



Commission for Patient and  
Public Involvement in Health

# Bradford District Care Patient and Public Involvement Forum

working in partnership with  
**Bradford District Care Trust**

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## Bradford District Care Patient & Public Involvement in Health Forum Annual Health Check Core Standards Commentary 2006 (Final)

We understand from the Healthcare Commission that the level of evidence required is minimal. This commentary is written from the perspective of service users and carers and will include their thoughts aspirations and needs.

We recognise that there are many directives from the Department of Health, which involves having to deal with a great deal of red tape, also we are aware that Bradford District Care Trust are not the only trust to have over spent, but we are concerned that financial cuts may affect service users and carers.

Many mental health and learning disability service users and carers continue to feel that they are still not included in society which has adverse effects on their health and well being.

### Mental Health Concerns

- Service users feel their care is not well co-ordinated.
- There is a greater emphasis made on medication rather than other therapies which users find unhelpful. Medication is not reviewed on a regular basis
- Services tend not to deal with the root cause of Mental Health problems.
- Mis-diagnosis is a persistent problem causing harm and often appears to arise from discounting patient views.

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Bradford Alliance on Community Care works on behalf of  
Health Talk Consortium to support PPI Forums



## **Learning Disabilities Concerns**

Here is a list of things the Forum thinks are important to Learning Disabilities service users and carers;

- Most important is the proper working of service user and carer involvement. If this is working properly it will help to stop a lot of little issues becoming big issues.
- Having easy access to information about your self. This information must be in an accessible written format as well as other formats.
- Having similar easy access to other information like service user and carer guides to services, work and leisure and how to access them possibly from a single contact point.
- There must be an effective complaints procedure. This should be in writing or other accessible format for service users and carers in addition to support provided by staff. It should provide a step by step guide to the whole process and procedures.
- A service user and carer guide to assessment. This should include assessment processes and procedures and explain service users/carers rights.
- All service users and carers have easy access to information including a written service user and carer guide to the process of Fair Access to Services and the criteria used. There also needs to be a right of appeal.
- There is need for each service provided by the Trust to have a detailed service specification. Service users and carers need to know what is being offered and what they are “contracting” into.
- All services should be quality assured against the service specification. (Is everybody getting what they should?).

The forum expects that the work of Bradford District Care Trust should be more focused on the needs of service user and carers within available financial constraints.

We also feel that the Bradford District Care Trust should deliver patient led and recovery approach in all service provision.

We welcome the fact that Trust is working with the forum though the Trust Board, Citizenship and Social Inclusion Committee & the Trusts Patient & Public Involvement Development Group; also we welcome the Bradford District Care Trusts move to Foundation Status.



Emmerson Walgrove  
Chairman