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Newsletter

CHSS
University of Kent

Centre for Health Services Studies – 4 July 1989 – 4 July 2014

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Celebrating 25 years of excellence in health research...

CHSS, The Centre for Health Services Studies, was launched in 1989. It grew naturally out of the Health Services Research Unit (HSRU) formed in 1971 which preceded it. This special edition newsletter shows how CHSS has built on HSRU's success and continued its

important local, national and international contribution to research in health and social care and health services.

The last 25 years has seen the development of health care research at the University of Kent against an ever changing

political climate in the Department of Health, the National Health Service (NHS) and higher education. In 2014, CHSS continues to deliver high quality research within a shifting landscape, and we look forward to exciting, though challenging times...

Excellence in health research

John Butler 1988 – 1994



Professor John Butler became Director of HSRU in 1988 and the decision was taken to rebrand the unit. The rebranding was in recognition of the unit's closer collaboration with the NHS. At a launch event on 4 July 1989 CHSS, The Centre for Health Services Studies, was born.

John recalls: 'As well as undertaking a wide range of Government funded research, CHSS at this time was a centre of academic advice and training in the Kent region. Our teaching activity included an MBA in Strategic Health Services Management and an MA in Health Studies'.

Growing partnerships...

John continues: 'Significant partnerships were developed with the NHS. Useful partnerships were also forged with the Regional Research and Development Committee and the Regional Institute of Public Health which would carry CHSS into its next phase. A Senior Lectureship in Health Care of the Elderly was established in partnership with King's College Hospital; Malcolm Forsyth joined CHSS as a regionally-funded Professorial Fellow in Public Health and an NHS-funded nurse studentship scheme was established.

'East Kent health authorities funded a study between CHSS and the Department of Economics on the impact of the Channel Tunnel and single European market on local health and social services. By autumn 1994, when my term as Director ended, CHSS was well on the way to completing its transition from a centrally-funded research unit to an academic resource centre with a diverse portfolio of activities'.

Keeping the doctor away?



CHSS' Apple a Day postal surveys were commissioned by local health authorities between 1985 and 1993, focusing on public health and health behaviours.

Questionnaires were sent to adults asking about smoking, alcohol, diet and exercise. The aim was to identify problems and provide information for designing health promotion initiatives and solutions.

A dedicated CHSS Health and Social Survey Unit was later set up to oversee large public health datasets collected on behalf of commissioning organisations. These large surveys included Help the Hospices Patient Satisfaction Surveys, Health Counts surveys in East Sussex and Kent County Council's Kent and Medway Health and Lifestyle Survey 2001, the largest ever undertaken by CHSS. For details contact CHSS www.kent.ac.uk/chss/index.html

Major CHSS projects 1989 – 1994

Child Health Surveillance in the new NHS

An examination of the organisation, content and delivery of child health surveillance services following changes including the 1990 Health Service and Community Care Act and New GP contract. The focus was on patterns of provision in different areas and the views and experiences of those providing the services.

Coronary heart disease (CHD) prevention in primary care

Two projects combined in one national two year research programme. A survey of 2000 GPs looked at how they approached CHD prevention, their policies for risk assessment, and for



management of at risk patients. The second study examined the involvement of community nurses in CHD prevention, through questionnaires and interviews.

Timeline...

1989 HSRU formally re-launched as The Centre for Health Services Studies (CHSS)

1990 *NHS and Community Care Act* introduces an internal market. Health Authorities manage budgets and buy healthcare from hospitals and health organisations. To be deemed "providers" organisations will become independent NHS Trusts

1992 The Government publishes the first White Paper on Public Health; *'The Health of the Nation'*

Mike Calnan 1994 – 2000



Mike reflects on his time as CHSS Director:

'I was involved in establishing and directing a number of exciting developments. These included the setup of the WHO European Collaborating Centre for Patient Rights within CHSS. CHSS was at the forefront of this programme and hosted a number of international meetings on topics related to patient rights'.

