

News Bulletin.....

HOSPITAL VISITING TIMES

New Cross Hospital Change to Visiting Policy

We were recently given six working days to feedback our views about changes to the New Cross Hospital Visiting Policy.



One of the main changes in the Visiting Policy, is a reduction in routine visiting hours, (looking at the hospital website most wards operate visiting from 2.30pm – 4.30pm and 6.30pm – 8.00pm); the updated policy reduces visiting hours to 3.00pm – 4.00pm and 6.00pm to 7.00pm

Despite the short timescale once again our members rose to the challenge, responses were received from 12 LINK Members and 25 people who answered a questionnaire left on behalf of the LINK in the Wolverhampton Citizens Advice Bureau (CAB) waiting room.

At a meeting of the Wolverhampton LINK Board on the 22nd February 2010, a discussion of the proposed changes took place, the Board was unanimous in their opposition to the proposed changes.

[Page 2 lists the reasons for this oppositioncont](#)

THANK YOU

We would like to extend our thanks to all of our members who responded to the NHS Constitution Survey. We received responses from 48 Members that is just under a quarter of our members well over the average return rate, for questionnaires, see page 7 & 8.



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Cont **Reasons for this opposition**

- A clear objective and rationale behind the proposed changes has not been given.
- It is strongly felt that the evening visiting hours reduction is too limited, will create problems for people visiting and an additional strain on parking.
- Insufficient time has been given to allow adequate consideration of the proposals.
- An Equality and Diversity Risk Assessment needs to be carried out prior to any decisions being made.
- Wider consultation needs to be carried out prior to any decisions being made.

Wolverhampton LINK sent a letter to the Royal Wolverhampton Hospital Trust including all of the comments and feedback sent to us, stating that we are prepared to enter into discussions with the Royal Wolverhampton Hospital Trust. But feel that giving **six** working days to respond to a policy revision that will have such a large scale impact on patients and visitors to New Cross Hospital is against the spirit of the NHS Duty to Involve and the Wolverhampton Consultation Compact.

On receipt of the letter David Loughton - Chief Executive of Wolverhampton Royal Hospitals NHS Trust has said that he would welcome a meeting with the LINK Chairperson.

We will keep you updated on the outcome of the meeting.

We welcome your views on Hospital visiting.....



Have your say by:



Phone the LINK Office Tel: 01902 328973



jviner@wolverhamptonvsc.org.uk



Wolverhampton LINK



**Wolverhampton LINK, Wolverhampton Voluntary Sector Council,
FREEPOST MID 14051, WOLVERHAMPTON, WV2 4BR**

***If you would like more information, contact Jane Viner and the LINK Team on
Tel: 01902 328973***

Chairs Update.....



John P Mellor, OBE, QSM

It gives me great pleasure to introduce this edition of the newsletter. We are pleased to inform you that Wolverhampton LINK's Board is now well established and in line with our Governance Framework we are in the process of selecting further members onto the Board.

Thank you to all of our members who submitted nomination forms.

Over the last six months, in consultation with the public, we have identified 34 topics for the LINK to look into.

We have categorised these as follows:

- **Major Issues**
- **Issues requiring further information**
- **Issues for information only**

To date we have classified the following as **major issues** and we have begun preliminary work on some of these topics,

- Transport to Health Appointments (560 New Cross Bus)
- Aftercare Discharge
- Councils Saving Programme
- A&E and Eye Emergencies
- Protected Meal Times
- Young Peoples access to Health Services

This list is of course subject to change, but we will keep you informed when changes become necessary.

Over the coming months we will be inviting members to get involved in forums, focus groups and working groups to support us in addressing the above issues.

We look forward to working with you.

It is our aim to ensure that the citizens of Wolverhampton have a say about Health and Social Care services in the City. **If you would like us to know your views** we can be contacted via the LINK Host Office :Tel: 01902 328973 Email: jviner@wolverhamptonvsc.org.uk

A handwritten signature in blue ink, appearing to read 'John Mellor'.

Yours sincerely

John Mellor OBE, QSM
LINK Board Chairman

Work Plan Update.....



To help us progress work on the major issues (**see page 3**) The LINK Board has set up a Work Plan Sub Committee. The Committee includes Pat Burton - Work Plan Lead, Brian Griffiths – Deputy Chairperson supported by Jane Viner LINK Host Staff.

In each edition of the newsletter we will update you on our progress. In this edition we will be focusing on Transport to Health Appointments led by Gordon Howells - LINK Board Member and Aftercare Discharge led by Pat Burton – Work Plan Lead.

