



CHSS Knowledge Management Centre named after former research director

Emeritus Professor of Health Services Studies, John Butler was recently guest of honour when the new CHSS knowledge management centre was officially launched and named after him.

The John Butler Knowledge Management Centre provides electronic and paper-based information sources for health services research, supports research done within CHSS and acts as an archive for resources and knowledge created by CHSS.

It is a resource for staff, students and the wider health and social care community. Rosalyn Bass, the librarian, supports users and provides guidance on using the facilities.

The centre holds books and periodicals on the National Health Service and contemporary social care including research reports and a reference section.

Computers provide access to electronic resources including packages for data analysis such as Atlas and SPSS and Endnote for producing referenced materials and databases through the university's Templeman Library. If you are interested in research and would like an informal introduction to the electronic resources contact Dr David Wainwright on 01227 827637 or email d.wainwright@kent.ac.uk.

The KMC is used as a facility for meetings and teaching and is equipped with an interactive white board. The centre welcomes:

- Students undertaking the MA in Health Services Research or components of it
- Academics and staff from the University of Kent
- PhD Students from the School of Social Policy, Sociology and Social Research
- Employees from health and social care in the south east region

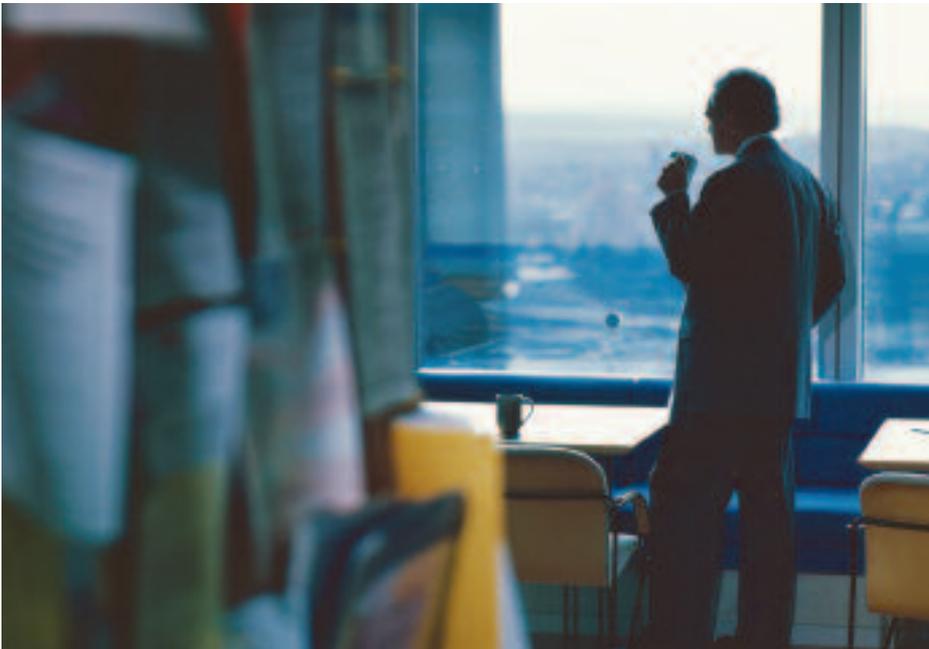
John Butler had a distinguished career at the University of Kent and retired in 2001 from his post as Professor of Health Services Studies in the School of Social Policy, Social Research and Sociology. He came to the university in 1969 as a research associate on a Department of Health funded project. He was director of CHSS from 1988 to 1994 and managed the centre in a period when it was entirely funded by research grants. John was at different times, Head of Department, Dean of the Faculty of Social Sciences and Director of the Centre for Health Services Studies.

If you would like to use the facilities, please contact Rosalyn Bass or Peta Hampshire to discuss your needs.

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European project targets depression



Agony aunt and writer Virginia Ironside recalled how her life had been turned upside down by depression in the Telegraph' newspaper: 'When I'm depressed – which I have been for long periods of my life – I feel as if a grey, leaden liquid has been injected into my brain, slowly leaking down into my body so that every action, however small, feels as if it's executed through thick treacle. The idea of living – or existing, rather, because being depressed doesn't feel like living – fills me with dread.'¹

Operating in seventeen European countries, the European Alliance Against Depression aims to take forward a successful German community-based intervention programme. This was effective in reducing the number of suicides in Nuremberg by about 20% and improving the care of depressed people.

