



National Patient Safety Agency



Patients for Patient Safety Project Newsletter

May/June 2009

Volume 3, Issue 1

The Patients for Patient Safety Project in England & Wales celebrates it's first Year!

This newsletter has been developed to keep the wider Network and those with an interest informed of news and developments including the patient safety champions initiative.

It is now available to view or download on the AvMA website at:

www.avma.org.uk/champions

This edition focuses on the round-up of activities in which Champions have been involved. Plus items of national interest for England and Wales have been included.

Please contact the Editor: Anna Allford at AvMA; email: anna@avma.org.uk

Or write or phone (details on the last page) to send in an item of interest or longer article.

STOP PRESS!

Are you interested in becoming an Associate Champion in the East Midlands area?

See page 7 or go to www.avma.org.uk/champions

for more information and an application form

The project team are delighted with the progress of the project to date and as we look back over a very busy first year we are amazed to see the wealth of activities and events that the Champions and NHS Partners have initiated or been involved in.

The one year report will be based on an evaluation that is currently taking place. This evaluation seeks to help understand the factors affecting the implementation and uptake of the Patients for Patient Safety Champions and Wider Network involvement, in partnership with the NHS to improve patient safety. It will support the development of the project and from it we will be able to make recommendations for the development of patient and public involvement (PPI) in patient safety more generally, based on the experience of the project thus far.

You can feed back your views by taking part in an online survey — details of this will be sent to all those involved in the project. If you are reading this and would like to be more involved please contact Anna Allford, Project Manager, to join the Wider Network. Email: anna@avma.org.uk

Inside this special issue you'll find information from the updates circulated in preparation for the meeting on 2nd June of Champions & NHS Partners in London.

Many of the volunteer Champions had travelled to the capital the day before to take some time to catch up and exchange ideas over dinner.

The presence of members of the project's Strategic Advisory Group added a further dimension to the way in which we are considering future plans and they are taking back with them positive views on the ways in which they can discuss involving the champions in their own organisation.

Feedback from this very packed day was positive and one participant commented:

"The meetings really do reinvigorate our enthusiasm and so I think that they are a really good idea."

Especially important was the fact that it was felt it was a "safe space to air issues". The comments and discussion were very appreciated by the project team who will be taking forward the thoughts and ideas that emerged to discuss with the project's Accountability Group.

Anna Allford, Project Manager

Patient Safety Congress 2009

Birmingham, 30th April and 1st May 2009

"Thought it was very upbeat and delighted to see how rapidly Patient Safety is rising up the agenda of all the professionals delivering healthcare. It has certainly become a 'must do'. What a change from when we started just a year ago. I felt that the Year of the Patient Champion has arrived..."

Beryl Nock, Patients for Patient Safety Champion

Two of the Patients for Patient Safety Champions, Anne Carvalho and Bev Hurst, together with Anna Allford, Project Manager, presented at this year's Patient Safety Congress in Birmingham, England. An annual event that attracts around 1200 NHS staff, policymakers, and key stakeholders, they spoke of how effective partnership working with SHAs has led to developments in strategy. The presentations were a tremendous success! We had a very warm reception, a full house in our Workstream conference room and a lot of interest after speaking. As a result it is likely that some of the Champions and NHS Partners may be contacted about Champions' involvement in local NHS services.

The Congress was a great opportunity for Champions to be the face and voice of the patient and we were so pleased to be invited. Five other Champions from the project also attended as delegates over this 2 day event.

Lucien Leape, Professor of Health Policy, Harvard School of Public Health, United States, set the scene for truly empowering patients by suggesting 'patients should be intimately involved in the planning of patient safety improvements'. He said that the UK had made safety a priority - it wasn't one in the USA's government yet. He added that it's not easy to create a no-blame culture and changing behaviour was difficult but stressed that Quality Assessment is not Quality Improvement, you can't mandate safety and you can't buy it. Professor Leape felt reporting without learning doesn't achieve ends and unless the culture changes patient safety won't be achieved. He

