

The Healthwatch

Recognition Awards



**Celebrating the best in
health & social care in
Kent & Medway**

MARCH



27



2024

Tonight is made possible thanks to funding from EK360



Many of you have worked with EK360, so you already know that they are experts at reaching people that others cannot, giving you invaluable consumer insights.

Did you know that they are also brilliant at co-producing solutions to your problems, independently evaluating initiatives, producing a Social Return on Investment report or developing a culture to enable Lived Experience to thrive?

Central to the EK360 ethos is a community minded approach.

Community groups and voluntary organisations know their own community better than anyone. They can be empowered to be part of the solution to health and care issues that are facing us all. EK360 can facilitate your relationships with voluntary organisations and support in developing quality assurance frameworks to work within building future VCSE partners for innovation and community powered solutions.



Good evening and welcome to

Kent and Medway

Healthwatch Recognition Awards

At Healthwatch, we are privileged.

We work with a vast range of organisations across Kent and Medway, covering the whole vista of health and social care.

We get to listen to people's stories. Over 50,000 people told us their stories last year, or sought information to help them understand their rights or what to do next. They told us all about their experience of using your services. We heard their realities.

Our position, together with their feedback, gives us a bird's eye view on what's working well and what needs to be improved.

We hope you take the opportunity tonight to join us in recognising excellence and pick up ideas to use within your own work. We hope too that you will learn more about Healthwatch and the work that we do. We are involved in so many aspects of health and social care and if you don't yet work with us, we hope tonight changes your mind!



Meet the Healthwatch Teams



Robbie
Lead for Healthwatch Kent



Vacant
Lead for Healthwatch Medway



William
Comms and Engagement Manager, Kent



Marianne
Operational Manager, Kent



Bisi
Stakeholder and Impact Manager, Kent



Shimran
Intelligence Officer, Kent



Tass
Projects and Engagement Officer, Medway



Anna
Communication Officer, Kent & Medway



Lois
Intelligence Lead, Kent



Lee
Face to Face / Digital Engagement Officer, Kent



Oliver
Information and Engagement Officer, Kent & Medway



Emmanuel
Project and Engagement Officer, Kent



Lynn
Signposting, Insight and Research Officer, Kent & Medway

Our volunteers are our lifeblood

We are very lucky to have over 30 volunteers working alongside us as part of the Healthwatch Kent & Medway Teams.

They help us with every aspect of Healthwatch from making decisions about our priorities, listening to patients and ensuring people's voices are heard.

People volunteer with us for a whole range of reasons, and we strive to create roles for them, which are meaningful as well as enjoyable. Top of the list is ensuring that they know how valuable and valued they are.



“ I started volunteering in 2022 and as I loved the public engagement work, I was delighted to be able to transfer and apply the experience I had gained as a volunteer into a full-time, paid role. ”



“ Volunteering...is a pathway to acquiring invaluable life skills, broadening perspectives, and fostering a deep sense of fulfilment and other times, landing well-paid jobs. ”



“ It makes me feel good that I am helping people. ”



“ I can't ignore the feeling of pride that being a Healthwatch volunteer gives me. ”

“ I'd worked most of my life in 'people' focussed work and still wanted to make meaningful 'social' contributions in my 'retirement'. Healthwatch hit the spot. ”



Maybe you'd like to be a volunteer and help us improve services for people like you?

Drop us a line at volunteer@healthwatchkent.co.uk



RECOGNITION FOR EXCELLENCE IN INVOLVING PEOPLE IN COMMISSIONING AND DELIVERY OF SERVICES

Involving people in the commissioning and delivery of services is a statutory requirement and one that every NHS and social care organisation must do. However, each organisation has its own approach to involving and listening to people, carers, families and communities.

