



Monthly Update the work of **healthwatch**  
Kent

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

## Section 1: How we made a difference

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

Issue	Organisation	CCG area	Action	Outcome
We heard concerns about the Family East Practice in Folkestone closing		South Kent Coast (SKC)	We talked to SKC CCG	The CCG have put some clear instructions on their website. There will be information going out to patients and support sessions to help patients register with their new practice. There is also a helpline for people to contact who need some support.
We were told about GP practices closing their list in Folkestone	GPs in Folkestone	South Kent Coast (SKC)	We talked with SKC CCG	SKC told us that 7 practices in Folkestone had applied to close their list. The CCG reassured us that this has to go through the appropriate governance process before decision will be made.
We heard from the rainbow centre that some of their homeless clients were being refused access to a GP because they had no fixed address	Rainbow centre	South Kent Coast (SKC)	We raised this issue with SKC CCG	"SKC have allocated several patients to surgeries in Folkestone that are homeless. The end position is that we are responsible for ensuring every patient has access to primary medical care. Anyone with a client being refused registration with a GP should contact the CCG who will help support them to gain access."
Feedback from a GP surgery about the Healthwatch Help Cards				<p>"Thank you for developing such an innovative and useful way of allowing patients to access additional support.</p> <p>Is there any way of having some available for using in the surgery... we have a large traveller community who struggle to read but are often too embarrassed to tell staff. We could help individuals access these and advertise them in both our new registration literature and on the surgery Facebook and newsletter. We are very keen to support this initiative"</p>

Member of the public shared an experience about stroke services to our helpline			We made contact with the individual and discussed how she might like to be involved.	We put her in touch with East Kent Stoke Workshops where she will be able to input her experiences. When talking to her it became apparent she had caring responsibilities and felt isolated so we arranged for someone to talk to her about a Carer's Assessment
Patient Information Leaflet	Dartford & Gravesham NHS Trust, Maidstone & Tunbridge Wells NHS Trust (MTW)	Dartford, Gravesham & Swanley and West Kent	Shared across trusts	We shared the patient information leaflet that we helped Dartford and Gravesham produce as part of their Rapid improvement with MTW to show them the type of thing that would be possible.

As part of our project looking at discharge in West Kent we talked to several patients on our visits:

One gentleman did not know what was happening when he got home, he had been told the previous evening but had so much information given to him that he had forgotten and was concerned, especially as his wife is in the hospital so he would be alone.			Raised with discharge staff	Staff went through the information with him again and took time to explain what would happen. He was then re-assured
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A patient about to be discharged reported issues about cooking, stairs and heavy lifting.			Raised with discharge staff	The discharge manager took time to go over what he could expect when he went home. This reassured him
A patient who said his wife was his carer and now the roles have been reversed. He had been told that there will be support at home, but doesn't know what.			Raised with discharge staff	A member of the discharge team explained that he will have the Home First care at home package for 3 days and this can be extended to 5 days. They will assess and report back on what he needs on a more permanent basis. The Home First Care package will be triggered by the Discharge Lounge staff when they know when he is leaving. The patient felt much happier after being told this.

We also saw our North Kent Discharge work referenced in a national report by Healthwatch England.

[http://www.healthwatch.co.uk/news/people-share-their-experiences-leaving-hospital?utm\\_source=Local+Healthwatch+newsletter&utm\\_campaign=22b28a0bce-EMAIL\\_CAMPAIGN\\_2017\\_10\\_05&utm\\_medium=email&utm\\_term=0\\_f7b9fd266c-22b28a0bce-239884341&mc\\_cid=22b28a0bce&mc\\_eid=5e38d7dfe2](http://www.healthwatch.co.uk/news/people-share-their-experiences-leaving-hospital?utm_source=Local+Healthwatch+newsletter&utm_campaign=22b28a0bce-EMAIL_CAMPAIGN_2017_10_05&utm_medium=email&utm_term=0_f7b9fd266c-22b28a0bce-239884341&mc_cid=22b28a0bce&mc_eid=5e38d7dfe2)

## Section 2: How we influenced and worked with others

### How we influenced the key strategies across Kent:

We chaired the Patient & Public Advisory Group for the Kent & Medway Sustainability & Transformation Plan (STP)

We attended the Dartford, Gravesham & Swanley (DGS) Health & Wellbeing Board

Our Peoples Panel with Kent County Council looked at Public Health approach to reducing health inequalities.