He continues: 'The NHS Executive Research and Development Support Unit was also established at CHSS. This developed as a result of the emphasis at that time on evidence based practice within the NHS and the focussing of research funding in the regions.'

'The third significant development involved the integration of the SE Institute of Public Health (SEIPH) into CHSS. The aim was to expand the interdisciplinary skills of the centre. This unit was funded by the region and based at Tunbridge Wells.'

'During this time I was course director for the MA in Health Studies. This dual role led to the development of CHSS as a training ground for health researchers as students on the MA course took up PhD studentships or research assistant posts at the centre. The overall focus of our research during this period was still public health and primary care. Research also moved into physiotherapy, occupational therapy, dentistry and community pharmacy with an increasing emphasis on the care of older people'.

Professor Mike Calnan is now Professor of Medical Sociology in the University of Kent's School of Social Policy, Sociology and Social Research.



CHSS in 2000 with SEIPH

Major CHSS projects 1994 – 2000

Explaining variations in response to a cardiac arrest

A British Heart Foundation funded study aiming to prevent deaths from cardiac arrest. The study showed that some patients thought heart attacks were more sudden, severe and dramatic than what they had experienced which delayed their seeking medical help. The study provided valuable insight and made recommendations for public health and health promotion.

Public or private dental practitioners' beliefs, values and practices

A study linked with the Economic and Social Research Council (ESRC) programme on economic beliefs and behaviour. What influenced dentists' decisions to practice in the public and/or private sectors and why was there a shift from public to private?

Pilot Evaluation of Minimum Data Set Resident Assessment Instrument (MDS/RAI) for use in UK

MDS/RAI; a standardised assessment linked to care planning guidelines for use in post-acute and long-term care of older people. This pilot project aimed to discover if there were any fundamental aspects making it unsuitable for UK use and was the first step in a full formal evaluation.

Full house at CHSS Seminars!

Mike Calnan says: 'One of the aims at the time was to increase links between the local health service and the university. To this end, CHSS ran monthly seminars presented by eminent speakers with conferences on topics such as social inequalities in health'.

The seminars were so popular that often it was 'standing room only!' They continued until 2010 and there are plans to reintroduce them...

Timeline...

1994 NHS Organ Donor Register launched following a five-year campaign by parents whose son died from a brain tumour. He had asked for his organs to be used to help others. By 2005 over 12 million people had registered

1999 The National Institute for Clinical Excellence (NICE) is formed to provide evidence-based guidance for the NHS

2000 NHS walk-in centres are introduced giving convenient access, round-the-clock, 365 days a year and offering access to a range of NHS services

Andy Alaszewski 2001 – 2010



Andy Alaszewski joined the Centre as Professor of the Sociology of Health Studies on 1 January 2001. He is the longest serving CHSS Director to date.

Andy remembers: 'In 2001 CHSS was a well-established unit in the School of Social Policy with strong NHS links. The Centre's programme of public health research and its Research Development Support Unit for NHS research developed from the fruitful relationship with the former Regional Health Authority.

'At the time almost half the Centre staff were based in a satellite unit in Tunbridge Wells. We had to adjust to the changing structure of NHS, the development of Regional Public Health Observatories and new patterns of research funding reflected in the development of the National Institute for Health Research. We therefore developed a strategy with four key elements:

- Fully integrating the Centre on Canterbury campus, retaining and developing staff expertise and skills;
- Developing CHSS research programmes around health, risk and vulnerability and supporting research excellence within the School of Social Policy;
- Supporting research in the NHS and the NHS research strategy particularly through the CHSS-led Kent, Surrey and Sussex Research Support Unit
- Enhancing health research expertise by providing research training, a Masters programme and research methods teaching.

'We made considerable progress in implementing this strategy and I regret that ill-health prevented me from continuing as Director. I am delighted that the University has decided to invest in CHSS, enabling Professor Peckham and the team to expand the work of the Centre'.

