



Monthly Update the work of **healthwatch**
Kent

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

Section 1: How we made a difference

We have had 400 contacts this month via telephone, email and face to face visits.

You Said

We were contacted by a Parkinson's patient who had not received the support she needed whilst being a patient at Tunbridge Wells Hospital

We Did

We organised a home visit with two of our volunteers to talk to this patient and hear her story. We then escalated the concerns directly to the Chief Nurse at Maidstone & Tunbridge Wells Trust and secured an immediate response for the patient. We then facilitated a face to face meeting between the patient, a Parkinson's nurse and the Hospital to talk about what support Parkinson's patients require. Information for staff will now be shared across the NHS Trust.

Queen Elizabeth Queen Mother Hospital, Margate

At the beginning of the month we were in QEQM outpatients talking to patients in the waiting area about their experiences. A lot of what we heard was very positive, although it appeared as though some patients had experienced test results not being available when they had their appointment. We plan to do one more visit to outpatients and then package the feedback we have gathered to share with the Trust.

Section 2: How we influenced and worked with others

How we influenced the key strategies across Kent:

We chaired the Kent & Medway Sustainability & Transformation Partnership (STP) Patient & Public Advisory Group (PPAG). We reviewed the progress of engagement with the public in the STP process so far.

We attended the STP Programme Board on behalf of PPAG. Discussed new Medway, North & West Kent (MNWK) Delivery Board, Steve confirmed that MNWK Lay Members are to be involved in Board. The programme is establishing joint committee of CCGs in East Kent for decision making. We had an update from the Productivity workstream. Discussion about the national rating of 4 categories of STPs - Kent & Medway rated as Cat3 - Making Progress. The Local Care business case has been developed and was discussed. The paper presented some initial figures of what would need to be invested in local care and the impact on acute care. There were lots of discussions re the figures and more work is to be done to ensure they are realistic.

We met with Dartford, Gravesham & Swanley CCG re their plans for urgent care, Urgent Care services are defined as urgent but not emergency services. This review covers Minor Injury Units, Out of Hours GP services and 111. It does not affect emergency ambulances, 999 or A&E departments. Volunteers heard what the proposals were and were able to have input.

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

We shared our feedback from patients with:

East Kent Hospitals University Foundation Trust (EKHUFT)

EKHUT April 2016-17 Patient feedback report

Thanet CCG

EKHUFT April 2016-March 17 patient feedback report

April 16-March 17 GP feedback

South Kent Coast CCG

EKHUFT April 2016- March 17 patient feedback report

April 16- March 17 GP feedback

Care Quality Commission

North Kent discharge reports

Ashford and C&C CCG

Willesborough Health Centre Feedback

5 volunteers helped develop a questionnaire about how patients access care when they want advice the same day.

1 volunteer - inputted into the East Kent discharge questionnaire

We made Maidstone & Tunbridge Wells NHS Trust aware of some feedback from a Whistle-blower and they re-assured us that the appropriate action had been taken.

We attended the County Mental Health Action Group (MHAG) and talked about how we can assist with reviewing the effectiveness of MHAGs

We met with East Kent Hospital University Foundation Trust (EKHUFT) to plan our discharge project We also attended their Patient Experience Committee and discussed cancer services performance and plans. Improvements have been made but won't be reflected until 2017 survey. They wanted to use focus groups to hear from patients how best to improve but they only had 4 out of 40 replied.

They have trained volunteers who will capture feedback in waiting rooms

We got an update from South Kent Coast CCG on how they are progressing their changes to community services

We met with Thanet CCG to discuss our eastern European report and next steps, as well as a further meeting about their plans for local community services.

We attended the Kent & Medway Quality Surveillance Group where we shared intelligence on the main trusts and services across the county.

Healthwatch West Sussex attended the Oversight Group of the ambulance trust on behalf of all local healthwatch. Trust is awaiting latest CQC report. Have had a review of staff culture which has raised a lot of concerns. The trust is holding 50 focus groups with staff to understand how to change.

We met with the Care Quality Commission and shared intelligence on a range of services, together with our latest reports and feedback

