

## Healthwatch Kent CEO Monthly Report October 2015

The following report outlines the activities that we have undertaken during the month of October. 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)

### Our Impact

We have created a guide for organisations to use when planning any changes to services. The public need to be involved in any significant change to services and there are several legal stages that organisations have to do as part of that work. Our Guide clearly sets what organisations have to do legally and is designed to help them when planning any changes to services. It is designed to be a helpful document them on. We have already used it as part of constructive criticism of some public consultations: Kent & Medway Stroke Review, Transformation of Public Health Services, Kent's Sensory Strategy and The Future of Older People's Accommodation Services. Based on our concerns about gaps in the Stroke review engagement work, the review has extended its work to include East Sussex and Bromley residents. We are creating a guide to help the public understand what they can expect from Public consultations too.

Our Chief Exec, Steve, met with Roger Gough, Chair of the Kent Health & Wellbeing Board (HWBB), this month to follow up on work we did in the summer to help the Board agree their collective priorities. One of the key areas was the need for a clear definition of the future of services, in particular how health and social care will be better integrated, and a clear workplan for the board. This will make the board more transparent and accountable to the public. We are continuing to work with Roger and the team at KCC to realise these actions.

### 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:

Newsletter : 796 subscribers (783 in September)

Twitter : 897 followers (887 in September)

Facebook : 227 'likes' (106 in September)

As part of our drive to recruit volunteers we issued a call out to all local newspapers, magazines, parish magazines, voluntary newsletters and local radio encouraging people to volunteer with Healthwatch Kent. Steve was interviewed on Sittingbourne FM. We've had a steady flow of people applying to be volunteers. We published a full page colour advert in Community Health magazine with 60,000 copies. Copies are available from every GP surgery. We also branded small pharmacy bags which have been distributed to all 276 pharmacies in Kent this month.

We are in the process of establishing Healthwatch Information Stands at each major hospital so we can gather more patient feedback about services. Our hope is that we can do one session per hospital per month.

We wrote an article for NHS and social care staff to help them better understand who we are and what we do. This is being published in staff magazines and intranets.

Our vintage double decker Red Bus is booked to return to Kent in June next year. We are currently planning the bus route and stops

We're holding a thank you event for our Healthwatch volunteers in December this year.

We actively spoke with 116 people in October about their experiences of services. We also visited a number of groups and events including:

- Tonbridge & Malling Seniors
- East Folkestone Community Safety event
- West Kent Clinical Commissioning Group AGM
- Maidstone Library

## **What have our volunteers been doing this month?**

There are currently 63 Healthwatch volunteers spread around the county undertaking a variety of roles. Eight volunteers have been busy actively researching issues and topics as part of our work 22 volunteers attended our Area Team meetings to join in discussions about Healthwatch activities local to them. They also discussed issues local to them including hospital discharge, dentists, patient participation groups and GP closures.

We've done four Enter & View visits this month which involved 11 volunteers. This included Dentists in Tunbridge Wells and Outpatients at Buckland Hospital as part of our continued assistance to East Kent Hospital University Foundation Trust.

We consistently offer training and learning opportunities to all our volunteers. This quarter we have had talks on children's mental health services, training around Deprivation of Liberty and a talk from the General Medical Council.

We also regularly meet face to face with our volunteers to review their experience with Healthwatch and identify areas for improvement. We completed six of these reviews this month.

We gathered six Healthwatch volunteers alongside the Board of Engaging Kent and our Kent County Council commissioners to look at how we could continue to develop and improve Healthwatch.

We also had the opportunity to visit the Houses of Parliament for the launch of Healthwatch England's annual review. Unfortunately not a single Kent MP chose to attend. Our recruitment drive attracted nine new volunteers all of whom have been successfully interviewed and now await an induction.

### **Safeguarding**

We escalated one issue this month with Kent County Council and Care Quality Commission relating to a Care Home in Kent.

## **Our Priorities and Projects**

An update about all our public facing projects can be found on our website.

We have commissioned Kent CAN to work with us on our drive to double the numbers of Healthwatch Community Champions. These are people who already work within the voluntary sector who could raise with us the experiences that their clients or members face around health & social care services.

We are working to improve how accessible Healthwatch is to the public. As part of that we have secured a translation service to support people where English is not their first language. This will be available for face to face visits but also telephone conversations.

We have agreed a new project to look at the Children & Adolescent Mental Health service (CAMHS). This work is to follow up our original project and will see us talking to patients and families in Tunbridge Wells and Swale

## **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.

This month our **Information Gathering Group** discussed the following:

- Encouraged communication between East Kent Hospitals and Dover Senior Citizen forum to discuss issues that have been raised about transport to Buckland hospital.
- The increase in assessments for Deprivation of Liberty Safeguards both Kent and nationally was talked about and a reader was asked to do some further research into this.
- A reader was also asked to look at how patients were involved in the revalidation process for Doctors which occurs every 5 years.
- It was also suggested we look at what English standards are required by the nursing and midwifery Council to ensure good communication with patients.
- Respite Care surfaced as a potential issue we might want to look at. We will compile the information we currently have for the next meeting
- The group recommended that concerns about cancer waiting times in Kent be to our Directions & Deliberations group (DaDs)
- A project about how patients are supported when their GP practice closes was recommended to DaDs with a focus on the Cecil square surgery in Margate.

