



Welcome to the 3rd edition of the Cambridgeshire LINK newsletter. In this edition we look at what the Task Groups are looking at, give you the results from the Healthcare Commission annual review and news from across the county. If you have something you would like to put in the next newsletter contact us using the details on the back page.

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# A NEW WAY

# TO HAVE YOUR SAY

ISSUE 4

NOVEMBER 2008

## Task Group Update

Work is underway of all the LINK Task Groups, with many already having had their first meeting.

LINK Active Participants will be looking at various subjects in health and social care until April 2009 when the work plan will be reviewed.

Your views and opinions are very welcome on all the topics LINK is looking at. The areas LINK participants will be looking at are:

- Self Directed Support - Direct Payments is changing, is the new system robust?
- Discharge Planning - assessing the reliability of the process and seeking any necessary improvements.
- Out of Hours Contact Services (both health and social care) - are services adequate to the needs of the user?

- Transfer between Age Related Services - identifying any gaps to ensure the transfer of service is seamless.
- Integrated Community Support Equipment - is the service delivered suitable for the user?
- Cleanliness and Infection Control - monitoring the procedures in all local health and care facilities.
- Food and Nutrition - investigating the quality and suitability to ensure the needs of the user are met in various facilities.
- Children & Young Peoples health - examining the service commissioned on various topics in this area.
- Hinchingsbrooke Governance - monitoring the proposals for change.

- Papworth Relocation - examining the past developments and current proposals.
- Palliative services - examining the services commissioned and provided for patients and their families.
- Community Hospitals - monitoring the review of services and ensure the service meets community expectation.
- Dental Services - examining the availability of services in Cambridgeshire.

LINK welcomes and encourages everyone to have their say on these issues. Contact the LINK or have your say at [www.cambridgeshirelink.org.uk](http://www.cambridgeshirelink.org.uk) Alternatively if you would like to join a task group contact the LINK who will be able to provide you with more information.

## Dental Services Questionnaire

We are currently examining the provision and availability of dental services in Cambridgeshire and would like your input.

Please answer the following questions:

1. Are you currently registered as an NHS dental patient? (if no, go to Q4)
2. How easy did you find it to secure an NHS dental place?

3. How did you find out that your dentist had NHS places available?
4. Do you want to register as an NHS dental patient?
5. Are you having difficulty finding a place?
6. Do you have any general comments on the availability/ quality of NHS dentistry?

Please send your responses to: Emma Stubbs –LINK Facilitator, Cambridgeshire LINK, 5 Crown Street, St Ives, Cambs, PE27 5EB  
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This is your chance to have your say. Thank you for your assistance.

# GP Opening Hours Extended

NHS Cambridgeshire has announced major improvements to GP opening hours to meet patient demand and new government targets.

Director of Clinical Redesign and Service Improvement Dr Dennis Cox, said "Patients have asked us to improve access to their local GP services outside normal hours, for example early morning, late evenings and weekends. Negotiations between NHS Cambridgeshire and GPs have been extremely positive, so much so that 52 per cent of the 76 practices across the county are now offering extended hours, improving access and choice for patients. Over time, we hope that other Cambridgeshire practices will extend their opening hours."

Surgeries that will be offering extended hours are as follows:

**CAMBRIDGE:** 281 Mill Road Surgery, Arbury Road Surgery,

Bridge Street Surgery, Cherry Hinton Health Centre, Cornford House Surgery, East Barnwell Health Centre, Huntingdon Road Surgery, Lensfield Medical Practice, Newnham Walk Surgery, Nuffield Road Medical Centre, Petersfield Medical Practice, Red House Surgery, Trumpington Street Medical Centre, Woodlands Surgery.

**SOUTH CAMBRIDGESHIRE:** Bourn Surgery, Firs House Surgery (Histon), Monkfield Medical Practice (Cambourne), Orchard Surgery (Melbourn), Sawston Medical Practice, The Surgery (Swavesey), Willingham Surgery, Papworth Surgery.

