

Greater patient, carer and community involvement required to improve health care in Scotland

Building a health service fit for the future (published by the Scottish Executive on 25th May 2005) is the outcome of 14 months of investigation by Professor David Kerr and his team into the changing health needs of Scotland's population, the pressures facing the NHS today and the emerging resources which can be harnessed to create a health service fit for the future.

The main issues addressed in the Review are:

- Caring for people locally where possible
- Promoting preventive rather than reactive care
- Integrating team- based care
- Promoting regional planning and concentrating complex care on fewer sites
- Using new technology to support patient care
- Encouraging self-care and empowering carers
- Supporting long-term conditions in the community

The care of vulnerable older people and children will move closer towards being the central business of the NHS and there is continuing commitment to addressing health inequalities with a greater emphasis on earlier diagnosis of problems and intervention. CHPs will remain the context for taking forward Professor Kerr's recommendations and Managed Clinical Networks (MCNs) will further integrate approaches to specific conditions.

The Kerr Review urges NHS Boards to "bring a renewed focus to the relationship and to recognise the valuable contribution the voluntary sector can and does make to health care in Scotland". Voluntary Health Scotland provided input to the Review, which is reflected on page 80 of the Report.

We believe that the recommendations in the Review, particularly in relation to care for older people affected by chronic illness and disability, open up the way for greater input from voluntary sector groups - provided that they are involved at the needs assessment and planning stage. At the same time, however, we are concerned that the increasing emphasis on self-help and carer support may run counter to reducing health inequalities.

The full Report can be accessed on the SHOW website:
www.show.scot.nhs.uk/sehd/nationalframework/

or on the Scottish Executive's website,
www.scotland.gov.uk/Publications/2005/05/23141307/13104

Copies of the Report can be obtained from Douglas Waring at the SEHD on 0131 244 2432

Please get back to us with your reactions to the Review.

Editorial

Welcome to this summer edition of **BRIEFING**. We are delighted that so many of the original members of VHS have chosen to re-affiliate, bringing membership numbers up to 247. Thank you to all those who returned forms and equally, to those 78 members who have returned our Health Sector Questionnaire.

Information from your completed questionnaires will be entered on the VHS Database, helping to build up a picture of the impact of the voluntary sector on health improvement and health care. The lucky winner in our prize draw will be informed later this summer.

There have been major changes recently in local health services, with the advent of Community Health Partnerships. Over the next year, patient and public participation in CHPs will be developing through Public Partnership Fora. Meantime, the newly-launched *National Standards for Community Engagement* will provide a framework for measuring real community engagement.

Prof David Kerr's Review, *Building a Health Service Fit for the Future*, outlines a long-term vision for increasing community-based health care, focusing on emphasis on self-help and supporting carers and meeting the needs of marginalised groups, all of which can best be achieved through the added value brought by the voluntary and community sector.

Happy summer holidays to all our members. Helen Tyrrell

ME Self-Help (MESH)

MESH, run by a small committee of volunteers, most of whom have ME or care for someone who does, is a charitable organisation aiming to provide support, information and friendship to people affected by this severe and disabling illness. MESH is funded by members' subscriptions and occasional donations from grant-making trusts.

The MESH committee meets monthly and produces a newsletter four times a year, holds three public meetings a year, one of them incorporating the AGM, to which speakers who research into ME/CFS or have experience in helping to manage the illness are invited.

A social meeting is held on the first Wednesday of each month at the Portrait Gallery cafe in Queen Street, Edinburgh, from 2 pm onwards. People attending need not be a member of MESH. Look for a copy of the MESH newsletter on the table. Other activities include: a postal library, contact group, carers' group and a young persons' group.

In recent years, MESH has been helping to petition the Scottish Parliament to highlight the lack of medical provision for sufferers of ME/CFS and to press for research into ME/CFS, and are also in discussion with NHS, where they have members on the Lothian Health Board Working Group.

Information line manned by people with ME - 0845 226 2025
Website www.edmesh.org.uk

Date for your diary

VHS conference & AGM
27th September 2005, Glasgow

Equality and Diversity:
working in partnership for fair access to health.

