

## Healthwatch Kent CEO Monthly Report February 2016

The following report outlines the activities that we have undertaken during the month of February. 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](mailto:info@healthwatchkent.co.uk)

### What have we changed?

As part of our project looking at the Children & Adolescent Mental Health service we have already identified issues around autism services which are not part of the CAMHS service. We have started conversations to escalate the issues we are hearing around this service.

This month we met with the Care Quality Commission to discuss how we could better work together across the South East. The CQC agreed to organise better training for their inspectors about the importance of working with Healthwatch and getting better feedback from patients. This will ensure that future inspections are better informed by the experiences of patients and the public.

### 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 982 followers and Facebook which has 258 likes.

We issued a number of press statements this month including:

- Our message to the public following concerns from regulators Monitor about our ambulance service
- a press statement following a coroner's case relating to Maidstone & Tunbridge Wells Trust

Our branded pharmacy bags were delivered to every pharmacy in Kent ensuring people who are using the health system know more about us.

We've started our work on how to improve engagement with the public amongst the 'system'. We will be working with all the organisations within Kent who have a responsibility to engage with the public and provide them with the tools and insights that they may need.

Our Information stands in West Kent are now fully up and running. We will be visiting each hospital once a month to talk to people about their experiences. We also held the first of regular Information stands at QEQM hospital in Margate.

This month we spoke directly with 204 people and continue to visit communities as part of our district focus. This month we focused on the district of Tonbridge & Malling visiting Tonbridge Library and Larkfield Library. We have booked two sessions to meet mental health patients in Tonbridge and Sevenoaks too.

### What have we progressed this month?

Twenty of our volunteers represented Healthwatch Kent at a variety of meetings with providers, commissioners, strategic groups such as the Clinical Commissioning Groups, Health and Wellbeing Boards and at community events. These included ten volunteers who helped to record peoples experiences of services as part of our Information stands at both Queen Elizabeth the Queen Mother (QEQM) and Maidstone hospitals. Six other volunteers attended meetings on our behalf with community groups such as the Deaf Community, Wheelchair and Cancer service users, and Autism services. As part of a project looking at how our hospitals were coping with Winter Pressure, nine volunteers visited the Emergency Departments at

Darent Valley, Maidstone and Tunbridge Wells hospitals. The reports on these visits will be published next month.

As part of our ongoing commitment to provide support and opportunities for our volunteers we organised three training sessions this month including 'Finding the Evidence', Mental Health Awareness and End of Life Care. We also inducted six new volunteers.

## Our Projects

- Our project to explore the **Children & Adolescent Mental Health service** in Kent has attracted over 200 responses to our online survey. We have also received feedback via post, email, phone and through focus groups. The survey closes at Easter and we will then begin to analyse the feedback.
- As part of our project to look at **Discharge from hospital**, our volunteers visited Darent Valley hospital to talk to patients. We will be revisiting the hospital to talk to patients in the discharge lounge shortly.
- We have an online survey to gather feedback from people who have experienced **End of Life Care**. We are working with organisations and community groups too.
- Our work around **mental health** patients being placed outside of Kent is also underway.
- Two new projects are being developed based on feedback from the public. The first will explore difficulties **accessing their 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 engage and communicate with the younger people of the County, so that they know what Healthwatch is and how they could raise a health or social care concern.
- Work to establish a new **Physical Disabilities** project has begun this month. This will create a platform for people with physical disabilities to raise their voice.
- Our report about **dental services** will be published in March. We are awaiting information about new dental charges which will come into effect from April 2016.
- Our report on challenges facing Patient Participation Groups is also due for publication late **March/April**

## 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.

Area	Update
Enter & View	We completed 3 Enter & View visits in February to A&E departments as part of our project on Winter Pressures.
Consultation Working Group	Meeting scheduled for March
Intelligence Gathering Group (IGG)	A formal meeting did not take place in Feb and was replaced by Project Management Training to support their new role which involves greater input into initiating projects.
Readers	Readers were busy researching and summarising information for us this month including: <ul style="list-style-type: none"> <li>• Ashford Clinical Commissioning Group's Operational Plan</li> <li>• Kent Prison Population</li> <li>• Mental health community services</li> <li>• Equality &amp; Diversity System 2</li> <li>• Voluntary Transport services</li> </ul>
Deliberations & Directions Groups (DaDs)	The group discussed projects on GP appointments, integration of health and social care along with children and young people.

## Our Relationships and Representation

<b>Stakeholder</b>	<b>Update</b>
East Kent Hospitals University Foundation Trust (EKHUFT)	We attended their new Patient Experience Group. We held an Information stand within QEQM Hospital to talk to patients
Maidstone & Tunbridge Wells NHS Trust (MTW)	We undertook two Enter & View visits to both their A&E departments to understand winter pressures arrangements. We also visited Maidstone Hospital for a pre meeting as part of this visit. We held two Information stands within their hospitals to talk to patients
Dartford & Gravesham NHS Trust (Darent Valley Hospital) (DVH)	We held an Enter & View visit to talk to patients about their experience of being discharged from hospital
Kent Community Health Foundation Trust (KCHFT)	We had our quarterly liaison meeting with KCHFT and discussed out of hours, community equipment, continuing healthcare, end of life, point of care project, discharge and the Always Event
Kent & Medway Partnership Trust (KMPT)	We attended the monthly monitoring meeting of the implementation of the improvement plan following the CQC inspection.
South East Coast Ambulance Trust (SECamb)	We have been liaising with the Trust as well as Monitor in relation to ongoing regulatory action
Sussex Partnership Foundation Trust	We are working with the Trust to gather patient and family feedback about the Children & Adolescent mental health service in Kent. SPFT staff in Swale & Tunbridge Wells are distributing information to patients on our behalf.
Clinical Commissioning Groups (CCG)	We met with DGS & Swale CCGs and discussed 111/GP out of hours service, SECamb, Darent Valley Hospital, Community Services, KMPT, the upcoming patient experience panel. We also met as North Kent including Medway CCG and Healthwatch and discussed Medway Hospital, the upcoming Always Event, Darent Valley, Virgin Healthcare and patient diversion concerns In East Kent we attended the event launching Encompass, the new name for the Vanguard project centred around Estuary View, and took part in meetings re the Integrated Accountable Care Organisation and the evolution of the health and wellbeing board in South Kent Coast.
NHS England (NHSE)	The convened a meeting between NHSE and the local South East Healthwatch network to discuss our collective concerns about GP closures within the South East
Kent County Council Social Care (KCC)	Meeting held to further discuss how the voluntary sector could be better involved in the Kent Health and Wellbeing Board. We met regarding support for the new autism strategy We met with Jo Empson re care at home and how we might develop a project together
Healthwatch England	We attended a national meeting on the future of Healthwatch England as they are having a 30% cut in funding.
Care Quality Commission (CQC)	We met with CQC colleagues across the South East and agreed how we will work better in the future. CQC inspectors will now receive better training about Healthwatch and the importance of patient feedback. We also agreed how we will work closer together in the future.
Health & Wellbeing Boards & Health Overview and Scrutiny Committee	We attended the DGS and West Kent Boards