

The Medway LINK Consolidated Work/Activities Programme 2009 / 10

ID Number	Project / Issue	Activities	Lead	Start	End	Status / Progress
P01	<p><i>Getting the LINK involved in the commissioning arrangements for health and social</i></p> <ul style="list-style-type: none"> • to establish how NHS Medway and Social Services commission services for the community of Medway • to seek to embed LINK participants in those arrangements • to put in place arrangements to ensure that LINK participants involved in making commissioning decisions are accountable to the LINK and to the community of Medway care 	<p>1. Discuss with NHS Medway and Medway Council's Commissioning Managers</p>	GH / JW	20/07/09	31/12/09	<p>1. Following meeting with Director of Commissioning NHS Medway arrangements in hand to use LINK networks of participants to contribute to 17 commissioning groups</p> <p>2. Action outstanding re Medway Council Adult and Children's Services</p>
P02	<p><i>Transport to Hospital</i></p> <ul style="list-style-type: none"> • to find out what systems Trusts have in place to minimise transport problems for their patients, particularly with regard to the use of innovative approaches to 	<p>1. Carry out literature search and find out from partner stakeholder groups of their interest in project</p> <p>2. Contact LINK participants with a view to establishing Project Group to define and set tasks, cost project and</p>	LM	01/09/09	31/12/09	<p>1. LINK Development Work has commenced research.</p> <p>2. LINK participants invited to join project</p> <p>3. Providers of transport surveyed.</p> <p>4. Information from</p>

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	<p>addressing these problems, including working with partner organisations;</p> <ul style="list-style-type: none"> • to see what level of consistency exists between Trusts in the provision they make for patient transport services, car parking, patients who find themselves stranded at A&E, links with community transport schemes and the quality of travel information given out to patients • to initiate a debate across Kent and Medway with a view to identifying best practice and promoting improved access to health services across the community of Kent and Medway 	<p>set timescales and expected outcomes</p>				<p>providers received.</p> <p>5. Format and location of debates being agreed.</p>
P03	<p>Fair Access to Care Services</p> <ul style="list-style-type: none"> • to find out the contractual arrangements Medway Council has put in place for this new services and 	<ol style="list-style-type: none"> 1. Arrange Presentation for Coordinating Tem by Medway Council 2. Agreement reached with Medway Council for LINK to carryout mystery shopping exercise re efficacy of new 	<p>GH / JW</p>	<p>01/09/09</p>	<p>31/12/09</p>	<ol style="list-style-type: none"> 1. Complete 2. Medway Council identifying agency to provide training for mystery shoppers 3. Mystery shoppers trained

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	<p>what quality standards have been set are for the new service through a process of 'mystery shopping' the LINK will check that the activities and quality standards set in the specification for this services are being met</p>	<p>advice service</p>				
P04	<p>Annual Check by Care Quality Commission for Health & Social Care</p> <ul style="list-style-type: none"> To work with the community and voluntary sector on arrangements for the next Care Quality Commission's Annual Check to enable the LINK to make a commentary. 	<ol style="list-style-type: none"> 1. Arrange for academic input to help with design of LINK project. 	<p>GH / JW</p>	<p>01/10/09</p>	<p>31/03/10</p>	<ol style="list-style-type: none"> 1. The Universities of Greenwich, Christchurch and Kent invited to submit proposals for project design support 2. 28/10/09: GH met Prof West, Greenwich University 3. 17/11/09: GH met Prof Ruston, Christchurch University 4. 20/11/09: Meeting with representatives of the Care Quality Commission 5. 1/2/10 meeting with Christchurch to discuss proposal.

