

## Healthwatch Kent CEO Monthly Report November 2015

The following report outlines the activities that we have undertaken during the month of November. 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 a result of our recent Enter & View visit to William Harvey Accident & Emergency department, plans are now in place to improve disability access to the department and improve the baby changing facilities.

We received concerns about two particular Care Homes which we have escalated to Kent County Council and Care Quality Commission. Based on our information one has been visited by Kent County Council. We have been reassured that a new manager has been recruited and that procedures were in place to prevent repeat instances of the concerns we raised.

The second had been recently rated as inadequate by the Care Quality Commission and was also visited by a Kent County Council. A sanction has been placed on the Home and they are being regularly visited and inspected.

### 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 which has 810 subscribers, our Twitter page which has 912 followers and Facebook which has 240.

January will see us focus on Swale as our District of the month. We have identified the following groups in Swale for us to meet with:

- Homeless community
- People who suffer from Substance Abuse
- Gypsy and Traveller communities
- Domestic Abuse victims.

In Feb our focus will be Tonbridge & Malling District.

We have booked a series of Healthwatch Information Stands in hospital foyers. Our aim is to raise awareness of Healthwatch but also to speak to more people about their experience of services.

We also want to raise awareness of our work amongst NHS and social care staff so we have written an article to be shared with all relevant staff.

Our branded pharmacy bags have once again been distributed to every pharmacy in Kent with information encouraging people to share their experiences with us.

We spoke directly to 147 people in November through our phone line, email and text services plus face to face visits. This month we visited the following:

- Canterbury Citizens' Advice Bureau
- Sevenoaks Library
- Parkinson's Group in Dover

## What have we progressed this month?

We have held a recruitment drive in recent months and successfully recruited several new volunteers. We now have 69 volunteers in total

During November, 17 volunteers represented us at external forums including meetings with Patient Participation Groups, support groups, Community Networks, plus meetings with health and social care organisations and commissioners. Seven volunteers have been busy reviewing and researching information. 3 new volunteers were interviewed and eight attended induction training.

11 of our new volunteers had training to become Enter & View volunteers this month meaning they can now help us to visit services and talk to patients.

We undertook four Enter and View visits this month. Two were to acute Mental Health hospitals, one to East Kent University Hospital Foundation Trust Outpatients department, and one to Gravesham Place as part of our Discharge project. In total, 8 volunteers were involved.

We are still actively recruiting volunteers in all areas especially East Kent and Swale.

## Our Priorities and Projects

A new project to look at the Children & Adolescent Mental Health service has been agreed by our Directions & Deliberations group. This will follow up on our work last year and will involve talking to patients and families to see if their experience has improved since our last report. This will focus on Tunbridge Wells and Swale

Tender for our End of Life project has been issued to the voluntary sector and our Community Champions

Project Title	Actions / comments
Dentist's in Tunbridge Wells	We've completed 4 Enter & View visits to dentists in Tunbridge Wells and been to a number of community groups to talk about their experiences
Patient Participation Group's (PPG's)	We've visited a number of PPG groups in recent months about the challenges and issues they face. We have designed a survey to gather feedback from as many groups as possible
Understanding hospital discharge in Darent Valley	We spoke to families and patients at Gravesham Place this month about their experience of being discharged from Darent Valley. We are awaiting dates to visit Darent Valley and Gravesham Community Hospital
End of Life Care	We are currently seeking to commission an organisation to work with us on this project
Complaints	We are exploring further work around complaints. We've held several project planning meetings to agree a way 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.

Our **Consultation working group** is currently scrutinising a number of public consultations. We have provided critical and constructive feedback to consultations on the Public health transformation plan and the Kent Sensory Strategy this month. We are actively reviewing Kent County Council's consultation on Care Homes.

Our **Intelligence Gathering Group** discussed access to Estuary View from Faversham One of our volunteers will now research into patient transport availability and voluntary community transport options. The revalidation process for doctors was discussed as was obesity. Again further information is required.

The Deliberations & Directions Group (DaDs) discussed the following:

GP closures - agreed to escalate our concerns to Healthwatch England

Cancer waiting times - agreed we need more information

Care homes - agreed to take a strategic approach to care homes and to work with KCC on their engagement with the public on contracting changes

Agreed a programme of Enter & View visits to all Kent A&Es to get feedback on winter pressures arrangements

## Our Relationships and Representation

We now have 73 Community Champions. These are community organisations that have agreed to work closely with us.

Stakeholder	Update
East Kent Hospitals University Foundation Trust (EKHUFT)	We attended the Care Quality Commission Quality Summit for the return inspection by the CQC and attended a round table event to agree the action plan and how we would take part. We attended the first meeting of the Patient Experience Group to assist development of this forum. We visited Buckland Hospital in Dover to agree displaying leaflets and getting HW info on the screens in their waiting areas
Maidstone & Tunbridge Wells NHS Trust (MTW)	We attended the clinical reference group for the new ward at Tunbridge Wells Hospital. We also contributed to a meeting about translation services at the Trust
Dartford & Gravesham NHS Trust (Darent Valley Hospital) (DVH)	We met with the chief nurse to discuss the discharge project we are undertaking there and to agree ongoing liaison arrangements
Kent Community Health Foundation Trust (KCHFT)	The trust is working with us on our complaints project
Kent & Medway Partnership Trust (KMPT)	We met with the Chief Nurse to agree our actions on the improvement plan following the recent CQC inspection report.
South East Coast Ambulance Trust (SECamb)	Following the media activity around the failed project within SECamb, we spoke with the Trust and with Monitor who are undertaking the investigation. We will be meeting with both bodies in January for an update. We contributed to the stakeholder workshop developing the quality account due next year
Clinical Commissioning Groups (CCG)	We attended the Canterbury & Coastal Clinical Commissioning Group Patient Reference Group We met with the accountable officers of DGS & Swale and West Kent to share intelligence.

NHS England (NHSE)	A meeting was arranged with NHSE but was postponed.
Public Health (PH)	We met with the Director of Public Health to share intelligence and understand the transformation programme they are undertaking. We attended the update meeting of the pharmaceutical needs assessment
Kent County Council Social Care (KCC)	We met with Mark Lobban, head of strategic commissioning to discuss engagement with the public in the transformation programme, in particular the current consultations on respite homes We met with the Head of the internal consultation team at KCC to discuss how we work together on consultations and utilise our best practice guide. We met with the KCC policy team to discuss the proposed workplan for the Kent Health & Wellbeing Board We attended public meetings regarding the current consultation on respite services
Voluntary Sector	We held our quarterly liaison meeting with SEAP to ensure Information & Signposting and complaints advocacy continue to work closely together. We met with the board of the Kent Integrated Care Alliance and agreed to attend the next meeting where providers of care homes and care agencies will be in attendance We met with the chair of the Mental Health Action Groups to update on projects and the current recommissioning of mental health services
Healthwatch England	We attended their quarterly meeting to showcase projects and work on upcoming themes

We attended the Stroke Review Programme Board which is planning the consultation on stroke services.  
We attended the local health and wellbeing boards in Canterbury, West Kent, Swale and Kent.  
We are now part of the Strategic Urgent Emergency Care Network for Kent & Medway. This body agrees the local changes planned for urgent or emergency care services.  
We attended the Kent Integration Pioneer Steering Group.  
We contributed to the Health Overview & Scrutiny Committee  
We contributed to the Kent & Medway Perinatal Mental Health Clinical Network.