# The Healthwatch Recognition Awards 2025



Celebrating the best in health and social care in Kent and Medway



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

## Perioperative Care of Older People undergoing Surgery (POPS)

East Kent Hospital University NHS Foundation Trust
Consultants: Dr Catherine Meilak, Dr Thomas Bell
Nurse specialists: Lizzie Forsyth, Elizabeth Litto, Helen
Hobbs & Brenda McCluskey-Mayes
Therapists: Tara Drugan (PT) & Julia Kerrell (OT)
Clinical Fellow: Priyaji Godage
Clinical Admin: Susan Carter

This award recognises a collaborative approach with patients in a medical 'MOT' and shared decision making to help them determine the best way forward with care plans. Patients have been involved in initiation and refining of the approach. Evaluating how people found the approach has guided the team how best to communicate and guide patients in complex decision making.

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

# A systematic and collaborative approach to reducing health inequalities

Gravesham Borough Council & The Grand: Liz Read Sevenoaks District Council: Kelly Webb & Yulia La-Kruz

Dartford Borough Council: Kashmir Powar & Kerry
Smith

Safer Communities Alliance: Bali Rodgers & Lois Ball CVS North West Kent: Sarah Maybourne











# RECOGNITION FOR EXCELLENCE IN ENABLING LOCAL PEOPLE TO MONITOR STANDARDS AND HOW TO MAKE IMPROVEMENTS

#### Prison Health - Virtual Ward

Medway NHS Foundation Trust SMART team:
Tracy Stocker, Jackie Hammond,
Courtney Steer & Denis Taiwo
Oxleas Prison Health Team:
Sam Whiskin & Jane Mbogoro
NHS England: Julia Harrison



# RECOGNITION FOR EXCELLENCE IN ENABLING LOCAL PEOPLE TO MONITOR STANDARDS AND HOW TO MAKE IMPROVEMENTS

#### Kent & Medway Safe Havens

NHS South East Coast Ambulance Service
Kent Police
NHS Kent & Medway

Medway NHS Foundation Trust
Kent and Medway NHS and Social Care Partnership Trust
East Kent Hospitals University NHS Foundation Trust
Mental Health Matters
SpeakUp CIC
Sunlight CIC

This award recognises a commitment to involving people with direct experience of using a service, even when this includes challenging conversations. Working with a range of stakeholders in diverse settings fostered open and honest discussions and incorporated peoples feedback into the service framework and built a sense of shared ownership. It exemplifies how public involvement can drive positive change and creates services that make a difference in people's lives.

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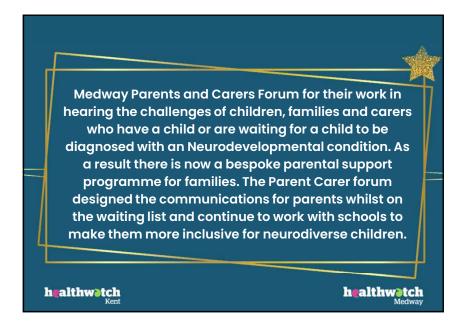
















# RECOGNITION FOR EXCELLENCE IN LISTENING TO PEOPLE'S VIEWS AND THOUGHTS ABOUT SERVICES

#### Paediatric Day surgery team

Medway NHS Foundation Trust:
Lead Paediatric Anaesthetist
Resident Doctors
Lead Nurses
& parents of children

The Paediatric Day surgery team at Medway
Foundation Trust used patient feedback from parents
and children to make improvements in the experience
of needing day surgery at Medway Maritime. As a
result the team have seen an improvement in day
surgery waiting times and increased patients positive
experience of discharge and pain relief. Ongoing
feedback is informing environmental changes to
increase accessibility for children with a disability or
who are neurodivergent.

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

#### Hill Farm team

Claire Schwaner
Staff team at Hill Farm
Abi Reynolds
Michelle Boyd
KCC funding
ICB funding
Medway NHS Foundation Trust: Tony
Hunt

The award recognises this stellar example of listening to a person's individual wishes and how collaboration can support a tailored approach to make a real difference in people's lives. Thanks to the joint approach across Medway Hospital, KCC, the ICB, the mental health team and the staff at Hill Farm, Claire was able to spend last Christmas at home for the first time in many years.



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# RECOGNITION FOR EXCELLENCE IN INCLUSIVITY AND EQUAL ACCESS TO SERVICES

Adult Communication Assistive Technology (KM CAT) service

Kent Community Health NHS Foundation
Trust
East Kent Hospitals University NHS
Foundation Trust

The Kent and Medway Communication and Assistive Technology Service works with people with complex communication needs.