Transport to Health Appointments (560 New Cross Bus)



Members of the public have been telling us about the problems they experience trying to get a bus to New Cross Hospital.

There are two main complaints:

The first complaint is that the bus is not available from the Central Bus Station where many other routes terminate.



Most people travelling to New Cross Hospital by bus will have to catch a bus into Wolverhampton first and then get the **560** Bus to New Cross Hospital.

It would be much more convenient for them if the **560** Bus left from the Bus Station. Having to walk across town to get the **560** Bus is especially difficult for individuals who are unwell, elderly and or have physical difficulties.

The second complaint is concerning the confusion experienced by people visiting New Cross Hospital who do not realise that unlike the West Midlands Travel **560 Bus the Arriva Bus does not go into the hospital.**

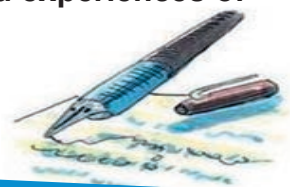


Often resulting in Patients, Carers or Visitors realising too late, having to get off at the stop on the main road, walking from the main road is especially difficult for individuals who are unwell, elderly and or have physical difficulties.

What is LINK doing about it?

The LINK has sent letters to Centro, Travel West Midlands, Arriva, the Councils Regeneration and Transportation Department and Bus Users UK, suggesting that an arrival and departure position for New Cross Hospital is included in the new Wolverhampton Bus Station due to be constructed and Arriva consider going into the Hospital.

We will keep you updated of progress and welcome your views and experiences of transport to health appointments.



Work Plan Update.....



Hospital After Care Discharge Planning

When we have been out and about visiting groups and chatting to members of the public, we have received a lot of feedback concerning peoples experiences of discharge from hospital and concerns about the lack of planning put in place for people.

Some of the things people have told us about:

- Care and support in the home once discharged not being in place
- Treatment packages not set up.
- Lack of information about support that is available.
- Being discharged too soon.
- Elderly Carers struggling to meet the needs of the person that they care for once they have been discharged from Hospital.
- Lack of communication with other agencies on discharge resulting in a delay of treatment and support once home.
- Delays in leaving Hospital due to long waits in the Hospital Pharmacy.

The Work Planning Group are in the process of gathering information about the Hospitals Discharge Planning Policy and Procedures, reviewing a report carried out by the Health Scrutiny Panel on Discharge Planning and are planning to meet with the Hospitals Capacity Managers to discuss a new Discharge Checklist that was piloted on ward D19 and is being implemented across the Hospital.

We will keep you updated on our progress.

Share your experience



We would really like to hear from you if you have had a recent experience (good and not so good) of being discharged from New Cross Hospital.

Good



Not so Good



Please contact the LINK Office details on the back page.

Out & About.....



Publicity and Membership Work Plan group

Wolverhampton LINK now has a Publicity and Membership Team. The team includes LINK Board Lead Claire Thornton, LINK Board Member Shivali Bhatara and LINK Host Staff Shooky Devi.

The teams role is to promote awareness about Wolverhampton LINK. The team are looking at different advertising campaigns to make sure all of the diverse communities in Wolverhampton are involved.

Advertising Campaigns include:

The team are currently looking at various magazines/newsletters to promote LINK awareness.



The Beacon Centre for the Blind produce weekly talking newsletters. The newsletters are produced in English and 2 Asian languages ie Urdu and Punjabi.



KRASH Magazine is supported by Wolverhampton City Councils, Children and Young People's Service. The magazine is led by young people it includes stories from young people and the photography design and editing is all led by young people.

If you are A Young Person Living in Wolverhampton between 13 & 25 the LINK would like to hear from you!

Do you have a story you would like to share about your experience of Health Services?

Then we would like to hear from you. LINK contact details are on the back page.

WOLVERHAMPTON LINK
 BRIDGES PEOPLE. BETTER LIVES

The LINK website keeps users informed of latest events and meetings happening in Wolverhampton, enabling you to get involved and participate.

www.wolverhamptonlink.co.uk

f Wolverhampton LINK has its own Facebook. Facebook is great for involving young people in discussions.

Join us today and make friends and get involved!



Watch out for exciting quizzes and surveys for you to get involved with !



LINK Reports.....



THE NHS CONSTITUTION

Wolverhampton LINK Member Views on New Patient Rights

The Department of Health asked us about our views on 5 new rights that they are planning to add to the NHS Constitution.