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

We contributed to the Swale Clinical Commissioning Group (CCG) Patient Reference Group where there were discussions about how to manage the CCGs deficit.

We contributed to a meeting about the Sustain Discharge to Assess project in Swale

We attended the Primary Care Co-commissioning meeting at Swale CCG where we agreed to take part in a new comms and engagement meeting. An application from a GP to close their list was refused.

We attended the East Kent Hospitals University Foundation Trust (EKHUFT) board meeting to hear about plans to address A&E performance

We attended the Kent County Council (KCC) Deaf Community Worker Support Group where we introduced the help card and discussed running an information session in November.

We attended Canterbury Patient Reference Group where concerns were raised about commissioned work being undertaken which involved talking to Seldom Heard groups about the Sustainability & Transformation Partnership proposals. We directed the group to the blog post on our website regarding this.

We attended the Ashford Patient Participation Group chairs meeting and discussed a range of issues, highlighting our PPG self-assessment tool to support PPGs that are struggling.

We met with Canterbury CCG re the concerns raised in our engagement healthcheck

We met with Elleanor Hospice in North Kent to share intelligence and they pledged to adopt our Help Cards. We also gave advice about engaging with the wider public.

We met with Kent Police to discuss how we could better work together, and discussed in particular challenges around holding people on mental health section 136.

We met with West Kent CCG to talk about how we ensure we are linked in with current planned changes, comms and engagement where we discussed how patients can be more involved in re-procurement. We also discussed our attendance at the GP Co-commissioning meeting where the CCG were very positive about our volunteer, Andrew Heyes, who attends. We also agreed to help promote messages re flu vaccinations. We also attended their governing body meeting to keep up to date on decisions currently being considered.

We spoke with South Kent Coast CCG to get an update on the issue with Folkestone GPs. We then shared this on our website and social media.

We attended the EKHUFT Patient Experience Committee where we heard about lots of developments re dementia care and an improved patient survey system. We also attended the Diversity & Inclusion meeting where we discussed challenges setting up an LGBT staff group as they have had no staff come forward to be involved. We also met with their new lead for patient experience and complaints to discuss how we can work better together.

We attended the Patient & Public Engagement leads meeting for Kent, where we discussed progress against the Accessible Information Standard and organisations were very positive about the Help Cards

We participated in the Darent Valley Hospital Patient Experience Committee where issues re communication with patients was discussed and we presented our Help Cards, which were welcomed. We discussed the new interpreting service contract which still has no date for tendering.

We met with the Chief Nurse at Maidstone & Tunbridge Wells Hospital Trust to follow up on a case HWK escalated which has now been resolved, concerns re patient transport and progress against the AIS standard

We met with G4S and put forward a number of ways we can work more closely together and encourage patient involvement in the organisation

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

**This month we had 372 contacts with the public.**

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

Thanet Gateway (with BSL Interpreter)	Margate	8/09/17
MND Support Group Meeting	Folkestone	09/09/17
Palliative/end of life care NHS conference	Greenwich Uni, Medway Campus, Chatham	15/09/17
RISE Exhibition	Kent County Showground	7/09/17
Big Local Family Event	Dover	23/09/17

#### Client story: Healthwatch Kent Signpost Service out in the community

##### **Where: Visited a Bring & Share event in Thanet:**

We met the client who uses E K Mencap support services and is involved in weekly activities. He has a learning difficulty that results in him remaining at his family home where he lives with his mother.

##### **Engage:**

Client wanted to chat more about his situation so when a bit once quieter at the information stand, moved to a quieter area to get a better understanding of the type of help he has to provide to his mum who is almost 70 years of age and has multiple health issues. He now finds he is caring more for her due to mobility problems and being unsteady on her feet. She is waiting to have a knee replacement operation and client said he is really worried and anxious about how they will manage once she has come back home after the operation as she will be unable to stand at all.