Untreated depression can lead to unbearable psychological pain and suicide. Fatigue, lack of motivation and the enduring nature of depression makes seeking help difficult. Drug and cognitive behaviour therapy are both helpful, but timely diagnosis and access to services is crucial.

The programme includes:

- Educational workshops for general practitioners. GPs will receive videotapes about depression to hand out to patients. A specialist will provide advice for GPs concerning the treatment of individual cases via a hotline.

- Posters, cinema spots, information leaflets, brochures, public events and a website will improve knowledge of the general public about treatment for depression and reduce stigmatisation of the topic.
- Teachers, priests, police and professionals in health care and the media will be informed about depression and trained in educational workshops.
- People who have attempted suicide will be offered an "emergency card" guaranteeing direct access to professional help in a crisis. Self-help groups will be supported and special events organised to initiate new local self-help groups.

Dr Ann Palmer leads the project in England at the University of Kent. Project co-ordinator, Sarah Candlish is based in Dartford, Gravesham & Swanley Primary Care Trust.

Comments about the project are welcome and if you have information that you feel may benefit the work, Sarah would be pleased to hear from you. She is especially interested in hearing from people who know of or who are providing any sort of service for people with depression.

Sarah Candlish can be contacted at:
Sarah.Candlish@dgspect.nhs.uk

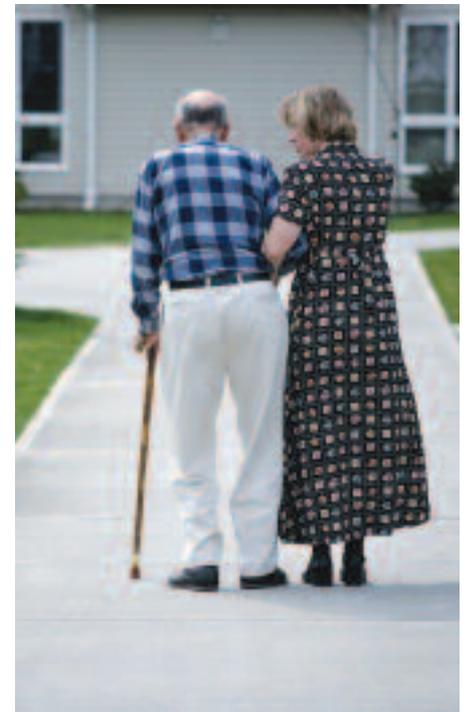
For further information about the project and samples of campaign materials go to:
www.eaad.net

¹ <http://www.telegraph.co.uk/health/Health.14/03/2003>

Care planning guidelines for dementia

Nursing staff may not recognise severe cognitive impairment in nearly a third of the people affected. A new project funded by the Joseph Rowntree Foundation will produce revised care assessment protocols for people with cognitive impairment who are resident in long term residential and nursing home care. Poor understanding by care givers of the nature of cognitive impairment, its consequences for the sufferer and the causes and management of behavioural symptoms leads to distress for the person themselves, other residents, the staff, friends and families.

The study is taking place in eight BUPA care homes. The first phase explores the knowledge and concerns of care providers. This will lead to revised care planning guidelines. Revised guidelines will be tested after implementation by examining the change in staff knowledge and confidence and by outcomes for residents.



The project is due to report in Spring 2007.

For further information contact Iain Carpenter on 01227 827760 or email g.i.carpenter@kent.ac.uk



Survey targets Kent obesity

One in fifty homes across Kent received a health and lifestyle questionnaire from CHSS in September 2005. The large scale survey hopes to provide valuable data for planning local services and help measure trends.

Part of the survey will concentrate on levels of obesity in Kent. With nearly a quarter of English people classified as obese and men as likely to be severely overweight as women, collecting data on the obesity epidemic is a key target of the survey.



Being overweight is strongly implicated in Britain's biggest killer diseases – coronary heart disease and cancer – as well as diabetes, high blood pressure and osteoarthritis.

The survey also looks at levels of exercise, smoking, diet, and how people get to work. Quentin Sandifer, Executive Director of Public Health in Kent welcomed the study. "This will be really helpful for both the NHS and local authorities to inform strategies for improving health and lifestyle choices, improving our communities, and understanding the changing needs of people and the services they require."