This award recognises the commitment to engagement with patient feedback to continuously improve it's offer.

Engagement is designed to include all forms of communications (other than speech) that are used to express thoughts, needs, wants and ideas, creating a positive culture where people are involved in shaping the services they receive.

# RECOGNITION FOR EXCELLENCE IN INCLUSIVITY AND EQUAL ACCESS TO SERVICES

Supporting the health of fishermen in Kent as an inclusion health group

The Fishermen's Mission
Seafarers Hospital Society
Kent Community Health NHS Foundation Trust
Kent and Medway Cancer Alliance
Kent & Medway Better Mental Health and
Wellbeing Network
Primary Care Networks

Kent's coastline supports a large fishing industry. After working with the Fishermen's Mission to understand the history of the industry and the health and wellbeing needs of Kent's fishermen, health checks were delivered at Kent's fishing harbours in Ramsgate and Whitstable. A third event is planned for Folkestone this year.

These harbourside Health Checks were able to connect with fishermen as they returned to shore, increasing access to the service and overcoming barriers to appointments in an industry that prioritises being at sea.

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# RECOGNITION FOR EXCELLENCE IN INCLUSIVITY AND EQUAL ACCESS TO SERVICES

#### **Safer Communities Alliance:**

Lois Ball, Sue Rogers, Bali Rogers & Kerry Griffiths Refocus Project Ltd: Harrison Ibidunni Lennox Rodgers & Wendy Burgess In addition to direct community engagement, this award recognises work behind the scenes to advocate for systemic change, addressing issues such as long wait time for medication and sickle cell neglect. Working collaboratively this project has helped improve admission processes and created more comfortable and equitable experiences for patients with mental health challenges and language barriers.

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#### **Youth Volunteers Programme**

East Kent Hospitals University NHS Foundation Trust: Mandy Carliell, Head of Volunteering and Public Services This Volunteer programme engaged with schools and colleges to encourage 16 and 17 year olds to volunteer at an NHS Trust. There are now 80 youth volunteers working as kindness companions and in meet and greet role across East Kent University Hospital Trust sites. This project has been recognised as an innovative long term approach to breaking down traditional barriers to the NHS with people from a range of backgrounds, using volunteering as a tool to raise awareness and myth bust within young people and in turn, their families.

## RECOGNITION FOR EXCELLENCE IN CONSULTATION AND ENGAGEMENT

#### Dawn's dementia field guide book

Dawn Horne
Kent & Medway NHS Social Care Partnership
Trust: Dementia Envoy Project: Clare Streeter
KMPT Volunteer: Amy
KMPT Charity
Lioness Writing Ltd: Elsa Lewis

This award winner is a wonderful example of how organisations working together can empower individuals to share their experience for the benefit of others. Dawn wrote this book based on her own experiences and what she found helpful. It is a powerful challenge to the stigma around dementia and the isolation is causes. It reminds people that there is much they can do and much still to live for, even with their diagnosis. Over 300 copies have been sold since Nov 2024.

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## RECOGNITION FOR EXCELLENCE IN CONSULTATION AND ENGAGEMENT

# Integrated Neighbourhood Team Breast Screening Initiative

The Marsh Primary Care Network
East Kent Health and Care Partnership
NHS England
Kent Breast Screening Service
The Romney Marsh Community Hub
New Romney Town Council
Folkestone and Hythe District Council
Kent County Council

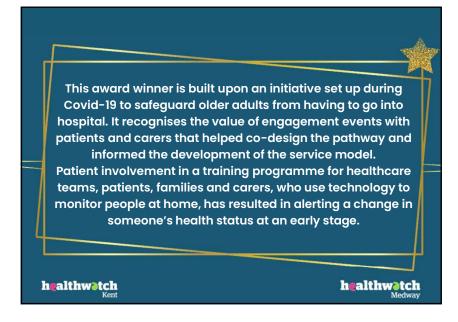
To address a high rate of late-stage cancer diagnosis and low rates of cancer screening The Marsh PCN Integrated Neighbourhood Team engaged with patients and found that the location of the breast screening unit was a reason why people were not attending their breast screening appointment. Moving the screening unit was not possible but the group found an alternative solution of free transport to the screening unit for those that needed it. This approach is now being followed in neighbouring PCNs where there is also a low uptake.

