

## Monthly Update on our work from Healthwatch Kent

This report gives examples of some of the things we have achieved in **May 2016**

### How we made a difference

Following our recent report on dentists; ‘The Tooth Be Told’, Steve Inett, our Chief Executive Officer is attending the Dental Network meeting on 8<sup>th</sup> June to discuss the Dentist action plan going forward. We have agreed we will ensure the public are involved in how services are allocated according to need in Kent, and how new contracts are to be set up. We are also improving public understanding with our leaflet that has been printed and is currently being circulated to members of the public. It will soon be going to every dental practice in Kent.

Congratulations to one of our volunteers, at a recent meeting with Maidstone & Tunbridge Wells Hospital Trust, the Deputy Chief Nurse remarked that Pam Croucher is an excellent representative of Healthwatch. Pam’s involvement in the new ward ensured privacy curtains were in place around each bed.

### How we influenced and worked with others

Stakeholder	Update
Maidstone & Tunbridge Wells NHS Trust (MTW)	We had a quarterly review with the Trust who felt our relationship was good and productive but that we could do more together and be even more effective.
Dartford & Gravesham NHS Trust (Darent Valley Hospital) (DVH)	We had a positive meeting with Susan Acott, the CEO of Darent Valley Hospital, to discuss how to develop our relationship and discussed some of the findings of our discharge project. We started discussions about how the public are currently involved in the Trust.
Kent & Medway Partnership Trust (KMPT)	We took part in the ongoing monitoring meeting of Kent & Medway Partnership Trust, who work with mental health. This meeting ensures the trust is meeting its improvement plan put in place since its Care Quality Commission Inspection last year. Lots of progress has been made with wards and older persons’ services, but community teams continue to have difficulties due to staffing levels. The trust is continuing to try to improve this. Healthwatch Kent will shortly be publishing a report on patients placed in hospital beds out of Kent, a problem that can be made worse because patients cannot be discharged from beds in Kent as there is not enough support in the community.
Primecare	We met the organisation who will be providing the GP out of hours service, provide 111 and the care navigation service for East Kent. The service will be provided by them from October and they are mobilising now.
Clinical Commissioning Groups (CCG)	We met with West Kent CCG to discuss upcoming projects and the outcome of our Patient Participation Group project. We also attended their Quality Group to hear about the key issues re services in the area.

	<p>We also spoke with the commissioning manager for urgent care and discussed doing a project on discharge in West Kent.</p> <p>We contributed to the North Kent Programme Board developing the Sustainability &amp; Transformation Plan for that area.</p> <p>We met with the East Kent Strategy Board where we:</p> <ul style="list-style-type: none"> <li>• mapped out the existing patient groups in East Kent</li> <li>• offered Healthwatch channels to communicate to public and stakeholders</li> <li>• Invited East Kent strategy members to the Big Red Bus tour next month</li> <li>• Reminded them about our district focus</li> <li>• Shared all existing intelligence, patient feedback and project reports</li> <li>• Created and funded a session for East Kent professionals to discuss how we can engage better</li> </ul> <p>We started a new bimonthly meeting with Ashford &amp; Canterbury CCGs to discuss how patient involvement will be developing in the CCGs. We discussed the possibility of doing a project on discharge in East Kent. We also agreed quarterly attendance at their quality committee.</p> <p>We were part of a public engagement event on developing integrated care in Thanet.</p>
NHS England (NHSE)	<p>We were part of a group of commissioners and NHS England that met with the hospital to agree an action plan about infection control, following the recent MRSA outbreak.</p>
Kent County Council Social Care (KCC)	<p>We met with the Policy Team to discuss the progress of the Sustainability &amp; Transformation Plan.</p> <p>We met with the Head of Strategic Commissioning to discuss where Healthwatch Kent can assist with engagement on upcoming plans.</p> <p>We met with the contract manager for integrated equipment services and care homes. The equipment contract is progressing, backlogs and waiting times have reduced.</p> <p>KCC will be looking at including information about Healthwatch Kent in the online care home directory.</p>
Voluntary Sector	<p>We met with the Heart of Kent Hospice to discuss how we could work more closely together.</p> <p>We attended the Medway Advice &amp; Advocacy event contributing a Kent perspective on those services for Medway.</p> <p>We attended the Sustain over 75s workshop which looked at improving the enhanced service for over 75s at Sandgate Rd surgery in Folkestone. There was discussion about how best to prevent unplanned and avoidable admissions. Services now use shared electronic records so patients shouldn't have to repeat their story. The focus of the project will be patients who are 'house bound' and preventing them being admitted. The project will also support carers.</p>
Health & Wellbeing Boards (HWBB)	<p>We met with West Kent CCG, KCC and Public health to discuss the priorities to be set by the West Kent HWBB</p> <p>We contributed to the Kent HWBB by highlighting the need for engagement and consultation throughout the 5 years of the</p>