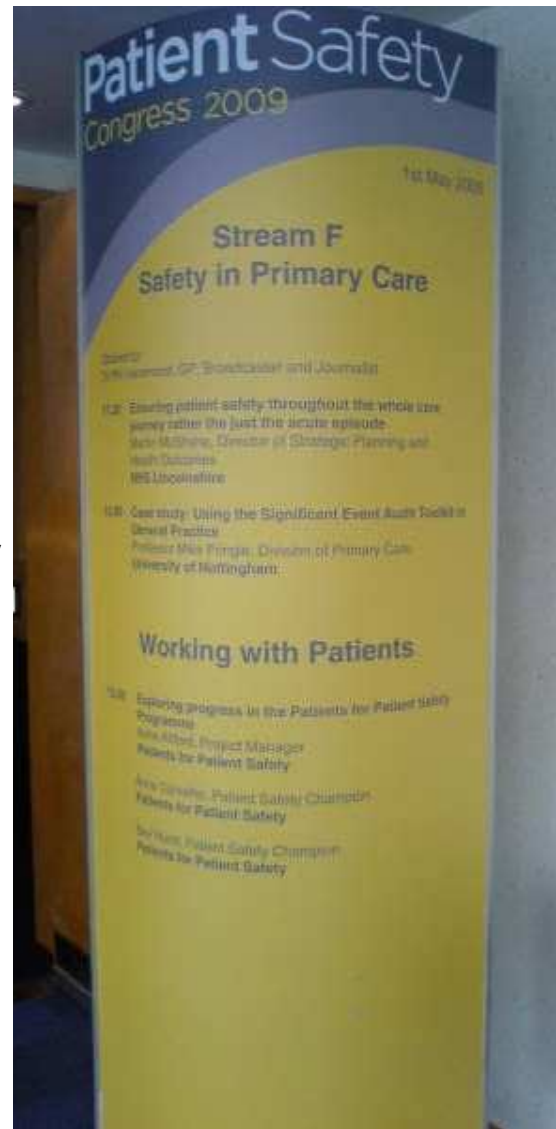
busted the myth that if you tell the truth you would be sued, instead he thought in reality patients are LESS likely to sue if you are open and honest with them. He also said the second victim is the one who has made the mistake - that can be a lonely place to be. The culture of denial only makes matters worse.

Speakers from around the world provided expert perspectives on patient safety improvements and a key message was about collaboration and sharing learning. Another message that came across at the Congress is that strong leadership will deliver the change to promote a culture that is open and conducive to listening. The same themes popped up in most presentations and conference sessions:

- Leadership;
- Teamwork;
- Disclosure; and Openness.

One Champion felt that as patients

"We are being recognised for the contribution we can make. Patient Safety is rising higher and higher up the NHS Agenda."



*Beryl Nock and Margaret Ogden,
Patients for Patient Safety Champions*

*Anna Allford, Project Manager,
Patients for Patient Safety England &
Wales.*

This is just part of the latest round-up of what has been happening as circulated before the meeting in June of the Patients for Patient Safety Champions & NHS Partners. It is only a taster of all the work that has been done in the past 12 months.

Update - Beryl Nock, Patient Safety Champion, West Midlands

I was asked to join West Midland's SHA's Project 5 Board which covers the Investing for Health areas of the Department of Health's programme to ensure the delivery of safer and highest quality services. I joined the Planning Board to design an event in Feb 09 which invited PCTs, GPs and representatives from all areas of health providers, users and professionals to a workshop to discuss how to roll-out all the latest safety initiatives and incorporate them into service delivery and procedure. The SHA organised a Patient Safety Summit in April and Anna and I were invited to attend. From this we gained important insights into the working of the Health & Safety Executive and the new Care Standards Commission. I went to the Patient Safety Congress in April in Birmingham which I felt reinforced my relationship with the team at the SHA whilst at the same time, allowed, networking with other Champions and health professionals. Anna and I have also been to Stafford on 2 occasions to offer support to the Cure the NHS Campaign in their efforts to ensure that safer services are delivered at the Mid Staffs hospital. The support and training offered by AvMA is invaluable and without it, I would have found it extremely difficult to continue.