The 2005 Health and Lifestyle Survey follows one in 2001 and is being linked to similar studies in Northern France through an Interreg funded collaboration. It is a partnership between CHSS, NHS trusts in Kent and Medway, Kent County Council, partners in district councils and the Public Health Network. The survey will report in 2006.

For further information contact Ann Palmer on 01227 823677 or email a.p.palmer@kent.ac.uk

Cross channel talk on teenage pregnancy

Why are there more teenage pregnancies in Kent than the Somme region of Northern France? What do teenagers think can be done about this? These are the kinds of questions that CHSS researchers are tackling in a new two-year project.

Developed in partnership with the Kent Teenage Pregnancy Partnership and colleagues from the departments for Maternity & Child Welfare, Education, Social Services and Health Education from the Conseil Général de la Somme in Northern France, this project will explore the values and attitudes held by young people on both sides of the Channel. It will identify any differences and whether these differences influence young people's behaviour. Comparing the attitudes of young people should give insight into the reasons for the differing rates of teenage pregnancy. The outcomes of the study will be used to develop new education and health services and a strategy for reducing teenage pregnancy.

The findings will be shared at a transnational conference on the 9th of June 2006 at the University of Kent. If you are interested in participating contact project lead Jenny Billings.

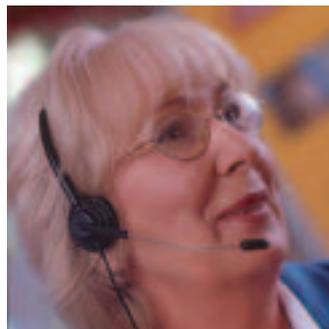
Interreg, a European Commission stream financed under the European Development Fund, funds the Lets Talk project. Interreg is designed to strengthen economic and social cohesion throughout the EU by fostering the balanced development of the continent through cross-border, transnational and interregional cooperation

For further information on the Let's Talk project contact Jenny Billings on 01227 823876 or email j.r.billings@kent.ac.uk

Telecare makes a fantastic difference

CHSS has been invited to evaluate a telecare programme to enhance services provided to vulnerable adults. Kent Social Services in association with public and private sector partners is piloting the technology in Tonbridge and Malling, Swale and Maidstone for a six-month period. Telecare is care provided at a distance using information and communication technology; remotely monitoring for emergencies and lifestyle changes over time in order to manage the risks associated with independent living.

Interviews have already demonstrated some of the positive benefits of the technology. As in the case of the couple where the husband, main carer for his wife who suffers from vascular dementia and falls reported that a chair sensor and pager alerted him to her movements, 'All of these things are making a fantastic difference. It means at the moment that I can actually go out and attempt to cook a meal,



Images © Tunstall Group Ltd

and do a few things like that. Whereas before it was getting to the point where I couldn't go out of the room because my wife needed me all the time, now when I go out I know that I'll be alerted the minute that she tries to get out of the chair...it has made a difference yes, a significant difference.... she has had fewer falls because of the system. I honestly think if we hadn't had the system she'd be in hospital'.

CHSS is evaluating the pilot scheme to inform full rollout of the programme. The main objectives of the project are to:

- Examine how the service developed
- Analyse the impact of the technology on users, carers and providers

- Identify the type of infrastructure that is needed to support telecare packages and make recommendations for the development of full service from the pilot.

The project includes a review of the current evidence on telecare, interviews with key staff, data on the operation of the service, and interviews with users and their carers.

Further information on the project is available from Rose Cappello on 01227 823672 or email r.cappello@kent.ac.uk

You can read more about the Kent project at <http://www.kent.gov.uk/SocialCare/health-and-wellbeing/telecare/>

CHSS wins enterprise award

Dr Iain Carpenter was awarded a University of Kent 2005 Enterprise Commendation Award recently. The award acknowledged the partnership with the government's publishing house, The Stationery Office (TSO), and computer giant IBM to produce materials for the Single Assessment Process for older people. The paper and electronic manuals and assessment forms being marketed have the potential for use in every primary care trust, health authority and social service department across the UK.

The DH published guidance for the Single Assessment Process (SAP) in January 2002. The NHS plan (2000) and National Service Framework for Older People (2001) set out a clear commitment by the government for high quality assessment for older people.

