



Monthly Update the work of **healthwatch**  
Kent

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

## Section 1: How we made a difference

We have had **403** contacts this month via telephone, email and face to face visits.

You said, we did:

Issue raised by public	Organisation	Action	Outcome
<b>British Sign Language Interpreter not turning up/ not available for 3 appointments</b>	East Kent Hospital University Foundation Trust	Raised with the Trust	Patient's next appointment was cancelled but she eventually got the communication assistance she needed at her re-arranged appointment. The Trust admitted that this showed a weakness in how they record the needs of patients. They are now working hard on improving their Patient Appointment System and awareness communications to staff. They have also developed a plan to implement the Accessible Information Standard which should make a big difference.
<b>Gluten Free Consultation in West Kent</b>	West Kent Clinical Commissioning Group (CCG)	Healthwatch scrutinised the consultation process	West Kent CCG have agreed to involve Healthwatch at a much earlier stage in the future and to support better engagement with the public prior to any changes to services.  Received positive feedback and thanks from members of the public for helping to raise their concerns in a constructive manner.
<b>The information and support available when a GP practice closes</b>	NHS England (NHSE), Clinical Commissioning Groups	Worked with NHSE	NHSE have: <ul style="list-style-type: none"> <li>• added an FAQ document,</li> <li>• involved Healthwatch Kent earlier in the process and</li> <li>• put on more support sessions.</li> </ul>
<b>The Limes GP surgery CQC inspection</b>	Thanet	Asked for feedback about patient's experiences using the service	Fed experiences into CQC action plan and also shared Patient Participation Group (PPG) framework to help support the practice in setting up/improving their PPG.

Issue raised by public	Organisation	Action	Outcome
Urgency of call not taken seriously by call operator	South East Coast Ambulance Trust	Raised issue with trust	Intelligence Based Information System updated with level of risk that this particular client group has and also looking at staff training. Client was very happy with the outcome and customer service of the Trust.
Autistic Spectrum Disorder(ASD) Services	Kent wide	Fed experiences on ASD gathered as part of our CAHMS project into Healthwatch England	Healthwatch England have published a national report using experiences that local Healthwatch around the country have collected <a href="http://www.healthwatch.co.uk/news/what-do-people-think-autism-services-children-and-young-people">http://www.healthwatch.co.uk/news/what-do-people-think-autism-services-children-and-young-people</a>
Falls at Maidstone & Tunbridge Wells (MTW) Hospital Trust	MTW Trust	Raised concerns over number of falls within the trust	Falls Steering Group has been created by the trust to give more attention to the issue.

Following our report on Discharge in north Kent we attended a 90 day review meeting:

- A new patient information leaflet has been tested with patients and 49 out of 50 respondents thought it was helpful. It has a number of contacts for useful agencies including Healthwatch Kent. One of these will be given to every patient = 18,000 patients over 6 months.
- 1000 copies of the "the four question poster" have been printed. Poster is designed to empower patients to make sure they know the answer to the 4 questions about their care. Will be placed on bedside locker and medicine trolley and on back of toilet doors.
- Discharge to assess co-ordinator has been appointed
- Staff presented main cause of patients with delayed discharge- biggest themes are patient choice and packages of care.

We contributed to the updated statutory guidance on patient and public involvement from NHS England.

The full guidance can be found here:

<https://www.england.nhs.uk/participation/involvementguidance/>

Feedback from the public:

*“ I would like to thank Healthwatch for the informative newsletter, the good work you are obviously carrying out and the attachment containing Healthwatch's response regarding the Gluten Free consultation which very much reflected some of the questions I had corresponded to Healthwatch about (in a non biased way, albeit I am do suffer from coeliac disease but do not apply for any prescribed items).*

*I do feel that there was a middle way rather than the 'keep prescribing' or 'cease prescribing' options proposed by the CCG.*

*I feel that your involvement will ensure that all the boxes are ticked and unbiased consultations will take place in future, especially in the light of the forthcoming STP meetings. ”*

We also received one complaint this month regarding a response from the Information & Engagement Team. The investigation showed no founding for the complaint and the complainant has received a response.