In this category, we recognise the following:

Parent Carer Lived Experience involvement in KCC commissioning of short breaks
Kent PACT (Parents And Carers Together)
KCC short breaks Commissioning Team

Intelligence led commissioning and delivery of services
Public Health Intelligence Team at Medway Council

Co-design of Medway and Swale Children and Young People Asthma Programme
Medway & Swale Health and Care Partnership Team
Medway & Swale Medicines Optimisation Team
Children's Partnership Commissioning Team
Children from secondary, primary and SEN schools in Medway and Swale

Crisis Peer Alternative Service
North Kent Mind
Porchlight
Kent & Medway ICB

Patient Experience Carer Team
Dartford & Gravesham NHS Trust

RECOGNITION FOR EXCELLENCE IN ENABLING LOCAL PEOPLE TO MONITOR STANDARDS AND MAKE IMPROVEMENTS



It's important that services listen to feedback from their patients and service users and make changes based on that feedback. Whilst we've seen many organisations do this, we have been particularly impressed by a select few.

In this category, we recognise the following:

Healthy Communities Steering Group

Kent Community Health NHS Foundation Trust
Health Inequalities Team
Local VCSE organisations
Kent Fire and Rescue
Kent Police
District councils
KCC Adult Social Care Team



Talking Together Peer Support Group

Kent Community Health NHS Foundation Trust
KCHFT Participation Advisor
KCHFT Engagement Team
KCHFT Sexual Health Service
Volunteer Peer mentor

Enhanced Care

Medway Maritime Hospital
Enhanced Care Team

Making Every Adult Matter

Medway & Swale Health and Care
Partnership Team
Medway Council
MEAM co-ordinators

'Caring with Compassion' End of Life film

East Kent Hospital University Foundation Trust
EKHUFT End of Life Care Clinical leads
EKHUFT Palliative Care Team
Pilgrims Hospice
EKHUFT charity
Flix Films



RECOGNITION FOR EXCELLENCE IN LISTENING TO PEOPLE'S VIEWS AND THOUGHTS ABOUT SERVICES

Listening can be difficult. Many of us find it a scary and intimidating thought. We believe listening can be powerful and transformational.

Every organisation in this room tonight has a duty to listen to the people who use their service. This category celebrates those of you who, we feel, understand the importance of listening done well.

In this category, we recognise the following:



**Adolescent
Transition Service**
Dartford & Gravesham NHS Trust
Local primary schools
Art Insite

**Creative
Minds**
West Kent Mind
Local artists
Local arts organisations



**Women's Health
and Wellbeing**
NHS Kent & Medway
Women's Network

RECOGNITION FOR EXCELLENCE IN INCLUSIVITY AND EQUAL ACCESS TO SERVICES



Much of the work that we do is raising the voice of people who find it harder than most to access services and seek a resolution for them. This is a complex area and one that we have been working on for many years. Despite that, we still hear every day from people who cannot access NHS or social care services because the support they need is not available.

In this category, we recognise the following:

Improving Deaf People's Access to Healthcare

East Kent Hospitals University NHS Foundation Trust
Patient Voice and Involvement Team
Communication Team
IT Projects Team
KCC Sensory Services Team



Gender Inequality Research in Breast Radiology

Maidstone & Tunbridge Wells NHS Trust
Breast Imaging Radiography
OUTpatients (LGBTIQ+ cancer charity)



NHS Health Check Service including the Public Health Bus

Kent Community Health NHS Foundation Trust Health Checks/
Public Bus Team
Kent County Council Public Health Team
Ashford Cattle Market
Local Pubs
Nepalese Community Centre
Faversham's Men's Sheds
Catching Lives
Canterbury Umbrella Centre





RECOGNITION FOR EXCELLENCE IN CONSULTATION AND ENGAGEMENT

Services have a statutory duty for ongoing engagement to inform service changes. Significant service change may require a formal consultation.

At Healthwatch, we have an important role to play as a critical friend. We scrutinise consultations and our feedback is often used as part of the decision-making business case and Judicial Reviews. You can read our Guide to Consultation & Pre-consultation Engagement on our website.

There are no formal consultations to recognise this year, but we celebrate the following for excellence in building ongoing engagement mechanisms.

In this category, we recognise the following:

Engaging with vulnerable communities to tackle inequalities in maternity and neonatal care in Kent

Maternity Community Connectors
Kent & Medway Local Maternity and Neonatal System (LMNS)
Involve Kent
NHS Kent & Medway



Medway and Swale Health Catalyst Programme

Medway & Swale Health and Care Partnership Team
Medway Voluntary Action
Swale Community and Voluntary Services





RECOGNITION FOR EXCELLENCE IN INFLUENCE BEYOND OUR BORDERS

Sometimes, issues cannot be resolved within Kent & Medway and require input or influence at a national level.

