

# The Healthwatch

# Recognition Awards



**Celebrating the best in health &  
social care in Kent & Medway**

**MARCH 30 2022**



# Tonight is made possible thanks to funding from listening experts EK360.



Many of you have already worked with EK360 in the past year as they have helped you to solve a range of challenges; from enabling you to engage with seldom heard communities, co-producing solutions to your issues, analysing your survey results or providing an independent view on your position.

**ANY PROFIT THAT EK360 MAKES IS REINVESTED BACK INTO OUR COMMUNITY.**

This year, your money has helped 21 people from the Nepalese community in Folkestone to get online and learn new computer skills.

**Thanks to you:**

- they can book their Covid vaccine online
- can now access health and social care services
- they have helped other people in their community to do online shopping and complete online forms
- they now feel less isolated and lonely
- they are more connected to younger people in their community who have volunteered to train them

For every £1 that we were able to invest in the Nepalese community, there was a social return of £20.90. That works out to an average of £8,041 worth of social value for every single person that took part.

The learnings from this are now being used in a partnership with Ashford Volunteer Centre, Caring Altogether on Romney Marsh (CARM), Swale Volunteer Centre and Canterbury & Herne Bay Volunteer Centre. EK360 secured National Lottery funding to roll out the initiative to other communities in Kent.

**Good evening and welcome to the first ever**

## **Kent and Medway Healthwatch Recognition Awards.**



**At Healthwatch we work with every single health and social care service in Kent & Medway. We have a unique position listening to people's feedback about all your services and helping people to navigate the 'system'.**

**This bird's eye view enables us to clearly spot areas of excellence, as well as raise concerns and make recommendations. Tonight we want to make time to celebrate the positives, and showcase some areas of brilliance.**

**We've deliberately chosen this unique community venue for our celebration. Supporting our local communities is central to the way we work. If you haven't been to Revelation before, it is a busy community church by day and a venue by night! Some of you may have enjoyed gigs by Status Quo and the Lightning Seeds here!**

**We hope you enjoy your surroundings and the rare chance to get together for a moment of reflection, recognition and celebration of each other's efforts.**



**Robbie Goatham**

**Healthwatch Kent**



**Martyn Cheesman**

**Healthwatch Medway**

# Meet the rest of the team



Alongside **Martyn** in the Healthwatch Medway team we have:  
Harrison Kidd & Emma-Sue Willows.



**Harrison** looks after our focused project work and is actively out and about listening to communities.



**Emma-Sue** analyses the stories to spot the trends and themes.

In Healthwatch Kent alongside **Robbie** we have:  
Lucie Price, Erin Riley & Tony Ijeh.



**Lucie** drives our outcomes and ensures we are evidencing the changes that we are making.



**Tony** is analysing the feedback and ensuring that you get to hear it.



**Erin** looks after our projects and engaging with communities. She's also an expert in hiding from the camera!





## Meet the rest of the team

Both teams are supported by our brilliant Signposting, Insight & Research team who deliver our information and signposting. They are busy taking calls and listening to people's stories. They proactively support people who need help to know what to do next and where to go for support. Nearly 30,000 people have benefited from our service since March last year.

They are: Marianne Turner, Phill Thorne, Sophie Turner & Lynn Perryman.



**Marianne Turner**



**Phill Thorne**



**Sophie Turner**



**Lynn Perryman**





# RECOGNITION FOR EXCELLENCE IN INVOLVING PEOPLE IN COMMISSIONING AND DELIVERY OF SERVICES

Involving people in the commissioning and delivery of services is a statutory requirement and one that every NHS and social care organisation approaches in a slightly different way. In recent times, we have seen many NHS Trusts work hard to improve the way they involve and listen to patients, carers, families and communities in their services.

**In this category, we recognise the following:**

**KMPT** for their co-production review of longstanding Patient and Carer Consultative Committees and Lived Experience roles.

**East Kent Health & Care Partnership** for their work to involve people in the improvement of the Diabetes service

**EKHUFT** for sector wide co-production of a new Patient Voice & Involvement Strategy

**SECAmb & IC24** for involving and listening to patients in the design, procurement and delivery of the new NHS 111 CAS service

**MTW** for their work to create their new Patient Partner model



## The awards in more detail

### **Kent & Medway NHS Social Care Partnership Trust : co-producing solutions to enable people to get involved in mental health services**



Back in 2020, KMPT agreed a new Participation and Involvement Strategy. To bring the strategy to life, the Trust needed to review and resolve a complicated and confusing range of meetings for service users, carers and staff. They wanted to co-create a new way of working that enabled more people from a range of communities to get involved, and that would ensure that people's voices were being heard and acted upon across the Trust.

74 people took part in the review, including 69 people who were using their services and carers.

