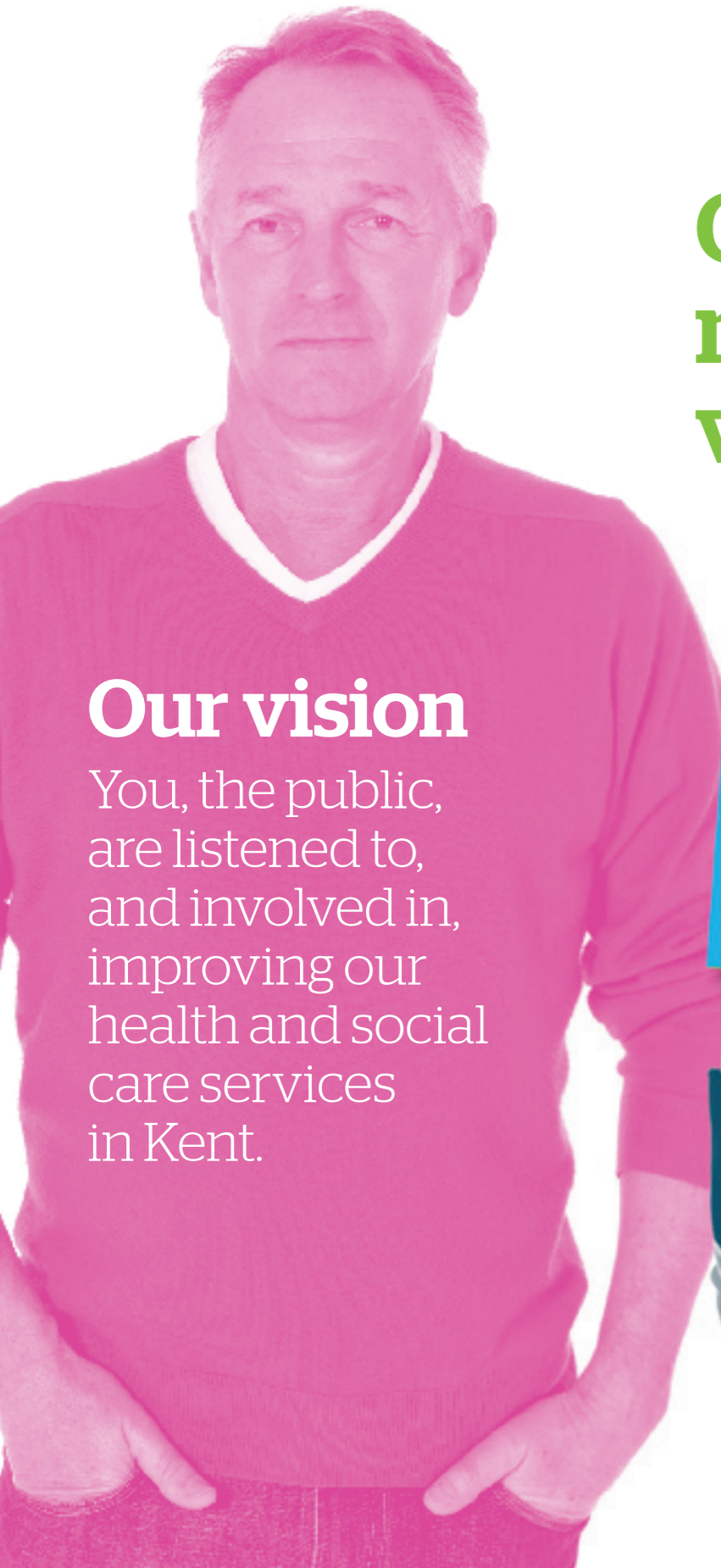




# What is healthwatch? Kent





# Our vision, mission and values

## Our vision

You, the public, are listened to, and involved in, improving our health and social care services in Kent.



## Our mission

To raise the public's voice to improve the quality of local health and social care services in Kent.



## We achieve this by

Listening to you about your experiences of health and social care services and taking those experiences to the people who commission health and social care services in Kent.



