

Healthwatch Kent CEO Monthly Report March 2016

The following report outlines the activities that we have undertaken during the month of March. It is designed to be a brief snapshot of some of our key priorities and progress. Our activities have been categorised according to our Outcomes Framework which Kent County Council uses to ensure we are meeting our contractual obligations.

If you would like any further information or detail, do get in touch via email on info@healthwatchkent.co.uk

What have we changed?

Last month we visited three Accident & Emergency Departments to talk to patients about their experience during what is usually referred to as Winter Pressures. This month, those hospitals have been responding to us about what they will change following our Enter & View visits. Darent Valley Hospital are already exploring ways to improve dignity and privacy for those patients who need to provide urine samples. They have also committed to providing information screens in the waiting areas. The full report including the response from the hospital will be available on our website

We are about to publish our report on the following;

- Winter Pressures A&E Enter & Views
- NHS Dental Project
- Patient Participation Group Project

Following feedback from the South East Healthwatches, the Care Quality Commission (CQC) have installed a new "tag" in their database meaning that they can better track information provided by Healthwatch and our clients.

All new CQC Inspectors will now receive information about Healthwatch at their induction. CQC are also considering a training module around Healthwatch and the importance of our relationship

As a result of our escalation we now have quarterly face to face meetings with our CQC colleagues

How are we raising awareness of Healthwatch and listening to the public?

Raising awareness of Healthwatch is a key priority for us. This month we continue to communicate with the public through our newsletter, our Twitter page which has 998 followers and Facebook which has 265 likes.

We issued a number of press statements this month including:

- Recruitment plea for East Kent volunteers
- Call to action for people to share their experiences about End of Life Care

We also interviewed Kent Community Health Foundation Trust about our relationship with them to showcase to other organisations the benefits of working together

This month we spoke directly with 179 people and continue to visit communities as part of our district focus. This month we focused on the district of Ashford. As part of that work we have visited a Traveller Site, a Carer's event plus a Chinese community lunch club and a session for younger people with Learning Difficulties. We have also held Information sessions at Ashford Gateway, Lenham Community Event and Wye Library.

What have we progressed this month?

During March, 36 of our volunteers represented Healthwatch Kent at a variety of meetings with providers, commissioners and the voluntary sector. These meetings included Information stands at Maidstone and Tunbridge Wells Hospitals where we are talking to patients about their experiences.

10 volunteers took part in three Enter & View visits to Darent Valley Hospital and a Community Rehabilitation Centre as part of our project on Hospital discharge in North Kent. Reports from all these visits will be published in the coming months as part of a large study into Hospital Discharge in North Kent.

Following three Enter & View visits to A&E departments last month, volunteers have been busy drafting their reports and sharing their recommendations with the relevant Hospitals. These reports are now on our website.

Similarly, volunteers have been involved in finalising our reports around Patient Participation Groups and NHS dental services. Both these reports are now on our website and volunteers will be involved in helping us to deliver the significant actions that we have recommended.

4 new volunteers were interviewed this month and we are looking forward to welcoming them as part of the team.

Our Projects

- **Children & Adolescent Mental Health service.** Our survey is now closed and we are collating the feedback into a report. Nearly 300 people have taken the time to give us direct feedback about this service.
- **Hospital Discharge in North Kent.** We have completed all our Enter & View visits for this project now. We are in the process of analysing the findings and preparing our report.
- **Access to GPs** - we have identified 3 practices in Thanet to focus our work on. This will include how appointment systems are triaged, experiences of waiting for a GP call back, and how complaints against a GP practice are dealt with.
- **End of Life Care** we have an online survey currently live to gather people's experiences of end of life care. We are also visiting community groups to talk to people.
- **Mental health out of County beds** is nearing completion. We have been talking to patients and professionals about the impact of being given a mental health bed outside of Kent.
- Work has started on our new **Physical Disabilities Forum** to give people a platform to raise their voice and share their experiences.
- The **dental** report and the report on **PPG groups** are being shared with providers and stakeholders for comment before publishing on our website. Both include detailed action plans

Healthwatch Kent Governance

We continue to update our website with news and minutes of the Deliberations & Directions (DaDs) and Intelligence Gathering (IGG) groups which can be found here: <http://www.healthwatchkent.co.uk/how-we-work-0>

We ensure all community groups are aware of opportunities to undertake projects with us.