### **Practical Help:**

Back at the information stand, we selected several relevant leaflets from the range of materials on the information stand display. He is helping with looking after the home and some basic personal care including preparing food, but his Mum has to supervise him when he makes a snack for them in the kitchen. Selected a leaflet produced by Carers' Support explained that both the client and his Mum appeared eligible for help so this is accessed by requesting a needs assessment him was read out the main sections for the client and highlighted the how to contact section to share with Mum later when he returns home. Client also has another relative who he will show leaflet to as well.

**Action:** Client said he would telephone Carers' Support and ask for an assessment for himself and his mother.

### **Follow up Action:**

:HWK agreed to post more information that may be of helpful about other relevant services and included contact telephone number (again) inviting him to contact us, especially if assistance needed to obtain an assessment. Included the Carers' First leaflet titled 'Peace of Mind' for carers' as they produce a Carers' Emergency Card. A common concern is what would happen to person they look after if something happens to them, for example, involved in an accident? The Carers' Emergency Card enables immediate access to pre-arranged planned care, giving the carer the peace of mind they need.

### **Outcome:**

Healthwatch Kent attended another EK Mencap annual event, again in Thanet. The client approached the info stand and said he had been looking for the stall and he wanted to let us know how things have worked out for him and his Mum. The carers' service was brilliant, he rang to ask for help, soon afterwards someone came to their home and assessed each of them. They now have a care plan each and he feels less stressed about their situation as they are now getting several home visits a week between them. He added that it only took only several weeks for everything to fall in to place after the assessment was completed.

He wanted to thank us for steering him in the right direction. THANK YOU HWK 😊

## Section 4: How we use public and stakeholder views

### Kent wide

We had a celebration event with some of our wonderful volunteers who assisted us in gaining our 'Investors in Volunteers award'. We took some photographs which will shortly form part of our press release.

We attend the Kent Managers Complaint meeting on 15th September to discuss running a focus group to find out from the them what makes a 'good complaint' experience. The meeting asked us to do some further research with other Healthwatch's to see what had taken place in terms of running complaints focus groups. They will make a decision following our feedback as to whether to go ahead with a Kent Focus Group or not

All public facing organisations were legally bound to offer accessible information to all people with additional communication needs by 1st August 2016. Working with East Kent Mencap staff and volunteers we have agreed the logistics for the forthcoming authorised visits to see if the Standard is being upheld in East Kent

Our Managing Director held a review of the care assessment project, speaking to KCC and the care agencies involved in the initial project. This has been turned into a lesson's learnt report which will be shared with all parties involved. We have requested a further meeting with KCC and the care agencies to discuss doing a further piece of work

The Physical Disability full forum will meet on 24th November in Aylesford, an agenda has yet to be set

The volunteer timeline which was drafted as an outcome of the volunteer survey, continues to be monitored at monthly team meetings.

Following the publication of our Gypsy and Traveler report, we have now received our printed 'Help Cards'. Our Comms manager has drafted a pledge for all the Trusts and KCC to sign up to so that they display our cards for patients with additional communication needs. To date we have distributed 240 Gypsy and Traveler cards and over 1500 cards to health providers. This work is on going

We met with EKHUFT on 5th September to find out what Neurological services they provide, these services straddle different services so care is needed to pinpoint exactly what we will be looking at in terms of project outcomes. A project plan will be drafted later in the autumn as this project will not start until the New Year

### West Kent

We have finished drafting the outcomes of the West Kent Delayed Discharge project. This is with KCC, the CCG and Maidstone and Tunbridge Wells Trust for comments

#### East Kent

Following the publication of our GP appointments and Thanet GP closures, we sent a copy of the report and a letter to all GP surgeries in the South Kent Coast area to find out what they had progressed since our preliminary work, we are currently drafting an impact report to reflect what change has happened since our report was published

#### October activity planned

##### Kent wide

Following a review of the Carers Assessment project it has been agreed that a further meeting will be held with the Operations Manager, Jo Empson from KCC and two of the Care Agencies involved in the original work to identify clearer outcomes for this project. We will then re-draft the project plan to deliver a more focused piece of work. We have requested a meeting date.