Update – Marlene Moura and Peter Metherall, Patient Safety Champions, East of England

Marlene said "Being a member of the East of England Clinical Pathway Board, for Patient Safety is interesting, I am included and listened to and any comments taken into account. I am aware of SHA plans for future, I find this helpful. I attended meetings with the South West Essex PCT on 18th and 2nd April, we discussed Being Open and Patient Safety, a further meeting is planned to meet the Patient Safety team. I attended with Essex and Southend LINK (Local Involvement Network) the Hospital presentation of their proposed Health Care Commission Annual Report, I was given the opportunity to ask about Being Open, Patient Safety Strategy and WHO Theatre Check-in Form. On 25th February, I attended the National Patients Safety Forum in London, this allowed me to understand changes in the pipeline. I attended Maternity Matters Conference on 13th March, Essex Palliative Care Stakeholder Day on 26th March and the Macmillan Practice Development, Re Accreditation Day on 30th April."

Peter has been very involved in his local Acute Trust, Bedford Hospital, where he recently gave a presentation on the 'Patient's View' at their Patient Safety Day. This was followed by prize-giving for the staff and Peter presented the prizes together with Stephen Ramsden, Core Team Chairman, Patient Safety First Campaign for England, and Chief Executive, Luton & Dunstable NHS Foundation Trust.

Update— Anne Carvalho, Chista Kermani, Patient Safety Champions, South Central

The main focus of our work to date has been membership of the NHS South Central Patient Safety and Risk Managers Forum. We have been involved in this innovative forum from the outset, under the facilitation of the Patient Safety Action Team at NHS South Central. The Forum membership includes representatives from acute, primary care, foundation, mental health and learning disability trusts and the champions. The Forum meets quarterly and prepares its own agenda. The membership also devised its aims and objectives which are;

- To be a source of learning from each other's organisations and experiences
- To share best practice and lessons learned from incident reporting, investigation and regulation reviews
- To provide unified policies, procedures and processes that can be translated throughout the trusts within NHS South Central
- To ensure that patient Safety and Quality are at the top of the governance agenda
- To raise the profile of the patient safety champions and to ensure the patients view is incorporated into the whole patient safety agenda.

The Forum has given us the opportunity to 'network' with representatives from all the trusts in the region and has led to invitations to be involved in other work.

Update— Gillian Bean, Patient Safety Champion, East Midlands

A formal arrangement to be involved in the SHA had not been agreed until May 2009 so Gillian has attended meetings as a Patients for Patients Safety Champion (England & Wales) arranged by the Project:

- February – the Symposium of Research on Patient Safety – Nottingham
- February – National Patient Safety Forum in London
- March – AvMA's Conference on NHS Complaints & Redress Schemes- Manchester
- April – Web 2.0 & its potential significance to Patient Safety – London.

Additionally, Gillian continues to work on behalf of the patient support group she is a Co-Director for, Sufferers of Iatrogenic Neglect (SIN).

Update — Jenni Dewhurst , Val Baker, Patient Safety Champions, London

Work with the two London Patient Safety Champions has continued to move slowly and has increased since the last network meeting.

North West London Risk forum: on 24th February the Champions were invited to introduce themselves at the North West London Risk forum. Jenni attended and trusts seemed enthusiastic about the idea of involving the Champions

London-wide Risk Managers' Forum: on 17th April Jean Lowe, Patient Safety Manager, at the SHA gave a presentation to the first meeting of this Forum on the Patient for Patient Safety initiative nationally and introduced both Champions via slides. Both had been invited to speak to the 70 plus delegates, but only Val was free on that date. Val spoke eloquently about her and her family's experiences, and explained why she had become a Champion. Several risk managers came up to speak with Val after the session, with one mental health trust particularly keen to involve her with it's user groups. Jean worked with each Champion on their PowerPoint slides for both these events, and these are now a resource that they can continue use in their work

Jean said " *We now meet up on a monthly basis to catch up on the work we are all doing and to plan ways of raising the profile of the Champions both within the SHA and with London trusts. I am currently exploring whether there is a role for the Champions with the SHA's Improving the Patient Experience initiative or with the Healthcare for London Patient & Public Advisory Group.*"

