



Healthwatch Kent

Sevenoaks Members Health Liaison Board

Steve Inett
Chief Executive Officer





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



How we fit in - Commissioners



West Kent
Clinical Commissioning Group



England




Kent & Medway
Public Health
Observatory



How we fit in - Providers



Kent and Medway 



Community Health 
NHS Foundation Trust



Children's Services

kent.gov.uk



How do we get our information?



Volunteers

- We are volunteer led
- Volunteers are involved at every level
 - Setting priorities
 - Reviewing intelligence
 - Representing us at Boards & meetings
 - Visiting services
 - Raising awareness in your communities
- Currently 70 volunteers across the county



Voluntary Sector

- Community Healthwatch Champions
- Key communication link in community organisations
- Monthly newsletter
- Feed through trends and concerns
- Avoiding duplication



What do we do with information

- Respond to safeguarding issues
- Look for trends
- Volunteers read and research to get a fuller picture
- We work with volunteers to agree priorities
- Request assurance from organisations
- Enter & View
- Volunteer team work with organisation
- Project working with community organisation



Strategy & Planning

- Health & Wellbeing Boards
- Consultation and engagement
- Regular Liaison with commissioners



Review & Scrutiny

- Health Overview & Scrutiny Committee
- Clinical Commissioning Quality Groups
- Enter & View
- Care Quality Commission
- Healthwatch England



Projects & Tendering

- Budget for external help with projects
- Keen to increase work with smaller community organisations
- Increased notice of intention to undertake project
- At least 4weeks to prepare expression of interest



Maidstone & Tunbridge Wells NHS Trust

- Patient Experience Committee
- Stroke Consultation
- CQC Inspection Report Action Plan
- 5 Year Strategy
- Quality Report
- Enter & View re discharge



Impact

- Improved services for inpatients with acute mental health needs at Little Brook Hospital
- Better transport for families and carers
- Carers Charter for KMPT
- Improved engagement in next ward move
- Improved engagement by hospitals in service redesign
- Ensuring organisations address poor quality care



Strategic Priorities

- Continue building links with community and voluntary groups
- Work with organisations following inspections by the Care Quality Commission
- Build on our existing work to improve mental health services including Children & Adolescent Mental Health Services (CAMHS)
- Health & Social Care Complaints



Strategic Priorities

- Continue building links with Patient Participation Groups
- End of Life Care
- Dentists
- Social Care Services
- Children & Young People
- Health & Social Care Integration
- Consultations



Would you...

- Become a Community Champion
- Work with us on projects
- Share our number with your residents
- Encourage people to volunteer with us
- Let us know any concerns you hear



Contact us

- Freephone 0808 801 0102
- info@healthwatchkent.co.uk



@healthwatchkent



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