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## RECOGNITION FOR EXCELLENCE IN CONSULTATION AND ENGAGEMENT

# East Kent Frailty virtual wards programme

Kent Community Health NHS
Foundation Trust: Alexandra Baxter &
Mary Stracey
Thanet Complex Acute Response Team:
Sandra Muirhead



## RECOGNITION FOR EXCELLENCE IN CONSULTATION AND ENGAGEMENT

#### **West Kent Residents' Charter**

West Kent Health and Care Partnership
Stakeholder Engagement and Advisory Group
Community Food Larders: Parkwood &
Shepway
Maidstone Borough Council

Kent Community Health NHS Foundation Trust

Looking at different ways to connect to local communities for meaningful participation brought about the decision to codesign a Residents Charter.

The project team visited Food Larders to talk to people, and their comments were invaluable in helping to shape the content, language and design of the Residents Charter, ensuring that the look of the Charter and the language used was inclusive and accessible to all.

An example of this inclusive approach is the fact that the there are no pronouns used in the Charter, to show that equal power and commitment is held by people, communities and those with decision making power at local levels.

## RECOGNITION FOR EXCELLENCE IN INTEGRATED WORKING AT A LOCAL LEVEL

# Liaison, Diversion and Reconnect Service (LD&R)

Kent and Medway NHS and Social Care
Partnership Trust including:
Administrators, Peer Support Workers,
Youth Pathway Workers, Custody
Practitioners, Prison Practitioners &
Management.

This award recognises a joined-up approach across public sector bodies and existing pathways to address identified health and social vulnerabilities of people who have been arrested for allegations of a criminal nature. The initiative aims to foster awareness of individual vulnerabilities and the impact of wider determinants and how they can be addressed despite being within the Criminal Justice System. It has educated the Police, Courts and Prisons about how to support individuals and what services and options are available to them.

## RECOGNITION FOR EXCELLENCE IN INTEGRATED WORKING AT A LOCAL LEVEL

## Medway Public Health and Medway Pharmacies

All community pharmacies in Medway: Suki Singh
Medway Council Public Health:
Georgina Crossman
Kent and Medway Local Pharmaceutical
Committee: Mark Anyaegbuna
Paydens Pharmacy Group: Caroline Cleary

A close working partnership between community pharmacies and Medway Council Public Health Team has been effective in driving rapid mobilisation of projects addressing emerging health trends and promoting preventative care. Combining community pharmacies accessibility and public health programmes has increased number of people from minority ethnic backgrounds and most deprived areas to access a range of initiatives and provide personalised advice and support.

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## RECOGNITION FOR EXCELLENCE IN INTEGRATED WORKING AT A LOCAL LEVEL

Integrated Neighbourhood Teams (Adults and Children and Young People)

Total Health Excellence East and West
Primary Care Networks:
Dr Tuan Nguyen, Dr Farida Hadi,
Linda Castle, Sally Simkiss
& Jodie Harnden

Public health data showed high levels of unemployment and underserved areas placing people at higher risk due to health and social care needs.

The PCN embarked on establishing two integrated neighbourhood teams to become truly embedded in the local community, one with a focus on adults and one addressing issues specific to children and families.

This integrated working across organisations has enabled the PCN and to provide a 'total age' service to support local people within their community.

## RECOGNITION FOR EXCELLENCE IN INTEGRATED WORKING AT A LOCAL LEVEL

#### **Emergency Department Experience project**

Kent & Medway ICB Safety and Learning Team
Kent & Medway ICB Quality team
NHS England South East Region
East Kent Hospital University NHS Foundation Trust
Medway NHS Foundation Trust
Maidstone and Tunbridge Wells NHS Trust
Dartford and Gravesham NHS Trust
NHS South East Coast Ambulance Service

This project is recognised for placing the experience of the patient at the centre of discussions when addressing challenges on demand and capacity at emergency department. A workshop using patient stories and visits to five of the emergency departments across Kent and Medway engaged patients and built a picture of their experience of care. The feedback from patients was shared with each hospital trust and emergency departments have initiated a range of local improvements.

## RECOGNITION FOR EXCELLENCE IN COLLABORATION

#### The Money and Mental Health Service

Money and Mental Health project:
 Alison Lightfoot
 Citizens Advice North West Kent:
 Sophie Kemsley, Helen Beckerson,
 Angela Newey & Volunteers
 KCC Public Health Suicide Prevention
 KCC Financial Hardship team:
 Lucy Alesbrook

This project is a collaboration that directly tackles the unique and often complex needs of those experiencing financial difficulties alongside poor mental health. By ensuring there is a preventative focus on support and helping clients understand how to stabilise their financial circumstances the service delivers positive changes that far surpass the immediate benefits of financial worries. So far in this financial year nearly £200,000 worth of debt has been written off and over £700,000 worth of additional income gained for people. The project has prevented people in Kent from taking their own lives.

