

Hull LINK News



Issue 15
October 2010

Welcome to the latest news bulletin from Hull LINK, the City's Local Involvement Network for Health and Social Care.

LINK Investigations Update

Important updates this month on key priorities identified by people involved in Hull LINK.

Alcohol Services - find out about our recommendations to improve services, page 2.



Emerging Themes in LINK Reports - new work underway examining recurring themes, page 2.

Hearing Impairments - our work to engage with people who need communication support at NHS appointments, page 3.

HealthWatch: Hull LINK Response

Hull LINK has published its response to the government consultation on HealthWatch - the new service which, from 2012, will be an independent consumer champion for health and social care. Our response calls for:

- ◆ Resources and skilled staff to deliver the new roles of information and advice, and complaints advocacy.
- ◆ Local HealthWatch to be independent of health and care services.
- ◆ HealthWatch England to provide support and guidance.
- ◆ LINKs' work to be built on in the transition year.

Over 100 people gave their views. We'll continue to update you on plans for HealthWatch as we get more detail.

In This Issue

- Investigations Update
- HealthWatch
- Alcohol Services
- LINK Reports: Emerging Themes
- Hearing Impairments
- GP Appointments
- Forthcoming Events
- News in Brief
- Consultations



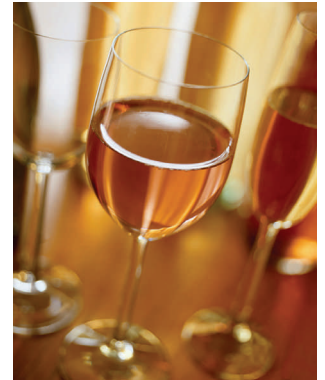
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LINK
MAKE IT HAPPEN!

Alcohol Services Report Published

Our report recognises the important support provided by local services to help people with alcohol related problems, whilst highlighting some key areas for development.

Our investigation involved engagement with people who have experience of alcohol treatment and support services, along with interviews with workers responsible for supporting them. We also helped organise a partnership event on Hull's alcohol strategy and next steps in delivering services.



Our recommendations include:

- ◆ More support and advice to help people in preparation for detox.
- ◆ More local detox beds in the Hull area on a dedicated unit.
- ◆ Development of a single point of access for alcohol services to improve co-ordination.
- ◆ More ongoing support and aftercare following treatment.
- ◆ Improved referral to alcohol services following hospital treatment.

The report is on our website www.hull-link.org.uk, or contact us for a copy.

Emerging Themes in LINK Reports

Hull LINK have just embarked on an exciting piece of work examining key themes that have emerged from the reports we have published so far.

To date, Hull LINK have produced nine reports containing formal recommendations for change. In examining the issues that have emerged, it has become apparent that there are six recurring themes that are present in each of the reports. These include access to services, service provision, the need for services to be provided differently, staffing, communication, and information and awareness. Hull LINK are now working on addressing these issues in a report that will inform commissioners and providers of their recurrence. As a result it is hoped that these issues will then be taken in to account by providers when designing new services.

We will keep you updated with progress of this work in coming months.

Hearing Impairments - Latest News

At the time of press our research on NHS appointments for people with hearing impairments has just been completed. A report will be drafted and submitted to the NHS later this autumn which will call for improved services.

LINK Team Leader Jonathan Appleton explains: "People with hearing impairments are entitled to communication



support during appointments - such as free access to a sign language interpreter. However we had received reports that not everyone gets the support they need. We asked local people, groups and health workers for their experiences."

LINK Membership Engagement Officer George Campbell led on research for the project. "We gathered the views of around 50 people. Most were people with hearing impairments who we interviewed with the help of an interpreter. Many people told us they were frustrated with services and given unclear information about how to access support."

Some of the main issues raised were:

- ◆ Patient confidentiality being compromised if family members are 'drafted in' to act as interpreters.
- ◆ Appointments being missed when names are called out in the waiting room if patients are unable to hear.
- ◆ A lack of understanding among staff about how to book interpreters for appointments. Some patients were expected to book their own interpreter, which they should not have to do. Some patients told us that they left appointments not understanding the medical advice they had been given and would have used an interpreter if one had been offered.
- ◆ Despite the best efforts of all concerned, a general lack of deaf awareness from some medical staff. For many deaf people British Sign language is their first language and English is their second language but we were told that medical staff often write information for deaf patients, unaware that this may be very difficult to understand.

Special thanks to Hull and East Yorkshire Institute for the Deaf for their help with this investigation. An update will follow in the next newsletter.

GP Appointments Update

In 2009 many of our members raised issues around GP appointments and the attitudes of some GP receptionists.



Hull LINK followed this up with NHS Hull, which commissions GP services, and found a great deal of work was already taking place.

In March 2010 we brought you news of the work the NHS had committed to and promised an update in 6 months.

Most of this update comes from the results of an ongoing GP Patient Survey. The latest results relate to the combined quarterly surveys conducted between July 2009 and June 2010. They indicate a positive response from local patients.

Update - Appointments

83% of patients in the PCT are satisfied with opening hours compared to national average of 81%.

Satisfaction with 'being able to see a doctor fairly quickly' and 'being able to book ahead' virtually mirrored the

national average. As did satisfaction with 'being able to get through on the phone'.

Also, 51 practices (89%) are offering extended opening as at the end of September 2010.