	Sustainability and Transformation Plans, offering to give an objective view on the document itself, and agreed to support development of the priorities for the Better Care Fund next year.
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We interviewed Maidstone & Tunbridge Wells Hospital Trust about our relationship. This is part of our work to further develop our relationships with providers across Kent and identify what more we can do effect change. We will publish their comments shortly.

Part of our role is to ensure the public are fully involved in plans to develop or change services. Key to this is that organisations that provide or commission services engage with patients and service users to listen and involve them to ensure the public voice is heard as part of any changes. To facilitate better engagement with patients and service users we have organised three sessions this month for professionals who are responsible for engaging with the public. The sessions focused on how we could all work better together to work with patients. Following these sessions we will now develop a Best Practice Guide to Engagement to support professionals.

### **How we reach out to the public, listen to them and are using their feedback**

We continue to increase our contacts with the public in a number of ways:

Twitter : 1071 followers (1025 in April)

Facebook : 575 likes (373 in April)

Newsletter : 836 subscribed (824 in April)

We also have a programme of 'Public Voice' visits which ensure we engage with people face to face. We focus visits in a different district every month as well as events elsewhere in the county. This month we were in Dartford:

09/05/2016	Reception of Queen Elizabeth Queen Mother Hospital, Margate
09/05/2016	Reception of Tunbridge Wells Hospital
10/05/2016	Pensioners' Advice and Information Fair, Aylesford
13/05/2016	Citizens Advice North & West Kent, Northfleet Outreach
13/05/2016	Polish Foodstores, Gravesend
17/05/2016	Care at Home / KCC Forum, Faversham
19/05/2016	Kent Integrated Care Alliance (KICA) event, Ashford
25/05/2016	St. Edmunds Church Living Well Group, Dartford
25/05/2016	Tree Community Centre, Dartford
31/05/2016	Dartford Library
31/05/2016	Guru Nanak Sports Centre (Sikh Temple Outreach) Gravesend

We have had contact with 251 people this month via telephone, email and face to face Public Voice visits.

We issued a media statement following the news story relating to a patient death at Tunbridge Wells Hospital, encouraging people to contact us with their concerns.

## **How we use public and stakeholder views**

We are discussing a community pharmacy project and how the public's views could influence the services Clinical Commissioning Groups commission.

A Follow up project was agreed on British Sign Language Cards in collaboration with KCHFT to look at how they had changed the experience of their users .

We are drafting a project proposal regarding Carer's assessments.

We are just finalising our projects on Children & Adolescent Mental Health Services, end of life care and discharge from Darent Valley Hospital, are discussing the results with the organisations involved.

We have commenced a project re GP appointments

Healthwatch Kent are currently looking at how volunteers could assist some Patient Participation Groups who are struggling to set up initially.

## **Providing Information & Signposting**

Our Information and Signposting service processed feedback on services from 95 people. It gave information and signposted a further 156 people in the following areas:

Local Health/Social Care Services: 9

Rights/responsibilities: 7

Complaints: 4

Complaints Advocacy: 6

General Healthwatch Kent enquiries: 117

We responded to all calls the same day.

## **Working with Healthwatch England and other local Healthwatch**

We attended the Healthwatch England Advisory Group where local Healthwatch help inform the strategy of Healthwatch England.

We met with Healthwatch Medway to ensure we were up to date on each other's work.

We were visited by a member of the Healthwatch England team to see how a local Healthwatch works.