

## Monthly Update on our work from Healthwatch Kent

This report gives examples of the things we have achieved in **November 2016**

### Section 1: How we made a difference

We published several reports this month:

Out of Kent Mental Health Bed Placements

Children & Adolescent Mental Health Services

Enter & View visit to St Martins Hospital, Canterbury

We have followed up with Kent & Medway Partnership Trust, who manage bed placements, and their programme of reducing placements out of Kent is progressing well.

All the recommendations we have made following our report into the Children & Adolescent Mental Health service have been included in the specification for the new service tender.

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

How we influenced the key strategies across Kent:

Strategy	Update
Kent & Medway Sustainability & Transformation Plan (STP)	<p>We met with Emma Burns, the Comms lead for the STP, to discuss how we might be involved in the Patient &amp; Public Advisory Group of the STP. We suggested how we could mobilise the ‘army’ of PPG and CCG engagement group members.</p> <p>We took part in the Stroke Review Programme Board that discussed how the final decision on sites for hyper-acute stroke centres will be with the STP Programme Board. CCGs will be asked to agree progress so far before handover.</p> <p>We had a great session with the Programme Manager who came to talk to our staff and volunteers. We had a very informative debate about public involvement in the STP. We have been promoting the STP far and wide through all of our channels to ensure people are aware of the proposals.</p>
STP East Kent	<p>We attended the Thanet Integrated Partnership Board where we discussed how to produce documents that set out how partners will contribute to how local care is organised in GP practices.</p> <p>We attended the Patient &amp; Public Engagement Sub Group and heard about the progress on integrated IT systems and how the East Kent work will fit with the Kent &amp; Medway plan.</p> <p>We secured Councilor Roger Gough to take part in a national STP conference organised by Healthwatch England. At that debate, Roger stated that</p>

	Healthwatch Kent should be actively involved in the delivery of STP engagement.
Kent County Council (KCC) Transformation Plan	We met with the Head of Commissioning and agreed how we can provide some initial public engagement into the design of new services
Urgent Care Review	We attended an Urgent Care Whole Systems Event in Dartford, Gravesham Swanley & Swale, where the case for change was presented: looked at where we are now and where we need to be in the future. Proposed outcome is to integrate all systems - 111, out of hours, multispeciality community provider - all by 2020. Swale is to have new service in by April 2019. Event is the first step in the process of procurement of new primary care hubs in Swale / DGS. Consultation - post elections in 2017 - later spring / summer. We also attended the Kent & Medway wide group that discussed how the programme would become integrated into the STP.
Kent Health & Wellbeing Board (HWBB) Workplan	We presented a Healthwatch report that had been commissioned by the Health & Wellbeing Board to gather feedback from the voluntary sector about how they may like to work with the Board.
Continuous Improvement	We held our annual development day with volunteers, paid staff, board members and Kent County Council. We developed our priorities for improvement of how we work, and had a presentation on the STP.

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

Stakeholder	Update
East Kent Hospitals University Foundation Trust (EKHUFT)	We played a key part in the Diversity & Inclusion Group meeting where Annie was able to advise and influence how the needs of deaf patients could be better met by the Trust. Concerns were also raised about implementing the Accessible Information Standard by April 2017. It was also discussed how Healthwatch could assist with the assessment against the NHS Equality & Diversity System. We presented what we had heard about East Kent Hospitals from April 2015 to March 2016 to the Patient Experience Group. We highlighted several themes which the Trust either currently is doing work on or has plans to do so in the future. We also offered to assist in work looking at food and hydration of patients in the trust. We also met with the Comms & Engagement team to discuss how we can work more closely.
Maidstone & Tunbridge Wells NHS Trust (MTW)	We shared our April 2015 to March 2016 feedback with the Trust and discussed how we could expand the number of Healthwatch volunteers working with