## Our values

- Open and transparent
- Volunteer led
- Objective and balanced
- Working in partnership with organisations - no surprises
- Critical friend
- Balancing positive and negative, loud and quiet, many and few, critical and accumulative
- Truly represent residents of Kent

# Kent in focus

**Health and social care is changing for everyone. In Kent that means 1.5 million people will be affected in the coming years. As the independent consumer champion, Healthwatch Kent's Chief Exec, Steve Inett, has the task of representing us all.**

If we want our health and social care services to improve, then we need to shout about our experiences, good and bad. How else will those that deliver, and ultimately pay for, the health and social care services in Kent know what needs to be kept and what needs to be changed?

During our first year, Healthwatch Kent has been helping people to do just that. You've told us about your experiences and we've taken that information directly to the people who commission our health and social care services in Kent. Together we are already making a difference.



As a new organisation we've also focused our efforts this year on building relationships with the organisations that deliver and commission our services. We believe that we can bring about more change in partnership with others than we could on our own. We've signed seven partnership agreements so far and have more in the pipeline.

We've also spent a lot of energy recruiting and training our volunteers. Volunteers are vital to everything we do at Healthwatch and without them we wouldn't achieve our mission so it's important that we have the right people on board who share our passion for improving services across Kent. I am delighted to say that we have a truly excellent group of volunteers from members of our Deliberations & Directions Group who help us to determine our priorities and projects through to our trained Enter & View visitors who conduct visit health and social care services on our behalf.

Now that our volunteers and partnerships are in place we are all set for a busy and exciting year ahead. We've got a number of projects underway and more in development. We are also looking forward to getting the Healthwatch Kent name out and about. We've got an action packed agenda to meet more members of the public and hearing about their views and experiences. We're also organising a series of events to explain to GPs and Patient Participation Groups about how we can work together. We've got plans to work closer with the voluntary sector too. For example, we're commissioning a group to help us with a project around Eastern European Communities. Not stopping there, we're organising an event to help organisations deliver better public consultations. Our aim is to ensure the public are truly listened to and understood when changes to services are made.

So watch this space and do get in touch with us if you want to know more.



Readers



Administrators

Champions



External Representatives



Deliberations & Directions



Intelligence Gathering Group



Enter & View

## The Team

The Healthwatch Kent team, which includes all our staff and volunteers, is important to us.

We currently have nearly 50 volunteers working on a range of different roles and activities. Volunteers are involved in every aspect of our work from agreeing our priorities, representing us at meetings, analysing information and visiting health and social care services. We are always looking for more volunteers to join us. If you are interested in more information visit our website.

All our volunteers receive a detailed induction programme and ongoing training relevant to their role. We also organise a Monthly Learning Programme to keep informed and up-to-date about topical issues. For example, last month we had a session on the Kent Health & Well Being Strategy and this month we are welcoming a speaker to talk about Integration of health & social care services in Kent.

# Public Voice

**Talking and listening to you, the public, is extremely important to us. We want to know what you value about the services you receive and what you feel needs to be improved. We will collate all the information you provide and present our evidence to the people who commission and develop our health and social care services. We can ensure that they take account of, and listen to, public opinion. BUT that's only going to work if you talk to us and tell us what you think.**

For example, many of you told us about issues you had experienced with mental health services. We've listened to you and we're actively working on several projects around mental health.

We've been out and about this year talking to people at Gateways, Forums and Voluntary groups. We've also been talking to people via our free Information & Signposting telephone service and information email service as well as capturing feedback through our Speak Out forms which allows people to share their experience in writing from home or via our website. A Speak Out form has been included in every copy of the annual report but if yours is missing, let us know and we can send you one. Email us at [info@healthwatchkent.co.uk](mailto:info@healthwatchkent.co.uk)

This year will see Healthwatch Kent out and about much more. Each month, we will focus on a different area and visit as many places and people as possible. For example, July will see Swanley awash with Healthwatch activity. We will be visiting the library, hospital and voluntary groups as well as handing leaflets out on the streets. August will see us doing the same in Thanet. If you are a member of an organisation, voluntary group or forum and you would like us to visit you, then do please get in touch at [info@healthwatchkent.co.uk](mailto:info@healthwatchkent.co.uk)



Of course, you don't need to wait until we're in your area. You can contact us anytime on 0808 801 0102, email [info@healthwatchkent.co.uk](mailto:info@healthwatchkent.co.uk). We also have a partnership with the Citizens Advice Bureau across Kent. You can pop into any CAB office and talk to someone face to face.

