce a standardised patient transport eligibility criteria under the guidance of the Strategic Health Authority.

The review of the criteria carried out nationally set down a framework for eligibility criteria across the UK. It is this framework that has been used by the PCTs to ensure that wherever you live in Kent and Medway the eligibility criteria for using patient transport services is the same.

The standardised criteria were put out on a very limited consultation period but the LINKs were able to provide some comments via its Patient Transport representative.

The comments submitted will be available on the LINK's website shortly.

For more information contact, Louise Murrell, Kent LINK Development Worker, Unit 24, Folkestone Enterprise Centre, Shearway Business Park, Shearway Road, Folkestone, CT19 4RH, email [louise@kentlink.org](mailto:louise@kentlink.org) or telephone 01303 297050 / 07976 596797.

---

## 8. General Medical Council (GMC) visit Maidstone and Tunbridge Wells NHS Trust

David Morris, Kent LINK participant, attended a meeting hosted by Maidstone and Tunbridge Wells NHS Trust and found the discussion was well worth his time.

David explained: "Peter Rubin of the GMC gave an outline of the structure, duties and function of the GMC. Their main purpose is to regulate doctors and protect the public by setting standards, regulations and to provide education which is reviewed regularly. The GMC's governing body comprises of 50% doctors and 50% appointed lay members, so is not an exclusive club for doctors. An assessment of performance takes place every year and revalidation of qualifications takes place every five years.

One point in particular came up in discussion, the question of doctors being able to speak a fluent level of English. The test of that used to be the responsibility of the GMC, however, under EEC Regulations, Government placed the testing of language under the duties of trusts and the GMC would like to have this responsibility given back to them."

For more information contact the General Medical Council, Regent's Place, 350 Euston Road, London NW1 3JN, telephone 0161 923 6602 or visit the website: [www.gmc-uk.org/about/index.asp](http://www.gmc-uk.org/about/index.asp)

---

## 9. Patient 'MOTs' start in Medway

Thousands of people in Medway are being invited by their GPs to have a free NHS Health Check. The check, for people aged between 40 and 74, will assess each person's individual risk of developing type 2 diabetes, heart disease, stroke and kidney disease.



The chance of developing these diseases increases with age, and certain things – such as being overweight, smoking, high blood pressure and high cholesterol – put people at even greater risk.

The good news is that by making lifestyle changes, they can often be prevented. That's where the free NHS Health Check comes in. After the risk has been assessed, they will be given personalised information and advice. If they need help with, for instance, losing weight, getting active or drinking less, they will be told about local support available.

The first patients (those aged 40 and over, whose ages end in 0 and 5, and those who are 74+) are already starting to get letters from their GPs.

Over the next five years everyone in the age group will be invited in for a first check – unless they have already been diagnosed with one of the conditions, in which case they will continue to be checked in their usual way.

The free NHS Health Check will be offered every five years. The check itself consists of a blood pressure test and a cholesterol test, height and weight measurements, and questions about your medical history including your age and ethnic background (because people from some communities have a higher risk of heart disease, for instance) and that of your close family.

If the results from this first check flag up that you could be at higher than average risk, tailored advice and treatment will be given and you may be invited to have further tests.

Even if feeling well, people are being urged to take up the NHS Health Check when offered as prevention is better than cure.

For more information contact Emma Burns, NHS Medway, Fifty Pembroke Court, Chatham Maritime, ME4 4EL, telephone 01634 335219 / 07943 876688, email [Emma.burns@medwaypct.nhs.uk](mailto:Emma.burns@medwaypct.nhs.uk) or visit the website: [www.medwaypct.nhs.uk](http://www.medwaypct.nhs.uk)

---

## 10. Improving life for people in Medway with dementia

NHS Medway and Medway Council are backing a national campaign encouraging people to find out more about dementia.