P05	<p><i>Hygiene and cleanliness in hospitals - Part One - Hand hygiene</i></p>	<ol style="list-style-type: none"> 1. Refer to Moderating Panel 2. Recommend LINK project to investigate standards of cleanliness, disinfection and policy with regard to hand washing. 3. <u>Determine policy of usage</u> Consult Infection Control Departments. 4. <u>Compliance standard.</u> Decide what constitutes effective hand cleaning 5. <u>Make unobtrusive observations.</u> Plan to make observations where the potential users of hand hygiene are not aware of the recorders. 6. <u>Make observations on a number of occasions</u> <ul style="list-style-type: none"> • Main hospitals in Medway and East and West Kent • Decide how many hand hygiene points to be monitored • Decide how often monitoring is done • Decide the time period for monitoring 	GH			<ol style="list-style-type: none"> 1. Considered by Moderating Panel 1/10/09 2. Project Group established 3. Quotes obtained for testing kits and chlorine sampling phials 4. Freedom of information requests issued to Medway NHS Foundation Trust re NHS policies and procedures currently in place 5. Awaiting authorisation of LINK visitors, including Criminal Bureau Checks and Protection of Vulnerable Adults Checks 6. Participants trained 7. Visits underway
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	<p><i>Hygiene and cleanliness in hospitals - Part Two - Disinfection</i></p>	<p>Suggestions: Monitoring done by two observers</p> <p>Monitoring time 30 minutes at each point</p> <p>At least 5 points at each hospital per visit</p> <p>Chosen points to include one nearest to hospital entrance</p> <p>1. <u>Determine Policy</u> - meet with Head of Infection Control and determine the Trust's policy</p> <p>Suggestions: When and where is chlorine used? How frequently are Wards deep cleaned? What is the procedure for making up chlorine and how is this monitored? What is the policy regarding the use of micro-fibre clothes and mops? Who is responsible for maintaining standards? Are any cleaning processes microbiologically monitored?</p>				
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	<p><i>Hygiene and cleanliness in hospitals - Part Three - Patient Experience</i></p>	<p>2. <u>Measurement of Available chlorine in disinfectant buckets</u> Samples taken from made up buckets. Sampler to wear disposable gloves and 25ml sample taken into a McCartney tube. Label data to include location, time since make-up, appearance. Samples to be sent to analytical lab as soon as possible together with a positive control sample.</p> <p>3. <u>Measurement of MRSA or SA</u> - In order to determine the efficacy of disinfection tests of efficacy should be done. These can be done in various ways.: Investigate ways of doing such tests and find which laboratories would process the samples</p> <p>Contact all LINK participants and find out which have been in hospital recently and would be willing to fill in a questionnaire on their experience with hospital hygiene. Points to be covered in the questionnaire are in the work</p>				
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		<p>plan. In the absence of a good response from LINKs participant's alternative ways should be found in order to get the views of at least 100 patients.</p>				
ID001	<p><i>Deficiencies in physiotherapy and occupational therapy services – excess waiting times and curtailing treatment for chronic cases</i></p>	<ol style="list-style-type: none"> 1. Refer to Moderating Panel 2. LINK to send letter to Trust requesting that they meeting and discuss issue with the Downs Syndrome Group. 	GH			<ol style="list-style-type: none"> 1. Considered by Moderating Panel 1/10/09 2. 28/09/09 Letters sent to: Marion Dinwoodie, Chief Executive, Chief Executive, NHS Medway and Ann Sutton (CE EK&CPCT) 3. 21/12/09 response to letter to MD from Helen Buckingham Director of Commissioning NHS Medway 4. Copies of all correspondence sent to participant that raised issue.

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ID002	<i>Assisted help with services for Young Carers</i>	<ol style="list-style-type: none"> 1. Refer to Moderating Panel 2. Carers First to be kept informed. 3. Letter to Medway Council requesting clarity on how they intend to proceed. 	GH			<ol style="list-style-type: none"> 1. Considered by Moderating Panel 1/10/09 2. 7/12/09 Letters to Marion Dinwoodie and Neil Davis (CE Medway Council) 3. 2/2/10 chase letters to both
ID003	<i>Improving Audiology Services in West Kent</i>	<ol style="list-style-type: none"> 1. Refer to Moderating Panel 2. LINK to elicit information from Medway NHS Foundation Trust to obtain latest waiting time for assessment, treatment and supply and fitting of hearing aid. 3. With regard to borderline cases where a hearing aid is not clinically required to establish whether a system for follow up is in place and for those patients to be offered a retest of their hearing at least once a year. 	GH			<ol style="list-style-type: none"> 1. Considered by Moderating Panel 1/10/09 2. 19/10/09 Letters sent to A Horne, Chief Executive, Medway NHS Foundation Trust. 3. 27/10/09 - Letter from CE of Maritime hospital with details of waiting and referral times. 4. 06/12/10 letter to Andrew Horne requesting meeting. 5. A Horne leaving post. Activity on hold waiting for replacement 6. Participants to be involved in west Kent review of services.

ID004	<i>Adverse health impacts on Black and Minority Ethnic Groups (BME)</i>	<ol style="list-style-type: none"> 1. Refer to Moderating Panel 2. LINK to send letter to NHS Medway to find out what actions are being taken to address this. 3. Issue also to be sent to Medway NHS Foundation Trust Equality and Diversity Manager who at present is using the LINK to undertake a review to see if the Trust is meeting the needs of its Black and Minority Ethnic population. 	GH			<ol style="list-style-type: none"> 1. Considered by Moderating Panel 1/10/09 2. 05/10/09 letter sent to: 3. Director of Public Health. Medway. 4. 05/10/09 Letters sent to: Dr Meradin Peachey, Director of Public Health. 5. 09/11/09 i. Response received from Ann Sutton on behalf of Dr Meradin Peachey
ID005	<i>Impact on Green Paper 'Shaping the Future of Care Together', for those on benefits</i>	<ol style="list-style-type: none"> 1. Refer to Moderating Panel 2. LINK to promote information about the debate and to hold discussion at LINK Quarterly Event and to prepare a LINK response based on the views expressed at that meeting. 3. Copy letter to local MPs. 4. Also to publicise on LINK 	GH			<ol style="list-style-type: none"> 1. Considered by Moderating Panel 1/10/09 2. Debate to be held at LINK Quarterly Event 27/10/09 with a view to LINK response being compiled 3. 27/10/09 date held 4. 13/11/09 response sent to Department of Health and placed on LINK website