We have still not heard from the equipment store about a visit to Aylesford. We will repeat the request

We are still trying to speak to G4S with no success - we will speak to the local CCG about the lack of response

We have updated our project plan around the care homes and identified homes for enter and views. This is will be sent to the Steering Group for agreement

Our Big Red Bus replacement is currently being planned by our sister company 'Engage'. This will not now take place until the Spring of 2018.

##### West Kent

We are planning to ask up to 100 members of the public a series of questions about how they find the right service for them, is information readily available? what do they do if they are unsure? and how is the best way to communicate with them? We will also be asking the providers and commissioner how they communicate with the public. This will go live this month but only in the North and West of the county due to the high level of Enter and Views taking place in the East this month.

We have drafted our West Kent delayed discharge report which has been sent to the Trust, CCG and KCC for comments prior to publication

## East Kent

Our East Kent delayed discharge project is to start this month with an online survey going live. We will also get a planning meeting organised with local volunteers who will carry out the enter and views

Following our interim update on access to health and social care focusing on the Eastern European population in Thanet, we met with Thanet CCG in August and agreed to alter the draft report slightly to give it a more balanced view. This will be published in October

We are starting our authorised visits to East Kent Hospitals this month to test the Accessible Information Standard. We have a Healthwatch Kent volunteers that have agreed to buddy (and take notes for the planned visits) two volunteers with learning disabilities who have recently been taking part in the PLACE surveys will also be at this meeting to plan our approach. Healthwatch Kent have drafted some easy read materials for the volunteers to familiarise them with what we are looking for