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

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

Kent & Medway Sustainability & Transformation Plan - we helped to proof read and edit the Case for Change which was published this month. We have also been heavily involved in how engagement with the public and communications are progressing. The big challenge is identifying the discussions that need input from the public and what that input needs to be.

We agreed terms of reference and induction materials for the new Kent & Medway Patient & Public Advisory Group. We advertised across Kent & Medway for members of the public to join the group and started interviews. We supported the transition from the current East Kent Patient & Public Engagement Group to the Kent & Medway group. At that meeting we received an update on how the mental health workstream is progressing, and plans for GPs and community services in Ashford.

We contributed to a planning meeting for accessing urgent care in West Kent where plans for reconfiguring services were discussed. We were able to give feedback on the priorities for patients and the need for a simple accessible system.

We have been contributing to the development of the Kent Health & Wellbeing Strategy and the first draft was agreed at the Kent Health & Wellbeing Board.

We submitted a proposal to Kent County Council for an advisory group to support the council in engaging with the public at an early stage of developing strategies and services.

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

We met with Maidstone & Tunbridge Wells hospital Trust, where we discussed their involvement in a county wide youth forum, their progress in meeting the national Accessible Information Standard, and the 62 day cancer wait target. We also arranged Healthwatch Information Stands for the next few months and discussed concerns about the decision making processes around the maternity day centre and the involvement of patients.

We published our critical friend report on the West Kent Clinical Commissioning Group on gluten free foods on prescription. They expressed concerns about our conclusions and we are working hard to ensure we communicate any concerns clearly. We also talked about supporting Patient Participation groups at GP surgeries in the area.

We contributed to a risk meeting re East Kent Hospitals University Foundation Trust about performance against national targets where it was agreed a further risk summit would be held

We escalated a concern about a West Kent GP practice to NHS England and received assurance that an action plan was in place and issues were being addressed.

We met with the Kent Pharmaceutical Committee where pharmacists advised our report on prescriptions had been well received.

We spoke with NHS England about how they hear patient experience from inmates in Kent prisons. We learnt there is a group commissioned to do this. We are setting up liaison with them so we can support each other.

We met with East Kent Hospitals University Foundation Trust and discussed their performance around complaints, which we will be monitoring. We also participated in the improvement planning from the last Care Quality Commission inspection including how they are improving ways patients find their way around the hospitals.

In North Kent we discussed their project budget deficit and what that might mean for patients. We also got an update on the engagement activities happening to support the Sustainability & Transformation Plan.

We met with Canterbury Clinical Commissioning Group to ensure we are being involved in their planning and engagement with the public, which they responded to very positively.

We attended the Swale Patient Liaison Group and meetings re the Sustain project that is a pilot to support frail elderly patients more effectively. Patients have been very positive.

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

We have had **403** 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 March we visited:

01/03/2017	Gypsy / Traveller Community Visit	West Malling
09/03/2017	Kent Parent Carer Forum, Transition Event	Maidstone Football Club
21/03/2017	Buckland Hospital - Information Stand	Dover
21/03/2017	Carers Support - Carers Forum	Hythe
31/03/2017	Sittingbourne Library	Sittingbourne

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

### **Project report - March 2017**

#### **Kent wide**

Our PPG project formally closed this month, but we will continue to help any PPG's that are in the process of starting up.

Our project which looked at Children and Adolescent Mental Health in Kent noted some references to the difficulty facing parents when trying to get a diagnosis for children who were thought to be on the Autistic Disorder Spectrum. This 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 have now heard from all but one of the Trusts and the private companies on how they are incorporating the Accessible Information Standard into their everyday work. Overall from the information we have received the Trusts and KCC are performing well, with a plethora of posters, leaflets, website information, staff training and so on. We will be planning to gauge the public's experience of accessing information in the new formats by way of enter and views.