Update —Graham Tanner, Simon Mathias, Patient Safety Champions, South West

Julie Branter, NHS South West, reported:

Following the last update in November 2008 progress with working with the South West Patient Safety Champions has not been as anticipated. The aim of identifying a lead role within the Patient Safety Action Team to work closely with the Champions has not been possible for two reasons. A vacancy exists within the team as we have been unable to recruit to the vacant Patient Safety Manager post and unfortunately another member of the team is currently on sick leave. This has led to the inability to engage the Champions in the NHS South West patient safety programmes as anticipated and also to support them in their role.

Simon was invited to be a member of the NHS South West Venous Thromboembolism (VTE) Steering Group. Unfortunately he has been unable to attend the meetings but has been a virtual member of the group. VTE Peer Review Visits are in progress. By the end of June all acute trusts will have been visited and strategies for VTE prevention reviewed in both primary and secondary care. The aim of this initiative being to identify good practice to share across NHS South West and to identify areas for improvement. The reviews have provided the opportunity to consider the involvement of patients in Trust VTE Committees. This initiative has led to the South West Strategic Health Authority being awarded Exemplar Site status.

Update — Ann Bisbrown-Lee, Bev Hurst, Patient Safety Champions, North West

Aim; to reduce the risk of harm to patients..... to engage the Patient Safety Champions (PSC) in improving patient safety

Highlights of the last twelve months include: Joining NHS Northwest at key meetings and workshop; Clinical Governance managers network meeting in November 2008; HCAI whole health economy Northwest conference in September 2008; Patient Safety First Campaign workshop and meetings, in September 2008, December 2008, April 2009; The launch of the Never Events in Manchester in March 2009; NPSA RCA Investigation Summit in April 2009.

Testing' new ways of working with the NHS. For example, the Champions accompanied colleagues from Western Cheshire PCT during their Hygiene Code walkabouts at a community hospital, and contributed to the report which was submitted to the PCT's Infection Control Committee. Their participation in the walkabouts has been included in the PCT's brand new Bi Monthly Patient Safety Newsletter, and will also be reported at their Board Meeting at the end of November 2008.

Champions have been invited to join the following Project Boards: The development of an Integrated Risk Management System for Children Project Board. This work is being led by the CEO for the Cheshire and Merseyside Child Health Development Programme, and is in partnership with GONW, NHS NW and the NPSA. Its' first meeting was in January 2009.; Privacy & Dignity; Eliminating Mixed Sex Accommodation. This included being part of the team that undertook 'Hypothesis Testing' Trust Visits. Its' first meeting was in March 2009.

Working with the Care Indicators group for metrics for the care indicators for nurses. This will be ongoing from March 2009.

Since March 2009, the Champions have been helping to develop an ongoing plan to give clear precise information for patients and the public on patient safety issues in response to the publication of NPSA RLS data (Trust level data on patient safety incidents.)

Update- Stuart Stevenson, Patient Safety Champion, Wales

Stuart has been particularly busy after a slow start and has delivered a number of presentations. He said that from becoming a Champion in May 2008 nothing really happened so he sent emails to the person responsible for Patient & Public Involvement (PPI) at his local hospital and the 1000 Lives Campaign office in Cardiff.

Following on from an early presentation Stuart then put together a PowerPoint presentation and has since also attended the meetings below some of which are held regularly: 22/23rd Sept 2008 attended Patient Safety Challenge, Coventry; 12th November 2008. Being Open Masterclass, London; 28/29th November. Champions and NHS partners, Birmingham; 1st April. Stakeholder group PPI representative, Llandudno; April onwards meet monthly. Patient safety and risk management group, Ysbyty Gwynedd (YG); 9th April. Health and social care alliance, Fron Heulog; 15th April Endoscopy user group, YG; 20th April National Patient Safety Agency, Web 2.0 London; 22nd April Public and Patient Safety network, St Asaph; 23rd April Royal College of Physicians, as a patient's voice for beatingbowelcancer.org. London; 29th April to 1st May guest of NPSA for the National Patient Safety Congress held at the ICC, Birmingham; 6th May for the NPSA training on Root Cause Analysis, London; 7th May Patient and public involvement network, North West Wales, St Asaph; 8th May gave presentation on 'Embedding Patient Safety within Healthcare' North Wales nursing conference, Bangor; 26th May Task and finish group public patient involvement, YG.

