



Monthly Update the work of **healthwatch**  
Kent

This report gives examples of the things we have achieved in April 2017

## Section 1: How we made a difference

Issue	Organisation	Action	Outcome
<b>Low participation in Diabetes UK audit</b>	South Kent Coast CCG	Written to diabetes leads in each of the CCGs to see what action they are taking	<p>CCG response:            We are planning on having 2 practice managers trained in the data collection so that they can act as a point of reference should practices encounter any difficulties, they will be able to offer telephone support. We will be communicating with practices shortly to ensure they are all aware of the timelines around the audit, we have already contacted our Locality Lead GPs to bring this to their attention and will continue to communicate with practices to ensure they are aware of the importance of taking part in the audit. Plan to keep in weekly contact with practices to ensure they have submitted their data, this will also ensure that any issues can be identified, and dealt with quickly.</p> <p>Also working with the medicines management team who regularly visit practices to ask that they stress the importance of participating and highlight any issues directly so we can ensure they are supported.</p>
<b>Cancer Waiting Times</b>	Maidstone & Tunbridge Wells NHS Trust	call with Director of Operations - Planned care to understand what actions are being taken to improve performance	<ul style="list-style-type: none"> <li>• Introducing one stop clinics for patients with suspected lung or bowel cancer - this will mean patients have their diagnostic tests and are seen on the same day to discuss results. This will help reduce the overall length of time from referral to diagnosis</li> <li>• Increasing theatre capacity dedicated to cancer patients and ensuring full utilisation of these lists - This will help reduce the overall length of time from diagnosis to treatment</li> <li>• Streamline administrative processes to book patients for biopsies with minimal delay. This will help reduce the overall length of time from referral to diagnosis</li> <li>• Introduce fast diagnostic tests following endoscopy, if suspicious lesion is discovered before discussion at a MDM (multi-disciplinary meeting). This will help reduce the overall length of time from referral to diagnosis</li> <li>• Working with neighbouring Trusts who refer into MTW and for whom MTW refer into London for treatment to streamline pathways even more to reduce unnecessary delays</li> <li>• Introduce a tracking system for patients undergoing chemotherapy or radiotherapy to ensure patients are treated within 24 days of referral to MTW - both within and from outside</li> </ul>

			the Trust • Appoint another doctor within Urology to increase capacity for diagnostic tests.
East Kent College were having difficulties accessing SEN physiotherapy for some of their students	KCHFT	Put KCHFT in touch with High Needs lead	Conversation took place between KCHFT and college and face to face meeting to follow to re-establish physiotherapy. See case study below
No Complaints information on G4S website	G4S	Raised with G4S	Complaints information for patient transport now visible on the G4S website

### April 2017 Report Case Study:

#### **SENS Adult Students Physiotherapy Services:**

Urgent help requested by representative of East Kent College for HWK to assist in opening a line of communication to resolve an issue regarding since September 2016 restart the Physiotherapy Programme for Adult SENS attending East Kent Colleges.

#### **Background:**

“I met with two Healthwatch representatives at the Kent Transitions event in Maidstone on the 9th March. My reason for contacting Healthwatch is because I am increasingly concerned about not being able to access Physiotherapists from the Adult Team in the South Kent area for our three students with Profound and Multiple Learning difficulties. These students had physio from children’s services when at school prior to starting with us at East Kent College in September 2016. The college staff undertook a lot of transition work with the young people before they left school and the physio at the time came into the college and staff observed the physio while they were still in school. Each of these young people had their own physio programme while in school which the support staff undertook daily with the students. Each of these students sit in their own wheel chair which is moulded to their body shape. The students should have a physio

assigned to them from Adult Services and we did have one visit in September but this person hasn't returned to the college and has not returned endless emails to follow this up. I have brought this matter to the attention of the KCC Education Offices and followed up communication with their suggested contact and again had no response.

I would be grateful if you could find out who the most appropriate contact would be in the KCC Adult NHS Services Team.”

