



# Manchester LINK

ISSUE 6

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## HOW WAS IT FOR YOU?

### What do you think about the care you have had?

#### The Manchester Local Involvement Network working with the Healthcare Commission (HCC)

We are collecting the views of patients, their families and carers about the care given to them by the NHS. We all want to see services improving. The best way to do that is to let the NHS know what patients really feel. If you had a good experience, it is important that the staff know how well they did. If you think things could be improved, it's also important that they know your views. We are not able to deal with individual complaints, if you have a complaint get in touch and we will let you know who you need to speak to.

You can help us by filling in the attached feedback form or follow the link below to the online questionnaire. We will make sure that your views are shared with the NHS and

with the Healthcare Commission. The Healthcare Commission checks up on the NHS and every year publishes a report. Your views will help the Healthcare Commission decide how well the NHS is doing.

We need to know about care you have had since 1st April 2008. We will not be able to give you individual feedback but you will be able to see how well the local NHS is doing when the Healthcare Commission makes its report. All responses will be forwarded anonymously. If you need help filling out the form, we are happy to help - just let us know what you need.

Manchester LINK Support Team:  
0161 214 3909  
Email: [manchester-link@blackhealthagency.org.uk](mailto:manchester-link@blackhealthagency.org.uk)

We need your responses by Monday 2nd March 2008  
Link to Questionnaire: [http://www.surveymonkey.com/s.aspx?sm=fmcVO6Yp\\_2bTvFfEvj\\_2fobebA\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=fmcVO6Yp_2bTvFfEvj_2fobebA_3d_3d)

#### How was it for you? - LINK Event

The Manchester LINK support team are holding an event on the 3rd March to collect your views on the Healthcare you have received since 1st April 2008.

The event will be at Friends Meeting House from 3:00-5:00pm and 5:00-

7:00pm. The day will include presentations from Healthcare Commission representatives and steering group members, and the LINK support team will be there to help with filling out forms.

For more information contact the Manchester LINK support Team.

## Speak your mind!

**Have you got something you what to say about Mental Health Services in Manchester? Then come along to the 'Speak Your Mind!' Event**



The Manchester Mental Health Watchdog will be holding the 'Speak Your Mind' event for mental health services and carers on the 24<sup>th</sup> March 10.30am – 3.30pm at the Mechanics Centre, 103 Princess Street, M1 6DD.

The day will include round table discussions facilitated by the Health and Wellbeing Overview and Scrutiny Committee's Mental Health Sub Group, as well as a

'Question Time' session starting at 2.15pm which will give service users and carers the opportunity to challenge the decision makers.

Panel members include: Tracey Ellery - Deputy Chief Executive Manchester Mental Health and Social Care Trust; Craig Harris - Head of Mental Health Joint Commissioning; Brian Burke – Rethink NW Area Manager

To book a place contact the Manchester LINK Support Team on 0161 214 3909 or [manchesterlink@blackhealthagency.org.uk](mailto:manchesterlink@blackhealthagency.org.uk), also let us know what you think are the top three issues for mental health services.

## The LINK looks at homelessness

You may remember that at the LINK Big Tent Event in October 2008, Wayne McCracken, a homeless man from Salford, interrupted the proceedings of the question time session and grabbed the microphone. The concerns he raised at this event put the issue of homelessness on the LINK agenda.



The Transitional Board put this issue on their work plan and decided that a piece of work should be carried out. Since then visits have taken place to Men's and Women's Direct Access Centres to speak to the staff, look around the buildings and see what services are provided.

LINK Community Engagement Officer, Lydia Hurford, is leading on this piece of work and is cur-

rently in the process of contacting over 40 groups and organisations working with homeless people in Manchester. It is hoped that from this initial piece of research and making of contacts, a group of representatives from these organisations can come together to decide what the main issues are around health and social care for homeless people. If the group can identify gaps in services then a specific piece of work can be carried out to address this and hold the service providers to account.

If you work with a group that supports homeless people and would like to get involved, please contact Lydia on 0161 214 3909 or email her at [lydia@blackhealthagency.org.uk](mailto:lydia@blackhealthagency.org.uk).

