

Healthwatch Kent CEO Monthly Report December 2015

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

What have we changed?

We have published our Enter & View report Little Brook Hospital in Dartford. We visited this mental health acute hospital a year ago. This visit was to see if our recommendations had been implemented and to visit the newly opened ward. We have made a number of new recommendations including increasing the Occupational Therapy support for patients. This has already been picked up by Dartford Gravesham & Swanley Clinical Commissioning Group who will be supporting us in working with the Kent & Medway Partnership Trust. Many of our original recommendations have been implemented. A copy of the report is on our website. Thanks to our volunteers Pat & Jill for an excellent piece of work.

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 812 subscribers, our Twitter page which has 922 followers and Facebook which has 247.

We issued press statement about the closure of neuro-rehab service at Knole Centre in Sevenoaks

January will see us focus on Swale as our District of the month. We have researched which hard to reach communities live in Swale. As a result we will be meeting with homeless groups, people who suffer from substance abuse and members of the Gypsy and Traveller community. During all of these sessions we will be capturing their experiences of local health and social care services.

In Feb our focus will be Tonbridge & Malling District.

In addition we have launched our new Information stands within hospital foyers. We held two this month, one at Estuary View and another at Kent & Canterbury Hospital. We have a programme of monthly stands planned for Tunbridge Wells Hospital and Maidstone Hospital.

Our Projects

We have prepared Enter & View reports following visits to Little Brook hospital plus visits to all three A&Es in East Kent and a number of Outpatient clinics. These will be published in Jan

We issued our survey for Patient Participation Groups groups to all GP Practises in Kent.

Finalising our dentist report to summarise our meetings with a variety of community groups in Tunbridge Wells and visits to 4 Dental practises to talk to patients. This report will be accompanied by two leaflets for the public and will be published in January.

We distributed a press release calling for people's experience about hospital discharge to local media in North Kent as part of our project around hospital discharge from Darent Valley Hospital

We have also prepared our packs to encourage feedback about the Children & Adolescent Mental health service and researched relevant groups to engage with. Packs are ready for a Jan launch to focus on Swale & Tunbridge Wells. An online survey has also been created.

This month we spoke to 117 people about their experiences of services.

We also visited Canterbury Library to talk to people directly (in addition to the sessions at Estuary View and Kent & Canterbury Hospital that we have already mentioned).

What have we progressed this month?

Our Volunteers

We currently have 71 volunteers, many of whom have been active in a variety of roles across the county. Six volunteers have represented Healthwatch Kent at meetings including talking to Patient Participation Groups, at an NHS England Panel meeting regarding GP closures in the Dartford & Gravesend area and working with providers such as the Kent and Medway Partnership Trust.

One of our volunteers delivered an excellent training session on Project Management to staff and volunteers as an aide to improving the planning and management of our projects.

Twenty five volunteers took part in their local area team meetings where they were updated on current and future Healthwatch Kent projects and discussed their input into items of local importance. In addition these meetings enabled new volunteers to meet other volunteers and learn more about their local activities.

Five volunteers assisted with background administration issues including collating data for the report on NHS dentists and looking at a system for prioritising our meeting commitments.

One volunteer accompanied our CEO, Steve, to visit Healthwatch Staffordshire as part of a Peer Review process. Three further volunteers were involved when Healthwatch Staffordshire came to review us.

In order to show how the contribution of volunteers is valued and appreciated a social 'Thank you' event was held which was attended by twenty four volunteers, staff and members of the board. This was also an opportunity for our volunteer sponsors to showcase their upcoming projects and to assess other volunteer interest.

We have organised a training session for volunteers in January called 'Hot Topics'. Sessions include training around Deprivation of Liberty and a session on mental health and crisis care.

Our Priorities and Projects

Our **dentist** project looking at people's experiences of finding and retaining an NHS dentist in Tunbridge Wells is almost complete and will be published in January

Our project to talk to all Kent **Patient Participation Groups** and better understand the support that they require and the challenges they face is also due to completion early in the New Year. An online survey was issued to all groups in December.

We issued a commissioning opportunity for our **End of Life** project but have had no interest from the sector. The project seeks to talk directly to people and families who have experience of End of Life Care services.

Our **discharge** project has been significantly delayed by both Darent Valley Hospital and the Kent Community Health Trust. We will be seeking to unlock the barriers to this in January. Neither organisation has agreed dates for us to visit their services.

Our report following work to talk to social care users in Dover & Shepway will be published in January.

We have already started work on our 2016/17 work plan which will be shared shortly.

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** did not meet in December. It is due to meet On Jan 11th. Kent County Council's Head of Consultation has been invited to attend this meeting. We have received no feedback from our comments on recent KCC consultations.

Our **Intelligence Gathering Group** discussed information received from Family Mosaics about social care services. It was agreed we would investigate this further. They agreed to escalate concerns to NHS England about the huge levels of Deprivation of Liberty Safeguard applications (DoLs). They also agreed to look into the criteria for Continuing Care.

The **Deliberations & Directions Group** (DaDs) did not have a formal meeting in December.

Our Relationships and Representation

| Stakeholder | Update |
|---|--|
| East Kent Hospitals University Foundation Trust (EKHUFT) | We attended a round table event developing actions for the Care Quality Commission Improvement Plan |
| Maidstone & Tunbridge Wells NHS Trust (MTW) | Patient Experience Meeting attended. |
| Dartford & Gravesham NHS Trust (Darent Valley Hospital) (DVH) | We have been working with the hospital and surrounding services in planning the discharge project |
| Clinical Commissioning Groups (CCG) | <p>Attended a series of meetings including:</p> <ul style="list-style-type: none"> Canterbury CCG Development Day Patient Participation Engagement Leads meeting Lay Members Quarterly catch up West Kent CCG Board meeting. <p>Met with North Kent CCGs to discuss 'Always Events' to develop standards expected by the public.</p> <p>We are also part of the South Kent Coast Integrated Executive Programme Board, developing a new way of delivering services.</p> <p>Steve also met with the accountable officer of Canterbury & Ashford CCGs to discuss strategic issues.</p> |
| NHS England (NHSE) | We attended the NHS Patient Experience & Equality Group and attended a pharmacy meeting to discuss common aims and objectives |
| Voluntary Sector | We attended the Dover & Thanet Adult Strategic Partnerships Discussion with Howard Leicester re Accessible Information Standard |
| Healthwatch | We undertook a peer review process with Healthwatch Staffordshire. A volunteer from DaDs and the CEO visited Staffordshire and they then visited us to review each other against the Quality Statements developed by Healthwatch England. |