In the first week of January all 203 Members of Wolverhampton LINK were sent a survey asking for their views. Some of the things that LINK Members said:

TREATMENT WITHIN 18 WEEKS



31 of the 48 LINK Members felt that the standard treatment within 18 weeks should be included in the revised NHS Constitution.

7 of the Members, who said that they didn't agree, felt the standard treatment time should be shorter than the current 18 week standard.

"18 weeks is too long to wait."

"Waiting times for all patients should be considered where possible, but if it was only included for urgent referrals this would be a start."

URGENT REFERRALS OF SUSPECTED CANCER TO BE SEEN BY A SPECIALIST WITHIN 2 WEEKS



42 of the 48 LINK Members felt that the standard treatment of two week urgent referrals should be included in the revised NHS Constitution, with many Members commenting that treatment should be ASAP.

PATIENT INFORMATION RE: 2 WEEK REFERRAL

46 of the 48 LINK Members who responded felt that GP's should provide information to patients on their rights around two week urgent referrals.



HEALTH CHECK EVERY 5 YEARS FOR 40-74 YEAR OLDS

36 of the 48 LINK Members *ticked yes* regarding a right to a NHS Health Check every five years for those aged 40-74, many stating that it's a positive move and others feeling that the upper and lower age limits should be extended.

"What happens after you reach 74?"
"Health checks should be every 3 years."



LINK Reports.....



POSSIBLE RIGHTS IN THE FUTURE

Evening and weekend GP access

47 of the 48 LINK Members felt that possible rights in the future should include Evening and Weekend GP Access.



Access to NHS Dentistry

42 of the 48 LINK Members felt that possible rights in the future should include Access to NHS Dentistry.



Personal Health Budgets

28 of the 48 LINK Members felt that possible rights in the future should include Personal Health Budgets, Members commented that they were not sure how they would work or what they are.

Choosing to die at home



33 of the 48 LINK Members who responded felt that possible rights in the future should include choosing to die at home.

The Response

We have since received a report from the Department of Health about the Government Response to the consultation on new patients rights.

(We were proud to see Wolverhampton LINK listed in the back)

The report states that they have carefully considered the responses and from the 1st April 2010 new rights will be included to:

- Start non urgent treatment within 18 weeks
- To see a specialist where cancer is suspected within 2 weeks of referral
- They will work with GP leads to produce some good practice guidance for GP's and a patient leaflet, about referral waiting times.
- In 2012 a right will be included to an NHS Health check for people 40-74
- They will continue to explore the introduction of the further entitlements ie. GP Access, NHS Dentistry, Personal Health Budgets and choosing to die at home.

Further Information



Please go to the Department of Health Website: www.dh.gov.uk/nhsconstitution

For a Copy of the Report



Please call the LINK Office Tel: (01902) 328973 or download it from the website:

www.wolverhamptonlink.co.uk

Information Feedback.....



Safeguarding Vulnerable Adults

At the LINK Launch Event we received feedback from one of the tables stating a need for a drawn up protection service for all vulnerable people.

When we met with the councils safeguarding vulnerable adults unit they really welcomed the opportunity to introduce themselves.

The Wolverhampton City Council Safeguarding Vulnerable Adults Unit would like to introduce itself to you through this Newsletter.



Vulnerable Adults Unit

Most people have heard of Child Abuse and Child Protection, we work to ensure that vulnerable adults also receive protection from abuse.

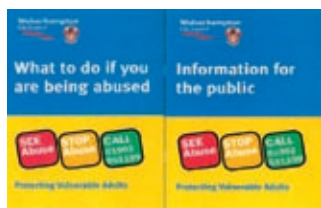
A vulnerable adult is a person, aged 18 years and over, who may be in need of community care services because of mental or other disability, age or illness and may be unable to take care of themselves or unable to protect themselves against significant harm or exploitation.

It can be hard to believe that people will cause harm to those who are vulnerable in our society but abuse, sadly, does happen. Some adults will be more at risk of abuse than others, including people who depend on others for their care, either personal or financial; people with mental health difficulties or people with learning difficulties.

The types of abuse that we find most often are **financial, physical, sexual, neglect, discrimination and emotional.**

The Wolverhampton Safeguarding Adults Multi-Agency Policy and Procedures provide more information on what to look for and what to do if abuse or neglect is suspected.

There are also some leaflets available for the public and professionals.



If you are concerned that a vulnerable adult is being abused, you can share your worries with someone who can help. **Contact Adult Social Care Services on 01902 551199.**

If you do not wish to do this, tell a doctor, police officer, district nurse or someone else you can trust and ask them to report your worries.