**RESPONSE:** HWK agreed it was appropriate to assist. Direct contact was made back to the client for more details.

“Thank you so much for taking this forward. To date I have followed this up with senior staff at KCC all of whom have responsibility for special needs education provision: XXXXX”

**Outcome:**

HWK representative informed the client “After speaking to lots of different people you should be getting phone call from XXXXXXXXX Clinical Lead for Physiotherapy - Learning Disabilities for Kent Community Health. I'm hoping this will lead to re-establishing access to physiotherapy for your students.

Further update awaited as to outcome of the meeting, pleased to report that HWK has facilitated communication channels with aim of securing essential Adult Therapy Services for SENS adult in East Kent.

**This month we had 372 contacts with the public.**

## **Section 2: How we influenced and worked with others**

### **How we influenced the key strategies across Kent:**

We got agreement to pilot a 'People's Panel' with Kent County Council that will provide them with objective, informed views from the public at a very early stage of service redesign. The first meeting will be on 19<sup>th</sup> May and look at Phase 3 of the Transformation Plan and how a range of services will be redesigned.

The Kent Physical Disability forum met and began helping to codesign the information, advice and guidance services currently provided might be better designed.

The Kent & Medway Patient & Public Advisory Group met for the first time after transforming from the East Kent Patient & Public Engagement Group. New Lay Members from the other Clinical Commissioning Groups attended, along with voluntary sector reps from Medway and it was chaired by Healthwatch Kent.

### **How we worked with and influenced providers and commissioners (stakeholders):**

We met with East Kent Hospitals University Foundation trust and discussed their progress with the Accessible Information Standard, our upcoming project on discharge, and the changes being planned due to the movement of junior doctors.

We attended the West Kent health & Wellbeing Board and had an update on progress of the Sustainability & Transformation Plan Local Care services.

We met with Kent Community Health Foundation Trust, where we supported them with input on their Patient Continence Forum and discussed how we might help gather patient feedback on their dental services

We met with Canterbury & Ashford Clinical Commissioning Group Communication & Engagement Group where we discussed their plans for engaging the public on the Sustainability & Transformation Plan. The purdah period prior to the general election was creating lots of problems with this. They also discussed how GPs and the Community Trust had met to discuss better partnership working.

### Section 3: How we reach out to the public, listen to them and work with volunteers

We have had contacts this month via telephone, email and face to face visits.

We have a programme of engaging with the public and hard to reach groups face to face. In April we visited:

Maidstone Hospital - Information Stand	Maidstone	04/04/2017
Coffee Caravan, Launch Event	Charing	07/04/2017
Darent Valley Hospital - Information Stand	Dartford	19/04/2017
BME Group	Maidstone	24/04/2017

### Section 4: How we use public and stakeholder views

#### Kent wide

The Autistic Disorder Spectrum project remains on hold until we hear more from the work that KCC and public health are doing around Autism. We will be producing a statement in the future.

We are currently discussing with those organisations who we have not heard from to date about their plans to incorporate the Accessible Information Standard into their everyday work. We will be planning to gauge the public's experience of accessing information in the new formats by way of enter and views.

This month we have sent the Trusts and KCC the outcomes of how accessible their websites are in terms of making a complaint. Two of our volunteer readers independently viewed each website and noted how long it took them to access the complaints information on each of the sites. The Trusts and KCC have welcomed the feedback and will be working with their communications teams to update their websites following the feedback. We have also committed to do some focused work on what patient's views are in terms of a 'good experience' of making a complaint - this will not take place until the Autumn 2017

### **West Kent**

We have completed our second phase of the discharge project. We are just waiting for the last batch of questionnaires to be returned to see how many completed forms we have. Dependant on the numbers we may do repeat visits to Maidstone and Tunbridge Wells Trust sites

Following our publication of the Mental Health Out of County Bed project, Healthwatch Kent continues to work with Kent and Medway Partnership Trust to improve service provision and continues to keep carers groups and other organisations up to date with the outcomes.

### **North Kent**

Our final visit to Darent Valley Hospital has been completed this month

## **May activity planned**

### **Kent wide**

We will be assessed for our Investors in Volunteers award on Tuesday 9<sup>th</sup> May, this involves a day of interviews with staff, volunteers and Directors as well as a review of our policies and procedures. The work to get to this stage started in September 2016 and has involved a working group of volunteers to help us compile all the information and complete an action plan identifying gaps to address.