Together the group:

- Formed an equal partnership of people who use services and staff
- Created a streamlined model to enhance patient and community voices in the governance structure

As a result:

- A 'Keeping Connected' communication programme has been established
- An Engagement Pool made up of service users, carers, family members and general public has been established. This has consolidated and streamlined the existing groups and meetings, and increased the volume of meaningful engagement opportunities
- An Engagement Council was created, which works at a strategic level to determine priority areas for service development and improvement to the benefit of those using services and their loved ones

### **East Kent Hospitals University NHS Foundation Trust : co-producing a new culture of involvement**



The Trust recently embarked on a co-production exercise involving staff, patients, carers, voluntary and partner organisations. Together they co-produced a new Patient Voice & Involvement Strategy which has been approved by the Board and will see the creation of a dedicated Patient Voice & Involvement Team.

The strategy is a new and exciting commitment that will see the Trust working in partnership to listen more, gather feedback and use it to improve the experience of both patients and carers.

As a result:

- Funding has been secured to deliver the strategy
- The Board and Senior Team has committed to a new way of working which will see patients and the voluntary sector have a much more prominent voice within the Trust
- Work is underway to create the new Patient Voice & Involvement Team



## The awards in more detail

### Maidstone & Tunbridge Wells NHS Trust : listening to patient feedback and using it to make improvements and improve staff morale



A new model which enables the Trust to hear from their patients, and act on the feedback in real time, has been developed during the pandemic.

The new Patient Partners model will see Patient Partners, who are volunteers, working closely with clinical staff to proactively gather the experiences of patients, and make proactive changes based on that feedback.

As a result:

- Patient Partners are being recruited to start listening to patients
- In maternity, they have gone one step further, with a dedicated midwife whose role it is to chat with families about their experiences. She is able to share feedback with staff at the daily huddle and quickly act on any issues
- Staff have reported increased morale because they are hearing the positive feedback
- Patients say they feel better because they have had the chance to share their story and be listened to
- It is expected that the number of complaints will drop as a result of the early interventions

### South East Coast Ambulance Service & Integrated Care 24: involving people in the development of the new 111 service



It's been a long process, but local people have been involved from the start in the design, procurement and implementation of the new enhanced NHS 111 service for Kent, Medway & Sussex.

SECAmb & IC24 showed a real commitment to actively involving and listening to local people, and shifting to online engagement when Covid hit, to support the development of the Direct Access booking service and NHS 111 First.

Talking about their involvement, Healthwatch volunteers Lyn & John said, "We have been involved at all stages from helping to develop the specification, through to the evaluation of the bidders' responses, the final procurement, engagement and the launch. It has been a remarkably interesting and rewarding experience. As we became more deeply involved, our comments became integral to the whole process which raised our confidence even more in offering the 'patient voice'."

As a result:

- The new Direct Access Booking system has been designed and implemented using the voices of patients





## The awards in more detail

### East Kent Health & Care Partnership : involving and listening to people to help improve the Diabetes service in East Kent



Patients have been involved alongside clinicians, commissioners, Healthwatch and the Paula Carr Diabetes Trust, with a clear aim that they all wanted to improve the Diabetes service.

As a result:

- They have developed an approach and a range of tools, including a website and a number of focus groups, to enable them to hear about the current Diabetes service, and explore what people want and need from a new service
- Feedback from patients is already being used to inform the new service. For example, conversations are happening following suggestions from patients that they would benefit from the IAPT talking therapy service being offered through the Diabetes clinic
- Working together with the voluntary sector, a peer support model is being developed in response to patient feedback
- A new clinical model has been implemented in one area. This has been evaluated and early signs show significant improvements in feedback from both patients and staff. This learning will now be used to inform the roll out across East Kent
- Following the recent EKHUFT We Care workshop, there will be a summit to look at Diabetes in more detail





# RECOGNITION FOR EXCELLENCE IN ENABLING LOCAL PEOPLE TO MONITOR THE STANDARD OF SERVICES AND BE INVOLVED IN IMPROVING THEM

It's important that services listen to feedback from their patients and service users and make changes based on that feedback. Whilst we've seen many organisations do this, we have been particularly impressed by a select few.

**In this category, we recognise the following:**

**The Kent & Medway CCG and Millbrook** for the changes they have made to wheelchair services based on public feedback

**KMPT and the Kent & Medway CCG** for their exciting approach to involving and listening to people to inform the transformation of the community mental health service

**Darent Valley Hospital** for their work involving people to listen to patient feedback in particular wards and make necessary changes

**Mental Health User Voice Network & KMPT** for their joint work to proactively seek feedback and then use that feedback to make improvements to mental health services



### **The Kent & Medway CCG & Millbrook Healthcare : Driving improvements to the wheelchair service**



The Kent Physical Disability Forum and Healthwatch Kent first raised issues about the wheelchair service back in 2018, which culminated in us escalating our concerns to the Health Overview and Scrutiny Committee. Since then, Millbrook and the CCG have worked with us and the Kent Physical Disability Forum to improve the wheelchair service. They have listened to the feedback from people who are using the service and made changes.