	the Trust. Discussed the outcomes of the Engagement Healthcheck which is still with the Trust for comment.
Kent Community Health Foundation Trust (KCHFT)	We took part in a discussion at Tonbridge Cottage hospital about implementing the Home First project We met with the Chief Executive Officer for the Trust to talk about how we can continue to develop our relationship and do more joint work. We completed an Engagement Healthcheck and have agreed to use it as a Case Study to share with other organisations.
Kent & Medway Partnership Trust (KMPT)	We attended the Carers Charter Consultation event to update on how the Triangle of Care and other carer initiatives are progressing. We had our quarterly meeting with the Trust and discussed how to follow up on our report on Out of Area beds, and get involved in the review of community teams.
Dartford & Gravesham NHS Trust	Met with the Director of Nursing to establish regular meetings. This has not taken place on a regular basis due to changes in staff. Discussed our concerns about our Discharge project and delays. Presented to the Patient Experience Committee our findings to date and concerns. Agreed to undertake an Engagement Healthcheck but this was cancelled at the last minute. Asked to be involved in the STP work but so far no response. Have a meeting booked with the CEO to escalate our concerns.
South East Coast Ambulance Trust (SECAmb)	We met with the CEO of the Trust and recorded a podcast interview. We presented the Chief Exec with a collective letter of concern from the South East Healthwatches following the publication of their patient impact report.
Clinical Commissioning Groups (CCG)	We attended the Swale Patient Liaison Group where we were involved in discussions on the Sustainability & Transformation Plan and Kent County Councils plans around improving self care. We also raised concerns re Children & Adolescent Mental Health services and we discussed the Healthwatch Enter & View process. We undertook an Engagement Healthcheck with West Kent CCG and have reported back the outcomes to them. We have a Healthcheck booked with Ashford & Canterbury CCG in December. We have formally announced that we will be scrutinising the process around the Gluten Free food consultation in West Kent. We met with South Kent Coast CCG to discuss the progress of developing primary care teams as part of the STP. We gave advice about how to involve the voluntary sector and agreed to talk with the Lay Member about how engagement is progressing.

NHS England (NHSE)	We met regarding the closure of Union Row Surgery in Thanet and how we can reassure Thanet public that there is sufficient capacity for GPs to offer a service.
Care Quality Commission (CQC)	We met with CQC as part of our regular meetings. We had a productive conversation about the changes in care homes and discussed the upcoming inspection of our mental health trust in Jan.
Kent County Council Social Care (KCC)	We attended the Health Overview and Scrutiny Committee where we fed in our findings re winter preparedness from early this year, commented on the proposed changes to gluten-free prescriptions in West Kent, and the progress on returning people from out of area mental health beds. We met with KCC to review the key people to liaise with and develop our approach to working with the council.
Health & Wellbeing Boards (HWBB)	We attended Ashford HWBB where we contributed to the discussion on the East Kent STP. We attended Thanet HWBB which had a useful presentation on how local care in GP practices could look like. The CCG agreed to an Engagement Healthcheck. We presented a paper with the outcomes of a survey with the voluntary sector on how they want to engage with the HWBB. Presentation on STP which was released this month. Influence - we suggested the HWBB should be able to see STP links in local commissioning plans when they come to board for agreement. We also mentioned there is a lot of potential for the public to help communicate the plan effectively. We agreed to be part of the working group to develop the new Health & Wellbeing Strategy

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

We continue to increase our contacts with the public in a number of ways:

Twitter: 1,182 (1,162 in October)  
Facebook: 891 (893 in October)  
Newsletter: 867 (866 in October)

We work with lots of organisations and groups who are our ‘Community Champions’ that let us know about concerns in health and social care. You can see some examples of what they raise and how we respond in the next section. We currently have 301 Community Champions across Kent.

We also have a programme of 'Public Voice' visits which ensure we engage with people face to face. We focus visits in a different district every month as well as events elsewhere in the county. This month our focus is the District of Dover.

We have visited the following places;

- Paddock Wood Library, near Tonbridge
- BME Café in Maidstone
- Information stand at Darent Valley Hospital
- Dover Community Hub to talk to Eastern European families
- Gypsy & Traveller Site in Aylesham
- Speak Up CiC group in Sandwich to talk to mental health patients
- Information stand at Buckland Hospital

**In total this month we have spoken with 304 people via telephone, email and face to face visits.**

#### **Our volunteers**

We have 75 volunteers across the county who have a wide range of ages, backgrounds and experiences and who have been involved in a variety of roles. 13 volunteers were involved in our work with the providers and community groups this month. These included meetings with hospital and mental health trusts, Ashford Community networks, Thanet Social care partnership and the Swale Urgent Care group. Others helped us to engage with different communities including a school family liaison session in Thanet looking at issues specifically encountered by Eastern European families and a ladies and toddler BME coffee morning.

In addition, six volunteers spoke to members of the public about their experience at both QEQM and Darent Valley hospitals.

Three of our Authorised Visitor volunteers carried out Enter & View Visits to 6 pharmacies around the South Kent Coast to find out how changes to repeat prescriptions were affecting them.