If you would like further information about the work of the Safeguarding Vulnerable Adult Unit you can call us directly on 01902 553218

Update



Quality Accounts

From April 2010 Wolverhampton PCT is legally required to publish a report on the Quality of Services that we provide. Our Quality Account is a good opportunity to publicise the good work our staff are doing and the high quality services that we provide.

Recognising Quality Improvement as one of our most important issues for the PCT provider during February 2010 we sought the views of our service users, LINK members and members of the public to identify the top 3 priorities for 2010/11 which are most important from a long list of quality improvement issues identified through consultation.

Watch this space

The Top 3 priorities will be issued in the next newsletter



Wolverhampton Dental Campaign to Raise Awareness of NHS Dentists

A new campaign launched in Wolverhampton (1st February 2010) for four weeks, was to raise public awareness of the number of NHS dentists in the city and the services they offer.

Wolverhampton City Primary Care Trust had launched the campaign to highlight the city's 32 NHS dental practices as well as the range of treatments available, NHS charges and exemptions, oral health tips and how to access urgent dental care.

The campaign included local posters, newspaper, radio and bus advertisements and the development of new information leaflets for patients.

Members of the public have told the LINK that they find it difficult to access NHS Dentists.....

The campaign aims to address these concerns, and other issues such as people believing they don't qualify for NHS treatment, that it is expensive or that they will be charged when in fact they are exempt from payment."

Lynne Allen, director of primary care for Wolverhampton City PCT, said:



"The new campaign highlighted the availability of NHS dentists. We have good access to local NHS dental services in Wolverhampton but some people find it is difficult to find a dentist or to get an appointment or to get treated."

You can find NHS Dental Services in Wolverhampton through NHS Choices, select the option for Dentists and enter your postcode: <http://www.nhs.uk/Pages/homepage.aspx>

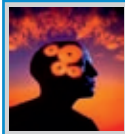
If you are having difficulty in obtaining NHS dental services in Wolverhampton please call 01902 445378

Feedback



At the LINK Launch event 9 out of the 10 tables told us that they were concerned about the long waiting times to access psychotherapy services. Concerns were also expressed about difficulties experienced when workers do not speak peoples first language.

So we were really pleased to hear about the new Healthy Minds Psychology service at the Awaaz centre.



Wolverhampton Healthy Minds Psychological therapy service at the Awaaz centre

The service focuses on the psychological wellbeing of people who are experiencing various issues.

It can help people who have;

- anger issues, anxiety and panic attacks,
- depression,
- drug or alcohol problems,
- eating disorders,
- persistent pain, phobias,
- sleeping problems, relationship issues.

The service aims to provide short term practical measures to assist the client in managing and coping with the way they feel and their psychological wellbeing. It utilises cognitive behavioural solution focused approaches to enable the client to look at ways forward.

Our services specifically work with the South Asian community and provide a culturally sensitive service in a South Asian language, if needed. **It is a free, confidential and non judgemental service.**

For further information and referral criteria please contact Pam Viridi, Training Psychological Wellbeing Practitioner on Tel: 01902 571260.



Wolverhampton Elder Asians and Disabled Group (WEAD) has been running a project, since 2007, raising awareness of Dementia in the Asian community, as well as supporting carers living with someone who has dementia.



If any Asian group would like us to come out and do a free presentation on Dementia.

Please contact Manjit Nijjar or Sukhy Herian on 01902 448552



Your Story.....





Omega, the National Association for End of Life Care, based in Shrewsbury, is now looking to run the Caring with Confidence programme for all carers in Wolverhampton, having already held sessions in Dudley, Stourbridge and Solihull.

Carers in Wolverhampton are being offered the chance to attend free support and skills sessions designed to make a positive difference to their lives and those of the people for whom they care.

The seven session programme is: part of the Department of Health's National Carers' Strategy and offers all adult carers support on a range of topics including financial advice, practical caring tips as well as general support.

Hazel Marshall, from Kingswinford, looks after her husband Brian who has had MS for more than 20 years. Hazel has attended sessions at Mary Stevens Hospice in Stourbridge and found them very useful.

She said:  "We got nothing from the health authorities. You have to go out and find what's available yourself and I would recommend people join as many of these kinds of groups as they can. You never know what you're missing out on both socially and with help and advice."

 "Your world is so limited as a carer, you don't have the freedom just to get up and do things, so for it to be organised for you and you just go along is great. At the Omega group you meet like-minded people in the same situation which helps you realise you are not alone."