## Opportunities for LINK members

### Patient Environment Action Team (PEAT) Visits

Each hospital has a Patient Environment Action Team - that brings together staff and lay people to help ensure that patients have a good environment for their treatment and recovery. The teams look, in particular at cleanliness and infection control. North Manches-

ter General and University Hospital of South Manchester NHS Foundation Trust have contacted the Manchester LINK to ask if they would like to nominate a representative to carry out these inspections. The PEAT visits will take place in March 2009 so please get in touch with us if you are interested and we will put you in touch with the relevant members of staff.



### The Northwest Ambulance Service (NWAS) –Critical Friends Network.

NWAS is keen to ensure that ambulance related issues are taken forward in the new LINKs arrangements but they have a difficult task as the ambulance service covers 23 LINK areas. They have asked the Manchester LINK to nominate a representative who has

an interest in ambulance related issues to join their core group who will bring LINKs representatives together across the region and feedback the issues and concerns from each LINK area. They are keen to emphasise the key role played by the ambulance service and its personnel in providing front line services and as a provider of patient transport across the Northwest.



If you are interested in either of these opportunities please contact the Manchester LINK Support Organisation on 0161 214 3909 or Email: [manchesterlink@blackhealthagency.org.uk](mailto:manchesterlink@blackhealthagency.org.uk)

## Drugs and Alcohol...Do you know the real cost?

Reaching Out seeks to empower Black and Minority Ethnic (BME) people to become better informed and more resistant to the harms caused by drugs and alcohol. The project has been established in response to number of studies into drug and alcohol use among BME communities in Manchester.

In response to this Reaching out offer FREE drugs & alcohol Awareness Ses-

sions are being delivered in Black Minority Ethnic communities across Manchester by our network of trainers in a various languages English, Urdu, Bangla, French, Sahota, Patios, Swahili, Luganda, Italian, Portuguese and Shona...

To find out more about sessions taking place in your community contact Reaching Out on 0161 232 5384.

## Drugs and Alcohol Helpline

Reaching Out also provide a multi-lingual telephone support through their confidential helpline to those who are experiencing problems as a result of either their own or someone else's drugs or alcohol use.

Their helpline advisors are able to speak to you in the following languages: Urdu, Bangla, French, Sahota, Patios...please enquire.

Tel: 0161 232 5395 ,  
Available Monday – Friday 10am till 5pm  
(except bank holidays)

**Reaching Out**  
offer **FREE**  
**drugs & alcohol**  
**Awareness**  
**Sessions**





*“We are currently progressing with plans that will see Manchester benefit from significant new investment for improving access to primary care”*

## New GP practices and GP led health centre

NHS Manchester’s responsibilities include securing the provision of primary medical services – those traditionally provided at GP surgeries - for everyone in the city. We must ensure all residents can register with a GP and have good access to a range of high quality services.

We are currently progressing with plans that will see Manchester benefit from significant new investment for improving access to primary care. This investment was announced by the Government in late 2007 and will see the city gain three new GP practices and one new GP-led health centre.

Manchester was chosen to have these new services as part of a wider national investment programme because it has been identified as an ‘under-doctored’ area with significantly poorer than average public health.

We need to remove any barriers that prevent people from accessing healthcare and feedback from the public repeatedly tells us that many people find it too difficult to get an appointment to see a doctor when they want one. The new GPs and additional services will help to address this by making thousands more appointments available to local people. It will continue to be a matter of individual choice where patients go to have their treatment.

To identify the locations of the new practices, we undertook a mapping exercise in conjunction with Manchester City Council.

This considered factors including current availability of GP services, levels of deprivation and life expectancy in each part of the city. The wards chosen on this basis were Longsight, Levenshulme and Moston.

The GP-led health centre must cater for a large unregistered population and, given the large number of visitors to the city centre and relatively little existing capacity among GP services there, concluded that the fourth new service should be based in a central city location. It will provide improved access to healthcare for city centre residents, workers and other visitors.

The three new GP practices will have capacity to grow to at least 6,000 registered patients each and be open for at least 50 hours per week (5 hours longer than standard GP contracts)

The GP-led health centre will have capacity for both registered and non registered patients, and be open seven days a week, 12 hours a day, with bookable GP appointments and walk-in nurse-led services.