As a result:

The wheelchair service has seen a number of improvements including:

- quicker repairs
- shorter waits for assessment and wheelchairs
- better communication with wheelchair users and carers
- reduction in complaints and increase in positive feedback

### **The Kent & Medway CCG & KMPT: committing to an exciting and innovative way of working with people with lived experience to transform services**



A new Lived Experience team has become central to the transformation of community mental health services across Kent & Medway. The team, made up of people who have direct and current experience of mental health services, are key to ensuring the voice of people with mental health experience is heard and used in the creation of new pathways and services.

The Lived Experience Team represents a significant investment and it was important that, although funded by NHS England, they are hosted by EK360 as an independent organisation. The team actively engage and listen to people from all communities, not just those that are the loudest, and seek the quieter and harder to reach voices. They are also working to close the loop and ensure that people who have shared their experiences know that their feedback has helped to drive change.

As a result, in just six months, this approach has already seen:

- The co-production of a new pathway for people with Complex Emotional Difficulties
- People with Complex Emotional Difficulties being involved at every stage
- Over 300 people have had their voices heard since September
- Over 80 people & professionals have taken part in focused discussions to inform the development of the new Core Model for community mental health services



## The awards in more detail

### **Darent Valley Hospital: working with volunteers to listen to patients and drive improvements**



Prior to the pandemic, Darent Valley used both their own Nightingale approach, as well as visits by Healthwatch volunteers, to drive quality improvements. Healthwatch volunteers worked alongside clinical staff to visit a ward, with volunteers focusing on chatting with patients and gathering their thoughts and experiences. This feedback was used alongside clinical evidence to drive necessary improvements.

As a result:

- Patients were informed about waiting times in the phlebotomy department
- A new leaflet for partners in maternity was created
- Chairs were replaced in the urology department
- Posters detailing alternative places to get urgent help were created and displayed
- A new simple visual wayfinder leaflet was created for Outpatients

“Working on the Nightingale Project was hugely rewarding. We felt the feedback we got from patients fed directly into ideas for ward improvement and that it would be followed up by later ward visits.”

**Pat Taylor, Healthwatch Kent volunteer**

### **Mental Health User Voice Network: for their work to proactively seek feedback and then use that feedback to make improvements to mental health services**



The Mental Health User Voice is a network of committed voluntary organisations across Kent & Medway.

The network tries to help resolve people’s individual issues wherever possible, but for those issues that are too big or require a system wide response. Their experiences are captured, and the qualitative and quantitative evidence is escalated to a Kent & Medway County group for discussion and action.

So far this year, the network has heard from over 6,000 people who are actively using mental health services; that’s three times the number from the year before. They have ensured that everyone’s voice has been heard by decision makers in the right way, at the right time.

As a result, they have influenced a range of issues including:

- Procurement of the new IAPT service
- The launch of Live Well Medway
- Community mental health transformation scoping and planning
- Community mental health support
- The development of a Complex Emotional Difficulties pathway
- Improving how people can access the CAMHS telephone system





# RECOGNITION FOR EXCELLENCE IN LISTENING TO PEOPLE'S VIEWS AND THOUGHTS ABOUT SERVICES AWARD

It's not always easy to listen to people. Listening takes time and skill, and needs to result in change. All public services have a duty to listen to the people who use the service. This category celebrates organisations that understand the power and importance of listening done well.

**In this category, we recognise the following:**

**Kent & Medway CCG** for the creation of the Stroke Advisory Group

**Older Peoples' Forums** for ensuring the voice of older people is heard

**KCC** for using their People's Panel to inform service and strategy development

**MTW** for their work to listen to Dementia Carers

**Kent Parent & Carers Together** for giving parents with SEND needs a voice

**KCC** for seeking to hear how Covid has impacted on peoples' mental health



## The awards in more detail

### **Kent & Medway CCG** : working with people who have had a stroke and their families to design the new stroke service



Throughout the Kent & Medway Stroke review it was important that the voice of people who had had a stroke and their families was heard. Their experience was particularly important to help shape the details of future stroke services including the three new Hyper Acute Stroke Units. That's why the CCG and the Stroke Network worked with both Healthwatch and the Stroke Association to create the Stroke Advisory Group.

The group, which is made of up people who have had a stroke and their families, work in partnership with professionals to share their experiences and ideas. They've travelled to visit the sites of the new Hyper Acute Stroke Units to see the plans for themselves and discuss in detail what patients and families will need. As a result:

"The stroke survivors and carers were able to help us understand what is important for people using stroke services"

**Louise Ward, Clinical Director for Stroke, CCG**

### **Kent County Council**: for using their People's Panel to inform community engagement and drive service improvements



Back in 2017, we helped KCC to create a People's Panel.

The aim of the panel was to enable KCC to have early conversations with the public to test ideas and discuss their thinking in a safe and confidential space. Since then, the Peoples' Panel has continued to grow. It doesn't mitigate KCC's statutory obligation to engage, but it does act as a sounding board with members of the public offering advice on how, when and where KCC should engage with Kent residents.