Six volunteers attended training as part of our PPG project to support Patient Participation Groups

11 volunteers attended their local area team meetings to decide how to take forward local issues that we have heard about.

17 volunteers together with staff took part in our Development Day to review the successes of the past year and look at how Healthwatch Kent will be moving forward over the coming year.

3 volunteers provided essential background research on topics as diverse as Equality and Diversity case studies, the availability of provision for people with Learning disabilities in Gravesend, Swanley and Dartford, and categorization for DBS checks.

As part of an ongoing commitment to ensuring our volunteers have an input into how they are involved with Healthwatch Kent, 3 annual and one 3 month reviews were carried out.

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

### Project Progress:

We are escalating our concerns about delays to our **Hospital Discharge** project at Darent Valley Hospital. To date we have spent over a year trying to access patients who have a delayed discharge but we have not received the support from the Trust that we would expect.

Our volunteers visited 3 surgeries on the South Kent Coast over the summer to speak to patients about how they **access their GP**. This report is being finalised.

We carried out an initial **End of Life Care** project earlier in the year. The findings of this project mainly focused on data and interviews with providers and organisations providing the care. One of the recommendations from this initial work was to carry out a second phase of the project to gather public views about the end of life care process. However, it appears that there is a lot of work currently being undertaken across Kent with the Trusts and Hospices looking at the end of life processes, so it has been decided to put our project on hold at the current time to save duplication.

Our **Mental Health Out of County Bed report** was published this month. It has been well received by Kent and Medway Partnership Trust and the actions are being incorporated into new ways of working. The Trust have already reduced nearly all out of county placements. Healthwatch Kent will continue to work with the Trust and keep carers groups and other organisations up to date with the outcomes. We have shared our report widely and will be presenting it to the Kent Mental Health Action Group soon.

The Healthwatch **Physical Disabilities Forum** launched in October and will meet in December. There are a mix of commissioners, service users and other organisations attending the meeting. This meeting will decide the way forward for the forum, set terms of reference, attendees, the frequency of meetings and dates for future meetings.

This month we published our **Complaints** report which charted feedback from hundreds of patients. It also included an update from the NHS Trusts and Kent County Council (KCC) about their progress the Public Ombudsman for Health and Social Care 'Five step Plan to Complaints' which all organisations have signed up to. We will present our findings to the Kent Complaints Managers Group too.

The Care Act 2014 came into effect on 1<sup>st</sup> April 2015 which entitles all main carers who have caring responsibilities to request a **Carers Assessment**. This assessment is a key gateway for accessing help and support services to assist carers with their caring duties. We have been running an online survey to gather feedback from Carers about the Assessments. We have also been in touch with all the Carers Groups to gather feedback.

Our report on **Children & Adolescent Mental Health service (CAMHS)** was published on 23<sup>rd</sup> November 2016. Over 300 young people, families and professionals gave detailed feedback about their experience of using the service. Although the report had some negative feedback all of our recommendations have been included in the new service tender.

This month we have been visiting six pharmacies in South Kent Coast to talk to people about their experience of getting **repeat prescriptions** following a recent change to the process. Most patients must now order their repeat prescriptions from their GP directly. We're now working on a project report.

Following yet another **GP closure in Thanet** this month, we have escalated yet again our concerns to both NHS England and Thanet Clinical Commissioning Group. We have asked for a public statement to reassure people about GP provision in the area. We continue to try and gather feedback from patients about the affects of these closures and the support that they have received. To date, neither NHS England or the CCG have supported our request to help us reach patients.

We will shortly be publishing our report on **Outpatients** at Maidstone & Tunbridge Wells Hospitals following two Enter & View visits.

## Section 5: Providing Information & Signposting

This month we have spoken with 304 people bringing the total this year to 2,539 people.