In August 2008 his experiences with health and hygiene were filmed and recorded on DVD by the 1000 Lives Campaign, Wales, to be used as a training aid in the NHS has been shown many times across Wales as well as at the Birmingham patient safety congress on May 1st 2009. Stuart has been invited to join the 'Matching Michigan' External Reference Group and attended his first meeting in Manchester on May 20th.

Update—June Hitchcock, Darren Tamplin, Patient Safety Champions, South East Coast

In January Quentin Sandifer stepped down from lead for PfPS at the SHA; Alison Walton, Patient Safety Consultant for NHS South East Coast, replaced him. At the end of February, Darren attended his first regional networking meeting comprising risk/patient safety managers and governance leads from various Trusts within the region. A range of very informative speakers presented to the group and it was an opportunity to informally push the PfPS agenda generally and themes around 'Being Open' specifically.

During March a 4-way meeting between Anna Allford, Alison Walton, June Hitchcock and Darren Tamplin was held to discuss the relationship between the new SHA lead, the PfPS Champions and the project centrally; to discuss and to review work to date on the Being Open analysis project. Work remains ongoing with a region-wide review of all Trusts' Being Open policies and practice. This piece of work has now been shared with Champions & NHS Partners with a view to being adopted in other areas.

In May, June received an invitation to sit on the SHA's Quality Board which she accepted subject to the condition that if she is unable to attend a particular meeting that Darren is permitted to go in her place.

Update—Margaret Ogden, Mike Casselden, Patient Safety Champions, North East

At the first meeting with the SHA in July 08, the Champions met members of the PSAT. A 3 Year Patient Safety Strategy has been launched. There are 8 priority clinical themes identified within the strategy: managing deteriorating patient, drug safety, health care acquired infections, suicide prevention, safe surgical procedures, transfers/handovers/discharges, falls, review of mortality rates. They have a focus on key enablers which improve safety even further:- embedding a patient safety culture, ensuring robust systems & processes, development of relevant skills and knowledge throughout the workforce, use of appropriate information management and technology, maximising use of other available levers to support the patient safety agenda. Margaret said *"We feel that individually we have areas of expertise within these themes (Mike-diabetes, epilepsy; he also has a quality and safety background, in particular risk assessments. Mine - cancer, end of life and care of the elderly). For other areas (e.g. infections) we will benefit from experience/knowledge of other champions. Our first task was to contribute to a Patient Safety Leaflet for patients. We asked that this be written in laymans terms, which would be comprehensible to the average patient."*

A regional Safer Care PCPE network has been set up by the SHA Patient Safety Action Team. Both Champions sit on this network. There are currently 11 Patients/Carers on this network. The aim of the network is: to fulfil the objective of PCPE as outlined in the Safer Care North East Strategy; to promote patient involvement in patient safety across NHS North East; To support and facilitate communication, information sharing and collaborative working with PCP across NHS North East on Patient Safety issues; Act as a steering group for the 'SURE care research project'. The 'SURE Care' research project is partly funded by the SHA in collaboration with University of Northumbria. This is a 3 year project, and the aim of the project is to define patient safety and what safe care feels like to patients, and develop a mechanism for identifying and reporting adverse incidents in care transfers. A regional conference has been organised to look at Patient Involvement in Patient Safety, which will be held on 25th June 09. Joan Saddler, National Director of Patient & Public Affairs at the Department of Health has been invited as well as Anna Allford. The aim of the conference is to: launch regional Safer Care PCPE Network; raise profile of PCPE in patient safety; sharing good practice of innovative ways of involving and engaging with patients and public.

