

Healthwatch Kent CEO Monthly Report January 2016

The following report outlines the activities that we have undertaken during the month of January. 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?

This month, we heard from a member of the public about serious concerns relating to a care home in West Kent. As per our Safeguarding Policy we escalated the concerns to 3 organisations : Kent County Council Safeguarding, West Kent Clinical Commissioning Group and the Care Quality Commission.

Following this Kent County Council carried out an unannounced joint visit with the Clinical Commissioning Group (CCG) to begin safeguarding enquiries and carry out checks on each named resident where they are still resident at the home.

As part of this, the concerns were shared with the Care Home and an initial action plan was agreed. The home is currently putting together their formal response to the concerns and will produce a fuller action plan to address each concern identified, which will be shared with Care Quality Commission (CQC), Kent County Council (KCC) and the CCG. This will be closely monitored by all agencies so we can be assured the home is meeting the required standards for their residents.

In addition, KCC will be ensuring that each resident is reviewed by the appropriate authority, some of which have already taken place.

KCC is in contact with CQC regarding this home and the concerns which have been raised.

There is currently a suspension on their contract, which prevents any KCC funded placements being made at this time.

At the Kent Health & Wellbeing Board, the chair, Cllr Roger Gough, formally acknowledged our role in developing the workplan and its priorities for the Kent Health & Well Being Board.

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 953 followers and Facebook which has 251 likes.

We issued a number of press releases in January including:

- Story encouraging people to share their experience of the Children & Adolescent Mental health (CAMHS) service with us
- Statement about the manslaughter case at Tunbridge Wells Hospital
- Statement in response to news that patients can travel to Calais for some NHS treatment
- Statement in response to Alzheimer's Society report on Dementia services
- Steve was on BBC Radio Kent talking about CAMHS and dental services

As we continue to build awareness of who we are and what we do, we have issued another phase of branded pharmacy bags which will hit every pharmacy in Kent in February. Our new leaflet is also in circulation.

We believe that good working relationships are key to influencing change and improvements. Therefore, our relationships are very important to us and we invest time in maintaining and developing them. This month, we shared with all Kent commissioners and providers our quarterly reports detailing all the issues

people have shared with us about all health and social care services. We are also working to improve the amount of patient involvement these organisations have. As part of this we participated in the judging panel for the North Kent Patient Experience Awards

Patient Voice

Swale was our focus as district of the month. We have researched which hard to reach communities live in this district. As a result we met with an adult and a teenage homeless groups and visited a Travellers Site. During these sessions we captured their experiences of local health and social care services.

In addition we:

- Held an Information Stand at Tunbridge Wells Hospital and spoke with over 60 patients in depth. Regular stands booked at most Kent hospitals from now on
- Have booked our vintage double decker bus for the Healthwatch Kent Big Bus Tour 2016. Planning is underway
- Held information stands at Sheppey Gateway and Sitingbourne Library as well as attending a Roma event in Gravesend.

This month we spoke with 165 people and continue to book our visits for February which will focus on Tonbridge & Malling District.

What have we progressed this month?

Twenty-three volunteers were actively representing Healthwatch Kent at meetings this month including with Health and Wellbeing boards, Providers, Clinical Commissioning Groups, Older People forums and other community groups. As part of this nine volunteers enabled Healthwatch Kent to have presence in the foyer of Pembury hospital and received feedback from around 60 members of the public.

As part of our commitment to develop and retention our wonderful volunteers we arranged several training sessions including:

- Equality and Diversity
- Deprivation of Liberty
- Parity in Mental Health

Our Projects

- Our project to understand if the **Children & Adolescent Mental health service** has improved since our last report is now live. We have directly approached approximately 70 organisations to make them aware of the project and to encourage them to share our survey with young people, parents, carers and professionals working with young people. So far we have had 140 people complete the online survey. We have met with 6 parents in a small focus group and are attending Youth Advisory Forum meeting in Tunbridge wells and a community group for young people in Domestic Violence in the next few days.
- We have experienced significant delays in our **Hospital Discharge project** from Darent Valley Hospital. We are working on an agreeable to date for our Enter & View team to visit.
- We are currently scoping two new projects. One to look at patients who have difficulty accessing their **General Practitioner (GP)** - 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. The second project is researching how to reach younger people, so that they know what Healthwatch Kent is and how they could raise a health or social care concern.
- The **End of Life Care** project will start on Feb 1st to hear from people about their experiences of end of life care. We will also be working providers and commissioners in this work.
- The Community Champions project is still recruiting Champions from a variety of statutory and voluntary sector organisations to be the main contact point for their organisation. This will enable

organisations to raise any concerns to Healthwatch Kent and we will be able to forward monthly newsletter and other information to such organisations

