

Healthwatch Kent CEO Monthly Report June 2015

The following report outlines the activities that we have undertaken during the month of June. 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 is what 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

Our Impact

We've just completed the Healthwatch Big Red Bus Tour which has had a huge impact. We visited all 12 districts in Kent to raise the public profile of Healthwatch Kent and to gather people's experiences of health & social care services.

During the week we:

- Distributed nearly 1,800 Healthwatch Kent leaflets
- Gave out 250 balloons
- Recruited 5 new volunteers
- Completed 282 Speak Out forms - we are currently analysing these
- Calls to our Freephone number have increased but exact figures are yet to be known
- We reached 27,700 people Twitter during the week
- Secured 172 new Twitter followers
- Raised awareness with Parish Councils, District Councils and Mayors - with many attending the tour
- Media output was significant with many sources advertising our whereabouts during the week on tour

At every stop we asked the public to vote for which service was important to them. 793 votes were cast and the result were:

1. GP services = 180
2. Hospital services = 125
3. Mental health services = 122
4. A & E = 121
5. Children's services = 57
6. Care at home = 54
7. Nursing & residential care = 49
8. Nursing care at home = 47
9. Day services = 28

The exercise was a huge success and we talked to hundreds of people who we wouldn't normally reach. We are already planning next year's trip.

How are we raising awareness of Healthwatch and listening to the public?

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

Twitter : 801 followers (742 in May)

Facebook : 77 likes (70 in May)

Newsletter : 648 subscribed (634 in April)

We held our quarterly public meeting in Gravesend. Although attendance was low it was a useful discussion. We are currently reviewing the role of public meetings and discussing other ways to reach more people in a meaningful way.

As well as the Red Bus and our Public meeting, we met with members of the public at the following events in June:

- Active Ageing Festival organised by Canterbury & District Pensioners' Forum

- Roma Network event

One of our volunteers, Cecilia Yeardley, attended the **Health & Wellbeing Boards** in Dartford, Gravesham & Swanley and Theresa attended the South Kent Coast board to represent Healthwatch Kent. We attended the Kent & Medway Partnership Trust Wide **Patient Experience Group** to hear the experiences of services users and carers and see how they contribute to decision making in the Trust. We worked with Kent County Council to deliver a joint listening event for **residents of care homes**. We discussed the current requirements on homes and gathered feedback about what residents felt were the most important elements of their care.

We continue to collate our **Issues Report** project for the Kent Health & Wellbeing Board. We are interviewing senior staff from all the key health & social care organisations about their views on the main barriers to organisations working together and integrating effectively. So far we have spoken to 20 senior professionals to gather their feedback, with more discussions planned in June. We will be presenting a summary of our findings to the July Health & Well Being Board.

We spoke directly to 179 people in June through our Information & Signposting team.

What have we progressed this month?

We met with East Kent Voluntary Action Support to discuss core **training** for volunteers. Volunteers met as teams in West Kent and Canterbury & Swale. Members of these teams raised issues that they wish us to investigate further.

We escalated one issue to the Kent & Medway Safeguarding Team and Care Quality Commission and are awaiting the outcome.

Our Priorities and Projects

Our young persons project has been completed. The report is with Deliberations & Directions (DaDs) group before being shared more widely.

We have invited organisations to tender for two new projects : dental services in Tunbridge Wells and a project around Patient Participation Groups. We have already received some expressions of interest. There are many potential projects in the pipeline awaiting approval.

We've interviewed and recruited three new members of our DaDs group who decide on our priorities and direction. At the June DaDs meeting we discussed progressing work around the following issues:

- Further developing the workplan and strategy for Healthwatch Kent
- Engagement of the public
- Current projects
- Looking at hospital discharge in North Kent
- The outcome of our complaints and Eastern European Projects
- Undertaking work re mental health patients placed out of Kent

The full minutes will be available on our website in due course.

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-we-work-0>

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

Our next public meeting is on 9 September in Broadstairs, Thanet. We will be changing the format of these meetings from then on.

We continue to work closely with East Kent Hospitals University Foundation Trust assisting them to engage with the public on their 5 to 10 year strategy.

With the help of our volunteers we have now submitted comments on 8 Quality Accounts.

We've recently been conducting an in-depth analysis of the feedback we receive from the public. We have seen a significant increase in the number of calls and emails which has allowed us to look at trends. The report detailing the findings will be shared on our website shortly.

We have created a “You Said, We Did” document which details all of the actions we have taken based on people’s feedback. It will be available very soon.

We are taking a closer look at the Assurance Framework for the Kent Health and Wellbeing Strategy to help us understand where issues may arise.

The following issues were discussed at our Intelligence Gathering Group (IGG). Full details can be found in the minutes of that meeting on the Healthwatch Kent website.

- Enter & View visit to Littlebrook Hospital
- Concerns raised over Friends and Family Test being used to collect feedback
- Adult Social Care committee
- Plans for an Enter & View visit to new ward Upnor at Priority House (Maidstone)
- Concerns over the Ebbsfleet and Paramount development.
- Concerns were raised over mental health out of area placements.
- Access to Trauma Care for Thanet Residents
- Diabetes Care in Kent
- Transport to new Dover Hospital from surrounding areas
- Nurses working 12 hours shifts impacting on patient experience
- Waiting times for outpatient appointments at Maidstone & Tunbridge Wells Hospital Trust
- Choose & Book Service not working properly
- Influence and credibility of Patient Participation Groups (PPGs)
- Clinical Commissioning Groups (CCGs) contracting GP services
- The need for Healthwatch Kent and Healthwatch Medway to work more closely together with Medway Partnership Trust affecting both.
- Private Imaging Company sending notes not image back to Doctor-concerns over potential for error

Our Relationships and Representation

We attended the Health Overview & Scrutiny Committee (HOSC) and commented on a number of issues. We chaired the Integration Pioneer Comms and Engagement working group to help ensure key messages are being shared with the public across the county.

We met with Kent County Council regarding our Consultation Best Practise Guide. These will be going to the first meeting of our internal Consultation Working Group for final approval.

We attended the meeting of the Tunbridge Wells Parish Council Chairs to present about Healthwatch Kent. Steve was part of the final panel for questions at the Kent Health & Wellbeing Strategy event.

Steve attended a meeting about the introduction of a new Integrated Care Organisation in the South Kent Coast Clinical Commissioning Group area.

We are currently finalising a business case to enable us to engage with every community organisation and offer them the chance to be a Community Champion for Healthwatch Kent. This will ensure we hear about the experiences of their many service users. We currently have 56 Community Champions within voluntary groups but this project will significantly increase those numbers.

Steve & Theresa attended the Healthwatch England conference to hear about how other Healthwatches are operating and discuss some key nationwide projects and issues.

We meet with Kent County Council and Public Health to share information useful to the Joint Strategic Needs Assessment.