Major CHSS projects 2001 – 2010

Assessing needs and risk and evaluating services in Kent, East Surrey and Sussex prisons

This project was jointly funded by West and East Kent Health Authorities, Kent Council on Drugs and HM Prison Service. It aimed to identify health, social and offending risks of prisoners who misused drugs in Kent, East Surrey and Sussex prisons and the range of services provided to them.



Stroke and Rehabilitation: managing the risks of everyday life

Funded by East Kent Hospitals Trust, this study sought to understand how, following a stroke, individuals identified, responded to and managed the challenges and opportunities of everyday life. It also looked at the ways in which professionals could help their development.

Teenagers' views and experiences of sex and relationships education, sexual health services and family support services in Kent

A three year study funded by Kent County Council and in collaboration with Kent Teenage Pregnancy Partnership. The aim of the research was to discover teenagers' views and experiences, and to assess whether the education received and services used met their needs.



Timeline...

2002 Primary Care Trusts launched – these brought together commissioning for all healthcare services for their local population

2004 Patient Choice Pilots – choice of alternative place of treatment for patients waiting more than six months for operations

2005 NICE joins with the Health Development Agency to become National Institute for Health and Clinical Excellence

COSPH: which is healthier? Calais or Brighton, Lille or Maidstone?

Multi-million Interreg Project COSPH compared health behaviours in South East England and Northern France capturing public imagination – the project results were CHSS’ most viewed online content. The project focused on Nord Pas de Calais and the Kent, Medway and Sussex regions examining health and health behaviour including smoking, obesity, hospitalisation and mortality rates.



Evaluation of Pilgrims Hospices Rapid Response Community End of Life Service in East Kent

The evaluation was conducted in collaboration with Pilgrims Hospice, EKHUFT and the University of Sussex. It compared outcomes for patients in areas where the new Rapid Response Community End of Life Service had been introduced with those where the service was not in operation. This was the first trial of its kind in the field of palliative care services provided at home. The evaluation focused on whether the new service enabled more patients to die in their preferred place of death, especially those wishing to die at home.

SHELTER: Services and health for elderly in long term care – a European comparison of nursing homes and residents

This project aimed to evaluate the characteristics of nursing homes and their residents in eight European countries, using standardised

assessment instruments. It sought to determine validity of the InterRAI Long Term Care Facilities assessment instrument by comparing assessments of residents within and between nursing homes over a 12 month period. The project also generated information on the characteristics of nursing homes by collection of data to support and contrast residents’ needs, and this was entered into a specially created web-based project database.



Other CHSS highlights 2001 – 2010

2004 CHSS launches new MA in Health Services Research:

This programme was aimed at experienced NHS professionals and recent graduates and gave graduates the necessary skills in health services research and a critical understanding of health issues and the research agenda at the time.



2005 John Butler and Andy Alaszewski toast the newly launched CHSS John Butler Knowledge Management Centre (KMC)

Named after the former Director, the KMC still acts as a facility for CHSS meetings. It will soon be used again for teaching.



2008 CHSS wins contract to support NHS research in the south east

In 2008, the National Institute for Health Research (NIHR) awarded CHSS a £5 million contract to provide one of a network of ten Research Design Services in England. Research Design Services help researchers develop high quality research proposals for submission to national, peer-reviewed funding competitions for applied health and social care research.

The award was based on the South East Research and Development Support Unit, which CHSS ran from 1996 to 2008, supporting research capacity development in health and social care in Kent, Surrey and Sussex.

Timeline...

2006 NIHR established as a framework for Department of Health to position, maintain and manage the research, research staff and research infrastructure of the NHS in England

2009 New NHS Constitution sets out what staff, patients and the public can expect from the NHS. It aims to ensure it will always provide high-quality healthcare free for everyone

2009 NHS Health Checks introduced for adults in England aged between 40 and 74 aimed at preventing heart attacks, strokes and diabetes and saving up to 650 lives each year

CHSS 2010 – 2012

Following Prof Alaszewski's departure, CHSS leadership was shared between Professor of Health Services Research Simon Coulton and Reader in Applied Health Research Jenny Billings.