		website.				5. 21/12/09 response sent to all Kent & Medway MPs.
ID006	<i>Proposal to set up a primary angioplasty services in West Kent</i>	<ol style="list-style-type: none"> 1. Refer to Moderating Panel 2. LINK to ascertain exact whereabouts of proposed new angioplasty service and whether Medway residents are brought within optimum travel time. 3. Advise Coordinating Team of impact of Medway population. 	GH			<ol style="list-style-type: none"> 1. 29/9/09:Emailed Emma Cain, Public Liaison Officer, NHS West Kent Primary Care Trust for further information 2. Considered by Moderating Panel 1/10/09 3. Copy of proposal received. The procedure needs to be performed within 150 minutes of episode. The maximum travel time for Medway residents will be 43 minutes.
ID007	<i>Shortcoming in Pain Control Services in Kent and Medway</i>	<ol style="list-style-type: none"> 1. Refer to Moderating Panel 2. LINK to find out from Trust how patients can access service and where services are available. 	GH			<ol style="list-style-type: none"> 1. Considered by Moderating Panel 1/10/09 2. 28/09/09 Letters sent to: 3. Ann Sutton, Chief Executive, NHS Eastern and Coastal Kent; Steve Phoenix, Chief Executive, NHS

						<p>West Kent, Marion Dinwoodie, Chief Executive, Chief Executive, NHS Medway; Chief Executive The Royal College of Anaesthetists</p> <p>4. Copies to Dr Meradin Peachey, Director of Public Health.</p> <p>5. 27/10/09 Response from Steve Phoenix</p> <p>6. 29/10/09 Response from Ann Sutton and Royal College of Anaesthetists</p>
ID008	<i>Discrimination affecting gay people - clinicians treating homosexuality as a mental illness</i>	<ol style="list-style-type: none"> 1. Refer to Moderating Panel 2. Ian Stingmore and David Goddard to review paper issued by Department of Health. 	GH			<ol style="list-style-type: none"> 1. Considered by Moderating Panel 1/10/09 2. Article in Jan 2010 bulletin outlining issue and asking for participant experience. 3. Participant contacted with details of Expert Patient programme and Colitis and Chrones disease support group in Kent.

ID009	<i>Support for people with chronic conditions</i>	<ol style="list-style-type: none"> 1. Refer to Moderating Panel 2. Kent and Medway LINK participants to be contacted with a view to setting up support network for those suffering similar condition. 	GH			<ol style="list-style-type: none"> 1. Considered by Moderating Panel 2. 2/2/10 – bulletin article giving info on expert patient programme
ID010	<i>Discharge arrangements, Medway Maritime Hospital</i>	<ol style="list-style-type: none"> 1. Refer to Moderating Panel 2. Request copy of Trust discharge procedure before deciding further action. 	GH			<ol style="list-style-type: none"> 1. Considered by Moderating Panel 1/10/09 2. 1/11/10/09 - discharge procedure requested from Suzanne Brooker (Medway NHS Foundation Trust) 3. 7/12/09 - e-mail to SB requesting discharge procedure 4. 18/12/09 - e-mail from SB giving outline of discharge procedure and passing issue on to Head of Nursing.
ID011	<i>Hygiene and cleanliness in hospitals.</i>		GH			<ol style="list-style-type: none"> 1. Considered by Moderating Panel 1/10/09 2. Project group established (moved to P05)