In this category, we focus on how Kent & Medway residents have influenced national developments and system wide decisions.

In this category, we recognise the following:

NHS Kent and Medway Young Adults' Mental Health and Wellbeing Conference 2023

NHS Kent & Medway Children and Young People's ICB (Mental Health)

NHS England National Mental Health

Kent & Medway ICB

Hundred of Hoo School

EK360

Kent University students

TONIC

Prysm

Faversham Counselling Services

Canterbury Christ Church University

Involve

Porchlight

KCC participation workers (YAP, BeYou and Emotional Wellbeing KCC)

Repton Connect Community Centre



RECOGNITION FOR EXCELLENCE IN COLLABORATION

Collaboration is key, but it's not always easy.

All of us can achieve more when we work successfully together. But good partnerships take work and can never be taken for granted.

Strong ground rules, experienced facilitation and honest conversations are all essential. Good collaboration can enable you to save resources, whilst reaching more people.

Here at Healthwatch, we are proud of our strong track record of partnership working. We know from experience that a good partnership is something to be celebrated and we know a good one when we see it!

In this category, we recognise the following:

The End of Life (SWAN) Volunteer Service

Maidstone & Tunbridge Wells NHS Trust
Patient Experience Team
Voluntary Services Team
End of Life Volunteer Coordinator
Palliative and End of Life Care Team
Anne Robson Trust



Pathway Project: changing how people experiencing homelessness receive hospital care

Porchlight
East Kent Health and Care Partnership
Canterbury City Council

Health Equalities Programme

Social Enterprise Kent
East Kent Health and Care Partnership
East Kent VCSE Alliance

Mental Health Multi-Disciplinary Team Service

The Weald PCN

West Kent Primary Care

West Kent Health and Care Partnership

Involve

West Kent Mind Lived Experience Group

Kent & Medway NHS Social Care Partnership Trust

Kent County Council

Kent Community Health NHS Foundation Trust

Pharmacy First: Community Pharmacy Consultation Service

**Kent & Medway Local Pharmaceutical
Committee**

Local community pharmacies

GP practices across Kent and Medway

Kent & Medway ICB

Winter Well Events

**East Kent Health and Care Partnership
Kent Community Health NHS Foundation
Trust**

Dover and Thanet district councils

Social Enterprise Kent

Margate Christmas Fair

Dover Local Pantry

An Inspector Calls: Guidance for GP practices preparing for CQC inspection

Kent & Medway Integrated Care Board

Medway Foundation Trust

Kent & Medway Screening and Immunisation Team

Agilico Software

Pathology IT

Dartford & Gravesham NHS Trust

Ellenor Nursing Team

Kent Community Health NHS Foundation Trust

Maidstone & Tunbridge Wells NHS Trust

NHS Talking Therapy

Kent and Medway NHS and Social Care Partnership Trust; Kent Local Medical Committee

Healthwatch Kent & Healthwatch Medway

East Kent Hospitals University NHS Trust

Kent, Surrey and Sussex Academic Health Science Network

Patient Safety Collaborative

NHS Resolutions

KMICB Maternity and Neonatal Team

KMICB Data Protection Team

Primary Care colleagues



RECOGNITION FOR EXCELLENCE IN EMPOWERED COMMUNITIES

The Voluntary, Community, Social Enterprise and Faith sector has capabilities and skills to bring people together.

This category recognises active citizens, people with motivation, skills and confidence to speak up for their communities and go further to make things happen.

In this category, we recognise the following:

For: Volunteer support for transport and access to health appointments.

We recognise
60+ volunteers at wHoo Cares



For: Outreach into the local community to support identification and self-management of hypertension.

We recognise
Hypertension Heroes at Fusion Healthy Living Centre

For: Tireless volunteer support of the Sheppey Community Bus, Oasis Academy Dementia Café and supplying children and families with food parcels.

We recognise
Paul Murray



For: Community activism supporting young black single mothers, challenging myths embedded by culture and traditions.