As a result:

- The Peoples' Panel is now embedded as part of KCC's planning and development structure, ensuring people's voices are central to early discussions
- The Panel has influenced KCC's Making a Difference Every Day strategy
- They have been actively involved in procurement processes



### **Kent Older Peoples' Forums:** for ensuring the voice of older people is heard



Funded by KCC, and supported by EK360, Older Peoples' Forums reach over 2,000 older people in Kent each year. Covid has made it much harder for the Forums to physically meet as they would normally, but it hasn't stopped them listening and engaging with people and working to make a positive change.

As a result:

- Dover Older Peoples' Forum campaigned, alongside other local people, to get a vaccine centre opened in Deal
- Sevenoaks Older Peoples' Forum is raising concerns on behalf of its members about a new housing consultation
- The Tunbridge Wells Older People's Forum produced a comprehensive report detailing how their members had coped during Covid
- Dover Older People's Forum are also escalating concerns of local people after the blood testing centre was closed in Deal with no consultation with local people

### **Kent Parent & Carers Together:** for giving parents of children with additional needs a voice



Ever since the CQC and Ofsted published their report on the provision of services for children with special educational needs and disabilities, the Kent Parent & Carers Together (PACT) has grown from strength to strength. Its innovative and transparent social media approach has encouraged parents to get involved and tell their stories.

It's now seen as an equal partner alongside health, education and social care partners and has given parents across Kent a voice.

As a result:

- PACT has been working hard to give parents and carers a voice about changes to school transport for children with special educational needs and disabilities



## The awards in more detail

### **Maidstone & Tunbridge Wells NHS Hospital Trust:** for their work to listen to Dementia Carers



During Covid, restrictions meant that patients were unable to have visitors. This was a difficult time for patients and families, particularly for those with Dementia. MTW proactively arranged to join a Carers Support Group, organised by the Alzheimer's Society because they wanted to understand how they could support people with Dementia and their carers. Carers told MTW that they weren't routinely allowed to accompany their loved one into hospital, despite allowances being in place for carers.

As a result:

- MTW took that feedback and created a new Carers Card which Carers can show on arrival at the hospital
- The group helped to create the card which is now in use across the Trust
- Carers have been able to accompany their loves into the hospital with no worries about being turned away
- The Carers Card has enabled people to get free parking
- Based on the success, a similar card is being created for families of ITU patients

### **Kent County Council:** for seeking to hear how Covid has impacted on people's mental health



When the pandemic first hit, Public Health wanted to understand how people's mental health was being affected and what support was needed.

They commissioned a 'talking heads' film, enabling a unique view of how a group of 11 people were coping during the initial lockdown. The diverse group of people spoke openly and honestly about their worries, the impact on their mental health and their fears for the future. A second film was completed during the second lockdown to understand how people's needs may have changed.

As a result:

- Both films have been widely watched by decision makers who wanted to understand how best to adapt their services to support people during the pandemic







# RECOGNITION FOR EXCELLENCE IN ACTING ON RECOMMENDATIONS MADE BY HEALTHWATCH

At Healthwatch, we have a statutory duty to make recommendations on how services should and could be improved. Our recommendations are based on evidence following feedback from the public and visits to services using our powers to Enter & View any adult health or social care service. In this category, we recognise those who have made changes based on our recommendations.

**In this category, we recognise the following:**

**Kent & Medway CCG** for amendments that they made to the North Kent Urgent Treatment Centre

**Carers First Medway** for listening to our recommendations about how best to reach Hidden Carers in Medway

**Medway Council** for changing the way Personal Assistants could access PPE

**NELFT** for changing their phone line in response to public feedback



## The awards in more detail

### **Kent & Medway CCG:** for listening to feedback and changing their plans for the Urgent Treatment Centre in North Kent



Around 20,000 people responded to the public consultation about the Urgent Treatment Centre in North Kent. The proposal detailed two options for where the new Urgent Treatment Centre could be based: either Darent Valley Hospital or Gravesham Community Hospital. The CCG involved us, and local people, every step of the way and listened to the views of our volunteers about how best to engage with people.

As a result:

- Based on the unprecedented feedback, the CCG changed their plans and created not one, but two, Urgent Treatment Centres; one at Darent Valley Hospital and another at Gravesham Community Hospital

### **Medway Council:** for listening to the needs of Personal Assistants



In Medway, we asked Personal Assistants how they were coping during the first lockdown, and what could be done to help them during the second wave. Personal Assistants told us they felt left out and forgotten. Many of them talked about difficulties getting PPE and being recognised as a carer when trying to get food and supplies.