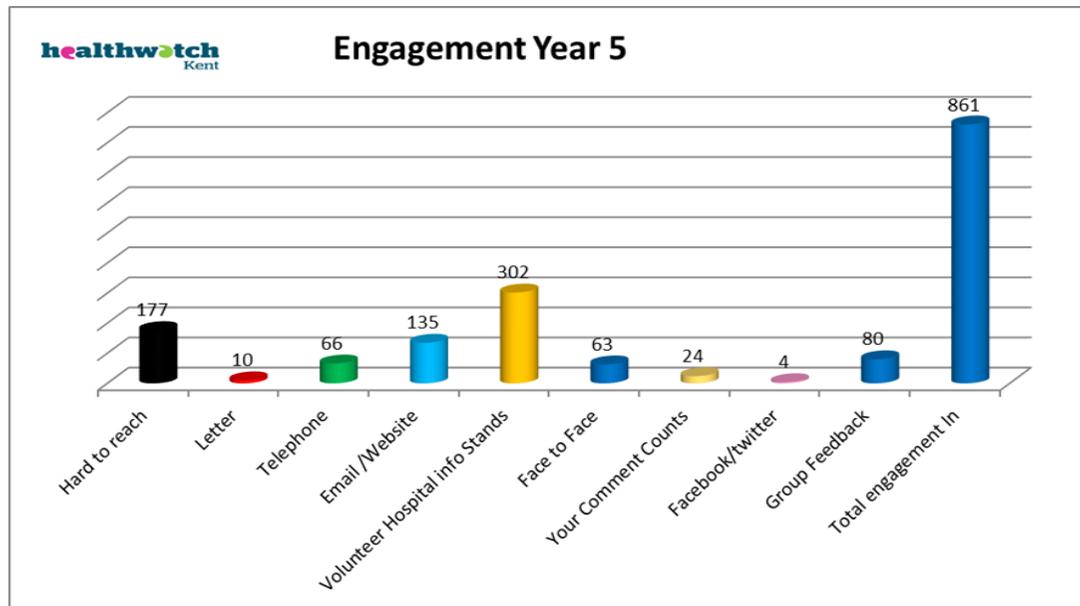
Section 3: How we reach out to the public, listen to them and work with volunteers

This month we had 400 contacts with the public.

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

East Kent Mencap Fun Day	Margate	03/08/2017
K&C Hospital Info stand	Canterbury	09/08/17
RBLI - Older Veterans Info Event	Kingsdown & Walmer Golf Club, Deal	22/08/2017
<u>Gypsy & Traveller Site Visit</u>	Stilebridge, Marden.	31/08/17

Summary of engagement so far in 2017-18



Kent wide

All public facing organisations were legally bound to offer accessible information to all people with additional communication needs by 1st August 2016. We had a planning meeting with East Kent Mencap on Tuesday 8th August to discuss our plans, to utilise people with a Learning Disability to assist with some mystery shopping visits, to find out how the Trust's in East Kent are performing in terms of providing information in the new formats. East Kent Mencap welcomed this and went away to find two appropriate volunteers. A further meeting will be held shortly

Further to the feedback from KCC and the carers organisations about our draft report, we agreed to meet with the care organisations to discuss in more detail. Our Managing Director has held a review of the project and has spoken to KCC and the care agencies involved in the initial project to give feedback in terms of lessons learnt

The Physical Disability working group met on 24th August to discuss the forums response to KCC's online consultation. This was the final opportunity to discuss the KCC tender process for the pot of money they are looking to re-allocate to an Information and Signposting service. The tender is due to go live in September 2017. Our formal response was submitted to KCC on 25th August. We await to hear the outcome

The volunteer timeline which was drafted as an outcome of the volunteer survey, continues to be monitored at monthly team meetings.

Following the publication of our Gypsy and Traveler report, we have now received our printed 'Help Cards'. Our Comms manager has drafted a pledge for all the Trusts and KCC to sign up to so that they display our cards for patients with additional communication needs. To date we have received 3 requests for the cards. This work is on going

We met with EKHUFT on 5th September to find out what Neurological services they provide, these services straddle different services so care is needed to pinpoint exactly what we will be looking at in terms of project outcomes. A project plan will be drafted later in the autumn as this project will not start until the New Year

West Kent

We carried our two further enter & view visits to Maidstone and Tunbridge Wells hospitals. We are awaiting the notes from these two visits to add to our existing draft report, prior with it being shared to the Trust for comments.

East Kent

We published our access to GP appointments and Thanet GP closures reports last month. Following the publication, we sent a copy of the report and a letter to all GP surgeries in the South Kent Coast area to find out what they had progressed since our preliminary work, we are currently collating this information. Further work is being planned on how we take the recommendations forward

September activity planned

Kent wide

We are planning a photo shoot and press release to publicise our success in gaining our Investors in Volunteers award. We are planning for the 20th September dependant on volunteer's availability

A further meeting on the accessibility of each of the Trusts and KCC websites with regards to making a complaint will take place on 15th September. We will discuss with them how to find members of the public who may wish to attend a focus group, run by us, to find out from them what makes a 'good complaint' experience. We will compile the information into a report and share with the Trust's and KCC

Following a review of the Carers Assessment project it has been agreed that a further meeting will be held with the Operations Manager, Jo Empson from KCC and two of the Care Agencies involved in the original work to identify clearer outcomes for this project. We will then re-draft the project plan to deliver a more focused piece of work. This meeting will be arranged as soon as possible

We have still not heard from the equipment store about a visit to Aylesford. We will repeat the request

We are going to tell G4S the dates that volunteers will be attending patient transport as part of the delayed discharge project. This will initially happen in East Kent. It will be a 'day in the life' of those working directly on the front line, to gain patient feedback and experience first-hand the service offered.

We will be updating our project plan around the care homes and identifying homes for enter and views.

We are planning to ask up to 100 members of the public a series of questions about how they find the right service for them, is information readily available? what do they do if they are unsure? and how is the best way to communicate with them? We will also be asking the providers and commissioner how they communicate with the public. This will go live week beginning 25 September

Our Big Red Bus replacement is currently being planned by our sister company 'Engage'. This will not now take place until the Spring of 2018.