Government guidance requires us to make sure all of the new services are separate, additional services rather than extensions to existing practices. The contracts to run them will be awarded following open tendering processes carried out in line with national regulations. *CONTD p5*

## **NHS** Manchester **New GP practices and GP led health centre**

All suitable organisations were welcome to apply to run these services and we received expressions of interest from existing GP practices, groups of GP practices, other private enterprises, voluntary sector agencies and NHS organisations. All the bids have since been evaluated by a panel of individuals including a public representative. Details about who has been awarded each contract will be announced as soon as possible once details are agreed.

In order to inform the design of the new service, we developed a survey asking residents of the relevant wards the following questions

- what opening hours they would like the new practices to operate to
- what services they would like to see delivered from the new facilities
- whether there were any local issues we should take into account when considering the design or exact location of the new service

The survey was delivered to every household in Levenshulme on the basis that we felt everybody should be given the opportunity to respond. It was also publicised at a local event, sent out via ward co-ordination contacts and sent to local groups, such as Friends of Levenshulme, to disseminate. 421 responses were received. The preferred opening hours chosen by over 75% of respondents will be reflected in the opening hours of the new practice and responses to the other survey questions will influence the design of the new facilities. This process was followed in the other 3 wards receiving new facilities.

As with all our public engagement work, we ensure that the questions we ask are meaningful and will provide us with information which can truly influence the development of local services. We did not ask about who should provide services at the practice because the outcome of an open tendering process is based on providers' demonstrating their ability to run those service effectively, rather than which 'type' of organisation they should be.

*“we received expressions of interest from existing GP practices, groups of GP practices, other private enterprises, voluntary sector agencies and NHS organisations.”*

The additional investment in GP health centres is not and never has been about replacing existing GPs with other service providers. We have no desire to see successful, high quality GP practices close. We want to get the best possible services for this additional investment and have carried out a rigorous procurement process to ensure that the fullest range of providers can bid, with the main objective of securing the best possible quality of care for patients. We expect these local procurements to increase innovation, quality and value for money to ensure that only the best are awarded these contracts.

It should also be noted that we are continuing to invest further in our existing GP practices to improve access for patients. Earlier this year we offered funding to all existing GP practices in Manchester to open for longer hours to reflect their patients wishes as highlighted in the GP patient survey. So far approximately 70% of local practices have taken up this opportunity. More information about this and the planned new services is being distributed to households across the city.

If you would like further information or would like to comment on the new practices or any other aspect of local health services please e.mail [talkinghealth@manchester.nhs.uk](mailto:talkinghealth@manchester.nhs.uk)

# Local News

## Harpurhey Heart Attack

The Manchester Evening news reported people living in Harpurhey are twice as likely to die from Heart Disease from those eight miles away.

Research by the British Heart Foundation shows that the average number of deaths from heart disease in Greater Manchester each year is 227 in every 100,000. But while this figure is as low as

148 in every 100,000 in Didsbury, it rises to 312 in Harpurhey.

The British Heart Foundation has published its findings as it launches its £9m Hearty Lives programme which aims to work with local authorities to invest resources in communities where heart disease is prevalent.

*(MEN January 26th 2009)*



## Security problems at mental health ward

The M.E.N was contacted by the anxious relatives and friends of patients on Oxford ward, at Manchester Royal Infirmary, concerned about poor security on the unit.

The hospital has now revealed to the M.E.N that there have been four separate 'absent without leave' (AWOL) incidents on the ward, involving three patients,

since the beginning of January.

It is understood that the safety and security of doors and windows is now being looked at as part of a review of the ward. Some patients on the unit are sectioned while others are there voluntarily. They are meant to remain on the ward unless given permission for leave.

*(MEN 30.01.09)*



## Sacked nurse settles with trust

Karen Reissmann, the nurse who claimed unfair dismissal by her employers, Manchester Mental Health and Social Care Trust, has agreed an out-of-court settlement.

The nurse was fired for speaking out publicly about the privatisation of services in 2007.

The tribunal started on the 26th January to look at the claim and was ended early on 28th January.

