



Healthwatch Kent
Sevenoaks DC Nov 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.



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



What have we achieved?



Outcomes - Mental Health

- We spoke to over 300 people about the Children & Adolescent Mental Health service. Our recommendations are part of the new service which recently commenced
- Out of area placements - now no longer occur
- Mental health carers - carers charter implemented
- Access to inpatients - better information, better help with transport



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
- We have just completed the same process in West Kent



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

We gathered experiences of dentists in West Kent, raised the concerns at a strategic level and developed leaflets on accessing a dentist and charges



Outcomes

We worked closely with Kent Community Foundation Trust and West Kent CCG re the consultation on Edenbridge Hospital to ensure good practice as per our Best Practice on Consultations guide



Outcomes

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



Outcomes

- In the last year 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



Outcomes

We developed a self assessment framework for Patient Participation groups so they can be as effective as possible and a key mechanism for patient & public involvement



Outcomes

We have visited A&Es and Outpatients in North & West Kent, raised a number of recommendations that have been implemented



Care Homes

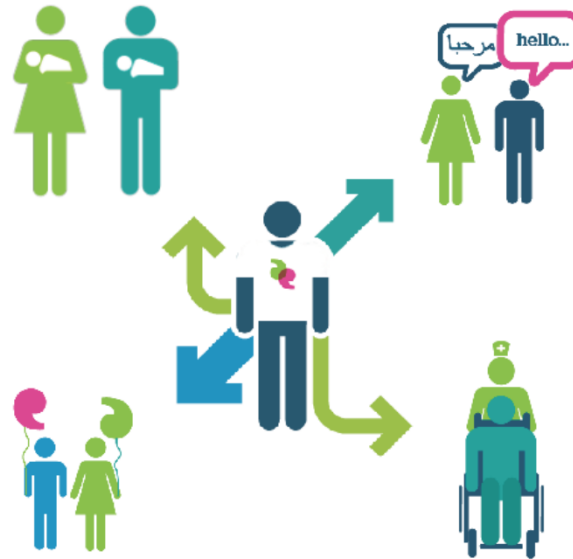
We will shortly be undertaking Enter & View visits to care homes across the county - 2 in each district



Volunteers



Gypsy & Traveller



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



THANK YOU

ANY QUESTIONS?

Steve@healthwatchkent.co.uk