Dr Iain Carpenter accepted the award on behalf Senectus, the university programme which is dedicated to promoting high quality assessment of older people. He said 'Senectus, TSO and IBM were delighted to receive this award. TSO's assessment forms and manuals are excellent and they gave very valuable advice about data protection, national data standards and ethical issues in relation to consent. IBM has developed a service that will enable electronic transfer of assessment data for standards and



performance benchmarking and to support research for the benefit of older people'.

IBM recently signed a contract worth £793,475 to develop a SAP application for Cheshire's social care and health organisations. The system rolls out from January 2006, reducing duplicated work across agencies and minimising the number of assessment interviews needed for older people to have their care needs assessed.

Senectus now offers interactive online reporting to providers of older people's care

for performance benchmarking. Subscribers can view their assessment data online via a secure server. Users can quickly and easily obtain the critical information they need to manage performance.

For further information on this facility contact Mathew Mackenzie on 01227 823878 or email m.mackenzie@kent.ac.uk

To purchase assessment forms and supporting material go to www.care-assessment.org.uk

Inaugural CHSS lecture part of University 40th anniversary celebrations

Because of his key role in the development of health services research in the UK, CHSS invited the distinguished speaker Professor Akehurst for its first sponsored open lecture. Alongside politician Martin Bell and astronaut Michael Foale, Professor Ron Akehurst was a speaker in the University's 2005 40th anniversary open lecture series. The lectures are given by a mixture of public figures and recently-appointed professors. They attract audiences from far and wide and are a popular Friday night feature of the university's events programme



Ron Akehurst is Dean and Professor of Health Economics in the School of Health and Related Research (SchARR) at the University of Sheffield. He is also

Director of the northern element of the Trent Institute for Health Services Research. He is a member of the Appraisal Committee for the National Institute for Health and Clinical Excellence (NICE) and of the Advisory Committee for Topic Selection (ACTS) for NICE on behalf of the Department for Health.

His talk addressed the question of why satisfaction with the NHS has been going down despite the increasing spend on healthcare. Identifying the reasons for this Professor Akehurst said that as a health economist, he found the rise in consumerism and the current preoccupation with the process of healthcare difficult. Surely he asked, we should be happiest when the most people reap the greatest benefit?

He also described work with NICE and the current tension between its judgements and the role of patient advocates in overturning them. He called economics the 'dismal science', but set a very high standard for future CHSS open lectures.

Recently-appointed professors give open lectures and this year the lecture will be given by Professor Iain Carpenter on December 2nd 2006.

Kent and Medway Primary Care Research Network conference

Addressing the challenges of conducting research in Primary care

Thursday 16th March, 10am-4pm, Kings Hill conference centre, West Malling, Kent.

In January 2006, the government published a far-reaching strategy for research and development in the NHS. The strategy aims to increase the volume of high quality research, particularly trials. New measures include 'bureaucracy-busting' to reduce the red tape restricting research. Primary care has a major role to play in the strategy, including a new National Institute of Health Research with a primary care research school.

Key speakers

Dr Sue Wilson picks up on trials at the Kent and Medway PCRN/TPCT research conference in March. Dr Wilson, who is Chair of the UK Federation of Primary Care Research Organisations, will speak on the impact of primary care trial research. Dr Michael Moore, GP and Director of the Wessex Primary Care Research Network will discuss strategies to assist recruitment to

primary care studies. Both speakers have extensive experience of primary care research.

Dr Annmarie Rushton, Director of the School for Health and Social Care, University of Greenwich will talk about the effects of the new General Medical Services contract on the primary care team. Her study provides fascinating insights into the effects of the contract (which extends tasks previously carried out by doctors and other professionals to different members of the team) and how patients have reacted.

Dr Hilary Pinnock from Whitstable Medical Centre will present her study on using telephones in the management of asthma, and Alison Smith and Jane Greaves from Canterbury Christ Church University will describe their study into education for nurses in primary care

The conference is a joint venture between the Kent and Medway PCRN and the Medway and East Kent Coastal Teaching PCT.

If you would like to book a place please contact Helen Wooldridge, PCRN secretary on 01227 823052 or email h.l.wooldridge@kent.ac.uk

GPs find sick notes stressful

The Health and Social Survey Unit has reported on a study carried out for the Department for Work and Pensions evaluating an online learning module for GPs. The module 'Sickness Certification Made Easy' is designed to support GPs in their important role of providing advice about fitness for work.

Based on qualitative research with doctors who used the module, the evaluation assessed the reception and effectiveness of the module content, the online teaching style, and made recommendations for improvements that could be made.