Update - Attitudes of Receptionists

94% of patients in the PCT responded that receptionists were helpful compared to 93% nationally.

NHS Champions

In addition, NHS staff champions and NHS Ambassador champions have been assigned to monitor GP appointment and receptionist issues.

Next Steps

Hull LINK will continue to work with our NHS colleagues to ensure patients views and experiences are used to plan service improvements in this important area.

More Information

For more details contact NHS Hull on 01482 344700.

Email info@hullpct.nhs.uk

Or visit: <http://www.hullpct.nhs.uk/pages/were-all-ears>

Forthcoming Events

Diary
Date

Hull LINK Christmas Forum
5.00pm - 7.00pm, Tuesday 14th December 2010
Royal Station Hotel, Ferensway, Hull

Diary
Date

A date for your diary - Hull LINK's next members' forum will include:

- ◆ Review of the year, and latest news on priority investigations
- ◆ Results of Steering Group election
- ◆ Latest developments on HealthWatch

Book your place - email link@hull-cvs.co.uk or call us on 01482 324474.

Regional Neurological Alliance

11.00am - 2.00pm, Wednesday 24th November 2010 (Lunch included)
Centre 88, Saner Street, Hull

A meeting to discuss forming a new alliance of people and groups interested in neurological conditions. Organised by the Neurological Alliance and Hull LINK, the meeting will explore setting up a RNA for Hull. See page 6 for more information.

Book your place - email link@hull-cvs.co.uk or call us on 01482 324474.

Information Day for People with MS, Carers and Health Professionals

9.30am - 3.30pm, Friday 5th November 2010
Village Hotel, Henry Boot Way, Hessle

An event to inform people about services for MS, and to share information about roles and services in the area. Includes stands and information points from many organisations and support agencies. Short talks from a neurologist, speech and language therapist, Occupational Therapist and dieticians who have special interest in MS.

To book contact Jane Rogers - Email janej.rogers@hey.nhs.uk or call 01482 674674.

Drop-in Session for Users of Maternity Services in Hull and East Riding

1.00pm - 3.00pm, Friday 29th October 2010
Fenchurch Street Children's Centre, Hull, HU5 1JF

A chance to feedback your experiences of maternity services and to meet user reps of the local Maternity Services Liaison Committee. As this event is during half term please feel free to bring along older children too. Toys and games will be available.

For further information please contact Nicky Robson at NHS Hull on 01482 335484.

News in Brief

Fancy Getting More Involved in Hull LINK?

We are now inviting nominations for this year's Steering Group election. Each year LINK members vote for candidates for the group. The Steering Group ensures that Hull LINK is accountable to the local community. It agrees our work plan, helps set the LINK's priorities and decides how the LINK budget is spent.



The coming year will see some big changes as LINKs transform into HealthWatch. We are seeking LINK members, both individuals and groups, to stand for election to the group. There are two vacant places for individual members, and two for group members.

Steering Group members need to be able to attend regular evening meetings and should have knowledge of health and/or social care issues. The role is unpaid but expenses can be refunded.

Nomination packs will soon be sent to all LINK members. If you'd like more information please contact us on 01482 324474 or email link@hull-cvs.co.uk

Improving Neurological Services

Hull LINK is supporting a meeting aiming to set up a Regional Neurological Alliance (RNA) in Hull.



RNA's enable people and groups interested in neurological services to work together to improve services for people with neurological conditions.

RNA's are independently constituted, community based organisations affiliated to the national Neurological Alliance, a network of RNA's across England.

Lynda Poole, regional lead for the north at the Neurological Alliance will give more information at the meeting about the role of an RNA and the support available to establish such a group.

The meeting is on Wednesday 24th November, 11am-2pm at Centre 88 in Hull. Lunch will be provided.

To book a place contact the LINK office on 01482 324474 or email link@hull-cvs.co.uk

Consultations and News in Brief

New Drug Treatment System

A redesign of the system aims to see more people recovered from drug use and integrated back onto society.

Hull Citysafe Drug Strategy Team are consulting the public and partners to determine how the system should work to meet the needs of people in Hull. Consultation runs until 6 December, with the new system to be in place by July 2011.

The web based questionnaire is at http://www.hullcc.gov.uk/portal/page?_pageid=221,107870&_dad=portal&_schema=PORTAL or call Citysafe on 01482 612816.

Pharmaceutical Needs Assessment

NHS Hull is inviting views on its PNA, which maps pharmacy provision and serves as a basis for deciding future provision. Primary Care Trusts have to ensure that provision reflects local needs, and NHS Hull would like your views on its draft assessment.



Consultation runs until 28 November 2010. Visit the We're Listening page of their website www.nhshull.nhs.uk, email PNAFeedback@hullpct.nhs.uk or call 01482 344769.

Hull's Integrated Care Centre

NHS Hull is planning a new centre at Kingswood where some services can be located together and patients can find their care more convenient, more pleasant and, where possible, quicker.

A key aim of the centre is to provide an alternative to hospital admission, particularly for older people and people with long term conditions. Patient transport would be built in to the new service.

The centre, serving all of Hull's population, will include diagnostics (healthcare tests such as X-rays and blood tests), medical assessment unit for older people to provide faster access to treatment, along with rehabilitation and outpatient services.

Land has been identified for the centre and subject to business planning and approval it could open in 2013. NHS Hull will be circulating more information on the Integrated Care Centre plans in the near future.



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