Update—Iain Wordsworth, Narendra Mathur, Patient Safety Champions, Yorkshire & Humber

Narendra and Iain were offered the option to be involved in/attend various meetings and events however, Iain's active involvement is somewhat limited due to his disability as a result of experiencing harm in the NHS. The SHA recognises the need to find ways of involving Iain and where possible Iain is accommodated by meetings in his home and regular communication via email/phone calls.

Narendra attended 'Urgent Healthcare Solutions Patient and Public Involvement in Out of Hours and Urgent Care' Conference and was paid for by the SHA. This was organised jointly by the NHS National Centre for Involvement and urgent healthcare solutions and supported by the Department of Health (DH). Seven delegates were picked up during lunch interval to speak for two to three minute and take questions/comments for one minute. Narendra was one of these speakers and spoke on safety aspects in Out of Hours and Urgent care.

NHS Yorkshire & Humber are currently hosting one of the two current national GMC Affiliate pilots - the other being run in London SHA. These pilots, running since Autumn 2008, form an important test bed for part of the proposals in Government's 2007 White Paper on the regulation of health professionals ('Trust, Assurance and Safety'). The two Yorkshire GMC Affiliates are meeting regularly with the Iain and Narendra to brief them about pilot progress and to take views on how the pilot could be developed during its 12 months of operation. The Champions have also participated in the external evaluation of the pilot being undertaken by KPMG.

PCTs report culture change in engaging patients and the public

Excerpt from the Picker Institute Press Release

Primary care trusts have reported significant changes in the last two years to the way they organise patient and public engagement in commissioning, amounting to the beginnings of a cultural shift, the Picker Institute says today. However, the change in culture may, at this point, be mainly within the PCTs' own management, rather than something that has impacted on the public or changed the nature of services. The public have yet to have a strong influence on the content of most patient and public engagement (PPE) strategies.

Sixty out of 152 PCTs (40%) responded to a Picker Institute survey in February 2009, which aimed to assess the impact of the Department of Health's World Class Commissioning framework (WCC) on PPE in commissioning. A previous survey had been carried out in 2007, before the advent of WCC.

The findings showed that:

- 82% of responding PCTs reported either 'significant' or 'sweeping' changes to their organisational culture and approach

- strategic and managerial responsibility for PPE had moved up the organisation to chief executives or executive directors since 2007
- engagement is now seen by many as a 'corporate' task, which is 'everyone's job'
- most PCTs are increasing their investment in PPE and communications, by taking on more staff and increasing expenditure budgets
- some PCTs are conscious of the need for patient and public engagement to happen earlier and more systematically in the commissioning cycle.
- more than half the PCTs said they still did not have the results of engagement early enough in their decision-making processes, and many, as in 2007, still reported that they did not have enough resources, capacity, knowledge and skills for PPE.
- as in 2007, the most commonly used engagement methods remain the more formal consultative ones, although a wider range of new approaches is beginning to be used.
- as in 2007, engaging beyond the 'easy to reach' is still cited as a barrier by some PCTs.

However, the Picker Institute's analysis is that this cultural change may still be limited to the PCTs' own management, based on the following findings:

- PCTs reported that it was the managers with relevant responsibilities who were by far the strongest influencers of their PPE strategies. Patients, the public and the Third Sector were seen as less often influential, and clinicians and front line PCT staff rarely had influence.

The respondents expressed a strong preference for actual (not virtual) networks and face to face meetings as the best way to share information and learning about PPE, with some suggesting that strategic health authorities should act as conveners.

For more about the report and the recommendations made by the Picker Institute visit their website:

www.pickereurope.org

CAN YOU BE A 'CHAMPION' FOR PATIENT SAFETY?

We are looking for existing or potential patients – especially those who have experienced things going wrong – who are prepared to volunteer a little of their time to work with NHS staff to help improve patient safety. Following a recruitment exercise in 2008 the project, a unique partnership between the NHS National Patient Safety Agency and the charity Action Against Medical Accidents, held an Induction Workshop for 22 volunteer Patients for Patient Safety “Champions”. They have been working with each of the Patient Safety Action Teams of the Strategic Health Authorities (SHAs) in England and the Patient Safety Manager in Wales. The role of the ‘champions’ is to champion the cause of patient safety and the role that patients can play in patient safety work. They provide a patient perspective in the planning of patient safety work in their region and get involved in specific projects where they can make a useful contribution.