ID 012	Restorative Justice in Prisons	<p>Department of Law and Criminal Justice Studies (DLCJS), Canterbury Christ Church University – are working with Kent Mediation, victims and offenders, to improve offender empathy for the victim to promote a reduction in re-offending, by facilitating an opportunity for victims of serious crimes to, "move on" or gain "closure" as a result of mediation.</p> <p>The DLCJS wishes to build a working partnership with the Kent and Medway LINKs to enhance the opportunity to work with people that are seldom heard and as a consequence have little opportunity to address issues which affect their long term wellbeing. As a direct result some become dependant on the long term support of statutory services.</p> <p>DLCJS request a full or partial commitment of financial support from the Kent and Medway</p>	GH			<ol style="list-style-type: none"> 1. Considered by Moderating Panel 04/11/09. Agreed to refer matter to Coordinating Team for guidance on whether issue is within remit of the LINK 2. 10/12/09 Considered by Co-ordinating team and decide not within remit.
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		LINKs to continue this approach to rehabilitation as to ensure the health and wellbeing of a small percentage of Kent's population. By ensuring the therapy / rehabilitation of some who have experienced / committed serious crime.				
ID 013	Commissioning strategy for diabetic services in Medway	<p>Concern about the commissioning strategy being adopted by NHS Medway and the likely impact on specialist services for diabetics in Medway. The referrer cites as an example attempts to commission specialist retinal screening services from outside the hospital setting which will impact on patients and the hospital's own specialist retinal screening service.</p> <p>In view of referrer's concerns about where the diabetes services is going in Medway the LINK is urged to review how NHS Medway is doing in</p>	GH			<ol style="list-style-type: none"> 1. Considered by Moderating Panel 04/11/09 who agreed the following action: Establish whether Medway conforms to National Service Framework standards; Find the PCT's current commissioning plans; Establish current arrangements for retinal screening in Medway 2. 8/12/09: email from Amanda Kenney – Full response being raised.

		relation to National Services Frameworks standards for diabetes services.				
ID 014	<i>Closure of Sanderson Unit, Medway Maritime Hospital without consultation with parents and LINK</i>	1. Make representations to Medway NHS Foundation Trust and NHS Medway				Completed
ID 015	<i>Long waiting times for assessment and treatment in Speech and Language Therapy</i>	1. Establish fact from NHS Medway				<ol style="list-style-type: none"> 1. Representations made to NHS Medway 2. NHS Medway has established project to review service 3. LINK participants invited to take part in project 4. NHS Medway to feed back outcome for publication in bulletin.
ID 016	<i>Fire safety at Medway Maritime Hospital</i>	<ol style="list-style-type: none"> 1. Take issue up with Medway NHS Foundation Trust as matter of urgency 2. Arrange visit to Hospital 	GH			<ol style="list-style-type: none"> 1. Issue referred to Moderating Panel 25/06/09 2. Correspondence entered into with Medway NHS Foundation Trust 3. Awaiting authorisation of LINK Visitor in order to carry out visit with person that raised

						<p>issue in first place</p> <p>4. 18/12/09 letter requesting opportunity to observe fire drill</p>
ID 017	<i>Difficulty of finding a wheelchair at Medway Maritime Hospital</i>	<ol style="list-style-type: none"> 1. Take issue up with NHS Foundation Trust 	GH			<ol style="list-style-type: none"> 1. Issue referred to Moderating Panel 16/07/09 2. Trust has set up working Group. LINK to adopt watching brief 3. 3/09/09 copy of review and proposals received. 4. 18/12/09 requested details of outcome of review. 5. 18/1/10 70 new chairs provided.
ID018	<i>Lack of sexual health staff for people with learning difficulties</i>	<ol style="list-style-type: none"> 1. Identify who is responsible for sexual health education for people with disabilities 2. Write to PCT - what provision is in place? 3. Write to Social services Medway - what services do they have? 4. What is national standard 				<ol style="list-style-type: none"> 1. Issue referred to Moderating Panel 10/12/09

		for client/advisor ratio? How does K & M compare?				
ID019	<i>Waiting time in Phlebotomy clinic, Medway Maritime Hospital</i>	1. Follow up with participant				1. 10/06/09 - Letter to participant from Catherine Emery (Complaints & Governance Administrator NHS Medway) setting up meeting between JB and relevant members of staff. 2. Issue referred to Moderating Panel 10/12/09 3. Participant said that the issue is about travel times rather than waiting times. Issue to be included in transport project.
ID20	<i>Availability of health information for blind and partially sighted people</i>	1. Identify any national standards and examples of good practice				1. Issue referred to Moderating Panel 28/1/10
ID21	<i>Medication in Care Homes for Older People</i>	2. Obtain full copy of research 3. Identify any existing protocols and monitoring procedures 4. Find out how private homes are managed and monitored.				2. Issue referred to Moderating Panel 28/1/10

		5. Find out if Medway Council implement guidance 6. Is prescribing part of SLA with providers				

Key:

- (ID number) P a project identified and agreed at the LINK's Annual Meeting or subsequently added with the agreement of the Coordinating Team on advice of the Moderating Panel
- (ID number) ID an issue received by the LINK and referred through the decision making process of the LINK
- LDW LINK Development Worker
- CB Cate Boland, LDW for Mid Kent
- LM Louise Murrell, LDW for East Kent
- EO Elayne Oxley, LDW for West Kent
- GH Graham Hills, LDW for Medway and Operational Director of the Kent LINK
- JW Jane Williamson LDW for Medway
- ND Neville Dack Project Worker for Medway