A statement from the MMH&SCT said that both parties were satisfied the dispute had been resolved.

*(BBC News 28.01.09)*



# National News

## The NHS Constitution

On the 21st December the NHS constitution was published. It was one of a number of recommendations in Lord Darzi's report 'High Quality Care for All' which was published on the 60th anniversary of the NHS and set out a ten-year plan to provide the highest quality of care and service for patients in England.

The document explains clearly a collection of legal rights, pledges and respon-

sibilities for both patients and staff for the next ten years.

On the day the constitution was signed, Gordon Brown said "This is a great day for the NHS, it's a great day for Britain. There is not a family in this country that does not depend on the NHS for cure, for care, for help, for advice, for mentoring."



The full NHS Constitution can be found at <http://www.dh.gov.uk/en/Healthcare/NHSConstitution/index.htm>

## Memory clinics to improve early treatment of Alzheimer's

Alan Johnson has set out a five-year plan for a national network of Memory Clinics to improve services for people with dementia.

The government accepts there are 575,000 people living with Alzheimer's disease or a related condition in England, but only 220,000 are registered. That leaves the majority living with the support of family members and other carers, without help from the NHS or social services.

In an attempt to improve early diagnosis, Alan Johnson has proposed every GP to be trained to spot the first signs of dementia. They will send patients to memory clinics that will be set up in every town in England to diagnose the condition and prescribe drugs and therapies that can delay its progression. The clinics will be staffed by geriatricians, psychiatrists and GPs who have specialised in dementia.

*there are 575,000 people living with Alzheimer's disease or a related condition in England, but only 220,000 are registered*

## Pressure grows to drop parking charges

From 31st December, England became the only country in the United Kingdom where cancer patients are charged to park their cars while receiving hospital treatment.

Scotland has abolished NHS hospital car parking charges for cancer patients

from today, following the lead by Wales in April 2008, and Northern Ireland in May 2008.

The cost of parking at hospitals has risen by 27 per cent in four years, earning almost £112m for the NHS in England in 2007-08. A study by Macmillan Cancer Support found that the average patient with cancer visits hospital 53 times and pays £325 to park their car.





**Health Equality:  
Are we there yet?**



Got an event you  
want to promote?

Send us details on  
[doggett@blackhealth  
agency.org.uk](mailto:doggett@blackhealthagency.org.uk)



## Dates for your diary

There are still some places left at the "Health Equality - Are we there yet?" conference being hosted by BHA, the Race equality Foundation and UCLAN on 28th February.

The national conference, being held in Warrington is being attended by community health groups from around the country, as well as staff from a range of health and social care services. With the findings of national and regional studies and workshops

run by a range of groups working on the ground this promises to be a valuable opportunity to find out more about work being done to improve health and care in black and ethnic minority communities.

The Conference takes place on Friday 27th February, from 10.00-4.00.

Booking fees are £10 for community groups and £50 for statutory organisations. Contact [marcella@blackhealthagency.org.uk](mailto:marcella@blackhealthagency.org.uk)

### Primary Care Mental Health Stakeholder Engagement Day

18th February 2009, Mechanics Institute, 9:30—4:00.



**Manchester**

This is the second listening event which will give all stakeholders / users and carers, the opportunity to play an important part in designing the new model for primary care mental health services in Manchester based on the concepts of social inclusion and health and well being.

Refreshments and a light lunch will be available but we do need to know you are coming. For more information contact Samantha Shaw by Email:[samantha.shaw@manchester.nhs.uk](mailto:samantha.shaw@manchester.nhs.uk) Tel 0161 237 2831

### Disabled Living Training Courses

Disabled Living, based in Greater Manchester, has given an invaluable service to disabled people for over 110 years. Today, they offer a comprehensive range of services to improve the quality of life for disabled people, their families and carers.

From now until July they have a busy training schedule covering Moving and Handling People, The

Prevention and Management of Falls in the Elderly, Competency Based Moving and Handling Training, Disability Awareness and more.

