

Healthwatch Kent
HOSC November 2017



Healthwatch Kent : Who are we?

- We are the consumer champion for health & social care
- Our aim is to improve services by ensuring local people's voices are heard
- FREE Information & Signposting service

0808 801 0102

info@healthwatchkent.co.uk



Our Reach

- We have had direct contact with over 7500 people via our Freephone line, community engagement, hospital information stalls and projects
- We gave out nearly 6000 pieces of promotional material
- Thousands of Kent residents will have seen us on our Big Red Bus tour, on ITV & BBC news, our press releases in local papers and news websites, and heard us on Radio Kent throughout the year.



Outcomes

- We spoke to over 300 people about the Children & Adolescent Mental Health service. Our recommendations are part of the new service which recently commenced



Outcomes

- We spoke to over 100 people about their experience of being discharged from hospital in North Kent. We have worked on a new patient leaflet explaining the discharge process which is currently being piloted with 20,000 patients



Outcomes

- Our report on changes to repeat prescriptions is being used to inform all 7 Clinical Commissioning Groups as they work to reduce the amount of money wasted on unwanted medicines



Outcomes

- Our findings about people's experience of autism services has been used as part of a national report highlighting the challenges that parents and young people with autism are facing



Outcomes

- We have escalated 11 cases of concern for patient safety to the Care Quality Commission and Kent County Council this year. All of our escalations have been investigated and in one instance the care home was prevented from accepting new residents until measures were put in place.



Outcomes

- We have established a new Kent wide Physical Disability Forum which is now a platform from which people with a physical disability can effectively raise their voice and be heard by the right people. Organisations and commissioners of services are working with the Forum around any changes or developments to services



People's Panel

- We are piloting a 'People's Panel' with KCC to give an informed view from the public to encourage co-production at the early planning and design stages.
- A paper is being produced for discussion on how it might fit into governance arrangements going forward.



Volunteers

We achieved the National Investing in Volunteers Award



Sustainability & Transformation Partnership - Support

- Recruited and supported members of the public to join the Kent & Medway Patient & Public Advisory Group and manage their expenses
- Have acted as interim chair since it started meeting
- Represented the group at the STP Programme Board, the development of the Integrated Impact Assessment and other working groups
- Supported it with use of our video conferencing facilities to ensure accessibility



Sustainability & Transformation Partnership - Scrutiny

- Volunteers in Healthwatch Kent steering Group are using our Consultation and Engagement Best Practice guides to scrutinise aspects of the STP
- Currently looking at Stroke
- Feedback on listening events
- Regular meetings with STP Project Management Team and Consultants



Sustainability & Transformation Partnership - Providing

- Commissioned engagement being carried out with seldom heard groups
- Undertaken by Trading Arm - Engage
- Materials such as ebriefing and discussion aids being shared with Patient & Public Advisory Group
- More detail about how these roles are delineated in Steve's Blog at www.healthwatchkent.co.uk



Gypsy & Traveller



Healthwatch Kent
Engaging with Communities
Experiences of Gypsy & Traveller Communities in Kent
June 2017

We worked with the KCC Gypsy & Traveller Team to visit all the sites in Kent We produced a report on our findings:

http://www.healthwatchkent.co.uk/sites/default/files/healthwatch_kent_traveller_report.pdf

And developed the Healthwatch Kent Help Cards (next pages)



Help Cards



Help Cards

- I need help filling in forms
- I need help reading and understanding
- I would like a doctor who is the same gender as me
- I would like to speak to someone confidentially



Help Cards

- We are asking organisations to:
- Pledge that your organisation will support patients who present these cards at your service.

- If you wish to pledge your support, we can send you the following:
 - A supply of the cards to distribute to your own patients
 - Information to brief your staff
 - A pledge poster for you to complete and use to publicise your support in your communications and social media



THANK YOU

ANY QUESTIONS?

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