As a result:

- Medway Council acted upon our report and made a series of changes
- PPE became available free of charge for all Personal Assistants and people who provide care for someone
- All care organisations including PAs gained access to a portal where they could order supplies of PPE and equipment
- Conversations have started to create a 'card' for Personal Assistants. The card clearly states that they look after someone and so should be given the same access as carers. This will be particularly helpful for PAs to be able to access supermarkets at certain times and to support clients in hospital



### **Carers First Medway:** for listening to our recommendations about how best to reach Hidden Carers



During the pandemic, Healthwatch Medway wanted to ensure that people who were looking after someone knew that help was available should they need it. Together with Carers First Medway, we ran a campaign to reach hidden carers and ensure they knew where to get support. However, very few people got in touch so we ran a series of focus groups to understand what was stopping carers from seeking help. We learnt so much from these carers about how best to reach them, and Carers First have used our learnings to inform their own work with Hidden Carers in Medway and nationally.

As a result:

- Carers First continue to use emotive language to elicit the best response from those who use social media
- Carers First have strengthened their relationships with trusted professionals such as hospitals & GPs, so they can give carers information and encourage them to seek support
- Carers First have launched a new national campaign called We Care For You to reach Hidden Carers

### **North East London NHS Foundation Trust:** for changing their phone line in response to our feedback



Healthwatch Kent heard that parents were struggling to change their children's prescriptions. When they called the Children & Adolescent Mental Health Service (CAMHS) Helpline, they could only leave a message and the automated system didn't allow them to speak to a real person. They told us they weren't having any success with the message system to get what they needed. We shared the feedback with NELFT.

As a result:

- They changed their phone system and the recorded message so that parents could now get through to change their children's prescriptions





# RECOGNITION FOR EXCELLENCE IN HELPING INDIVIDUAL PEOPLE TO GET THE INFORMATION THAT THEY NEED

Did you know that Healthwatch provides a free information & signposting service? 97% of our callers say that we have been able to help them, and we have recently received a Helpline Accreditation in recognition of the quality of service that we offer.

In this category we celebrate those who have helped us to respond quickly and accurately to people's queries.

## In this category, we recognise the following:

**The Kent & Medway Local Dental Committee** for acting quickly when we escalate cases that need action

**The Kent & Medway Vaccination Team** for helping us to get vaccines for front line staff and vulnerable people

**GP surgeries The Manor Clinic, The New Surgery and The College Practice** for reacting swiftly and helping us to resolve individual people's issues

**CCG Primary Care Quality Team** for working with us to secure positive outcomes for people



## The awards in more detail

### **Kent Local Dental Committee:** for acting quickly when we escalate cases that need action



Every day people contact us because they are struggling to get an NHS dentist appointment. Thanks to the Kent & Medway Local Dental Committee, we are able to give people guidance on emergency dental services and when and where new NHS practices are opening up. When we've had calls from people who needed immediate help, such as when someone needed dental treatment before they could start cancer treatment, they have helped us to intervene and secure appointments. Thanks to their quick response, we have been able to help people when they had nowhere else to turn.

### **The Kent & Medway Vaccination Team:** for helping us to get vaccines for front line staff and vulnerable people



Unsurprisingly we've had plenty of calls in the past year about the Coronavirus vaccine. We've heard from vulnerable people and in the early days, we had many front-line staff coming to us because they couldn't get a jab. By working with the Vaccination Team, we were able to help front line staff to get vaccinated, and we've worked together to answer both individual concerns and share accurate information about the vaccine roll out. Examples include, worries from staff that they may need to display their self-harm scars, and concerns from people who are home bound about how they get their vaccine.

We also shared many stories from people about their experience at vaccination centres. KCHFT took our feedback and visited sites to see how they could make improvements. Changes included better privacy, access to British Sign Language interpreters and community spoken languages on the video and telephones systems.

**"We get more calls about NHS dentists than any other topic. We help people to understand what they are entitled to and what they need to do to find an NHS dentist"**

**Robbie Goatham, Healthwatch Kent**



## The awards in more detail

### GP Practices - The Manor Clinic, The College Practice, and The New Surgery: for helping us to resolve individual people's issues



Despite the pressures, the practice managers at these GP surgeries have responded quickly and listened to the feedback we were sharing from their patients. They've spent time talking to us about the issues and helped us to resolve the problems people were facing wherever possible.

Nicola from The Manor Clinic helped a family to get registered with the surgery, and reassured us that staff would be trained to ensure other families would also be able to join the surgery.

Angela from The College Practice helped us to understand and escalate an individual patient story.

Jackie from The New Surgery spent time with us answering questions from the public about the eConsult service.

### Kent & Medway CCG Primary Care Quality Team: for helping us to support people with GP services



Thousands of people come to us every month. Many of them are sharing their experience of visiting primary care, with many more seeking support or information about how to get a GP appointment. We need to respond quickly to each and every person with accurate, helpful information.

The Primary Care team at the CCG have enabled us to do just that. They've listened to the feedback and responded quickly to find solutions to the issues. By working together, they have helped people to get registered with a GP when surgeries had told them they were full, answered people's questions about eConsult and helped us to escalate complaints.

**We're working with Kent & Medway CCG to ensure people who are moving into large developments know where to go to register with a GP**





# RECOGNITION FOR INNOVATION & EXCELLENCE IN KENT & MEDWAY VOLUNTARY SECTOR

Core to our work in Healthwatch is our commitment to collaborate with the voluntary sector and the communities that they serve.