The **Consultation Working Group** agreed to scrutinise the Stroke Review, Kent Sensory Strategy, Kent County Council Care Home consultation, Public Health Transformation plans and Sexual Health services.

We are currently undertaking Enter & View visits to dentists and revisiting Outpatients services in East Kent plus visits to acute mental health wards.

We are planning the visits to look at discharge from Darent Valley Hospital and Outpatients at Tunbridge Wells Hospital

## Our Relationships and Representation

We have recruited 11 Community Champions this month making a total of 75. These are community organisations that have agreed to work closely with us.

Stakeholder	Update
East Kent Hospitals University Foundation Trust (EKHUFT)	We met with Sally Smith, the Chief Nurse, to re-establish working relationships since she is new in post. We have been invited to the new Patient Experience Group in November. We agreed the key areas of focus should be A&E, Outpatients and End of Life Care Our volunteer attended their board meeting which included discussions around: Sepsis= new apps and cards to assist detection/treatment CQC report expected late Oct/early Nov. Staff sickness= 3.7% of hours. Turnover of staff=12% On target to reach 92% of patients seen within statutory times ; Budget deficit £32.4m estimated
Maidstone & Tunbridge Wells NHS Trust (MTW)	Enter & View to Outpatients planned at Pembury Hospital Volunteers have also offered to review patient letters and mystery shop the telephone system - no take up on this as yet Healthwatch volunteers actively involved in giving feedback on patient leaflets Our volunteer is an active member of the new ward We are involved in talks around a new translation service.
Dartford & Gravesham NHS Trust (Darent Valley Hospital) (DVH)	We are in contact with DVH re looking at discharge from there in November & December. Meeting them in November
Kent Community Health Foundation Trust (KCHFT)	Improvements to podiatry appointment system not yet in place but number of complaints has dropped. Central booking service will start in new year.

	<p>Karen will include our patient feedback in her next Quarterly Quality report</p> <p>Discussed the request to be involved with EDS2 work for all the Kent providers. All need to get independent view on their EDS2 work and ratings. Discussed how best to do this. Healthwatch would be keen to do this and to highlight best practise across providers.</p> <p>KCHFT raised concerns around Continuing Healthcare. Hearing more complaints associated with Continuing Healthcare.</p> <p>KCHFT recently held 2 focus groups with patients around discharge, to send the findings. Patient gave good feedback about what information and support they need post discharge to ensure they stay at home</p>
Kent & Medway Partnership Trust (KMPT)	We have a meeting booked in November with KMPT Annie McMillan attended the "Let's Talk" KMPT Conference
South East Coast Ambulance Trust (SECAMB)	Discussions at the SE Healthwatch network meeting - current liaison arrangement; trying to meet with HW as a group in Kent, Surrey & Sussex, not working.
Clinical Commissioning Groups (CCG)	<p>Steve met with the Accountable Officer and GP Chair of West Kent CCG; Ian Ayres &amp; Bob Bowes, to discuss local services and priorities of the CCG.</p> <p>Our volunteer attended West Kent CCG AGM and made a number of contacts for potential community champions.</p> <p>Steve attended the Quality Surveillance Group with all commissioners where services are discussed.</p>
NHS England (NHSE)	We attended a panel on a GP closure in Thanet. We have had discussions with NHS England about our concerns about the lack of opportunity for the public to be consulted in GP closures. Steve is meeting with the Director in November
Public Health (PH)	Nicky met with PH to discuss the current Transformation consultation and get details on how the public were engaged in developing the proposals.
Kent County Council Social Care (KCC)	We attended the Adult Social Care and Health Cabinet Meeting which discussed that Public Health need to save £4m this year, Health Visitors are being transferred from NHS to Public Health, much of the Care Act has been implemented but some elements such as cap on care costs have been delayed until 2020.
Voluntary Sector	<p>Annie McMillan attended the Thanet Silver Sunday event to promote Healthwatch</p> <p>Steve presented to the Benenden Association.</p> <p>We attended the Tonbridge &amp; Malling Senior Citizen event to promote Healthwatch</p> <p>We attended the Dover Adult Strategic Partnership Forum.</p>
Healthwatch	<p>We attended the South East Healthwatch Meeting where all Healthwatches in the area gave updates on their work. There were sessions with CQC and SECAMB.</p> <p>We met with Healthwatch Medway to share information and agree how we can work more closely. In particular regarding Medway Hospital.</p> <p>We have agreed to Peer Review Healthwatch Staffordshire, which will take place in December</p>