**We recognise
Cllr Omolola Oyewusi**

For: Inspiring development of a VCSE evaluation tool to enable VCSE in Medway & Swale to evidence their impact.

**We recognise
David Stokes**

For: Unwavering commitment to supporting Veterans, co-ordinating monthly breakfasts and fundraising.

**We recognise
Cllr Peter Whapshott**



For: Ceaseless energy in her community and distribution of 'Kindness Kits' to those struggling with mental and physical health.

**We recognise
Laura Hope Cordell, Volunteer Executive
Director of Kindness Community CIC**

For: Being a driving force within her community, enabling a wide range of health-based activities and addressing isolation and anti-social behaviour.

**We recognise
Andrea Jackova from Romani Slovak
Czech Community CIC**



RECOGNITION FOR EXCELLENCE IN INSPIRING INDIVIDUALS

The challenges facing health and social care in Kent & Medway continue to demand resourceful thinking and planning. This category celebrates those recognised by their peers as demonstrating leadership in collaboration, changing culture and paving the way for new ways of working.


In this category, we recognise the following:

For: Going above and beyond in her work to close the inequality in life expectancy for rough sleepers.

We recognise
**Theresa Tester, Complex Care
Community Nurse for Homeless**

For: Passion and leadership uniting VCSE organisations to address local health inequalities.

We recognise
**Claire Shelton, Chair of the East Kent
VCSE Alliance**



For: Speaking out about childhood sexual abuse, challenging the taboo and sharing her story to change attitudes and raise awareness of challenges children face in seeking support.

We recognise
**Poppy Eyre, Ambassador for Family
Matters in Kent**

For: Harnessing their Lived Experience to facilitate a collaborative approach to the creation of a Lived Experience Engagement and Employment Framework.

**We recognise
Mhairi Tynan (KCC), Alice Unsworth (KCC)
and Tamsyn Phillips (EK360)**



For: Utilising personal Lived Experience to bring in the voices of others to ensure people are at the heart of design and delivery of NHS Talking Therapy in Kent & Medway.

**We recognise
Hazel Garnham, Lived Experience Lead for NHS
Talking Therapies**

For: Inspirational leadership and drive to embed a Population Health Management Approach changing the culture and ways of cross sector working, creating a shared vision for changing the lives of the most disadvantaged communities.

**We recognise
Nikki Teesdale, Director of Health and Care
Integration and Improvement,
Medway & Swale Health and Care Partnership**



For: A 'can do' attitude and bravery to challenge the status quo and stigma, championing the needs and views of people with co-occurring conditions to improve services and address inequality.

**We recognise
Julie Stace, Project Manager, Public Health,
Kent County Council**

For: Leadership in collaborative working with the Roma community. Going above and beyond to bring funding to further the support for parents and children.

**We recognise
Jemma Scott, Health Visitor, Kent
Community Health NHS Foundation Trust**

What's on at Healthwatch Medway

- **Hearing from people in North Medway** – Exploring what positively and negatively impacts the health and wellbeing of people in relation to wider determinants of health. Report on website
- **Hearing from people in Upper Medway** – Exploring what positively and negatively impacts the health and wellbeing of people in relation to wider determinants of health. Report on website
- **Medway & Swale Insight Gathering Network March Report** – Joint initiative with the Health and Care Partnership exploring wider determinants of health. Report on website
- **Mental Health Voice in Medway** – Data shared at March Local Mental Health Network meeting available on website. Sign up for Local Mental Health Network meetings on our website

Coming soon from Healthwatch Medway

- **Hearing from people living in Gillingham** – Exploring what positively and negatively impacts the health and wellbeing of people in relation to wider determinants of health. *Report due end of March*
- **Voices of the d/Deaf community in Medway** – Spotlight on Accessibility barriers. *Report due end of March*
- **Peoples access to digital appointments and healthcare** – Exploring what positively and negatively impacts the health and wellbeing of people in relation to wider determinants of health. *Report due end of April*
- **Hearing from people living in Wouldham** – Exploring what positively and negatively impacts the health and wellbeing of people in relation to wider determinants of health. *Report due end of April*
- **Hearing from Young People about Social Isolation** – Figures suggest social isolation is increasing in young people, we want to understand more behind the issue. *Report due May/June*