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## RECOGNITION FOR EXCELLENCE IN COLLABORATION

#### **Paediatric Same Day Access**

Mid Kent Primary Care Network:
New Hayesbank Surgery
Newton Place Medical Centre
Sellindge Surgery
Kingsnorth Medical Practice
Wye Surgery
Sydenham House Surgery
Faversham Medical Practice

Mid Kent PCN identified that a high proportion of same day appointments were being utilised by under 16 year olds. Parents and carers of paediatric patients communicated frustration and anxiety around not being seen in person and it was noted that Teleconsultations were often being followed up with face-to-face appointments for the same episodes of care, duplicating clinical and administration time. An initial trial for same day access for under 16s was so successful GP Practices across the PCN collaborated to offer it across the PCN.

An unintended positive consequence of same day access has been an increase an ethnic minority patient presentations as same day walk in access has removed language and digital barriers.

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## RECOGNITION FOR EXCELLENCE IN COLLABORATION

#### NHSE Rural Health and Social Care Employability Programme

East Kent Health and Care Partnership
Kent Community Health NHS Foundation Trust
Kent County Council
Department of Works and Pension
East Kent Hospitals University NHS Foundation Trust
Kent and Medway NHS Social Care Partnership Trust

**East Kent College Group** 

This collaboration across education, community and health has offered local students training and volunteering opportunities across health and social care. This programme has targeted young people and adults who would not normally consider health and social care careers. This has included young volunteers not in education, employment and training. The programme has impacted positive change across multiple organisations who have not previously considered collaborating. The programme has succeeded in developing sustainable models of employability and new ways of working within East Kent.

## RECOGNITION FOR EXCELLENCE IN COLLABORATION

#### **Single Point of Access**

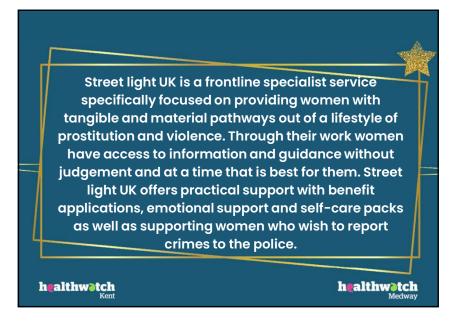
NHS South East Coast Ambulance Service
East Kent Hospitals University NHS Foundation
Trust

Kent Community Health NHS Foundation Trust
Thanet Complex Acute Response Team
Pilgrims Hospice

**IC24** 

This award recognises a collaboration between community, ambulance, primary care and acute services that brings together a multidisciplinary team as a single point of access. Single point of access provides a streamlined entry point for urgent care reducing confusion and delays for patients and facilitate coordination between health, social and community services helping address wider social determinants of health. A patient said "Thank you for your help with my wife who was ill. The paramedics visited. I'm so grateful the decision was that she should stay at home. I just wanted to let you know she's a lot better now she's on antibiotics."

















## RECOGNITION FOR EXCELLENCE IN INNOVATIVE APPROACHES TO PREVENTION

#### Ferrule Replacement Service

Medway Council Adult Social Care, Commissioning Team:

**Graham Thomas & Dan Dalby** 

This award just goes to show that little changes can make a big difference! The free Ferrule replacement service has been recognised for its proactive community engagement, bringing ferrule replacement to everyday community activities and promoting the risks associated with worn Ferrules. For those of you that are wondering what a ferrule is, it's the little rubber bit at the bottom of a walking stick, or frame. The project has not only improved individual health and safety but also strengthened community ties.

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## RECOGNITION FOR EXCELLENCE IN INNOVATIVE APPROACHES TO PREVENTION

## Innovation Healthcare Inequalities Programme Cholesterol Optimisation

**Margate PCN:** 

Ross McSavaney, Jessica Moreton & Lorna Young
Ramsgate PCN: Jenny Bostock
Health Innovation Kent Surrey Sussex: Athina Lockyer
East Kent Health and Care Partnership:
Anne Ford & Emily Fagg
Kent Community Health NHS Foundation Trust Business
Development & Service Improvement Team: Val Cray

This project focused an understanding challenges and barriers that women aged 40 to 59 faced in identifying and managing cholesterol. Engagement with women explored their attitudes and behaviours concerning living with high cholesterol. As a result a number of initiatives have allowed GP practises to improve lipid management.

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