Making a complaint about the NHS

Health Rights Information Scotland has produced a leaflet about the new NHS complaints procedure for members of the public. A national version of the leaflet is available now from special health boards and some voluntary organisations. Leaflets with relevant local contact information will soon be available from local health boards and on our website (www.scotconsumer.org.uk/hris).

As well as the main leaflet, which has been produced in clear print, the following will also be available:

- Easy-read leaflet with illustrations
- CD-ROM with British Sign Language
- Leaflets and audio versions in Arabic, Bengali, Chinese (Cantonese), Punjabi, and Urdu



- Audio version in English
- Accessible web-based information

These versions will be sent to boards as soon as they are finalised, and will be available from boards on request.

To obtain the leaflet either contact Sarah Lindsay (tel. 0141 227 8440 or email slindsay@scotconsumer.org.uk).

Equality and Diversity in Health Services

In March 2005 NHS Boards were issued with the interim guidance on the Equality and Diversity Impact Assessment Toolkit (EQIA). It derives from the need to put the patient at the centre of the NHS. It is not the NHS Equality and Diversity Strategy; merely a support to this overall strategy.

Equality is about creating a fairer society where everyone can participate and fulfil their potential. Diversity is about recognising and valuing difference in its broadest sense. They are not interchangeable in that there is no equality of opportunity if difference is not recognised and valued.

Boards have also been issued with draft copies of the Informing, Engaging and Consulting the Public in Developing Health and Community Care Policies and Services (IEC) guidance. The EQIA is integral to demonstrating that the needs of specific communities have been

considered and addressed to allow those communities to contribute to the IEC process.

Although the Toolkit recommends working with voluntary organisations as consultants to support the assessment process, in reality the NHS cannot fulfil their aims without the sector becoming a full partner in the process. Organisations consulted on major service change should be aware of the framework.

With the advent of CHPs and closer working between the sectors it also means that any partnerships, service level agreements or funding applications will be expected to work within the framework of the Toolkits assessment procedures and organisations should be aware of this. The Toolkit and the IEC guidance can be found on the VHS website and a further publication from VHS on the full impact of the policies is planned soon.

Autism National Conference, "Evolving Emotions"

The Scottish Society for Autism held its successful 3rd Annual National Conference on 21 May. Professionals, people with autism, parents and Society staff were among the 285 delegates.

Speakers at the Conference included Professor Peter Hobson of the Tavistock Clinic, Dr Peter Vermeulen, The Centre for Concrete Communication, Belgium and John Mortlock, Care Training Ltd and Asperger Initiative, Hastings. Each speaker presented a unique perspective based on research into the role and impact of relationships and emotions, which highlighted the need for those who work with people affected by autism to be more effective at understanding the emotional and relationship needs of people with this difficulty.

This understanding has the potential to move approaches to their support and care forward from a focus on the

management of the behavioural difficulties presented by the condition.

In particular, Peter Hobson provided new and refreshing insight into ways in which we can create open space for people with complex needs to express their emotional needs. His focus on the technical skills that carers can develop to open up two-way channels of communication left delegates feeling uplifted and inspired, with a wealth of knowledge and equipped with ideas for future practice.



For further information on the speakers' input or to find out more about current issues in autism, contact: John McDonald, the Scottish Society for Autism, Hilton House, Alloa Business Park, Whins Road, Alloa FK10 3SA; tel: 01259 720 044 or e-mail: mcdonald@autism-in-scotland.org.uk

Do you need a website?

The DIY Website Builder is an effective and easy to use tool that allows you to build and manage a professional website.

Developed to suit voluntary organisations' requirements and budgets, it is for organisations that do not have a website and want to be able to manage and update their own site.

Thanks to funding from the Scottish Executive, workwithus.org offers small voluntary organisations the DIY website builder tool PLUS subscription to workwithus.org free for the first year, a saving of £150.

For further information please refer to the leaflet delivered with this copy of **BRIEFING** or telephone: 0131 474 8029, email: admin@workwithus.org or visit www.workwithus.org



Community planning for health improvement

Funded through the Communities Scotland and SCVO National Intermediaries Grant Scheme, VHS worked with CVS partners in Scotland to develop the capacity of local voluntary organisations through awareness raising, the sharing of information, training and infrastructure development.