The module was prompted by the Government's Green Paper 'Pathways to Work' (DWP 2002), part of the Welfare to Work strategy, which outlined plans to provide better support and incentives to return to work for people with health problems or disabilities.

The report by Trine Larsen and Linda Jenkins highlights the difficulty of following the rules and procedures of sickness certification to the letter during patient consultations. GPs felt their assessments of patient's ability to return

to work could be very subjective.

Online learning had helped, but doctors felt they faced a conflict of interest when providing advice on fitness for work and medical certification. (GPs could sometimes see a patient was physically fit for work, but obviously not well enough to go to work for reasons of stress etc). Doctors also found it difficult when patients demanded a sick note, but could not be judged unfit for work according to the rules. They said a greater number of complex example scenarios that mirror the reality of the consulting room would be helpful.

'Evaluation of Online Learning Module about Sickness Certification for General Practitioners' is published in the DWP Research Report Series: report number 304. A summary and copy of the report are available on the DWP website at <http://www.dwp.gov.uk/asd/asd5/>.

For further information on the evaluation or the health and social survey unit contact Linda Jenkins on 01227 824327 or email l.m.jenkins@kent.ac.uk

Ethnicity and Health in the Government Office Regions



In 2004 and 2005 Peter Aspinall collaborated with the London Health Observatory on the production of the fourth series of Chief Medical Officer reports. 'Indications of Public Health in the English Regions' focused on 'Ethnicity and Health' and was published by the Association of Public Health Observatories in 2005.

This report looked at indicators of the causes of ill health, health status, public health interventions, the effectiveness of partnerships, and patient experience and the workforce. Regional variations in the indicators were presented for the National Statistics Socio-Economic Classification, eligibility for free school meals, educational attainment, mortality, smoking cessation, coronary heart disease admissions, coronary revascularisation procedures, diabetes admissions, cataract procedures, drug misuse,

HIV/AIDS, gonorrhoea, tuberculosis, children in need, surveys of patient experience, and the NHS medical and non-medical workforce. Analysis of the quality of ethnicity data across regions notably, the high variability in completeness, has attracted interest of the Department of Health and is informing a programme of work to address variability.

Products of this research programme can be accessed on the London Health Observatory website: www.lho.org.uk and the APHO website: www.apho.org.uk.

Fitzpatrick J, Jacobson B, & Aspinall PJ. *Indications of Public Health in the English Regions. Vol. 4: Ethnicity and Health*. London: Association of Public Health Observatories, 2005. 64pp.

Impaired physical function not age drives cost of hospital stays



A recent study by Iain Carpenter has demonstrated that physical function, defined by the degree of dependence in activities of daily living, should be incorporated into calculations for Payment by Results to reduce the financial risk faced by Trusts. Use of a physical function measure would ensure that payments made to providers better reflected the actual costs of care.

Examining six admission diagnoses (stroke, fracture neck of femur, myocardial infarction, acute respiratory infection, chronic obstructive airways disease and falls), he showed that these conditions, which are particularly common in older patients, would have been associated with an inappropriate funding distribution of £1.9 million per annum under current tariff-based reimbursement.

Pilot study on physical and cognitive function measures as a means of improving HRG explanation. Final report. December 2004.

NHS Health and Social Care Information Centre. Chronic Disabling Diseases Expert Reference Panel.

For further information contact Iain Carpenter on 01227 827760 or email g.i.carpenter@kent.ac.uk

SE RDSU launch 2006

The new South East Research and Development Support Unit provided by the universities of Kent, Surrey and Brighton will be officially launched on May 31st 2006. The event will be held at the University of Sussex. Workshops will be followed by a keynote address and dinner for invited guests. Please put the date into your diaries now and look out for further information.

For further information contact Domino Moore on 01273 643952 or email D.Moore@brighton.ac.uk

Maximising teenagers life opportunities

The first report of a survey of teenager's views and experiences of sex and relationships education and sexual health services in Kent has been published by CHSS. Two key themes running through the report were the importance of schools for providing information on sexual health and relationships and the overwhelming need for confidentiality in all aspects of the topic. The survey found too, that allowances should be made for gender differences in the way that education is delivered.

Researcher Jenny Billings reports that while many similar studies have been carried out nationally, this was the first of its kind in Kent. 'There has been great interest in this first stage of the project and we have given many presentations to those involved with sexual health services.'