Following our attendance at the County Wide Complaints meeting on 10<sup>th</sup> March we agreed to carry out some further work to look at the ease of access to the Trusts and KCC websites complaints pages. This has been carried out by readers and will be shared with the Trusts and KCC via email shortly. The meeting also requested that we 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

#### **South Kent Coast**

Our GP report was published during March and is available on line

#### **West Kent**

We are well under way with our second phase of the discharge project. Our volunteers have carried out further Enter and Views to Maidstone and Tunbridge Wells hospitals and Tonbridge Cottage hospital. We have not carried out any further visit to the care home facilities as the numbers of people discharged there continue to be extremely low.

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 Darent Valley Hospital discharge report has been published and we have been asked to carry out one more visit.

## April activity planned

### Kent wide

The Physical Disability working group will meet at Lenham Community Centre on 13<sup>th</sup> April. Items on the agenda include Commissioning Opportunities and Future Options for using Physical Disability Grant Funding as identified by KCC and priority areas identified through recent 'doodle poll' which were Information, Advice and Advocacy. A new date for the working group to meet has yet to be set

The closing date for applications for the post of Development Worker for the Physical Disability Forum closes on 20<sup>th</sup> April with shortlisting taking place on 21<sup>st</sup>. Interviews will be scheduled for 5<sup>th</sup> May 2017.

We are talking to Kent County Council asking them if they would 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

We have had some feedback from KCC and the carers organisations that originally gave us some information to inform our carers project. 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.



### **North Kent**

We have agreed to undertake one final enter and view visit to Darent Valley Hospital discharge lounge to find out how the discharge of patients to their home, care / residential home is being carried out. These will take place on the 18<sup>th</sup> and 25<sup>th</sup> or April

### **South Kent Coast**

We will have published our Pharmacy report this month, we will share with the Pharmacists and members of the public that took part, it will also be available on our website