Caring with Confidence helps carers build on their strengths, gives useful information about looking after someone and helps carers decide what positive changes they could make in their caring role.

Carers can choose how they access the programme, either by attending face-to-face sessions, completing self-study workbooks, going online or a combination of all three. And it is undoubtedly the first of these through which carers gain the most benefit.

The sessions are free, refreshments are provided and Omega can help carers with transport and respite care.



**For more information and to register call the Omega Carers Helpdesk on
Tel: 0845 259 3163 or email carers@omega.uk.net.**



News/Policy.....



Dignity in Care Campaign

Zero Tolerance of Abuse And Disrespect towards older people

Launched in November 2006, by the Department of Health the Dignity in Care Campaign aims to stimulate a national debate around the need for people receiving care services to be treated with dignity. The aim is to create a care system where there is a zero-tolerance approach to the abuse of, and disrespect towards, older people.

The campaign is about winning hearts and minds, changing the culture of care services and placing a greater emphasis on the quality of care services in, for example, hospitals, care homes and home help services.

The campaign is being led by the Government in partnership with many organisations that provide care and protect the interests of those using care services.

It includes action to:

- Inspire local people to take action in support of the campaign
- Share good practice and give impetus to positive innovation
- Transform services by supporting people and organisations in providing dignified services;
- Reward and recognise those staff and teams that make a difference and go the extra mile.

For more Information



Or call on 0207 972 4007



Visit them at www.dignityincare.org.uk



Contact them at dignityincare@dh.gsi.gov.uk

Share your experience



We would like to hear your experiences of treatment of older people in: Hospital, Care Homes & Home Help etc.

Please contact the LINK office, contact details on the back



News/Policy.....



Emergency SMS Contacting Emergency Services by text

The pilot emergency SMS service, which allows you to contact the UK emergency services by text from your mobile, was launched in September 2009 and already nearly 3,000 of you registered to use it.

If you have yet to register please go online for more information.

The main purpose of this trial is to determine how well the service works and if it meets the needs of people with a hearing loss - and we need your help with this.

If you, a friend or family member used the service for a real emergency call, please tell us how it went.

[Send your feedback to technology@rnid.org.uk](mailto:technology@rnid.org.uk)

Patient Opinions "Tell it Like it is !!!"



Patients Opinion is a new website where they ask people to share their stories and ideas in order to help other patients and to improve the NHS.

They **encourage** patients and carers to

"Tell it like it is" and come up with ideas where the service can be improved.

Its where people can share their stories of their mental health care online. There are already examples from a staff member at Nottingham and a young person in Cheshire.

Patients and carers can find out what other people think of local hospitals, hospices and mental health services.

For more Information

You can find out more about patient opinion and share your story by visiting:



Tel: 01142 816256

Mob: 07912 016788



<http://www.patientopinion.org.uk>



Patient Opinion, Units 6/7, SCEDU, 53 Mowbray Street, Sheffield, S3 8EN



News/Policy.....



Hospitals hit with £14m bill

Patients failing to meet appointments are costing hospitals in the West Midlands more than £14 million a year.

More than 215,000 people failed to turn up for treatment over at the regions hospitals in just one year.

Health bosses across the region say they are alarmed at the spiralling numbers of missed appointments, which they say are endangering the treatment of others.

Royal Wolverhampton Hospitals NHS Trust, which runs New Cross, has 43,000 missed appointments a year costing the trust more than £4.3m.

That figure looks set to rise, with the trust having already recorded more than £2.5m in lost income for the first six months of the current financial year.

Text messages and telephone call reminders have been introduced to help.

Introducing new Standards of Care



From April 2010 new essential standards of care are being introduced gradually across all health and adult social care services in England.

The Care Quality Commission (CQC), the new independent regulator of health and adult social care, will license services if they meet essential standards and constantly monitor them to make sure they are compliant with the law.

CQC's assessors and inspectors are currently reviewing each NHS trust application before licensing them to operate.

Once registered, CQC will publish information on its website about the status of your NHS hospital and this will be updated with new information in the course of the year. Your voice will count in helping CQC decide what judgements to take and CQC is developing ways to enable you to feedback your comments directly.

The government has given CQC greater powers of enforcement than before to ensure they can take swift action where care providers are failing people.

The new system means that you can expect services to meet essential standards of quality and safety that respect your dignity and rights.

NHS trusts are the first to come into the new system. From April 2010, for the first time, all NHS hospitals must by law be registered with CQC according to the essential standards.

To find out how you can expect to benefit from the essential standards

See the Care Quality Commission website www.cqc.org.uk

