

Annual Review of Healthwatch Kingston's Health and Social Care Work Programme 2015-16

DOMAIN	PRIORITY AREA	EVIDENCE	ACTIONS	EXPECTED OUTCOMES
Mental Health Services	1. Kingston Wellbeing Service (particularly telephone assessment, and relationship between IAPT and CMHT)	Evidence from MH service users, Camden & Islington MH Trust, Kingston CCG	Join the KWS Partnership Board Liaise with Sylvie Ford & Phil Moore re current commissioning	Improved services More person centred assessments HWK and MH Task group contribute to design of service Patients views are routinely taken into account
	<p>Annual review findings <i>Feedback from people who have accessed the Kingston Wellbeing Service has been hard to obtain so it is not clear what people think about the service. An analysis of national performance data about IAPT services shows that the service in Kingston is performing well. From attendance at the Mental Health Planning Board the relationship between the IAPT and CMHTs seems to be a good one although it is not possible to know if this is the experience of people who use services. Information has not been received regarding the future commissioning of the service although it is anticipated that the development of the mental health strategy may have an influence on future provision.</i></p> <p>Recommendations <i>Considering that psychological therapies is a key component of the mental health system it is recommended that any further work on this area is integrated with the planned co-production of a new mental health strategy due to take place from April 2016 (this opportunity should be a priority for next year's work programme).</i></p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>			
	2. Tolworth Hospital - Enter & View visit	Patients, families and carers/ staff at hospital Feedback from service users	Initial scoping visit Plan E&V visit Include mental health service users and organisations in E&V	Feedback used to improve services Service users/ patients more involved in their own care
<p>Annual review findings <i>Enter & View visits completed in October 2015. Some of the team members have lived experience of mental health and another was a carer. Recommendations were made which have been or are being actioned by South West London & St. Georges NHS Trust. Attempts to engage with other stakeholders have met with a mixed response.</i></p> <p>Recommendations <i>Another visit is planned for the future (possibly October 2016) and should be included in next year's work</i></p>				

programme.

ACHIEVEMENT RATING

3. Dementia Services (very high numbers of dementia sufferers in Kingston)

Kingston Hospital
Dementia Strategy
Feedback from patients, families & carers

Continue to monitor services
Invite key people (commissioners, providers, patient reps, carers) to meetings

Improved services
Better awareness of Dementia services

Annual review findings

The implementation of Kingston's dementia strategy is progressing. Updates are provided at the Dementia Strategy Group, which is attended by a HWK volunteer. Other volunteers and staff have benefited from a dementia awareness session provided by colleagues from the Alzheimer's Society. There has been some feedback from carers related to lack of co-ordinated care, advice and information and difficulties being able to see the same GP. These issues were presented as emerging themes at the September 2015 Health & Wellbeing Board.

Recommendations

Continue to monitor developments through attendance at relevant dementia meetings during 2016-17.

ACHIEVEMENT RATING

4. Discharge from secondary to primary care (and vice versa)

Feedback from patients/ service users

Continue to gather evidence
Monitor whether service users are given choice when being referred (Choice Framework)

Improved discharge procedures
Service users have better choice

Annual review findings

Extensive work has been carried out by the mental health task group to help shape and influence the Trust's new discharge protocol. The group has met with the Trust's lead and is reassured that its recommendations have been incorporated in subsequent drafts. One area of particular concern for the group was whether the protocol would receive support from across the health and social care system, particularly GPs.

Recommendations

Monitor implementation through attendance at 2016-17 Mental Health Planning Board meetings.