An important way for people to hear about us is through their local GPs and we will be mailing copies of our annual report and our leaflets to every GP, Dentist, Optician and Pharmacy in Kent and encourage them to tell you, the patient, about Healthwatch and how we can support you. You can help by asking your GP to display our posters in their waiting rooms.

# Information & signposting service

**With all the changes to health and care services it's not always clear where you should go to report an urgent issue, to make a complaint, or for further information.**

Healthwatch Kent can help you find the right services to suit your needs through our FREE Information & Signposting Service.

Although we can't give you advice or make specific recommendations, we can help you make an informed decision in finding the right health and social care service whether it is provided by the NHS, the Council, a voluntary or community organisation.

We've been helping hundreds of people over the past year

A caller had been struggling to find a local dentist with a hoist to lift him from his wheelchair. Our team tracked one down for him and provided all the information he needed to make an appointment.

A lady had been told by her GP surgery that she could no longer be a registered patient as she didn't have a permanent address. The caller was very distressed as she urgently needed to see a doctor. We did some research and called her back with details of the legislation that every patient has the right to see a doctor and gave her confidence to meet with the Practice Manager and talk face to face.



**We know how complicated it can be to find your way around the health and social care system. Our team of trained staff can take the worry away and find the answers for you. Call us!**

**3%**  
Complaints  
advocacy

**3%**  
Rights &  
responsibilities

**27%**  
Info local  
Health/ Social  
Care Services

**42%**  
Contacting for Info  
about Us and to  
volunteer with us

**25%**  
Issues/  
Complaints

**What are people ringing us for?**  
Here is a breakdown of the calls this year



Our Information & Signposting service is provided in partnership with Citizens Advice Bureau

# Projects

We are currently working on a number of projects. Each of these have been informed by talking to people about their concerns.

We have a group of volunteers who work together to make decisions about our priorities and projects. This group is called the Deliberations and Directions Group or DaDs. They have a Priority Setting Tool to help them make balanced decisions.



**Children and Adolescent Mental Health service** - We've heard concerns about this service from members of the public as well as organisations and groups. We are currently gathering insights into this service from members of the public, carers, stakeholders and patients. We will be publishing our report and recommendations very soon.



**Mental Health** - People using mental health services and their carers have raised concerns with us regarding the impact of the recent move of mental health acute beds from Medway. We are reviewing the situation to identify the concerns of, and implications for, people using mental health services, their friends, family and carers. We are visiting services in Dartford, Maidstone and Canterbury. As part of this, we are also working with the county network of Mental Health Action Groups to help them raise their voice and be heard by the people who commission and deliver mental health services. We're also looking at how Carers can be more involved in both the care of their loved ones and decisions about changes to mental health services.



**Dementia** - we are gathering insights from members of the public, service users, carers and stakeholders on the current services provided for people with Dementia and what the patient experience is like. In particular we are focusing on the issues around diagnosis, the parity of provision and access to services across the county.



**Access to services for the Eastern European population in East Kent** - We have become concerned about how the Eastern European community is accessing health and social care services, particularly in East Kent. To explore this concern further and to identify the issues, Healthwatch is seeking to commission a project to investigate and report on the issues.



**Quality of Care in Residential and Nursing Homes** - we are undertaking an assessment of care homes to gain an overview of quality and health and well being for residents. This overview will help inform our future work priorities. As part of this project, we will be conducting Enter & View visits to a number of homes across Kent.

**For more information about these and other projects please visit our website.**

# Influencing

## We're often asked what teeth do we have? It's an interesting question!

Working in partnership with organisations and individuals is important to us. We strongly believe that we can achieve more by working together than we could on our own. With this in mind, we have been building our relationships with the organisations that deliver and commission health and social care services. To date we have signed seven formal partnership agreements and we are benefiting from a close working relationship with them all. More agreements are in the pipeline.

However, if we wanted to, we do have the option to invoke our statutory powers and ask the Care Quality Commission to undertake reviews and investigations, and we can make recommendations to Healthwatch England. We haven't yet had the need to use either of these statutory powers but we do have an excellent relationship with both organisations should the need arise.