We have completed and summarised our volunteer survey results. This has been sent to the CEO and Directors for information. We are planning to share the outcomes with volunteers shortly

The Physical Disability working group has yet to set a new date to meet. We will be interviewing for the role of Development Worker for the Physical Disability Forum on the 5<sup>th</sup> May 2017.

This month we will begin to plan a project to carry out Enter and Views in to Care Homes.

Kent County Council has agreed in principle to work with us to distribute a social care surveys to recipients of social care services in the County.

We will conclude our Accessible Information Standard project for information. The next stage will be Enter and Views which we have yet to plan

Further to the feedback from KCC and the carers organisations about our project draft report, we have agreed to meet with the care organisations to discuss in more detail. Further work to update the original report is ongoing

We are currently mapping all the Forum activity that takes place around Kent, with a view to ensuring Healthwatch Kent has visited all the relevant forums to raise our profile. This work is ongoing

We are currently undertaking further work on our Gypsy and Traveler report prior to publication

Following the increase in applications for a Deprivation of Liberty assessments, Healthwatch Kent have drafted a statement which identifies some of the issues that have caused this increase in applications. This should be published shortly

We were given some new dates for our volunteers to go and visit the equipment store site in Aylesford during April, but we only had one or two volunteers available on those dates so we have requested some further dates during May.

### **South Kent Coast**

We have shared our Pharmacy report with the Pharmacies and members of the public that took part

### **West Kent**

We will review the number of completed questionnaires on our West Kent discharge project to gauge if we need to carry our additional enter and views.

We have also delivered a considerable number of Home First packs relating to the hospital discharge project to the hospital. These will be distributed by the local staff to people discharged to their own homes from hospital to gather experiences of the process

### **East Kent**

We are starting to think about carrying out a discharge project in the East of the County, discussions are ongoing with the Trust

## Section 5: Providing Information & Signposting

<p><b>Number of Contacts</b> This month: <b>372</b></p> <p>Accumulative Year 4 To month end: <b>3866</b></p> <p>Total accumulative: <b>8238</b></p>	<p><b>Public Enquiries:</b> Telephone:17 E-Mail: 9</p> <p><b>Public Voice contacts to Helpline:</b> Telephone:5 Email: 25 Texts: 0 Forms: 7 Webform: 0</p> <p><b>HWK General Contacts:99</b></p>
<p><b>Public contacts response rates:</b></p>	<p><b>Telephone:17</b> Same Day: 17 1 day : 0 2 days : 0 3 days+:0</p> <p><b>Email:</b> Same Day: 30 1 day : 4 2 days : 0 3 days+:0</p>
<p><b>Signpost and advise the public to assist navigate the health &amp; social care services in Kent.</b></p>	<p><b>Enquiry Themes (Multiple topics can arise per contact)</b> A: Local Health/Social Care Services: 6 B: Rights/responsibilities: 1 C: Complaints: 4 D: Complaints Advocacy: 17</p>

<p><b>Provide a quality service that meets range of needs using a variety of formats.</b></p>	<p>1: Provision of contact info: 1  2: Research information: 10  3: Referral: 18</p> <p><b>Case Study:</b>  Reported concern and request for HWK to assist in finding the right person to speak to about sorting out a breakdown in physiotherapy services for SENS adult students attend East Kent College.  :Out of 17 clients who were invited to comment 13 responded and were very satisfied with the service they received.</p>
<p><b>Provide A Quality Service Accessible to All:</b></p>	<p>Route to the Helpline (<b>Chart attached</b>)</p>
<p><b>Public Voice:</b></p>	<p>Your Comment Counts Forms: 141  Events Attended: 3  Total number of individual feedback contacts collated: 181  (Incl. Letters/Tel/Email/Texts/Feedback from External visits and YCC Forms)</p>
<p><b>First point of contact service activity:</b></p>	<p><b>HWK General:99</b>  (volunteers/engagement/invitations/info-sharing by external organisations):</p> <p><b>Admin Tel &amp; Email: 62</b> (internal signposting/info sharing)</p>