- **Electronic Referral Optimisation Service (EROS) evaluation part one** – We spoke to people at hospital outpatient departments across Kent. This will act as a baseline when we return in November to see how the implementation of EROS has changed those experiences. Report on website
- **Accessible Information Standard (AIS) at Hawkhurst Community Hospital** – The lived experience of someone with a communication aid attending the community hospital and a short overview of the work we've undertaken on AIS previously. Report on website
- **Parent's Wellbeing and SEND Support** – We talked to parents about what techniques they've used to help their own wellbeing. They also shared experiences of the support they've received for their children. Report on website
- **Kent and Medway Mental Health Voice summary** – Infographic summary of what Mental Health Voice have heard Jan 2023–Oct 2023. Report on website
- **Young Peoples LGBTQ+ Be You's Be Proud Big Day Out** – Snapshot of where young people that identify as LGBTQ+ feel they are most and least respected. Report on website

Coming soon from Healthwatch Kent

- **Integrated Community Equipment Service** – Looking at how awareness differs of the integrated community equipment service between different cohorts and some of the barriers they may face to accessing it. *April 2024*
- **Have people had their communication needs met?** – Talking to people from outpatient departments at East Kent Hospitals, Maidstone and Tunbridge Wells and Darent Valley. *April 2024*
- **Tunbridge Wells PCN Digital front door (Anima) evaluation part one** – We've been talking to people in some practices within Tunbridge Wells PCN to get a baseline of their experience before the implementation of ANIMA. We'll be going back in May to see how implementation has changed things. *April 2024*
- **Discharge case study animation in East Kent** – Working with East Kent partners to conduct in depth interviews with the loved ones of people who didn't have a good discharge experience. This is designed to highlight areas where there were missed opportunities and the impact this caused. *April 2024*
- **Drug and Alcohol Report** – Review of people reporting difficulties accessing services due to drug and/or alcohol use. Currently for KMSAB. *April 2024*
- **Older people and wider determinants of health** – We've been to Tonbridge, Sevenoaks and shortly Gravesham older people's forums to see what their attitude to wider determinants are and what effect they think they have on their health and wellbeing. *May 2024*
- **Women's Health** – We have been running multiple engagements in relation to Women's Health. We've got some more targeted engagement to do before publishing what we've found. *June 2024*
- **New Home first team in East Kent** – In depth interviews with people who have been discharged through the new home first team and following some people up in 3 months' time. We'll be talking to the staff too. *July 2024*

Joint work between Healthwatch Kent and Healthwatch Medway

- **Enhanced Health in Care Homes** – Interviews with care home managers, PCN staff, residents, and family members about how the Enhanced Health in Care Home model is working. Report on website
- **Dentistry thematic report** – Review of the evidence we submitted to the Health and Social Care parliamentary committee looking at dentistry. Report on website
- **GP thematic review**. Report on website
- **Pharmacy thematic view**. Report on website

Coming soon joint work between Healthwatch Kent and Healthwatch Medway

- **Kent and Medway Care Home Manager feedback** – Commissioned by Kent and Medway Ageing Well, we are currently interviewing managers in DGS and West Kent about their training and support needs. East Kent and Medway and Swale will follow shortly about training and support needs.
May 2024
- **Inequalities thematic summary** – Thematic review of all feedback we've received relating to inequalities over the last year. *May 2024*



This is your space... make your notes here



Congratulations to all the winners

To showcase each of this year's Recognition Award nominees, we have created an online brochure detailing the celebrated work of each Award nominee. Simply scan the QR code to see the online brochure or visit our website.



www.healthwatchkent.co.uk



www.healthwatchmedway.com

Congratulations to all our winners!

Here's a reminder of last year's celebrations:



How could you work with Healthwatch this year?

Get in touch. We'd love to hear from you!



Online:
www.healthwatchkent.co.uk



By Telephone:
Healthwatch Kent Freephone
0808 801 0102



By Email:
info@healthwatchkent.co.uk



By Text:
Text us on 07525 861 639. By
texting 'NEED BSL', Healthwatch's
British Sign Language interpreter
will make contact

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f @hwkent



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