This category recognises the many brilliant organisations who are using innovative ways to get people's voices heard. We would urge you to work with these organisations and others like them in your own work.

**In this category, we recognise the following:**

**The work to reduce digital exclusion amongst the Nepalese Community in Folkestone by Kent Coast Volunteering**

**The Kent Physical Disability Forum which is Chaired by the Centre of Independent Living**

**Innovative & creative engagement with new communities in Medway by MEGAN CIC in Medway as part of the wider Kent & Medway Mental Health User Voice Network**

## The awards in more detail

### **Kent Coast Volunteering:** have been reducing digital exclusion amongst the Nepalese community in Folkestone



Folkestone has one of the largest Nepalese communities in the country. Before Covid, Kent Coast Volunteering started working with the community to help people to get online and build their confidence in digital skills. The project was funded by EK360 as part of their work to invest into communities and supported by Folkestone & Hythe Council.

#### As a result:

- Healthwatch Kent's Social Return on Investment analysis showed that for every £1 invested, there was a return of £20.90 worth of social value. That works out as an average of £8,041 worth of social value for every participant
- People now feel less isolated
- They have gained knowledge and confidence which has enabled them to access health and social care services online, book their Covid vaccines and help other people in their community

*"Some of the most interesting and important skills I have gained is to use e-Consult on my local GP surgery website, and access online services on Folkestone and Hythe District Council website."*

*"I have learned how to book medical appointments online which is by far the most useful."*

*comments from Nepalese elders who took part*

### **The Kent Physical Disability Forum:** was established by the Centre of Independent Living and EK360 to give people with physical disabilities a voice in Kent



#### As a result:

- The Forum has been central to ensuring people's experience of the wheelchair service was heard and used to improve the service
- The Physical Disability Forum worked with Healthwatch to raise our collective concerns about the wheelchair service and supported us when we escalated the issue to the Kent Health Overview & Scrutiny Committee. We wouldn't have been able to make so many positive changes to the wheelchair service without them





## The awards in more detail

### **MEGAN CIC: for creative & innovative engagement with new communities in Medway**



Only a year ago funding was secured from the CCG to extend the Mental Health User Voice Model into Medway. Since then, MEGAN CIC have worked tirelessly to reach Medway residents who are using mental health services to hear their experience. They're using innovative ideas to reach people who don't yet know they need to be found. In particular, they have engaged with a range of stakeholders to ensure they hear the voice of young people in Medway.

As a result:

- They have established great relationships with Head Teachers from across Medway, which means that they are hearing about the mental health pressures within schools
- Reached and engaged with young people through social media to hear their experiences
- They are working with school counsellors to hear what young people need, and they are providing additional signposting support
- They are generating a clear strand of user experience to ensure the voice of young people is heard by decision makers in Medway





# RECOGNITION FOR EXCELLENCE IN QUALITY ACCOUNTS FOR REAL PEOPLE

Every year, NHS providers must provide a Quality Account which shows the improvements in the services they deliver to local communities and stakeholders. A copy of every Quality Account must be shared with Healthwatch and our response is included in the final version. Here in Kent & Medway, that means we have eight Quality Accounts to read and review each year.

We have a duty to comment on whether the views of patients have been included in the report.

We have seen many Quality Accounts during our 10 years and we are recognising only one.

**KCHFT for their patient  
friendly Quality Account**

Their Quality Accounts stands out and is by far the best we have seen. The rigid structure of a Quality Account can make it difficult for people to engage with it, but the Kent Community Health NHS Foundation Trust version is written with the public in mind and is accessible and understandable. There were some really clear measures of outcomes, and the patient voice was present in lots of the priorities.

We particularly liked the consistent heading “what this means for you as a patient”.





# RECOGNITION OF EXCELLENCE IN EQUAL ACCESS TO SERVICES

Much of the work that we do is raising the voice of people who find it harder than most to access services and seek a resolution for them. This is a complex area and one that we have been working on for many years. Despite that, we still hear every day from people who cannot access NHS or social care services because the support they need is not available.

**In this category, we recognise the following:**

**EKHUFT** for their work to make it easier for Deaf and blind patients to attend hospitals

**KCHF** for working hard to listen to the voice of the trans and non-binary community

**Kent Association for the Blind** for raising the issues Blind and partially sighted people were having at Covid testing centres

**Medway Public Health and community partners** for co-creating Covid messages for minority communities



## The awards in more detail

### **East Kent Hospitals NHS University Foundation Trust:** for their work to make it easier for D/deaf and blind patients to attend hospitals



We've been working with East Kent Hospitals for several years now, helping them to make it easier for people with learning difficulties to attend a hospital appointment. We partnered with East Kent Mencap to visit all three hospitals in East Kent to see for ourselves what support is available for people with learning difficulties.