The Living Well campaign which uses real people who declare “I have dementia – I also have a life” points out that, particularly in the early stages of the condition, people can continue to do the things that they enjoy. It highlights simple things that people can do to make life easier for people with dementia:

- respect and dignity – focus on what the person can do, not what they can't
- be a good listener and be friendly – support and accept the person, be patient



- do one little thing – cook a meal or run an errand, it all helps
- make time for everyone – partners, children and grandchildren will be affected. Could you do something to help one of them?
- find out more - understanding dementia makes living with it easier.

The Living Well campaign, run by the Department of Health, comes just weeks after NHS Medway and Medway Council launched a dementia advisor service to provide one-to-one support to people with dementia in Medway and their carers, so they can get all the services, advice and information they need.

In the five weeks since it launched on 18 February 2010, 92 people have used the new service, which can be contacted on 01634 338633.

There are an estimated 2,540 people in Medway with late onset dementia – dementia developed after the age of 65. If you know of anybody who could benefit from talking to a dementia advisor, please pass on the above number.

For more information contact Emma Burns, NHS Medway, Fifty Pembroke Court, Chatham Maritime, ME4 4EL, telephone 01634 335219 / 07943 876688, email [Emma.burns@medwaypct.nhs.uk](mailto:Emma.burns@medwaypct.nhs.uk) or visit the website: [www.medwaypct.nhs.uk](http://www.medwaypct.nhs.uk)

---

## 11. Praise for the unsung heroes of swine flu pandemic

NHS Medway has praised the work of staff within the local community pharmacies during the swine flu pandemic.

At the height of the emergency Medway had 30 pharmacies working with the National Pandemic Flu Service to distribute antivirals to people with symptoms of swine flu.

The second wave of the pandemic has now ended so the antiviral collection points were stood down on 31 March 2010.

It is still important for people in the 'at risk' groups to come forward for vaccination to protect themselves and those around them, both now and in the coming months.

The following groups have been prioritised for vaccination:

- individuals aged six months and over in the current seasonal flu vaccine clinical 'at risk' groups
- all pregnant women
- household contacts of people with compromised immune systems, for example people in regular contact with patients being treated for cancer
- people aged 65 and over in the current seasonal flu vaccine clinical 'at risk' groups
- healthy children over six months and under five years



- NHS frontline staff.

Anybody in these categories who has not been vaccinated against swine flu should contact their local GP surgery for more information about how to have the vaccination.

For more information contact Emma Burns, NHS Medway, Fifty Pembroke Court, Chatham Maritime, ME4 4EL, telephone 01634 335219 / 07943 876688, email [Emma.burns@medwaypct.nhs.uk](mailto:Emma.burns@medwaypct.nhs.uk) or visit the website: [www.medwaypct.nhs.uk](http://www.medwaypct.nhs.uk)

---

## 12. 24 / 7 emergency treatment for heart attack patients

A new service for those suffering the most severe kind of heart attack has been launched across Kent and Medway.

Currently patients who suffer a heart attack are given thrombolysis, the injection of a clot busting drug, but those patients who have near complete blockage of their artery will now be taken to the William Harvey Hospital to have a procedure (known as primary angioplasty) to unblock an artery carrying blood to the heart. Under local anaesthetic, a small balloon is inserted via an artery in the groin or arm and guided to the blockage. Once in place, the balloon is inflated and removed, leaving behind a rigid 'stent' which allows blood to flow through.

The first patient, a 51 year old male from Deal, was treated successfully after making a 999 call, and is now recovering well.

For more information contact Corrine Stewart, Senior Service Improvement Project Manager, Kent Cardiovascular Network, Preston Hall, London Road, Aylesford, ME20 7NJ, telephone 01622 710161, email [corrine.stewart1@kentmedway.nhs.uk](mailto:corrine.stewart1@kentmedway.nhs.uk) or visit the website: [www.kentcvn.nhs.uk](http://www.kentcvn.nhs.uk)

---

## 13. 'Live It Well' website

A new website has been launched to help people live life well in Kent and Medway. The website aims to help people improve their mental wellbeing and also has information about local activities, advice on becoming more active and tips on eating healthily.