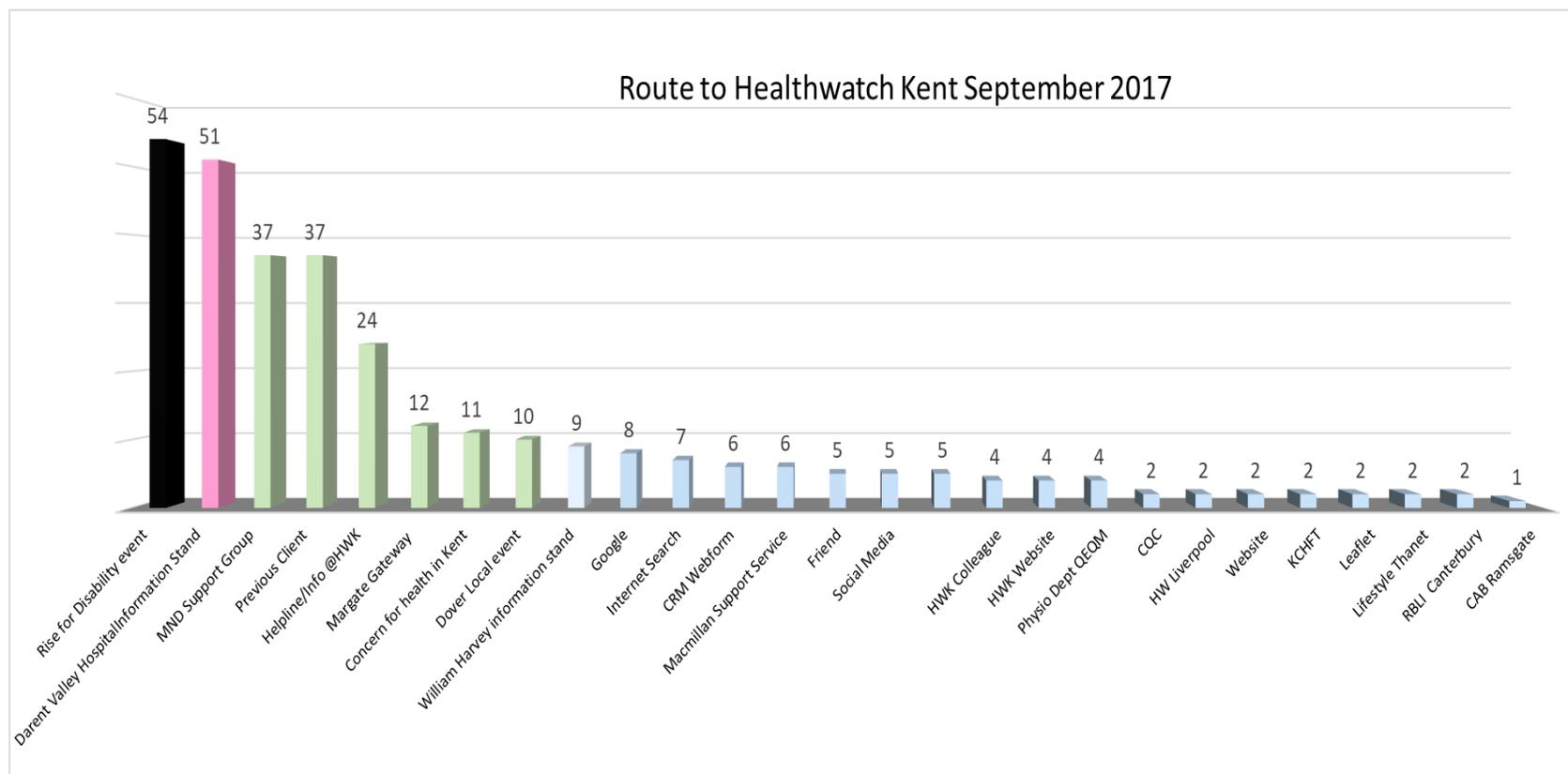
## North Kent

We are planning our Virgin Healthcare project to find out what the nursing care people receive at home is like. We have recently met with Virgin and agreed that 700 packs will be circulated to those receiving home care by the Service Managers on the Isle of Sheppey. This work is being supported by two of our local volunteers

## Section 5: Providing Information & Signposting

<p><b>Number of Contacts</b>  <b>This month: 481</b>  <b>Another Record month!</b></p> <p>Accumulative Year 5  To month end: <b>5809</b></p> <p>Total accumulative:  <b>10,211</b></p>	<p><b>Public Enquiries:</b>  Telephone: 41  E-Mail: 21</p> <p><b>Public Voice contacts to Helpline:</b>  Telephone: 10  Email: 35  Texts: 0  Forms: 158  Webform: 6  <b>HWK General Contacts: 159</b></p>	<p><b>Provide a quality service that meets range of needs using a variety of formats.</b></p> <p><b>Satisfaction</b> 😊</p>	<p>1: Provision of contact info: 3  2: Research information: 10  3: Referral: 60</p> <p>: Out of 51 clients who were invited to comment 50 responded and were very satisfied with the service they received.  :Case Study:</p>
<p><b>Public contacts response rates:</b></p>	<p><b>Telephone:</b>  Same Day: 41  1 day : 0  2 day+: 0  <b>Email:</b>  Same Day: 21  1 day : 35  2 day+: 0</p>	<p><b>Provide A Quality Service Accessible to All:</b></p>	<p>Route to the Helpline (Chart attached)</p>
<p><b>Signpost and advise the public to assist navigate the health &amp; social care services in Kent.</b></p>	<p><b>Enquiry Themes (Multiple topics can arise per contact)</b>  A: Local Health/Social Care Services: 8  B: Rights/responsibilities: 2  C: Complaints: 6  D: Complaints Advocacy: 57</p>	<p><b>Public Voice:</b></p>	<p>Your Comment Counts Forms (incl. Web): 164  Events/visits Attended: 4  Total number of individual feedback contacts collated: 227  (Incl. Letters/Tel/Email/Texts/Feedback from External visits and YCC Forms)</p> <p>(Engagement Chart attached)</p>

		<b>First point of contact service activity:</b>	<b>HWK General: 159</b> (volunteers/engagement/invitations/info-sharing by external organisations):  <b>Admin Tel &amp; Email: 50</b> (internal signposting/info sharing)
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## Contacts handled by I & S Team April 2013 - September 2017