As a result there have been a number of improvements including:

- A new audio & Braille transcription service
- A new British Sign Language interpreting service via video
- Pictorial books to help reduce communication barriers
- A new card which Deaf people can use to indicate that they need a BSL interpreter. This was designed in partnership with Healthwatch Kent, KCC Sensory & Autism services and the Deaf community
- New posters informing people that information & communication is available in different formats
- A new Easy Read information leaflet created alongside people who have a learning disability
- Upgraded electronic patient system that can record communication needs of patients

### **Kent Community Health NHS Foundation Trust:** for giving the trans and non-binary community a voice



KCHF'T Public Health have established a successful patient group, working alongside other organisations such as Porchlight and Medway Gender Sexual Diversity Centre, to ensure they are hearing the needs and opinions of trans and non-binary people. This group has been instrumental in gathering feedback from other patients within the trans and non-binary community, helping to raise awareness of their needs and drive positive change for the future. We have been working alongside the group with support from the Sexual Health Team at KCHF'T.

As a result:

- We have made a number of formal recommendations which we co-produced alongside the CCG
- We facilitated two members from the group to meet with the commissioner of the gender dysphoria community service pilot in Greater Manchester, allowing them to understand what best practice in action looks like
- Agreed with Primary Care for the need to identify further improvements
- The LMC have voiced their support for the recommendations
- We shared the report/ people's experiences at a Healthwatch England engagement and research network meeting

## The awards in more detail

**Kent Association for the Blind:** for raising the issues Blind and partially sighted people were having at Covid testing centres.



Kent Association for the Blind came to us when they were hearing stories of how hard their clients had found visiting Kent Covid testing sites, as they couldn't read the instructions at the testing sites. We escalated these stories to the CCG.

As a result:

- People who are blind or partially sighted now get support at Covid testing centres
- Everyone is proactively asked if they need extra help when arriving at the test centre
- Training has also been given to all staff to ensure they know how best to support people who may need extra help

**Medway Public Health and community partners:** for proactively creating a bespoke communications campaign to reach minority communities during Covid



During the first wave of the pandemic, it became clear that some communities were more affected than others. Medway Council and the Kent & Medway black, Asian & minority ethnic/inequality workstream sought a community solution to the issue. They brought together a range of local community groups to co-create health promotion materials to reach people in these communities. These groups worked together to listen to BAME communities and residents, using their insights to shape communications.

As a result:

- They recruited 17 Community Researchers who worked with the community to undertake research. Their research was used to help shape the materials and methods used
- Accurate information has been shared with communities with the aim to reduce health inequalities in Medway



# RECOGNITION FOR EXCELLENCE IN CONSULTATIONS & ENGAGEMENT



Changing a service can be daunting. All services have a duty to involve and inform the public in any service change and significant changes will need a formal consultation. At Healthwatch we have an important role to play as a critical friend. We scrutinise consultations and our feedback is often used as part of the decision making business case and Judicial Reviews. You can read our Guide to Consultations & Pre-consultation engagement on our websites.

In this category, we recognise two public consultations that we formally scrutinised and have deemed to be excellent examples of best practice.

## Ruby Ward



Ruby Ward is the last remaining mental health dormitory ward in Kent and Medway. Over the summer a public consultation was launched to hear people's thoughts about moving Ruby Ward to a new purpose built building in Maidstone. We were able to evidence that despite extreme time pressures from central Government, the team led by Hood & Woolf and KMPT went out of their way to hear from people who may have thoughts to share.

As a result:

- The Case for Change was clearly and effectively communicated to a wide range of people and is a good example for others to follow

## Stroke Review



This was a complex and long-running project. Feedback from thousands of people across Kent & Medway was captured, including those who are harder to reach and people who live outside of the area but may travel to Kent or Medway hospitals. Healthwatch Medway and Healthwatch Kent were independently involved from the very beginning, and their advice influenced the way patients and public were engaged and informed in Medway and Kent.

Healthwatch's role is to ensure that the public are involved in the process and given every opportunity to share their thoughts. Despite Medway and Kent system leaders having differing views, trained Healthwatch volunteers who had not been involved in the review and who were impartial, scrutinised the process and found that people had been adequately involved and listened to as part of the decision-making process. The scrutiny review and recommendations were included as part of the Judicial Review, which ruled in support of the consultation.



# RECOGNITION FOR EXCELLENCE IN INFLUENCING BEYOND OUR BORDERS AWARD



Sometimes the issues we hear cannot be resolved within Kent & Medway. We often hear stories that are too big and need conversations to take place at a national level. In this category, we focus on how feedback from Kent & Medway residents has influenced system wide decisions.