A number of lessons were learned from the work, including the astounding amount of work required to build the capacity of the voluntary sector to become full and independent partners in community planning. Due to the changing environment within councils, NHS Scotland and community planning partnerships a great deal of the grant money was utilised just

ensuring the voluntary sector advanced at the same rate as statutory partners and did not fall further behind.

In some areas infrastructure development in the form of networks for communication and support are being developed but it appears that CVS are struggling to fund this from their own budgets.

Another surprising factor was that where evaluations had been carried out into the needs of the local voluntary sector these were often over optimistic of the sector abilities.

This is not to say that all voluntary organisations require huge input to become partners in community

planning for health but rather that the sector as a whole needs a lot of support and development before it can become a truly equal partner in the community planning process.

Voluntary Health Scotland is committed to continuing its support to the CVS network in working to develop the sectors role as a true partner in community planning for health and is currently working with EVOC, NLN CVS and CVS Fife in pilot projects to support the development of local infrastructure. The results from these pilots will be shared nationwide through both the VHS network and the network of CVS.

Working together in Edinburgh

VHS is currently working in partnership with Edinburgh Voluntary Organisations Council (EVOC) to support infrastructure development for the capitals voluntary sector as a part of the National Intermediaries Community Planning Grant Scheme, run jointly by SCVO and Communities Scotland.

In Edinburgh voluntary sector networks and infrastructure support were a vision awaiting resources and the grant scheme has allowed VHS to provide some of these resources.

Using the resources, EVOC has commenced a series of five workshops on community planning and a sector briefing was held on the 14th of June on the impact of Community Health Partnerships in the city. The sector briefing was originally a single event for 40 attendees but was so oversubscribed that another event had to be organised for the autumn. This will be a follow on event to review the effectiveness of the ongoing voluntary and community sector's engagement with the new partnerships.

More details are available direct from EVOC on 0131 555 9100 or by visiting www.evoc.org.uk

GCVS Healthy Organisations Service gets going

GCSV is now well advanced in its work to provide support services to 44 voluntary health organisations over the next three years, integrating 9 very practical consultancy services all under the same contract.

GCVS won the contract to provide the support from Greater Glasgow Health Board last year. Since then, the team has been meeting with the participating organisations to look at future action planning, strategic and financial planning, employment issues, training needs and financial record-keeping.



The GCVS team - enjoying the challenge

The organisations comprise community health projects, Healthy Living Centres, stress centres and others with a thematic focus - for example, sexual health or alcohol addiction. They range from 1-30 staff

in size, have a turnover of < £500,000 p.a. and are all working to a community needs-led model.

The Health Organisations Service comes with a central Services Coordinator (Duncan.Wallace@gcvs.org.uk) who gets to know each client organisation and keeps in touch with them and the team of services throughout the year. Duncan is using a 'case management' approach with each organisation, so that they receive a consistent and coherent organisational development service.

He says: "Our initial work is completed, all of the organisations involved now have an initial action plan for 2005, setting out agreed support services for the coming year. The Project has a new name and its own logo: after a bit of thought, we have decided to call the project the Healthy Organisations Service. It reflects the nature of the business that we're, whilst at the same time capturing the sense of collective endeavour and support."

Paul McTool of Stepping Stones adds: "If the start is anything to go by, I very much look forward to support throughout the contract."

New Course at Queen Margaret University College

DANCE MOVEMENT THERAPY
Foundation Certificate Course

The first foundation course in DANCE MOVEMENT THERAPY in Scotland

DANCE MOVEMENT THERAPY is a unique form of psychotherapy in which the creative use of movement and dance play a central role within the client-therapist relationship. The Foundation Certificate Course intends to provide an introduction to this growing health profession. It is open to people interested in finding

out more about DANCE MOVEMENT THERAPY and/or applying for full professional qualifications through validated Masters programmes.

For further information about the Course, see:
http://www.qmuc.ac.uk/at/Dance_Movement_Therapy.htm

Or contact Dr Vicky Karkou on 0131 317 3350 (Wednesdays and Thursdays) or send an email message: VKarkou@qmuc.ac.uk

We welcome contributions to the Voluntary Health Scotland Briefings.

If you wish to include an item please contact Phil McAndrew on 0131 652 5994, or email: phil.mcandrew@vhscotland.org.uk

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maximising the *impact* of the voluntary sector on health in Scotland