

# Strategic Priorities

## 2018

Each year we bring our volunteers and staff together to review the feedback we receive from the public and to discuss what our priorities will be for the year ahead. We are not necessarily looking for the issues we hear the most about, the smaller and quieter voices are just as important to us and we are committed to ensuring that everyone can be heard.

This year we have tried to reduce the number of priorities to enable us to focus and commit the time needed to make a real difference to services. This list is not exhaustive and we will continue to respond to issues as the year goes on.

### Adult Autism

Although we don't hear a huge amount about adult autism services, we have heard a number of concerns. Kent County Council and the NHS are going to be reviewing the services they provide to adults with autism in Kent this year, so this is a great opportunity to ensure that people can share their views and thoughts so that they can be considered while a new service is being developed.

### Autism in Children

Two years ago, we published a report about mental health in children and young people. During that work we heard a number of issues about autism in children particularly around diagnosis and waiting time. We want to see if this situation has improved for young people and their families.

### The patient and user voice

Working together with established user forums such as the Older Peoples' Forums, the Mental Health Action groups and service user forums and the Kent Physical Disability Forum, we will ensure that these existing forums are involved and listened to as part of the health and social care system.

### Discharge from hospital for homeless patients

We have done a lot of work around hospital discharge over the past two years but we have yet to address the issues faced by homeless people across Kent. We will be proactively seeking to understand their experience of being discharged from hospital and helping to improve their experience.

### Mental health in the community

We often hear about issues with mental health services in the community both from providers and service users. We will be exploring these issues in greater detail and working with the relevant services to make improvements.

### End of Life Care

We will be visiting some Kent hospices this year to talk to patients and their families about End of Life Care. We will also be working in partnership with the Kent Community Health Trust to gather feedback from Kent residents about current End of Life care services.

### Accessible Information for All

Last year we worked in partnership with East Kent Mencap to visit hospitals in East Kent through the eyes of someone with learning difficulties. This year we will continue a series of visits to other

organisations to explore how they are supporting patients and service users who may be Blind, Deaf or have communication issues.

### Listening to you

As always, we will continue with our programme of visiting communities particularly those who are often harder to reach. These visits will enable us to hear directly peoples' experiences of health and social care services. We have a regular presence in all Kent NHS Trusts talking to patients, but we also visit community and local groups as well as travelling around Kent on our Coffee Caravan. The Coffee Caravan, in partnership with Rural Kent, visits rural communities to reduce social isolation, provide information and support and enables us to hear directly from communities.

### The Sustainability & Transformation Partnership (STP)

We will continue to have an active role in the STP and the changing face of commissioning within Kent & Medway. Our role is to champion the involvement of patients and service users in these changes and to ensure all parts of our communities are involved. A key way that we do this is to support the STP Patient & Public Advisory Group which involves members of the public.