We have a voting seat at the Kent Health & Well Being Board and a seat at the Health Overview and Scrutiny Committee (HOSC). Through both forums we actively work hard to ensure the public opinion is heard loud and clear. We also have representatives at the majority of key health and social care meetings and forums across Kent including the local

Health & Well Being Boards to ensure we stay abreast of the issues and can represent the public.

Other 'teeth' as some people call it, is to visit any health or social care service and talk to patients, families and staff about the experience provided by the service in question. This is called Enter & View and we can do unannounced or announced visits. Enter & View visits are an important way for us to get an in-depth understanding about a service but it is also a real privilege to be able to talk to patients and their families, often during what can be an emotional or difficult time.



We have invested a lot of time this year recruiting the right volunteers to undertake this service for us and training them to ensure they are able to deal with any situation. For example, we have developed in-depth training around mental health before we undertake a visit to mental health wards and rehabilitation centres. That training is now complete and we will be visiting centres in Dartford in June. Similarly we are currently organising

training around Learning Disabilities so our volunteers are trained on what to look for when visiting services for people with Learning Disabilities.

We have Enter & View visits booked to Faversham Minor Injuries Unit, Darent Valley Accident & Emergency Unit and some Care Homes. All are planned to take place in June. The reports from all of these visits will be on our website.

## What does all this mean?

It's all very well talking about relationships and statutory powers, but what does all this actually mean?! A real life example is Faversham Minor Injuries Unit.

When it was announced that Faversham Minor Injuries Unit was to close, we received several calls from concerned members of the public. That decision had been made by Canterbury & Coastal Clinical Commissioning Group so we immediately picked up the phone and talked to them about how they had come to that decision and questioned if they had listened to local people. We also discussed the announcement at the Health Overview & Scrutiny Committee. We agreed with them

that the Unit would remain open while a full public consultation process was undertaken to ensure that everyone had a chance to share their views and experience. As part of that, Healthwatch Kent joined the Faversham Minor Injuries Review Group. That group has involved members of the Public plus the Friends of Faversham and discussed several options for the future of the Unit. Healthwatch Kent is planning an Enter & View visit to the Unit in June to talk to patients and staff and get a better understanding of how the public use the service. Our report will feed into the discussions around Faversham. Whatever the outcome, our role is to ensure the public have been truly listened to and consulted with.



# Sign Off from Engaging Kent

**The Healthwatch Kent contract was awarded by Kent County Council to an organisation called Engaging Kent.**

Engaging Kent is a Community Interest Company which means that they are a non profit making organisation and any money they do make is invested back into the community. Engaging Kent is made up of three Board Directors and their role is to ensure that we are meeting the requirements of the Healthwatch contract. They are not involved in determining Healthwatch's projects or priorities. That role is undertaken by our Directions and Deliberations Group which is staffed by volunteers.

## The role of Engaging Kent is to support the development of Healthwatch Kent and ensure our Governance structures are robust and fair.

Talking on behalf of Engaging Kent, Sue Alder says,

"It's been an incredibly challenging year but ultimately a successful and uplifting experience. As anyone will know who has created a new company, it's never an easy process and things always take longer than you anticipate despite every best intention. However when I look now at how far we have come since those early days, I feel great pride.

At the last Healthwatch Kent Public meeting, we asked you what you liked and didn't like. You told us that you were happy with our Governance structure and our staff team, but you wanted to see us get out and about more and talk to more people in Kent. You also asked us to shout more about what we've doing. We've listened to you and we're going to do a lot more talking and listening on the streets of Kent this year. We've also revised our website and we're sharing more detail about what we're up to and our achievements. I hope you will agree this annual report is a good example of what we've achieved so far.

Healthwatch has already come a long way in representing the public to improve services and I know they will continue to do so in the year ahead."

Do you have something to say about health and social care services in Kent?