West Kent

We are drafting our West Kent delayed discharge report following two further visits to each of the hospitals

East Kent

Our East Kent delayed discharge project will start this month with an online survey going live. We will also get a planning meeting organised with local volunteers who will carry out the enter and views

Following our interim update on access to health and social care focusing on the Eastern European population in Thanet, we met with Thanet CCG in August and agreed to alter the draft report slightly to give it a more balanced view. This will be published in early October

We have a further project planning meeting with East Kent Mencap on 22nd September to finalise our approach to the Accessible Information Standard project. We have Two Healthwatch Kent volunteers that have agreed to buddy (and take notes for the planned visits) two volunteers with learning disabilities who have recently been taking part in the PLACE surveys will also be at this meeting to plan our approach. Healthwatch Kent are currently preparing a briefing for the volunteers taking part and developing easy read material for the visits

North Kent

We are planning our Virgin Healthcare project to find out what the nursing care people receive at home is like. We have recently met with Virgin and agreed that 700 packs will be circulated to those receiving home care by the Service Managers on the Isle of Sheppey. This work is being supported

Section 5: Providing Information & Signposting

<p>Number of Contacts This month: 400</p> <p>Accumulative Year 5 To month end: 5328</p> <p>Total accumulative: 9730</p>	<p>Public Enquiries: Telephone: 28 E-Mail: 12</p> <p>Public Voice contacts to Helpline: Telephone: 5 Email: 25 Texts: 0 Forms: 110 Webform: 13</p> <p>HWK General Contacts: 130</p>	<p>Provide A Quality Service Accessible to All:</p>	<p>Route to the Helpline (Chart attached)</p>
<p>Public contacts response rates:</p>	<p>Telephone: Same Day: 32 1 day : 0 2 day+: 0</p> <p>Email: Same Day: 36 1 day : 1 2 day+: 0</p>	<p>Public Voice:</p>	<p>Your Comment Counts Forms (incl. Web): 123 Events/visits Attended: 4 Total number of individual feedback contacts collated: 183 (Incl. Letters/Tel/Email/Texts/Feedback from External visits and YCC Forms)</p> <p>(Engagement Chart attached)</p>
<p>Signpost and advise the public to assist navigate the health & social care services in Kent.</p>	<p>Enquiry Themes (Multiple topics can arise per contact) A: Local Health/Social Care Services: 14 B: Rights/responsibilities: 5 C: Complaints: 15 D: Complaints Advocacy: 25</p>	<p>First point of contact service activity:</p>	<p>HWK General: 130 (volunteers/engagement/invitations/info-sharing by external organisations):</p>

			Admin Tel & Email: 40 (internal signposting/info sharing)
<p>Provide a quality service that meets range of needs using a variety of formats.</p> <p>Comment: “Another record contact month” PLUS Satisfaction😊</p>	<p>1: Provision of contact info: 11 2: Research information: 23 3: Referral: 25</p> <p>: Out of 32 clients who were invited to comment 32 responded and were very satisfied with the service they received.</p> <p>:Case Study (attached) Access to Tunbridge Wells Hospital Car Parking for Blue Badge Holders</p>		

Client story: Car Parking at QEQM Hospital

Client has multiple health issues, and has difficulty with entering numbers letters etc especially with car park ticket machines even if she has her registration number on a piece of paper. She cannot use a computer due to her condition. She stated that since QEQM & Kent & Canterbury Hospitals changed their disabled parking she has to get out of her car walk from car (she either walks with sticks or uses wheelchair) find the meter then enter her registration, get ticket then make her way back to the car. Able bodied patients simply take a ticket as they enter the car park then pay at Machine as they leave the building.

When making the changes to the disabled parking, EKHUFT have not taken this into consideration also client has trouble using the keypad which she finds is too small for her arthritic fingers.

Client also has problems with her GP surgery Dashwood House in Ramsgate, they will not allow her to order her repeat prescription over the telephone even though they are aware of her medical condition. She has to go to the surgery, some items are not available on the repeat prescription and have to be added, client has to make a note for the other items which include tablets and Catheters, she finds that these notes are being ignored and the items not added to her prescription, if they are not added she has to wait for around 1 week to get items.

One of the receptionists will help client with the forms, but the other will not, also will not take into consideration that client cannot use P.C, and tells her “it’s easy to do online”.

Client must have regular blood pressure checks she cannot get an appointment at her surgery so she must go to hospital for the check. When she tries to get appointment at the surgery she is told to ring on the day by the time she gets through there are no appointments, her only other option is to go to the surgery at 7.30am. Client stated that she often doesn’t go when she feels ill as she “feels too ill to fight”

HWK asked the client if she would like to be sent the new Healthwatch Kent NHS help card

and she thought that would be very useful and offered to give Healthwatch Kent feedback via her son (he will email HWK) after around 6 months.

Client was sent 3 of the new Healthwatch Kent NHS help cards

