



healthwatch
Kent

Monthly Update on the work of

This report gives examples of the things we have achieved in February 2017

Section 1: How we made a difference

Following our report on discharge from Darent Valley Hospital;

http://www.healthwatchkent.co.uk/sites/default/files/hw_discharge_darentvalley_report_jan2017_0.pdf we have been part of workshops with all local organisations to improve the discharge process.

Other progress following our recommendations include:

- Our recommendation on using the electronic discharge system is being followed through and work is happening to ensure it is used on all wards.
- Staff have visited some of the places people are discharged to and better understand their criteria.
- Better information is being provided to patients and carers re discharge planning
- A new easy to read patient information leaflet has been produced and 20,000 copies will be piloted shortly
- Virgin Care is piloting a single assessment process to support better discharge from the hospital
- Communication and partnership working between the trust and Healthwatch Kent is improving

Following our report on Out of Area placements; <http://www.healthwatchkent.co.uk/news/out-county-beds-mental-health-patients> an update with the Kent & Medway Partnership Trust has confirmed that there are still no patients placed out of Kent for non-specialist mental health services.

Following our Children and Adolescent Mental Health Service (CAMHS) report; <http://www.healthwatchkent.co.uk/children-and-adolescent-mental-health-service> we have had confirmation from West Kent Clinical Commissioning group and Kent County Council that our recommendations have been incorporated in to the service specification for the new CAMHS service due to start in September 2017. We will publish an update report shortly.

Section 2: How we influenced and worked with others

How we influenced the key strategies across Kent:

Kent and Medway Sustainability & Transformation Plan - We had a first meeting of what will become the Patient & Public Advisory Group of the plan. We are in the process of recruiting 12 members of the public to this group. In the meantime, Lay Members from the Clinical Commissioning Groups and patient representatives attended to start an initial conversation. This meeting will be held monthly and influence how the public are communicated and engaged on the STP. It is being chaired by Healthwatch Kent initially. We have been pushing strongly for better and more meaningful engagement with the public around the STP.

We supported the four listening events in East Kent to engage the public on the East Kent Sustainability & Transformation Plan. The events were designed to update people on progress to date and discuss the criteria for any decision making.

We also had our first meeting with Encompass, the team who are leading the NHS **Vanguard** work in the Canterbury area. They told us about some of their innovations such as having a single care plan for patients all organisations and the new Catheter Clinics

We have been closely involved in developing the first draft of Health & Well Being strategy, which will be presented to the Health & Wellbeing Board on 23 March 2017.

How we worked with and influenced providers and commissioners (stakeholders):

We are involved in the development of an **NHS Youth Forum**, led by Kent Community Health Foundation Trust but including all the key providers of healthcare and the Kent Cancer Network.

We met with **G4S** to better understand their structure and get an update on progress with the patient transport service. They felt patient feedback was generally positive but they are being asked to do more trips than they are commissioned to. Healthwatch Kent will be gathering feedback on the service later this year.

We are involved in discussion around setting up a **Citizens Panel** for the Kent Adult Safeguarding Board

We met with Kent **Public Health** where it was agreed commissioning officers would engage with Healthwatch Kent at an early point in developing services

We attended the **East Kent Hospital** University Foundation Trust Improvement Plan and Patient Experience Committee meetings to get updates on the progress of improvements. It was good to hear that a new patient engagement strategy is almost complete, and we asked that governors were included in patient engagement plans.

Section 3: How we reach out to the public, listen to them and work with volunteers

We have had **301** contacts this month via telephone, email and face to face visits.

We have a programme of engaging with the public and hard to reach groups face to face. In February we visited:

Tenterden Library	07/02/2017
Buckland Hospital - Information Stand	21/02/2017
Home-Start Thanet	22/02/2017
Darent Valley Hospital - Information Stand	22/02/2017
Kent Physical Disability Forum	28/02/2017

We add their feedback to our database and raise any local improvement issues with the relevant provider or commissioner.

On the 28th February, a full physical disability forum took place in Ashford with some 60 attendees. At the forum meeting the results of the election to appoint the Chair and Vice Chair were made, with Clive Bassant appointed as Chair and Sophie Fournel as Vice Chair. The Wheelchair service gave an overview of the new contract We are in the process of recruiting a Development Worker to take over the administration of the forum.