Your  
**Voice**  
Counts

**Tell us and together we can make a difference**

Post your comments to us at:  
FREEPOST RTHK-YCBA-RXRY  
Healthwatch Kent  
2 Bower Terrace  
Tonbridge Rd  
Maidstone  
Kent ME16 8RY

Call us on our Freephone number:  
**0808 801 0102**

Visit our website:  
**[www.healthwatchkent.co.uk](http://www.healthwatchkent.co.uk)**

Email us:  
**[info@healthwatchkent.co.uk](mailto:info@healthwatchkent.co.uk)**

**f** hwkent  
**t** @healthwatchkent

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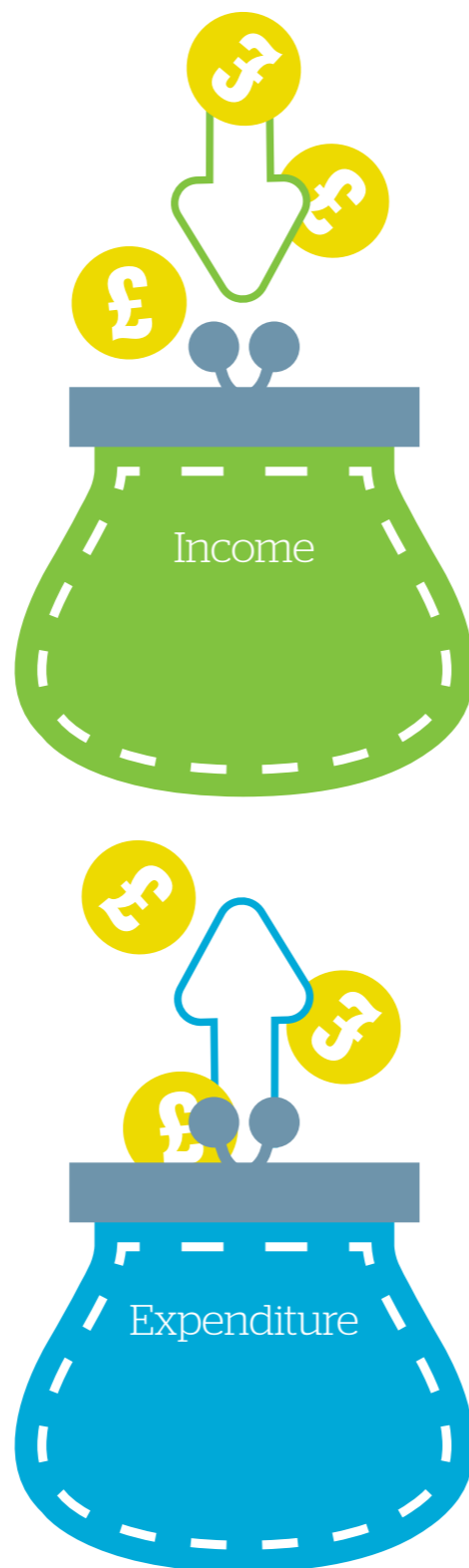
# Finances

## Table heading showing statement of activities for the year ending 31 March 2014

Income	Total
Contract Income	£529,307
Interest received	£32
<b>Total Income</b>	<b>£529,339</b>

Expenditure	Total
Grants payable	£181,871
Non Salaried Directors fees	£70,295
Salaried Director fees	£11,039
Staff salaries	£70,907
Employers National insurance	£7,878
Training and development	£9,796
Recruitment and expenses	£14,690
Volunteer and consultancy	£118,466
Professional fees	£9,637
Office, computer and telephone	£13,304
Insurance	£2,915
Promotion and communication	£18,096
Sundry and depreciation	£445

**Total resources** **£529,339**



## Balance sheet as at 31st March 2014

<b>Fixed Assets</b>	
Tangible assets	£3,592
<b>Current Assets</b>	
Debtors	£1,333
Cash at bank and in hand	£218,022
<b>Total current assets</b>	<b>£219,355</b>
<b>Creditors</b>	<b>(£222,947)</b>
<b>(amounts falling due within one year)</b>	
<b>Net current liabilities</b>	<b>(£3,592)</b>
<b>Net assets</b>	-
<b>Unrestricted funds</b>	-
General income funds	-
Designated income funds	-
<b>Total charity funds</b>	-

### Notes

Tangible assets - based on ICT equipment purchases minus a depreciation charge for the period

Cash at Bank and in hand - funds allocated to current projects

Creditors - Trade creditors, taxation and social security, deferred income and accruals.

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 You can download this publication from [www.healthwatchkent.co.uk](http://www.healthwatchkent.co.uk)





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