A full list of training available and information about their forthcoming PromoCon Continence Symposium on 3rd March 2009 is available on [www.disabledliving.co.uk](http://www.disabledliving.co.uk) or by telephone 0161 214 4592

## Meningitis alert as winter Approaches

With the winter months in full swing, the UK's longest established meningitis charity - the Meningitis Trust - is warning people to watch out for the signs and symptoms of this life-threatening disease.

Alison Osborne, UK BME Co-ordinator at the Meningitis Trust, says: "Meningitis and meningococcal septicaemia (blood poisoning) can affect anyone at any time and can kill within hours."

The early symptoms of meningitis can easily be mistaken for those of flu and include fever, headache, stiff neck, dislike of bright light, drowsiness, joint pain, vomiting, diarrhoea, confusion and in some, but not all

cases, a rash.

The rash is more difficult to see on darker skin, so it is advised to check paler areas such as the palms of the hands, soles of the feet and the inside of the eyelids. Symptoms can appear in any order and some may not appear at all.

The Meningitis Trust provides a range of professional support services, which provide a lifeline to those who are struggling to cope with the impact of meningitis.

Symptoms card are available FREE by calling the Trust's free phone 24-hour helpline on 0800 028 18 28.



**"Meningitis and meningococcal septicaemia (blood poisoning) can affect anyone at any time and can kill within hours."**

## Community Consultations

### DoH 0844 Consultation

The Department of Health is holding a public consultation on whether it should prohibit the use of 084 numbers to access services provided by the NHS.

The Department of Health is keen to

hear from people who have experience of using 084 numbers to call services provided by the NHS and people who use a local number to call services provided by the NHS.

A consultation booklet is available in GP surgeries and online at: [www.dh.gov.uk/en/Consultations/Liveconsultations/index.htm](http://www.dh.gov.uk/en/Consultations/Liveconsultations/index.htm)



### Care Quality Commission (CQC)

From 1 April 2009, the Care Quality Commission (CQC) will bring together the work of the Healthcare Commission, the Commission for Social Care Inspection (CSCI) and the Mental Health Act Commission (MHAC). On 18 December 2008 CQC launched

a 12 week consultation on its proposals for reviews in 2009/10. The consultation document sets out the principles and broad approach to CQC's periodic and special reviews in 2009/10, as well as introducing its dimensions for assessing quality.

To find out more visit [www.cqc.org.uk](http://www.cqc.org.uk) or telephone 03000 616161.

**Care Quality Commission**

# Spotlight On: Social Care Providers and the Personalisation Agenda

**Feedback from the Skills for Care Development Day on Tuesday 27th January 2009**



Skills for Care are an employer led organisation providing funding to support

improved training for social care staff. In this role they organised a development day for social care providers in Greater Manchester on Tuesday 27<sup>th</sup> January 2009. Focusing on the personalisation agenda and the current changes in the way social care is organised this day gave providers an opportunity to think about how these changes will affect

them and how they can develop their services further. While a large number of providers were very encouraging regarding the policy changes and appreciated the positive implications for service users, they also identified possible issues. A major concern for providers seemed to be how they can make their services more flexible to allow for the individual needs of service users while keeping a handle on costs. Also, some providers worried about how to plan their services in advance considering that they did not know who was actually going to use them. Finally, we discussed issues around safeguarding, and the challenges for some individual budget users in advertising for positions directly and dealing with

accounts and payroll.

Here at the Manchester LINK we recognise the challenges faced by social care providers to adapt to the current policy changes and would like to work together with providers and service users to help overcome them. Therefore, I would be really interested to know more about what the issues are for service providers and how the Manchester LINK could help to address them.

If you would like to discuss this or any other issues related to social care, please give me a call on 0161 214 3981 or email me at [valeska@blackhealthagency.org.uk](mailto:valeska@blackhealthagency.org.uk).



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Your Local Involvement Network is your independent monitor of local health and social care services - Providing a voice for service users and enabling you to shape the future of the services you receive.

Your LINK Team is:

Nik Barstow - LINK Manager

Valeska Matziol - Community Engagement Officer

Lydia Hurford - Community Engagement Officer

Danny Gough - Community Engagement Officer

Anthony Doggett - LINK Administrator

Visit the Manchester LINK website:  
[www.manchesterlink.co.uk](http://www.manchesterlink.co.uk)