- The **mental health out of County bed** project is underway, this project is investigating the placement of mental health patients outside of Kent which can cause anxiety for the patient and their families.
- Work has finally started on our project to develop a county wide forum for people with a physical disability, The forum will be a platform for them to raise their voice and be involved in changes to services.
- Our report looking at the service provision of Dentists in Tunbridge Wells will be published in March alongside two new leaflets to help the public better understand NHS services and how to find an NHS dentist

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-wework-0>

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

Area	Update
Enter & View	No formal Enter & Views completed this month 1 phone interview to collect an experience as part of the Discharge from Darent Valley Project Winter Pressures project is now live with Enter & View visits booked to Tunbridge Wells and Maidstone Hospital A&E departments in Feb. Awaiting a date from Darent Valley
Consultation Working Group	We have given constructive feedback to Kent County Council following scrutiny of the following recent public consultations : Older People’s Care Homes and Health Visiting service. We are awaiting feedback from this and two further consultation (Sensory Strategy and Public Health Transformation) from pre Christmas
Intelligence Gathering Group (IGG)	The group discussed plans by both the Kent Health and Wellbeing Board and Clinical Commissioning Groups across Kent to work more closely with the voluntary sector. It was felt that it was important this wasn’t just tokenistic. It was agreed more needed to be done with the information we receive about Medway services and that we would like to work more closely with Healthwatch Medway. It was decided to research if all Anti-Coagulation Clinics would be moving to Outpatient Clinics from Pharmacies. Investigation into public opinion on data sharing which may help to break down barriers to integration will go to DaDs. It was felt Healthwatch Kent doesn’t have the expertise or resource to look at in depth Trust finances. The group would like to know how opinions of people who cannot fill out a survey are gathered during a doctor revalidation. NHS funded Continuing Healthcare was discussed several issues were flagged up including how similar cases can get different outcomes. More research will be done and reviewed at the next meeting. An idea of a journey planner to give patients times and routes to take for journeys to hospitals was talked about. Contact with other organisations who may already have something similar will be made to establish if this is possible and potential cost involved. Reference was also made to: West Kent Minor Injury Units, Working with Diabetes UK, Uptake of this year’s flu vaccination, GP closures, possible care home Enter and View visits and care home closures.

Readers	One of volunteers produced a report on Continuing Healthcare which was combined with Information and Signposting feedback at IGG
Deliberations & Directions Groups (DaDs)	The project on Delayed transfers of care from mental health inpatient beds was agreed to go ahead. More work was requested on the project about patient choice. An update was given about our impact on the workplan of the Kent HWBB and that we should look at evaluating how well public services are integrating.

Our Relationships and Representation

We have recruited 16 Community Champions this month and now have 89 in total. These are community organisations that have agreed to work closely with us.

Stakeholder	Update
East Kent Hospitals University Foundation Trust (EKHUFT)	We met with the trust regarding the concerns about the Emergency Care Centre.
Maidstone & Tunbridge Wells NHS Trust (MTW)	Regular meeting was postponed but we raised questions about the X-ray department at Maidstone Hospital.
Dartford & Gravesham NHS Trust (Darent Valley Hospital) (DVH)	We attended the Patient Experience Group
Kent Community Health Foundation Trust (KCHFT)	We had our quarterly liaison meeting with the trust.
Kent & Medway Partnership Trust (KMPT)	Volunteers met to discuss how to work more closely with KMPT
South East Coast Ambulance Trust (SECAmb)	We met with SECAmb to discuss re recent concerns and to develop relationships. They discussed issues with handovers at A&E, out of hours GP provision and 111.
Clinical Commissioning Groups (CCG)	Steve met with Patricia Davis, Accountable Officer at DGS & Swale CCGs, we discussed the recent procurement where Virgin Care was successful. We attended the WK Quality Board meeting and shared public feedback about services. Regular meetings North Kent CCGs
NHS England (NHSE)	We are meeting them in Feb to discuss GP closures
Public Health (PH)	
Kent County Council Social Care (KCC)	We attended the Joint HOSC re the proposed changes to stroke services. We attended HOSC where the EKHUFT ECC and East Kent strategy was discussed
Voluntary Sector	We attended the Maidstone Older Persons Forum, a mental health carers group and the Involve Friendship Group
Healthwatch	Met with colleagues from South East Healthwatches. Asked them to work with us to escalate our collective concerns around GP closures across the South East especially in deprived areas. Our concerns have been formally escalated to Healthwatch England and NHS England. We have organised a meeting of NHS England South East representatives along with 8 Healthwatches for Feb 11 th

We attended the Kent, Thanet, Ashford and South Kent Coast Health & Wellbeing Boards.