Local people who use mental health services across Kent and Medway helped to develop the website which is hosted by Sevenoaks MIND and funded by Kent County Council.

For more information visit the website: [www.liveitwell.org.uk](http://www.liveitwell.org.uk)



## 14. Patients beware – bogus callers

Bogus callers have been contacting patients by telephone giving the impression they are from the NHS or a GP surgery. They then discuss medication with patients, say they are carrying out a review and recommend alternatives. The bogus callers then ask for credit card details to pay for the new medication.

One patient has already fallen victim and lost nearly £180 from her account.

The NHS is reassuring patients that they would NOT ask for a patient's credit card details over the telephone. If you are suspicious of a caller DO NOT give out personal details but do contact the Police.

For more information contact Julia Rogers, Communications and Media Manager, NHS Eastern and Coastal Kent, Brook House, John Wilson Business Park, Whitstable, CT5 3DD, telephone 01227 791163, email [Julia.rogers@eastcoastkent.nhs.uk](mailto:Julia.rogers@eastcoastkent.nhs.uk) or visit the website:

[www.easternandcoastalkent.nhs.uk](http://www.easternandcoastalkent.nhs.uk)

---

## 15. Duty of Candour

Action against Medical Accidents (AvMA) - the charity which promotes patient safety and supports people affected by medical accidents - is proposing a practical and pragmatic way of introducing a legal Duty of Candour about harm caused in healthcare. This is a legal requirement to practice being open and honest with patients or their next of kin when harm is caused.

The proposal is to introduce this duty as a requirement in the regulations covering registration with the Care Quality Commission (CQC) in England and in the Healthcare Standards for Wales (and the equivalent bodies in the rest of the UK). This would mean that any organisation registered to provide healthcare would have a corporate Duty of Candour. Failure to demonstrate compliance could result in refusal or removal of registration, fines, and / or requirements to take remedial action.

For more information, contact Action against Medical Accidents (AvMA), 44 High Street, Croydon, Surrey, CR0 1YB, telephone helpline: 0845 123 23 52, email [advice@avma.org.uk](mailto:advice@avma.org.uk) or visit the website:

[www.avma.org.uk](http://www.avma.org.uk)

---

## 16. Major Trauma Improvement Forum

You may be aware that major trauma is the leading cause of death among those under 40 years and particularly affects younger people. In light of this a Major Trauma Improvement Forum has been launched and can be accessed at:

[www.majortrauma.net](http://www.majortrauma.net)



The aim is to give patients, families, carers and professionals, as well as organisations or groups an opportunity to influence the improvement of major trauma care.

Participating in the forum will involve responding to no more than four brief online surveys over April and May but there are other opportunities to take part if you would like to be more involved.

For more information contact Tim Vanson, Major Trauma Improvement Forum, Office for Public Management (OPM) 252B Gray's Inn Road, London, WC1X 8XG, telephone 020 7239 7806, email [TVanson@opm.co.uk](mailto:TVanson@opm.co.uk) or visit the website: [www.majortrauma.net](http://www.majortrauma.net)

---

## **17. Parkinson's Disease Society is changing its name to Parkinson's UK**

On 8 April 2010 the Parkinson's Disease Society changed its name to Parkinson's UK.

New ambitious plans for the next five years will focus on delivering their commitment to changing attitudes to Parkinson's, it will also gives people affected by Parkinson's a stronger, more united voice.

For more information contact Jane Renshaw, telephone 0844 225 3660, email [jrenshaw@parkinsons.org.uk](mailto:jrenshaw@parkinsons.org.uk) or visit the website: [parkinsons.org.uk/ourstory](http://parkinsons.org.uk/ourstory)

---

## **18. Care Quality Commission (CQC) registration system now in place for NHS trusts**

As of 1 April 2010, all NHS trusts have to be registered with the CQC by law to provide care. To be registered, trusts have had to show they meet new essential standards of quality and safety, which the regulator will constantly monitor. The new standards cover important issues for patients such as treating people with respect, involving them in decisions about care, keeping clinical areas clean and ensuring services are safe.