Simon Coulton joined CHSS from the University of York in 2007. He specialises in the design, conduct and evaluation of clinical trials, as well as providing experience in epidemiology, clinical risk modeling and quantitative health research methodology.

He has played a major role in a large number of national and international evaluations across a variety of clinical areas that have changed the way healthcare is delivered.

Simon's particular interest is in mental health and interventions to elicit behaviour change with a focus on alcohol and substance use.

Major projects include £4.5 million Department of Health funded SIPS project in partnership with the Institute of Psychiatry at Kings College. For more information see Simon's webpage. www.kent.ac.uk/chss/staff/research/coulton.html

Major CHSS projects 2010 – 2012

SIPS JR – Developing and evaluating interventions for adolescent alcohol use disorders presenting through emergency departments

A major NIHR-funded study of alcohol use and associated problems among adolescents led by King's College London. Effective public health strategies for early interventions to reduce alcohol related harm are hampered by lack of research evidence. The five year study aimed to develop, implement and evaluate screening and alcohol interventions for 10-18 year olds attending hospital emergency departments (ED). Results would inform development of strategies and conclude with a pilot study of interventions to reduce use.

'Silver Song' Clubs – An evaluation of community singing for people with Chronic Obstructive Pulmonary Disease (COPD)

Can singing groups for older people improve their physical and mental health compared with usual group activities? What effect does singing have on anxiety levels and depression? A project, evaluating the 'silver song clubs' undertaken by CHSS in collaboration with Eastern and Coastal Kent Primary Care Trust and Canterbury Christ Church University under the NIHR Research for Patient Benefit scheme.



A study into the effectiveness of a postural care education programme for parents and teachers responsible for the postural care needs of disabled children at home and school

An NIHR funded collaborative project between Canterbury Christ Church University, the University of Kent and clinical partners at East Kent Hospitals University Foundation Trust and Chailey Heritage. Previous research highlighted that a lack of knowledge of postural care and low levels of confidence in providing such care can hinder therapeutic goals, affecting children's posture, function and well-being. This education programme recruits parents, teachers and teaching assistants in to a 6-week intervention comprising workshop-based training in postural care and one-to-one support from physiotherapists and occupational therapists.

Managing uncertainty within NICE technological appraisals: the nature and impact of the 'social features' of decision-making

This project, funded by ESRC, explored how various people involved in NICE appraisal decisions, and particularly committee members, deal with multiple levels of uncertainty. Key objectives were to explore different approaches used to manage uncertainty and the impact of these methods on decision outcomes.



Timeline...

2010 The new coalition government publishes White Paper; *'Equity and excellence: liberating the NHS'*, outlining plans to radically reform the English NHS

2010 The Government's vision for public health in England is published in *'Healthy lives, healthy people'*

2011 The Health and Social Care Bill 2010/11 proposes significant reforms to increase the influence of GPs on commissioning



Jenny Billings is an experienced researcher and lecturer in health and social care, she has a special interest in vulnerable groups with complex needs, long term care and mixed methodology.

Jenny's skills lie in managing and co-ordinating methodologically challenging projects that focus on providing evidence for practice. Her research has led to sustainable service developments, particularly in the field of long term care, teenage pregnancy and continence services.

She is particularly proud of her European work exploring themes around Integrated Care policy and its translation to local level. Other areas include sexual health and teenage pregnancy, community health and end of life care for children.

Jenny chairs the School of Social Policy (SSPSSR) Research Ethics Committee and has devised and delivered ethics training for NHS researchers. For more details of Jenny's research go to www.kent.ac.uk/chss/staff/research/billings.html

Major CHSS projects 2010 – 2012 cont

INTERLINKS

A three year study co-financed by the European Commission's 7th Framework Programme. It aimed to develop and validate methods to help organisations describe, analyse and improve their long-term care systems from a European perspective. Older people facing increasing care needs rely on different organisations and professionals coming together to meet these needs, so they can often 'fall through the net'. The project enabled all 13 participating countries to identify gaps in their systems and to improve them by identifying good practice examples. It also developed a web-based toolkit of guidelines.