The Kent Teenage Pregnancy Partnership commissioned the survey. Teenagers from 21 schools took part and the response rate was an encouraging 85%.



The key findings of the first stage are summarised in the report 'Service Development Programme; Maximising Life Opportunities for Teenagers. Teenagers Views and Experiences of Sex and Relationships Education, Sexual Health Services and Family Support Services in Kent'.

It is available on the CHSS website by following the link to publications and reports or directly at: http://www.kent.ac.uk/chss/docs/Teenage_Pregnancy_Report.pdf

Findings of the study are being disseminated through a series of presentations in 2006. To find out more or for further information on the project contact Jenny Billings on 01227 823876 or email j.r.billings@kent.ac.uk

Recent CHSS publications

All publications can be found on the CHSS website at www.kent.ac.uk/chss

Alaszewski, A. (2006). *Using diaries for social research*. London, Sage.

Alaszewski, H. Alaszewski, A. M. (2005). *Person centred planning and risk. Person centred planning and care management with people with learning disabilities*. P. Cambridge, Carnaby, S. (Eds) London, Jessica Kingsley Publishers.

Alaszewski, A. (2005). "A person-centred approach to communicating risk." *PLoS Med* 2(2): e41.

Alaszewski, A. (2005). "Risk communication: identifying the importance of social context." *Health Risk & Society* 7(2): 101-105.

Aspinall, P. (2005). "Managing health inequalities locally: a baseline survey of primary care trusts' experience with health equality audit in the implementation year." *Health Services Management Research* 18(4): 223-231.

Aspinall, P. (2005). "The operationalization of race and ethnicity concepts in medical classification systems: issues of validity and utility." *Health Informatics Journal* 11(3): 245-260.

Aspinall, P.J. (2005). "Binge drinker." *J Epidemiol Community Health* 59(9): 736.

Aspinall, P.J. (2005). "Why the next census needs to ask about language." *BMJ* 331(7513): 363-4.

Billings, J. (2005). "What do we mean by integrated care? A European interpretation." *Journal of Integrated Care* 13(5): 13-20.

Calnan M, Wainwright, D., O'Neill C, Winterbottom A, Watkins C (2005). "Evaluating healthcare: the perspectives of the sufferers with upper limb pain." *Health Expectations* 8(2): 149-160.

Calnan M, Wainwright, D., O'Neill C, Winterbottom A, Watkins C (2005). "Making sense of aches and pains." *Family Practice*: 1-15.

Carpenter, G.I. (2005). "Aging in the United Kingdom and Europe – A snapshot of the future?" *Journal of the American Geriatrics Society* 53: 310-313.

Carpenter, G.I., Challis, D.A., Swift C (2005). "Single' assessment of older people: comparison of the MDS-HC with current

auditable methods in the home care setting." *Journal of Integrated Care* 13(5): 35-41.

Cooper C, Katona C, Schroll M, Topinková E, Fialova D Carpenter G.I, Livingston G. The AdHOC study of Older Adults Adherence to Medication in Eleven Countries," *The American Journal of Geriatric Psychiatry*. Am J Ger Psych. 2005;13; 1067-1076.

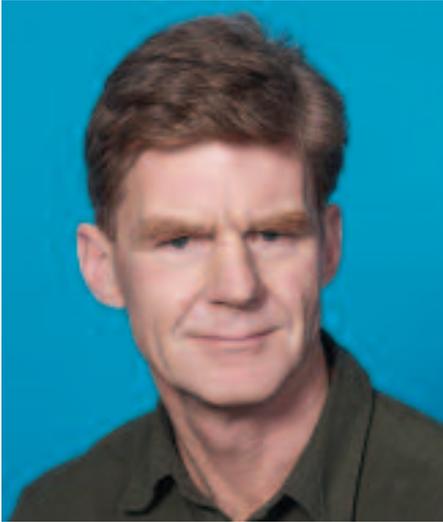
Cryer, C., J. D. Langley, et al. (2005). "Injury outcome indicators: the development of a validation tool." *Inj Prev* 11(1): 53-7.

Landi, F., G. Onder, Carpenter G.I. et al. (2005). "Prevalence and predictors of influenza vaccination among frail, community-living elderly patients: An International Observational Study." *Vaccine* 23(30): 3896-3901.