**HUNTINGDONSHIRE:** Acorn Surgery (Huntingdon), Buckden Surgery, Ceder House Surgery (St Neots), Charles Hicks Surgery (Huntingdon), Church Street Health Centre (Somersham), Cromwell Place Surgery (St Ives), Eaton Socon Health Centre, Great Staughton Surgery,

Kimbolton Medical Centre, Northcote House Surgery (St Ives), Park Hall Surgery (Somersham), Priory Fields Surgery (Huntingdon), Rainbow Surgery (Ramsey), Ramsey Health Centre, The Spinney (St Ives), Wellside Surgery (Sawtry), Yaxley Practice.

**EAST CAMBRIDGESHIRE:** Burwell Surgery, Cathedral Practice (Ely), Staploe Medical Centre (Soham), St George's Medical Centre, Littleport.

**FENLAND:** George Clare Surgery (Chatteris), Jenner Health Centre (Whittlesey), Manea Surgery, Mercheford House Surgery (March), New Queen Street Surgery (Whittlesey), North Brink Surgery (Wisbech), Parson Drove Surgery, Riverside Practice (March), Trinity Surgery (Wisbech).

## Healthcare Commission Results 2007/08

The Healthcare Commission Results for 2007/08 have been published with Trusts in Cambridgeshire receiving mixed reviews.

The Healthcare Commission is England's healthcare watchdog. Every year they give ratings to every NHS Trust in England to show how it has performed over the last year. A Trust's overall rating is made up of a range of assessments that the Commission carries out throughout the year. It looks at how well the Trust has performed against the targets and standards set out by the Government for the NHS.

The Commission assesses whether a Trust has been getting the basics of healthcare right and whether it has taken steps to improve the healthcare it provides. In addition it assesses whether the Trust are delivering accessible services to all sections of the community and meeting their needs.

The results are split into two sections; Quality of Services and Use of Resources. Quality of Services covers a range of areas including the safety of patients, cleanliness, access to services and ensuring people's individual needs are met. Use of Resources is based on how well a Trust manages its

finances.

A summary of each of Cambridgeshire Hospitals, as well as the Mental Health Foundation Trust and East of England Ambulance Service is explained further in this newsletter. However, if you would like to see the full reports please go to the Healthcare Commission website [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)



# Healthcare Commission Results 2007/08

## **CAMBRIDGESHIRE AND PETERBOROUGH MENTAL HEALTH PARTNERSHIP**

has been rated in the Top 57 in the country. Secretary for State, Alan Johnson and Chair of the Healthcare Commission Professor Sir Ian Kennedy wrote to the Trust to congratulate it on receiving an "excellent" rating in Quality of Services and a "good" rating for its Use of Resources. Mr Johnson said in his letter, "Your organisation has achieved a level of performance that all Trusts should aspire to. May we congratulate you and everyone in your Trust on your performance." The Trust has now achieved a foundation status and is known as Cambridgeshire and Peterborough NHS Foundation Trust.

## **NHS CAMBRIDGESHIRE -**

formally Cambridgeshire Primary Care Trust - achieved a "fair" rating in both Quality of Services and Use of Resources. Scores were as follows:

- 12/12 Safety and cleanliness
- 6/7 Standard of care
- 2/4 Waiting to be seen
- 9/11 Dignity and respect
- 6/7 Keeping the public healthy
- 14/16 Good management
- 11/15 Commissioning services and
- 17/22 Planning for local improvement.

Dr Dennis Cox, Director of Clinical Redesign and Service Improvement said, "Service improvements are being echoed in patients' views. The most recent survey of patients' experience of inpatient services resulted in three hospitals in Cambridgeshire being rated in the top six hospitals across the East of England. The patient survey of GP services published in July 2008 place local services in the top 20% nationally in the majority of areas assessed, but we know we need to improve the choices offered to patients when referral to hospital is needed."

## **PAPWORTH HOSPITAL NHS FOUNDATION TRUST**

achieved a "good" rating in its Quality of Services and an "excellent" rating for its Use of Resources. The scores were:

- 13/13 Safety and cleanliness
- 6/6 Standard of care

- 7/10 Waiting to be seen
- 10/10 Dignity and respect
- 3/3 Keeping the public healthy and
- 15/16 Good management.