Trusts which do not meet all of the new standards are registered subject to conditions laid out by the regulator. There are two trusts in Kent and Medway which have been registered with conditions, Kent and Medway NHS and Social Care Partnership Trust and Medway NHS Foundation Trust. To find out more about these conditions visit: [www.cqc.org.uk/findcareservices.cfm](http://www.cqc.org.uk/findcareservices.cfm)

In October 2010, the new registration system will be extended to cover independent healthcare and adult social care providers, which are currently registered with CQC under a different system. For the first time, all these organisations will have to comply with a common set of essential standards.



From April 2011, the registration system will cover dentists and private ambulances and from April 2012, it will include primary medical care services such as GPs and private midwives.

For more information contact the Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA, telephone 03000 61 61 61, email [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or visit the website: [www.cqc.org.uk](http://www.cqc.org.uk)

---

## Events

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

### 1. Dementia project launch 18 May 2010

Kent and Medway Dementia Collaborative are launching some exciting new projects to help support those with dementia including a 24 hours helpline.

The event will be held at Tudor Park Hotel, Ashford Road, Bearsted, Maidstone, ME14 4NQ from 10.30am to 12.30pm on Tuesday, 18 May, 2010.

Please book a place as lunch will be provided.

For more information contact Emma Hanson, Joint Commissioning Manager for Dementia Services, NHS West Kent and Kent Adult Social Services, 17 Kings Hill Avenue, Kings Hill, West Malling, ME19 4UL, email [Kelly.osborn@kent.gov.uk](mailto:Kelly.osborn@kent.gov.uk) or telephone 07595 088 589.

---

## Consultations

### 1. Kent LINK to work with Kent and Medway NHS and Social Care Partnership Trust

The LINK is aiming for greater involvement in the work of the Kent and Medway NHS and Social Care Partnership Trust.

The LINK would like to hear from participants who have an interest in mental health as to how service users can develop this relationship and become active with the work of the Trust.

To express an interest in attending a workshop in May, or to give your views in another way, contact Cate Boland, Kent LINK Development Worker, KMN, Unit 24, Folkestone Enterprise Centre, Shearway Road, Folkestone, CT19 4RH, email [cate@kentlink.org](mailto:cate@kentlink.org) or telephone 07976 596709 / 01303 297050.

## 2. Mental wellbeing - your views needed

A new strategy is being developed to improve mental health across Kent and Medway and the NHS and social care services are asking for your comments to ensure they get it right.

As well as helping people stay well, the new strategy, called Live It Well, focuses on ensuring that people with mental health needs – which will be one in four of us at some point in our lives – get the care they need. It makes ten commitments, which includes improving care in a crisis, reducing suicides and targeting prevention at those most at risk.

Health and social care commissioners are particularly keen to hear comments about its impact on people of different ages, races, faiths, sexual orientation, gender, socio-economic circumstances and on people with physical and learning disabilities.

A summary of the draft strategy and an online questionnaire are available at:  
[www.medwaypct.nhs.uk/liveitwell](http://www.medwaypct.nhs.uk/liveitwell)

If you would like to make further comments, particularly about its impact on different groups, please email [emma.burns@nhs.net](mailto:emma.burns@nhs.net) directly. Please give your feedback by 14 May 2010, so the final strategy can be improved before it is published in the summer.

An easy read version of the document is available on the Medway LINK website at:  
[www.themedwaylink.org](http://www.themedwaylink.org)

For more information or a hard copy document, contact Emma Burns, NHS Medway, Fifty Pembroke Court, Chatham Maritime, Chatham, ME4 4EL, email [Emma.burns@nhs.net](mailto:Emma.burns@nhs.net) or telephone 01634 335219 / 07939 235402.