Mackenzie, M., Carpenter, G.I., Kotiadis, K (2005). "Profiling intermediate care patients using the single assessment process: a road to better service provision?" *Journal of Integrated Care* 13(3): 239-248.

Onder, G., F. Landi, Carpenter G.I. et al. (2005). "Association between pain and depression among older adults in Europe: Results from the aged in home care (AdHOC) project: A cross-sectional study." *Journal of Clinical Psychiatry* 66(8): 982-988.

Staff update



Associate Director of CHSS Iain Carpenter has been promoted to Professor of Human Ageing by the University of Kent. He has also been appointed Clinical Lead on Records Standards for the Health Informatics Unit (HIU) at the Royal College of Physicians, London.

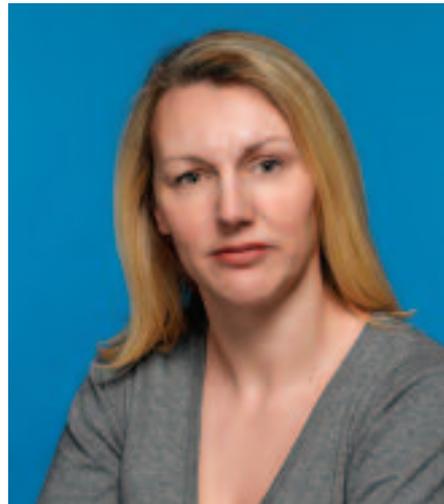
With his appointment to the HIU, Professor Carpenter – who is also a Consultant Physician in Geriatric Medicine at East Kent Hospitals Trust – will use his clinical knowledge and his understanding of managing large data sets, to advise on NHS records standards. He has worked with the NHS on information for costing and setting standards for many years.

Iain said, *'the appointment signals a commitment to improve performance standards for patients by restructuring the way that clinical data is recorded. Performance standards are currently crude measures of admissions and discharges, diseases and deaths. New technologies allow us to examine measures that mean something to patients; for example, the person with severe arthritis who has a heart attack and is treated by the NHS as a whole, for all their problems, not just the heart attack. Instead of having to mount time-consuming and expensive data collection exercises, policymakers will be able to use routine data for planning*

improved services. New technology offers exciting opportunities to expand the use of primary data.'

More information on the Health Informatics Unit can be found at www.hiu/rcplondon.ac.uk

Public Health Lecturer Yvonne Cornish left CHSS at the end of December 2005. Yvonne was part of the original team at the South East Institute of Public Health and came to CHSS when the two organisations were merged in 2003. Yvonne is a visiting lecturer at the University of Brighton and principal lecturer at the University of Greenwich.



Jan Macvarish joined CHSS in September 2005, taking over from Sarah Appleton as research associate on the Teenage Sexual Health Services study. She is currently writing up her PhD on the subject of single, childless women and she lectures on the subject of family change. Before re-entering academia in 2001, Jan worked as, amongst other things, a researcher for Which magazine and set up a successful London-based dining and debating club.

Ann Palmer has retired from her post as consultant in public health medicine for Dartford, Gravesham and Swanley PCT and joined CHSS as an honorary senior research fellow.

Patrick Brown has joined CHSS as a researcher working on the teenage pregnancy projects.

Staff at CHSS

Andy Alaszewski Hon MFPH, BA, MA, PhD Director of CHSS and Professor of Health Studies

Helen Alaszewski RGN, BA
Research Associate

Peter Aspinall BA, MA
Senior Research Fellow

Rosalyn Bass Information
Manager/Librarian

Jenny Billings BSc Hons, MSc, RGN, PGDipHV, DipN Research Fellow

Patrick Brown BA, MA
Research Assistant

Rose Cappello BSc, MA
Research Assistant

Bridget Carpenter BA, DipM ACIM
Development Manager for Research & Development

Iain Carpenter MD, FRCP
Associate Director (older people) at CHSS and Honorary Consultant Geriatrician

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Jan Macvarish BA
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If you would like further information on any of the features in this newsletter please contact Peta Hampshire by telephone.

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www.kent.ac.uk/chss/

About CHSS

Centre for Health Services Studies is an interdisciplinary research centre of the University of Kent which has a programme of national and international health services research. The Centre draws together a wide range of research and disciplinary expertise, including health and social policy, medical sociology, public health and epidemiology, geriatric medicine, health economics, primary care, physiotherapy, statistical and information analysis.