**In this category, we recognise the following:**

**Kent & Medway Local  
Pharmaceutical Committee for  
ensuring Kent & Medway  
community pharmacists are  
heard by policy makers**

**Healthwatch England for using  
the feedback we heard about  
GP websites in national  
conversations**

**NHSE for listening to our  
feedback about patient  
transport in Kent and using it  
their national review**



## The awards in more detail

### **Kent & Medway Local Pharmaceutical Committee:** for ensuring Kent community pharmacists are heard by policy makers



During the early weeks of lockdown, we heard about the difficulties people were having to get their medication. We wanted to understand the challenges that community pharmacies were facing. We worked with the Kent & Medway Local Pharmaceutical Committee to hear the issues in detail. 140 community pharmacists shared their Covid experiences and how they had been treated. Healthwatch / LPC jointly presented to HOSC to explore system wide solutions.

As a result, following the report:

- 55% pharmacists told us their morale had improved
- 87.5% pharmacists said access to PPE was better

Some issues raised in the report required national leadership.:

- HOSC supported the LPC to raise the challenges faced by community pharmacies with Rishi Sunak and Matt Hancock
- Report featured on local TV, radio and national print, giving community pharmacists a platform to inform Kent residents of the challenges they faced during Covid, and how the public can assist them
- Pharmaceutical Services Negotiating Committee used our report in a meeting with NHSE/I to influence the national approach

### **Healthwatch England:** for using the feedback we heard about Medway GP websites in national conversations



During Covid, we reviewed every GP website in Medway to see what support and information they were offering to their patients during the pandemic. 26% of GP websites in Medway had no information about visiting the surgery safely, such as PPE.

As a result:

- Our findings were part of a national conversation about the struggles to get a GP appointment

### **NHS England:** for listening to our feedback about patient transport in Kent and using it their national review



Feedback from over 3,000 people, including stories from Kent & Medway residents, formed a report about patient transport. The report details the challenges they faced when travelling to and from NHS services, including issues with public transport, parking, and the patient transport service.

As a result:

- The feedback we heard in Kent has informed and influenced the new national framework for patient transport





# RECOGNITION FOR EXCELLENCE DURING A PANDEMIC



The last two years have been unprecedented for us all. The impact of Covid on our health & care system, our services, our staff, patients and our communities has brought about a unique set of circumstances. This award recognises just a few of the excellent responses and actions during that time.

**In this category, we recognise the following:**

**KCC Care Home Team** for  
creating a WhatsApp group  
with Care Home Managers to  
quickly disseminate  
information

**Kent & Medway Health &  
Social Care Recovery Cell** for  
their work to listen and work  
together to generate solutions

**KMPT** for their quick action in  
assessing the Covid risk for  
staff of ethnic heritage

## The awards in more detail

### **KCC Care Home Team:** for creating a WhatsApp group with Care Home Managers to quickly disseminate information



During the initial lockdown, the situation in Care Homes was challenging and fast moving. PPE was in short supply, and it was difficult keeping up with the evolving situation. The Care Home team at KCC created a WhatsApp group to enable quick communication.

We spoke to 204 Care Homes during that first lockdown and many of them mentioned the importance of that WhatsApp group. Heather Bates was specifically mentioned by many Care Homes as being instrumental and a great support during challenging times.

### **Kent & Medway Health & Social Care Recovery Cell:** for their work to listen and work together to generate solutions



Right at the beginning of the outbreak, NHS and social care organisations came together with voluntary groups and statutory providers to create a number of emergency planning and action groups to tackle the immediate Coronavirus response. One such Cell was the Health & Social Care Recovery Cell and they listened to the stories that we shared about how the public were coping. They used the feedback to help shape the actions and decisions that they took during that time.

As a result:

- They agreed to support and prioritise pharmacies especially those that work with care homes
- Focused their efforts on supply chains for residential settings, including food supplies, and helped Care Homes to build resilience into their supply chains for the future
- Agreed to continue with the Care Home Cell which brings together safeguarding, quality, public health, infection control and commissioners from the NHS and KCC. Going forward this group now has a strategic view of the sector, working together to assist improvements in the care sector

### **KMPT and community partners:** for their quick action in assessing the Covid risk for their staff of ethnic heritage



In June 2020, Public Health England asked NHS services to undertake risk assessments for all staff from a Black and minority ethnic background. Locally, the Mental Health User Voice Network were hosting a cross-sector working group to monitor the impact the pandemic was having on people's mental health and the growing inequalities across Kent & Medway.


We would like to recognise Nav Mirza, Paul Francis, Clive Bassant, Amanda Godley, Sophie Fournel and Gurvinder Sandher, for coming together and collectively asking the 'system' how they will protect staff who have an ethnic heritage at this time.

We also want to recognise KMPT, who responded quickly; creating a process to assess and support their staff, and where necessary redeploy staff identified during this process.






**Thanks for helping us  
to celebrate the best of  
health & social care in  
Kent & Medway**



**We hope you are leaving  
us with new ideas for your  
own organisation**



**Hopefully you are going  
home with a better  
understanding of who we  
are, & how we can support  
your work**

# How could you work with Healthwatch this year?

Get in touch.  
We'd love to hear from you!

**healthwatch**  
Kent

**healthwatch**  
Medway



**Online:**  
[www.healthwatchkent.co.uk](http://www.healthwatchkent.co.uk)



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