Specifically this role is to recruit a volunteer Associate Champion to work in partnership with the East Midlands Patient Safety Action Team. Regional work will be based around one of the 5 counties of the East Midlands Strategic Health Authority region. The Associate Champion would be required to represent the interests of the county in which they are resident within this SHA region. As there are 2 Champions to each SHA region in England and the existing Patient Safety Champion is resident in Nottinghamshire, the Associate Champion will be resident in Lincolnshire, Derbyshire, Leicestershire or Northamptonshire.

More details about the project and the work of Champions together with the project Newsletter can be found on the AvMA website: www.avma.org.uk/champions

If you feel you have a passion for patient safety please ensure you have read the Role Description for Associate Patient Safety Champions together with the Selection Criteria for Champions plus the London Declaration and complete an Expression of Interest form that should be returned to:

Patients for Patient Safety, AvMA, 44 High Street, Croydon CR0 1YB
or by e-mail to safety@avma.org.uk by 9am 30th June 2009.

If further information is required about the role please contact: Anna Allford, Patients for Patient Safety Project Manager, at the charity AvMA, on 020 8688 9555; or Wendy Martin, NHS East Midlands Patient Safety Action Team Member on 07827 258197.

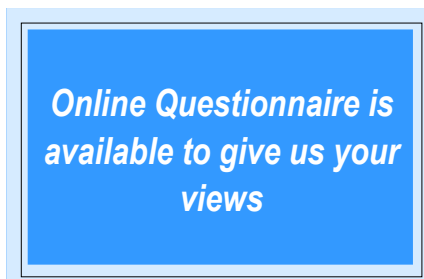
Wider Involvement Network

As part of our review of the year and what we need to do to widen the involvement of patients and the public in improving patient safety in the NHS, we would like your help to tell us what you think.

To enable us to gather as many views as possible we have used an online survey that is quick and simple to fill in.

For those of you on email you will shortly be receiving a link to the survey.

Of course if you'd prefer a paper copy to complete please let Carol Evans,



Project Administrator, at the AvMA office know.

Email: carol@avma.org.uk or phone her on 020 8688 9555. Carol works in the afternoon between 1.30 -5.30pm.

For further information about this survey or how you can get more involved please contact Anna Allford, Project Manager on the above number or

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The National Patient Safety Agency (NPSA) helps the NHS learn from its mistakes so that it can improve patient safety. It does this by collecting reports on errors and other things that go wrong in healthcare so that it can recognise national trends and introduce practical ways of preventing problems. It does not investigate individual cases or complaints, but it does listen to public concerns and uses what is said to improve safety.

Action against Medical Accidents (AvMA) is the registered charity which promotes better patient safety and justice for people who have been affected by medical accidents. AvMA believes that whatever the cause of medical accident, the people affected deserve explanations, support and where appropriate, compensation. It provides free independent advice and support to patients harmed as a result of errors or omissions in health-care and provides training and accreditation for solicitors working on behalf of people who have been affected, and a range of other educational events. AvMA also campaigns for improved patient safety and ways of responding to patients when accidents do occur, and works in partnership with others to achieve a more open and fair culture.

Round up of other news of interest

Help shape the regulation of health and adult social care services

The following is taken from the Care Quality Commission's website:

The regulation of health and adult social care is changing. Take part in our public consultation to help us develop guidance on what care services must do to meet new legally enforceable registration standards. From April 2010 all regulated health and adult social care providers will be required by law to register with us. This is the first time all public and independent health and adult social care services in England will need to meet essential common standards of quality and safety.

We would like your feedback on whether our guidance appropriately reflects the new registration standards and what should rightly be expected of a safe, quality care service.

Anyone interested in the regulation of health and adult social care can take part in this consultation. The consultation closes 24 August 2009. For more information please see the website for details: www.cqc.org.uk

(Go to the section on News and Events and then search under Events)

For news from AvMA please see the website: www.avma.org.uk