CHaL: a learning and development strategy for London children's hospices

A Department of Health funded project to create a strategy a long term workforce learning and development plan with education leads from Children's Hospices across London (CHaL) based on sharing resources and skills.

Health Counts in Brighton & Hove

This third survey of the East Sussex population funded by NHS Brighton and Hove, was CHSS' first to offer an online completion option. It used social marketing methods to help identify the different life-stages of the respondents and what motivates lifestyle choices. Findings from the



survey later informed the Brighton & Hove Director of Public Health's annual report 2012/13.

Assessing child welfare under the Human Fertilisation and Embryology Act: the new law

Exploring the effects of changes in the law on how parents seeking IVF are assessed for treatment. This ESRC funded project aimed to provide a unique assessment of the operation in practice of the revised child welfare assessment, and disseminated findings widely.



In 2011, Jenny and the Executive Management Group undertook a review which led to University investment in CHSS, paving the way for the appointment of a new Director...

Timeline...

2011 The Dilnot Review into the funding of adult social care calls for major reforms

2012 *Health and Social Care Act* – transforming commissioning and health service leadership. CCGs to replace PCTs

2012 Public Health England, NHS England and Health and Wellbeing Boards assume new statutory responsibilities

Stephen Peckham 1 July 2012 –



Stephen was appointed Director and Professor of Health Policy on 1 July 2012, bringing with him a portfolio of significant research projects mainly focused on public health and primary care. He is also Director of PRUComm, the Department of Health's Policy Research Unit in Commissioning and the Healthcare System.

Director Stephen Peckham on CHSS going forward...

'CHSS' history is closely linked to changes in health policy and practice as well as developments within the University. Despite the many changes seen over the last 25 years, the very fact the unit continues to thrive is testament to both the quality of the research undertaken by staff in CHSS and the support given by funding agencies, local health and social care organisations and the University.

Exciting times ahead

CHSS is now in another period of change. This year sees exciting new initiatives in primary care research and training, collaborative public health research with Kent County Council and a new integrated care research centre. This latter will bring together the research expertise of CHSS, the Personal Social Services Research Unit (PSSRU) and the Tizard Centre to support local and national health and social care developments.

Supporting practitioners

The Centre is also involved in national policy work for the Department of Health as part of the Policy Research Unit in Commissioning and the Healthcare System (PRUComm) working collaboratively with the London School of Hygiene and Tropical Medicine and the University of Manchester. Through the NIHR Research Design Service South East, CHSS continues to play a key role in supporting local healthcare practitioners in developing research proposals.

New challenges and opportunities

The range of CHSS research remains diverse, with NIHR funding supporting trials and service evaluations, European funding for research on integrated care and new opportunities to work collaboratively with local Clinical Commissioning Groups, the County Council and Health Education Kent, Surrey and Sussex'.

Timeline...

2013 Francis Report – following an estimated 400-1,200 patient deaths from poor care between 2005 and 2009 at Stafford hospital, report is published of the public inquiry chaired by Robert Francis QC

2013 Clinical Commissioning Groups take over commissioning of local health services

2013 A new NIHR RDS SE contract is awarded to Universities of Kent, Surrey and Brighton to provide continuing support for NHS research in Kent Surrey and Sussex until 2018

2013 Kent County Council given responsibility for Public Health, CHSS and the newly created Public Health Department collaborate and develop informal research and evaluation team

2014 NHS England Chief Executive Simon Stevens announces that local health professionals are to get more power to improve NHS primary care

2014 CHSS Celebrates 25 years of excellence in health research with an anniversary Open Lecture

About CHSS

CHSS is a centre of research excellence which undertakes high quality research into a wide range of health systems and health services issues at local, national and international levels. CHSS also supports and advises health care staff to develop and undertake research projects. CHSS collaborates with a wide range of partners in Kent, the UK and in other countries to improve the links between research, policy and practice.

Please see the CHSS website for details of current and previous research and publications

Details of current CHSS vacancies and studentships can be found at: www.kent.ac.uk/chss/vacancies.html