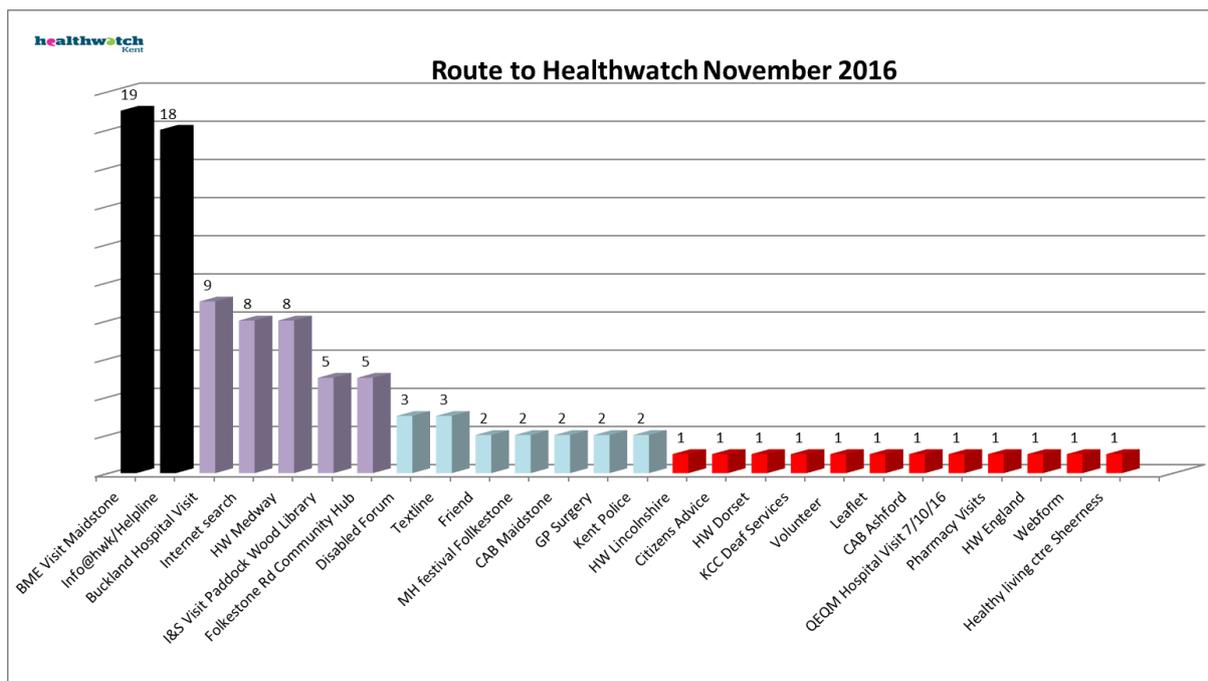
The main topics that we are contacted about are (Multiple topics can arise per contact)

A: Local Health/Social Care Services: 20

B: Rights/responsibilities: 11

C: Complaints: 14

D: Complaints Advocacy: 22



### Case Study

### Access to Essential Hearing Equipment and NHS Individual Funding

### **Enquiry;**

Client has a BAHA (Bone Anchored Hearing Aid) and is officially registered deaf. Client states 'My present BAHA came to the end of its guaranteed life earlier this year and on previous occasions, I would have received a replacement. This hasn't happened even though my hearing tests have been updated and the Audiology Department at William Harvey Hospital have done their best to get a replacement. My present BAHA still works but very inefficiently.

'I've now been told (off the record) that the only way I will get a replacement BAHA is through a 'Qualified Private Provider' and that I'll have to pay. Once I accept to go down this avenue, I will be permanently in the private sector - including ENT. I receive continual medication for mastoids and have been a permanent patient with the ENT department for 60+ years. For these reasons, I have no wish to even consider private treatment as my deafness and associated problems will never be resolved. I rely heavily on my BAHA and I am an OAP.

Client asked; 'I've been told that if an NHS provider cannot provide an important piece of health equipment in my own area, then they are obliged to refer me to a provider that can, is this correct?'

### **Healthwatch Kent response;**

Following our research we were able to confirm that an NHS Individual Funding Request could be made on client's behalf by the ENT Consultant. This request for a replacement BAHA **would be** based on individual need and assessment. The consultant would need to apply to NHS England for this as they now commissioning this service.

We informed the client that they should speak to the ENT Consultant about this referral process. Alternatively if they were already with a non-NHS consultant then they should return to their GP for a new referral to an NHS ENT Consultant.

### **Client feedback;**

Positive response received from client who stated 'Just to let you know that I followed your advice and have been fitted with a new BAHA. Thank you again.'

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

We attended the Healthwatch England Information & Informatics Group to help with developing a quality checklist for research projects and peer assessing the projects of other healthwatch.

We secured Councillor Roger Gough to take part in a national STP conference organised by Healthwatch England. At that debate, Roger stated that Healthwatch Kent should be actively involved in the delivery of STP engagement. At the same conference we updated Healthwatch England about our Best Practice Guide to Engagement which has already been adopted by several other Healthwatches. We discussed the possibility of offering a training and support package to other Healthwatch to enable them to deliver the same level of support in their area.