### **West Kent**

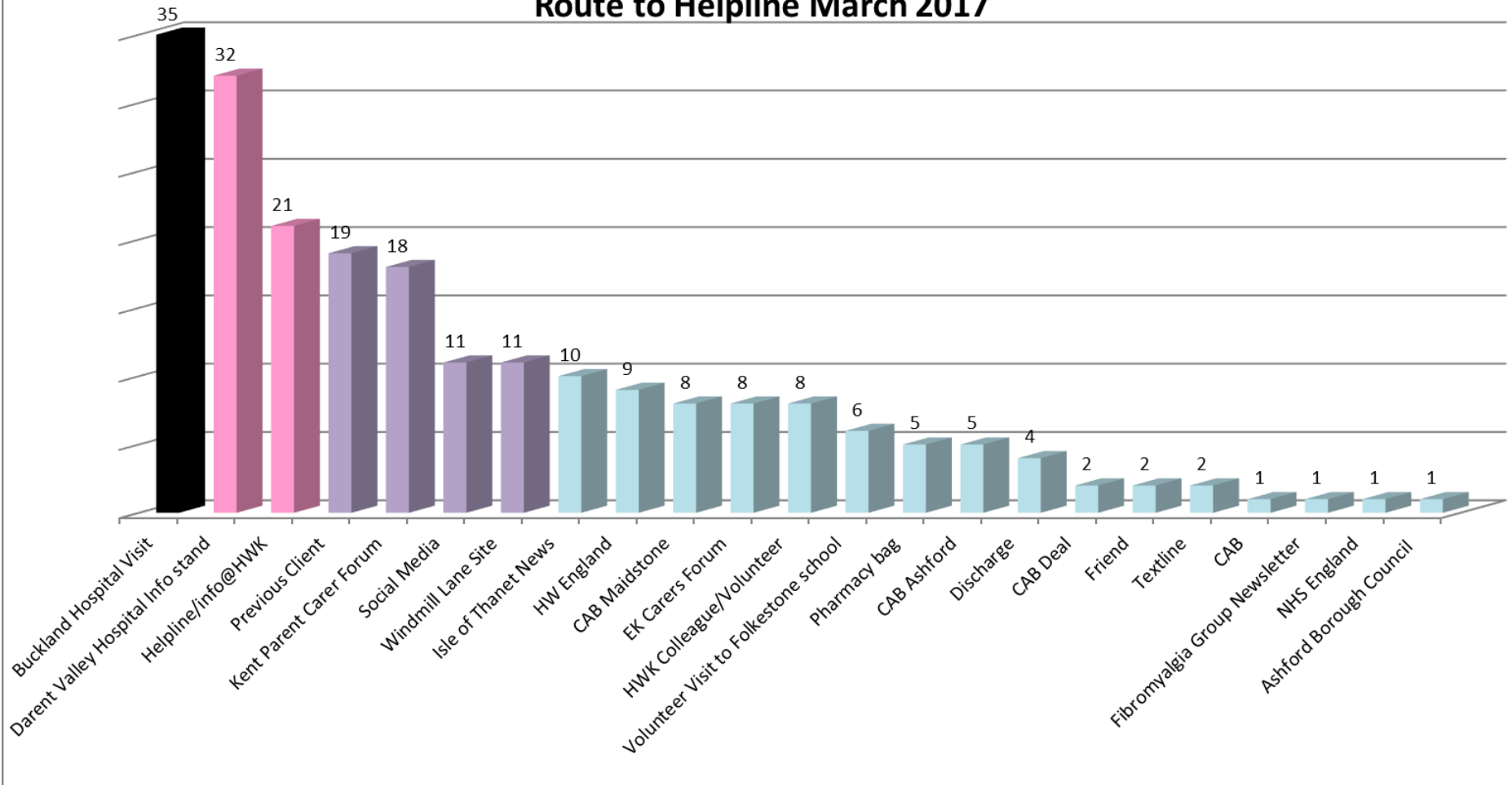
As part of our second phase of the Discharge project we will be carrying out further Enter and Views to Maidstone Hospital on 6<sup>th</sup> April and a second afternoon visit to Tunbridge Wells Hospital on 26<sup>th</sup> April. We will evaluate how many questionnaires have been completed following these two visits. If the numbers are low, we will arrange further visits.

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

## Section 5: Providing Information & Signposting

<p><b>Number of Contacts This month: 403</b></p> <p>Accumulative Year 4 To month end: <b>3494</b></p> <p>Total accumulative: <b>7866</b></p>	<p><b>Public Enquiries:</b> Telephone: 32 E-Mail: 20</p> <p><b>Public Voice contacts to Helpline:</b> Telephone: 6 Email: 44 Texts: 0 Forms: 90 Webform: 0</p> <p><b>HWK General Contacts: 122</b></p>	<p><b>Signpost and advise the public to 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: <b>13</b> B: Rights/responsibilities: <b>4</b> C: Complaints: <b>1</b> D: Complaints Advocacy: <b>38</b></p>
<p><b>Public contacts response rates:</b></p>	<p><b>Telephone:</b> Same Day: All 1 day : 0 2 days : 0 3 days+:0</p> <p><b>Email:</b> Same Day: All 1 day : 0 2 days : 0 3 days+:0</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: <b>8</b> 2: Research information: <b>12</b> 3: Referral: <b>22</b></p> <p><b>Case Study:</b> Concern Referred for further investigation, raised question about commissioning of services for Motor Neurone Disease patient and care at home.</p> <p>Out of <b>32</b> clients who were invited to comment <b>27</b> responded and were very satisfied with the service they received.</p>

### Route to Helpline March 2017



## **Section 6: Working with Healthwatch England and other local Healthwatch**

We held a training course for local healthwatch on best practice on consultation and engagement. The venue in London was funded by Healthwatch England and 6 local healthwatch attended.

We provided feedback on the first draft of a training course for local healthwatch on research projects.