---

## 3. How NHS Medway uses your personal information

NHS Medway has drafted a new patient leaflet explaining how they use your personal information on which they would like your views. The leaflet answers the following questions:

- what personal information do they hold about you?
- why do they need your personal information?
- are your records used by NHS Medway in any other way?
- how they store your records?
- do they share your information with other people or agencies?
- can information be shared without your consent?
- what if you change your mind after giving your consent for sharing or use of your information?
- how do they keep your records confidential?
- can you get a copy of your records?
- can you correct inaccurate or out of date information?
- how you can complain about the way NHS Medway handles your information
- where you can find further information.



Please take a few minutes and go to the Medway LINK website [www.themedwaylink.org](http://www.themedwaylink.org) to read the leaflet in full and consider whether you have any comments on the contents.

Any comments you have regarding this draft should be sent direct to Emma Burns, NHS Medway, Fifty Pembroke Court, Chatham Maritime, Chatham, ME4 4EL, email [Emma.burns@nhs.net](mailto:Emma.burns@nhs.net) or telephone 01634 335219 / 07939 235402.

---

## 4. LINK participants wanted for consultation on Annual Quality Accounts

Following last year's work on the Annual Health Check, the Kent LINK is collaborating with Canterbury Christ Church University to provide a collective response to local acute, mental health and ambulance trusts on their Annual Quality Accounts, which report to the public on the quality of health care services they deliver.

The LINK is looking for participants to contribute to this work. If you have been an inpatient or outpatient at a hospital or mental health facility or have had experience of the ambulance service in the last 12 months and would like to have the opportunity to give your feedback for incorporation in the collective LINK response then the researchers at Christ Church University would like to hear from you.

The work is due to commence very shortly so please contact Sophie Swain as soon as possible if you wish to take part or if you have any further queries.

If you would like more information about the Quality Accounts, visit the website: [www.dh.gov.uk/en/Healthcare/Highqualitycareforall/Qualityaccounts/DH\\_098449](http://www.dh.gov.uk/en/Healthcare/Highqualitycareforall/Qualityaccounts/DH_098449)

For more information contact Sophie Swain, Kent LINK Project Worker, KMN, Unit 24, Folkestone Enterprise Centre, Shearway Road, Folkestone, CT19 4RH, email [sophie@kmn-ltd.co.uk](mailto:sophie@kmn-ltd.co.uk) or telephone 07814 427281 / 01303 297050.

---

## 5. Have your say - your choice of GP practice

Last September, the Secretary of State for Health announced the Government's intention to abolish the current system of GP practice boundaries and highlighted action primary care trusts (PCTs) could take to better enable patients to register at a GP practice of their choice. A public consultation has been launched as to how a system that enables patients to have a wider more meaningful choice of GP practice can be put in place.

The proposed approach is:

- **Option A:** to allow people to register with any practice in England with an open list, but to have a simple set of rules or principles to distinguish between patients who are registering locally (for whom the local practice should retain the duty to provide or



arrange home visits where necessary) and patients who are registering further away from home (for whom the PCT covering the patient's home would be responsible for providing home visits).

The three alternative options also being considered – on which the Department of Health is inviting comment – are:

- **Option B:** to maintain the requirement for GP practices to provide or arrange home visits for all patients on their list, regardless of where they live
- **Option C:** to allow people to register with two separate GP practices ('dual registration')
- **Option D:** to remove all home visiting obligations from GP practices and make PCTs responsible for establishing home visiting arrangements.

Online responses are encouraged but if you wish to respond in writing please send your comments to Your Choice of GP Practice, Primary Medical Care, Department of Health, 2E42 Quarry House, Quarry Hill, Leeds, LS2 7UE.

The consultation closes on Friday, 28 May 2010.

The consultation may be accessed at:  
<http://www.gpchoice.dh.gov.uk/>

---

## 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)