Stephen Bridge, Chief Executive said, "This is a good result for Papworth Hospital and acknowledges our continued efforts to maintain high standards of care for patients. In many ways we have been victims of our own success due to the increase in demand for our services - which has impacted slightly on some waiting times - in spite of our best efforts which have actually resulted in record numbers of operations this year. We are working hard to accommodate this increase in demand and continue to maintain our high standards."

## **HINCHINGBROOKE HEALTH CARE FOUNDATION TRUST**

received a "good" rating for its Quality of Services and a "weak" rating for its Use of Resources. Scores are as follows:

- 12/13 Safety and cleanliness
- 8/9 Standard of care
- 11/12 Waiting to be seen
- 9/10 Dignity and respect
- 5/5 Keeping the public healthy and
- 16/17 Good management

Mark Miller, Chief Executive said, "Hinchingsbrooke staff should see this score as an acknowledgement of their hard work in improving standards during what continues to be a challenging time for the Trust. The Healthcare Commission report finally reflects what we have known for a long time, that we provide a good quality of service for our patients."

## **CAMBRIDGE UNIVERSITY HOSPITALS NHS**

**FOUNDATION TRUST** received excellent ratings on both Quality of Service and Use of Resources. This is for the second year running for both Addenbrookes and the Rosie Hospital. The scores were as follows:

- 13/13 Safety and cleanliness
- 9/9 Standard of care
- 12/12 Waiting to be seen
- 9/10 Dignity and respect
- 5/5 Keeping the public healthy and

- 16/17 Good management.

This rating puts them in to Top 57 Trusts in the country and for this they received a letter from Professor Sir Ian Kennedy, Chair of the Healthcare Commission and Alan Johnson, Secretary for State congratulating them on their hard work. Dr Gareth Goddier, Chief Executive said, "This has been a year of achievement for Addenbrookes and the Rosie. We've been busier than ever before, but we've kept the top rating - and that shows that this really is one of the country's leading NHS Trusts. Patients coming here can feel confident that they're being treated by the best possible team. We are going from strength to strength—and that's down to our staff. I'd like to thank everyone here for their hard work and commitment - and I want people to know that we are dedicated to putting patients and their families at the centre of everything we do."

## **EAST OF ENGLAND AMBULANCE SERVICE**

achieved a weak rating in both its Quality of Service and Use of Resources. The scores are:

- 10/11 Safety and cleanliness
- 8/8 Standard of care
- 3/5 Waiting to be seen
- 5/7 Dignity and respect
- 3/3 Keeping the public healthy and
- 13/14 Good management.

Chief Executive, Hayden Newton said, "The scores, while disappointing, do not reflect on the quality of care provided by staff across the region. Since the assessments took place, the Trust has made significant changes and improvements in the areas reflected in the report. A new finance director has been appointed and an action plan put in place to ensure improvements in financial controls and strategic governance."

Full reports for each Trust are available from the Healthcare Commission website [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)

*"The results from the commission for Cambridgeshire 2007/08*



**Cambridgeshire**  
Local Involvement Network

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**A NEW WAY TO HAVE YOUR SAY**

## WELCOME!

LINK would like to welcome Emma Stubbs to the Host team. Many of you will have spoken or met Emma already but she joins LINK as part-time Health Facilitator.



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

## NHS Direct & NHS Choices Join Forces

From the end of October the public will be able to access all NHS health information online from one website [www.nhs.uk](http://www.nhs.uk)

The two online services were established with different, yet complementary objectives; NHS Direct provides health advice and information for people in England 24 hours a day, 365 days a year, whilst NHS Choices promotes well-being and informed decision making about healthcare providers.

Bringing both together will enhance the public's experience and create the most comprehensive online health service in the UK on [www.nhs.uk](http://www.nhs.uk)

## Conference on Regulation, Inspection and Improvement

The 3rd Annual Conference on Regulation, Inspection and Improvement will take place on 18th November at Homerton College in Cambridge,

Organised by the Faculty of Health and Social Care at Anglia Ruskin University, keynote speakers include Professor Sir Ian Kennedy Chairman of the Healthcare Commission.

The delegate fee for the day is £95. For more details please visit [www.anglia.ac.uk/regulationconference2008](http://www.anglia.ac.uk/regulationconference2008)

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