Section 4: How we use public and stakeholder views

- Healthwatch Kent are looking at how volunteers could assist some Patient Participation Groups (PPGs) who are struggling to achieve their aims. We produced a framework for our volunteers to use to assess how PPGs are progressing. Due to the lack of take up, we sent out a final email to all the Clinical Commissioning Groups in Kent stating that our offer would be withdrawn at the end of March. Since this we have seen a flurry of enquires, with one visit carried out this month
- Our project which looked at Children and Adolescent Mental Health in Kent noted some references to the difficulty facing parents when trying to get a diagnosis for children who were thought to be on the Autistic Disorder Spectrum. Kent County Council published a 'Pathway' document this month, which set out the processes for obtaining a diagnosis, with lots of information in it about who to contact for help. We had a small working group that looked at the consultation feeding back some of the gaps that we found. We have recently found out that public health is also doing some work around autistic services, so we have put this project on hold until we find out more information on what is happening
- From 31 July 2016, all organisations that provide NHS care or adult social care were legally required to follow the Accessible Information Standard. The standard aims to make sure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand with support, so they can communicate effectively with health and social care services. Unfortunately, Healthwatch Kent are still chasing those Trusts and private companies that have yet to respond to our request for information.
- Healthwatch Kent heard that In the South Kent Coast CCG area, the CCG had decided that they no longer wanted pharmacists to be able to order repeat prescriptions on behalf of their patients. They have worked with GP surgeries on this and about two thirds have elected to withdraw the ability of pharmacists to order repeat prescriptions from their surgery. Most patients must now order their repeat prescriptions from their GP directly instead. We undertook some enter and view visits to 6 pharmacies to gather the public's views about this change. We also put a questionnaire on line using survey monkey to gauge pharmacist's views. The report has had feedback from the Chair of the Local Pharmacy Network and the CCG within the deadline set
- We are currently planning a second phase of our discharge project in West Kent. This time we will be focusing on Maidstone and Tunbridge Wells Trust with enter and views being planned to visit 8 sites.

Planned Activity for March

Kent wide

- The Development officer post for the physical disability forum has been advertised with the closing date being 6th March. Interviews will take place on 14th March.

- We are talking to Kent County Council asking them if they would work with us to distribute a social care surveys to recipients of social care services in the County
- We will again contact all Trusts and private providers of health and social care services that have yet to provide us with information on the Accessible Information Standard giving a final cut-off date for the receipt of information. We will publish what we have at the end of the month.
- Our Carers Assessment report and GP report will be published by the end of the month
- We will send a copy of the Carers Assessment report to seven members of the public that took part in our project and requested a copy of the final report
- We will conclude our PPG project this month
- We are currently mapping all the Forum activity that takes place around Kent, with a view to ensuring Healthwatch Kent has visited all the relevant forums to raise our profile.
- Following the increase in applications for a Deprivation of Liberty assessments, Healthwatch Kent are currently drafting a statement which identifies some of the issues that have caused this increase in applications
- We have requested some new dates for our volunteers to go and visit the equipment store site in Aylesford. We will be carrying out a review of the equipment service during the next financial year
- We will be attending the County wide Complaints meeting on 10th March to find out how the Trusts and KCC are working towards the recommendations from our Complaints report published last year

North Kent

- We have agreed to undertake one final enter and view visit to Darent Valley Hospital discharge lounge to find out how the discharge of patients to their home, care / residential home is being carried out.

South Kent Coast

- We will publish our pharmacy report by the end of the month

West Kent

- As part of our second phase of the Discharge project we will be carrying out Enter and Views to Staplehurst Manor on 13th March and Tonbridge Cottage Hospital on 22nd March. We continue to plan visits to a further 6 sites during the next two months dependant on volunteer availability

Section 5: Providing Information & Signposting

We have had 301 contacts via telephone, email and face to face visits.

We have had 3091 contacts this year, 7463 since Healthwatch Kent began.

We heard from a daughter whose mother was admitted to Queen Elizabeth the Queen Mother Hospital in Margate on 1st December 2016 with pneumonia & bacterial infection to the lungs. She was discharged on 9th December without her daughters input. She was taken home by patient transport G4S and left alone in a cold house with no food or drink, and they left the key in the door for carers to gain access.

When carers arrived 2 hours later they felt that she should not have been discharged, they tried to get her re-admitted but hospital refused. they also tried to get an emergency social care bed but none were available.

The daughter travelled by taxi from Colchester to collect her mother and took her home with her. By end of weekend mother taken into hospital in Colchester and died following day.

Healthwatch Kent contacted the daughter to see if the Patient and Liaison Service (PALS) has contacted client and progressed her complaint. We noted that PALS had informed her that she would hear back from them by 9th February. She responded “I did have to chase up a response to my complaint but was then emailed stating that more time is needed to complete the investigation. I have been advised that I should now be contacted with a response by 'mid-March', although no specific date was given”.

She also said; “From my perspective, I feel very much that my mother was not given the care and service that she deserved prior to her death, almost as if she were forgotten or did not matter enough. This does not sit comfortably with me at all and I would not like to think of a similar thing happening to somebody else. I feel it is important that answers are provided as to why certain things happened and that the services involved look at their own contribution reflectively. At the very least I feel there is something to be learnt from this tragedy that may improve matters for somebody else”.

Healthwatch Kent thanked her for the update and will contact client again mid-March to see if the trust has responded to the complaint and if so if client is happy with the outcome.