

## **CABINET SCRUTINY COMMITTEE**

### **PREVIOUS RECOMMENDATIONS RELATING TO KENT HEALTH WATCH**

#### **Meeting held on 20 July 2005 – Minute 13 – Proposals for Kent Health Watch**

- (5) RESOLVED that:-
- (a) Mr Lake, Mr Mills and Mr Lemon be thanked for attending the meeting to answer Members' questions;
  - (b) concern be expressed to the Cabinet Member for Social Care and Community Health and the Interim Strategic Director of Social Services about the lack of empirical information and analysis contained in the report to Cabinet;
  - (c) the assurance from the Cabinet Member for Social Care and Community Health that there were no plans for KCC to become involved with individual complaints against the NHS be welcomed;
  - (d) Cabinet be recommended that, initially, guidance to those wishing to make a complaint about the NHS should be limited to a briefing note prepared for Contact Centre agents and an article published in the next edition of "Around Kent" (and the possibility of the NHS funding this as a paid-for advert should be explored). Publication of a KCC leaflet about the NHS complaints procedure should only be considered at a later date in the light of:-
    - feedback from the public on the "Around Kent" article/advert;
    - the outcome of the review to be undertaken by the NHS Overview and Scrutiny Committee.

#### **Meeting held on 24 October 2007 – Minute 29 – Clostridium Difficile Outbreaks at Maidstone & Tunbridge Wells NHS Hospitals Trust – Report by the Healthcare Commission**

- (43) The Committee RESOLVED by a majority (12 votes to 3) that:-
- (c) Cabinet be recommended to make every effort to establish the Local Involvement Network (LINK) for Kent by 1 April 2008, or before, rather than establishing any other non-statutory fora such as a "Healthwatch".