

Healthwatch Kent CEO Monthly Report July 2015

The following report outlines the activities that Healthwatch Kent (HWK) have undertaken during the month of July. 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 have been interviewing key figures within Kent's health & social care system about the key issues they are concerned about. The summary of these conversations were presented to the Kent Health & Wellbeing Board and discussions were held as to how the results could inform the future priorities of the Board. The priorities and resulting discussions were:

Workforce : challenges around recruiting and retaining qualified staff. The Board has created a task and finish group, of which Healthwatch Kent is a member.

Finance : we queried the Board's role in appealing current national funding, a Kent & Medway Growth & Infrastructure Framework is being developed that evidences the reality of the challenges. We also questioned the plan for Kent for integrating budgets.

Patient Focus : members felt that patients and the public are unaware of the huge challenges to services and have rising expectations.

In response to our report on the experiences of Kent Community Health Foundation Trust in Canterbury & Thanet a new patient group has been set up in Thanet so the Trust can hear the views of patients.

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:

Facebook : 79 likes (77 in June)

Twitter : 833 followers (801 in June)

Newsletter : 761 subscribers (648 in June)

Steve appeared on ITV Meridian commenting on a fraudulent nurse at William Harvey. Also issued a press statement following the Care Quality Commission findings about our mental health trust (KMPT).

All our publicity materials have been prepared and are ready to be distributed to announce the next round of public engagement regarding East Kent Hospital's clinical strategy. As part of this work we have fostered an improved working relationship between East Kent University Hospital Foundation Trust and the four Clinical Commissioning Groups.

We are about to print a small number of our Strategic Priorities document for circulation to people who are not able to read it online. It will also be sent to our Stakeholders.

The Information & Signposting Team spoke with 118 people in July and visited a number of organisations. This month the focus was Dover District and we achieved the following:

Dover Library, Wellbeing Zone	10/07/2015
Royal Victoria Hospital (Leaflet drop)	10/07/2015
Parkinson's Group	15/07/2015
Deal Library	16/07/2015
Royal Victoria Hospital (PV visit/leaflet drop)	16/07/2015
Margate Roma Event	17/07/2015
Community Information Event	30/07/2015

What have we progressed this month?

One new volunteer was interviewed and has already been inducted.

As part of the ongoing support to volunteers four one-to-one reviews were completed and a skills audit was sent to all volunteers. Data from this will ensure that volunteers will be able to use their skills more effectively within Healthwatch Kent and that their training needs are identified.

Volunteers have been involved in a variety of roles with 13 attending meetings as external reps, 10 carrying out Enter and Views, 2 attending a working group, 5 reading a variety of materials, 8 attending Area Team meetings and 3 helping with training and data handling.

Three volunteers have left Healthwatch Kent and have been sent our Leavers Questionnaire.

We've held three Area Team meetings this month with our volunteers. Discussions included a recommendation to our DaDs group that we organise an Enter & View to Maidstone & Tunbridge Wells Outpatients, review appointment letters, conduct mystery shopper exercise for the appointment system and a request to our Intelligence Group to look in more detail at a Care Home in West Kent.

Our Priorities and Projects

At the Deliberations & Directions (DaDs) meeting this month we discussed the following projects:

Out of County beds for mental health patients. Project planning meetings have taken place with Mental Health Action Groups, Commissioners and Kent & Medway Partnership Trust (KMPT).

Understanding Hospital discharge in North Kent

Facilitating better working relationships between people with a physical disability and commissioners

Working with prisons

Enter & View visits to mental health wards at Littlebrook Hospital and Upnor Ward; both visits were agreed.

Dentist project : this contract has been awarded and work will start in August

The following projects are complete: CAMHs, dementia and complaints.

Other business cases have been sent to the commissioner for agreement; once the business cases have been agreed they will go out to tender.

We are awaiting the final report from Future Creative for the **engaging with young people** project. Our

Eastern European project is now complete and we will be discussing with Commissioners how best to take our recommendations forward

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.

The DaDs group agreed in principle to a rethink about our public meetings and visiting community groups to raise public voice. The group asked for more detail about the Information and Signposting team's programme of public voice visits so that public awareness exercises could be completed in the areas they have visited.

The Intelligence Gathering Group (IGG) have made a prioritisation request to DaDs for work to see how the British Sign Language card has improved outcomes for the Deaf community. They also asked DaDs to consider a project looking at Community equipment services.

A volunteer is linking with a member of Rett UK to see if Healthwatch would be able to have any impact on improving their experience of services in Kent

An invite has gone out for members to join a new Data subgroup which will meet bi monthly

Enter & View reports following visits to mental health wards at St Martins in Canterbury and Priority House in Maidstone have been completed and are ready for publication in August. Follow up visits are also being organised

Our Relationships and Representation

In July we met with the South East Healthwatch Network meeting

We met with Public Health about some of the ways we might be able to feed in the information we have.

We have raised scrutiny concerns about the Kent & Medway **Stroke review**. We have now been invited to attend the Comms & Engagement meetings for this review. We have yet to secure a seat at the Programme Board.

We wrote to all **NHS dentists** in Tunbridge Wells informing them of our intention to visit in the coming weeks and inviting them to be involved.

Secured agreement on all of our recommendations about **Children & Adolescent Mental Health service (CAMHS)** service in Kent at the Sussex Partnership Trust Action Planning Meeting

We met with our mental health trust (KMPT) to update them about our **Mental Health Out of County beds** project and get final update on their action plan following our reports and recommendations. We attended the Quality Summit to hear the outcome of the Care Quality Commission inspection and confirm how to assist with the action plan.

We met with partners **SEAP** who provide NHS complaints advocacy to discuss closer partnership working and the complaints report they completed.

We held a workshop with representatives of the **Citizen Advice Bureaux** in Kent to see how we can more closely work together going forward.

We took part in the first telephone meeting of the **Kent Health & Wellbeing Board (HWBB) Workforce Task & Finish Group** to agree the terms of reference and the themes of upcoming meetings.

We presented to the HWBB Officers Group which is made up of district council officers.

We contributed to the Canterbury, Swale and Ashford local health & wellbeing boards.

We attended the Lay Members meeting of the Clinical Commissioning Groups

We shared our feedback with the **West Kent Quality Group** and were made aware of some performance concerns they have with services.

Steve & Mike, the Area Coordinator for West Kent, met with Ian Ayres, Accountable Officer and Dr Bob Bowes, Chair of **West Kent Clinical Commissioning Group**.

We held a Conference Call with the **Care Quality Commission** to share our feedback and get an update on their inspection activities locally.

We met with **South East Commissioning Support Unit** in West Kent and the North Kent Clinical Commissioning Groups comms team to discuss current issues and build relationships.

Regular liaison with **Kent Community Health Foundation Trust** discussed changes with their CEO retiring, community services being retendered in North Kent and the Trust not retendering for equipment services.