Area	Update
Enter & View	We have completed 3 Enter & View visits this month, as part of the Hospital Discharge project in North Kent.
Consultation Working Group	Escalated our concerns around the KCC Consultation for Older People to Councillor Graham Gibbens requesting further information Progressed our plans to support improved patient engagement in Kent. We will be holding 3 sessions in May for professionals

	<p>responsible for engagement to come together and agree how they can work more effectively together</p> <p>Participated in the Stoke Review Panel which was making a decision based on the evidence to date about what options are viable for stroke services. The viable options will then be shared with the public as part of a Kent wide public consultation</p> <p>Attended an event in North Kent which was showcasing good patient engagement in the NHS. We were part of the judging panel and presented several awards at the event</p> <p>We facilitated an event in West Kent to bring local Patient Participation Groups together to talk about their shared issues. We presented the early findings of our report into PPG groups at this session</p>
Intelligence Gathering Group (IGG)	<p>We welcomed Rebecca Ash as a new member of the group. There were discussions around the potential removal of INR (anticoagulation) clinics from Pharmacies and the group decided they wanted more information from the CCGs about their future plans for these services.</p> <p>Judith provided the group with information on public and voluntary transport to Estuary View. It was felt that this in combination with the map and transport information provided by the Whitstable Medical Practice PPG was sufficient. We will talk with the PPG to determine how far this information is circulated.</p> <p>We will talk with KCHFT to see if their information leaflet on Continuing Healthcare is going ahead.</p> <p>A member of the GMC will be answering some of the group's queries over the process for patient feedback in Doctor Revalidation.</p> <p>A potential issue around cross border phlebotomy services had been raised and it was decided that we would contact Healthwatch Medway to see if they had received any feedback from the public on this service.</p> <p>It was agreed feedback from Stakeholders and Enter & View volunteers would be useful in developing a decision making tool for Enter and Views to Care Homes.</p> <p>The Information and Signposting Team have made several social care escalations this month.</p>
Readers	<p>Rebecca Ash researched some background to social prescribing by GPs</p> <p>Helen Stewart highlighted some carer statistics</p> <p>Kay Murphy researched some of the changes affecting pharmacy INR clinics.</p> <p>Carolyn Lucas helped input into a briefing paper on the Equality Delivery System 2.</p>
Deliberations & Directions Group (DaDs)	<p>The group discussed new projects re children and young people and integration. The project proposals need to be updated further.</p>

Our Relationships and Representation

Stakeholder	Update
East Kent Hospitals University Foundation Trust (EKHUFT)	<p>We raised a potential Health and Safety issue which was communicated to the facilities manager at QEQM. They responded to the query very quickly and although it was not a serious issue as first thought, they are putting in measures to prevent the public being concerned.</p>

	We have given advice regarding their communications plan for Kent & Canterbury Emergency Care Centre
Kent Community Health Foundation Trust (KCHFT)	We attended the patient experience committee which discussed a number of new projects across the county to improve patient experience. We also had our quarterly catch up with KCHFT. Healthwatch info will now be part of all KCHFT staff induction and staff will be encouraged to share experiences with us.
Clinical Commissioning Groups (CCG)	We took part in the North Kent Patient Experience Awards where our volunteers gave out awards and raised questions. We had been part of the judging panel for these awards We attended the Ashford CCG Strategy day We met with Simon Perks, the accountable officer for Canterbury & Ashford to discuss the role Healthwatch can play in the East Kent Strategy.
Public Health (PH)	We attended the quarterly Dental Local Practitioners Network and the Dental Challenges Conference where we linked in about our project on dentists. We met with Val Miller and agreed how we be part of the integrated model for tackling obesity
Kent County Council Social Care (KCC)	We attended the Kent & Medway Adult Safeguarding Board. At the Adult Social Care and Health Cabinet meeting the outcome of the consultation on older person's accommodation was discussed. This was a consultation we had given feedback on from the consultation working group. We met with the Policy Team re the Sustainability & Transformation Plans.
Voluntary Sector	We met with the SEAP advocacy team to share intelligence on services. We attended the Thanet & Dover Adult Strategic Partnerships. We met with North Kent Mind and have been working with the new community mental health providers Shaw Trust and Porchlight
Health & Wellbeing Boards (HWBB)	This month we attended the Kent board where the CCG commissioning plans were presented and the Kent & Medway Sustainability and Transition Plan was discussed. These plans were also discussed as well as the progress of the East Kent Strategy Board at the Canterbury Health & Wellbeing Board. We attended a workshop on the future of the South Kent Coast HWBB which wants to have a much bigger commissioning role.