ACHIEVEMENT RATING

5. In-patient services at St George's MH Trust

Recent survey by KCCG
Feedback from local

Monitor results of survey
Attend relevant meetings to this project

Service user/ patient voice is represented
Services are designed around

	people, particularly with an interest in MH Services	Take part in/ promote future consultations	patient/ service users' needs
<p>Annual review findings <i>The establishment of regular meetings between South West London Healthwatch and South West London & St. Georges NHS Trust has facilitated a greater understanding of provision on the Springfield Hospital site. The Trust has requested local Healthwatch to be part of the 15-step programme, attend quality groups and to influence the development of their service user strategy and engagement processes.</i></p> <p>Recommendations <i>Continue to attend regional meetings. Consider Enter & View visits to regional mental health services such as mother and baby unit and forensic services during 2016-17.</i></p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p>			
6. Other areas of interest: Relationship between mental health service and police and probation services Extending Recovery College to GP services, as in other borough covers by SWL & SGMHT	Evidence received from MH service users, police and probation service	Monitor services Invite key people to MH Task group (or sub-group as required) Liaise with mental health service users	Better MH awareness among police and probation service Patients can access Recovery College through GP service
<p>Annual review findings <i>The Mental Health Planning Board is a multi-agency committee that involves the police and probation services. Attendance at these meetings has shown that the implementation of the crisis concordat has improved relationships between mental health services and the police and promoted the need for greater mental health awareness.</i></p> <p>Recommendations <i>Monitor developments through attendance at 2016-17 Mental Health Planning Board meetings.</i></p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>			
7. Carer Needs	Evidence from carers about how mental health services support them in their caring role	Use Enter & View to obtain information about carer needs Liaise with carer services to gather evidence and case studies to improve carer services	Improved services for carers

	<p>Annual review findings A 'Mental Health Working Lunch' held in July 2015 attracted several carers of people with mental health problems and some have joined as volunteers or continue to participate in our work. One of our volunteers is a carer champion for carers UK. In January 2016 a panel of three carers from outside of Kingston interviewed bidders for the Kingston Carers Support Service. Support for carers of people with mental health problems was a key line of questioning.</p> <p>Recommendations Continue to involve carers in all aspects of our work. Monitor carer developments through attendance at 2016-17 Carers Partnership Board meetings.</p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>			
Hospital Services	8. Ambulance Services	Research by Task group Feedback received from patients/ carers PALS data Data from other SW London HW	Observing procedures and provide feedback (E&V) Liaise with LAS staff and commissioners Invite key people to meetings to provide overview of service and current issues experienced	Feedback is used to improve services HWK promotes walk-in services
	<p>Annual review findings The hospital services task group was unable to progress this priority.</p> <p>Recommendations None.</p> <p>ACHIEVEMENT RATING <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>			
	9. A&E Performance (particularly prior to and after refurbishment if undertaken)	Research by task group Scoping visit to A&E Enter & View visit PALS data	Liaise with key hospital staff, including Emma Duffy, manager of emergency medicine and Elizabeth Tsangaraki-Wilding, Patient Involvement Work with HW Richmond and HW Wandsworth to collect wider range of data	HWK feedback to be taken into account pre and post refurbishment Improved services in A&E

Annual review findings

A follow up to the A&E Enter & View visit in March 2015 was undertaken in February 2016. We found that overall patient satisfaction with A&E services is very good particularly as the Trust was struggling last year for a couple of months to meet its 4 hour waiting time target. This information was provided to the CQC prior to their inspection in January 2016.

Recommendations

Continue to monitor A&E performance at SWL Healthwatch meetings with the Trust during 2016-17.

ACHIEVEMENT RATING

10. Weekend Care (24/7)	Feedback from local people Enter & View visit	Liaise with Key staff Gather further evidence to understand weekend services	Improved services HWK feedback is taken into account
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Annual Review Findings

Enter & View visit in February 2016 was undertaken at the weekend. As reported above patient satisfaction was very good.

Recommendations

Continue to monitor performance at SWL Healthwatch meetings with the Trust during 2016-17.

ACHIEVEMENT RATING

11. Provision of holistic care	Feedback from patients, families and carers Enter & View visit	Get better understanding of current care provided and identify gaps Gather evidence specifically about the benefits of holistic care	Improved services
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Annual Review Findings

The hospital services task group was unable to progress this priority.

Recommendations

Consider provision of holistic care as part of next year's work programme specifically as it is related to hospital discharge processes.

ACHIEVEMENT RATING

12. Communication/ Appointments	Evidence from patients, families and carers	Carry out further research to understand appointment system	HWK evidence is used to improve communications
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	Research carried about by HWK into communications	Look to other providers for good practice	
<p>Annual review findings <i>The hospital service task group has been considering a process to obtain feedback about how well the Trust's communicates with patients.</i></p> <p>Recommendations <i>A patient survey should be carried out as part of next year's work programme.</i></p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>			
13. Aftercare & Discharge	Evidence from patients, families and carers Outreach/ Enter & View visits to gather further evidence	Undertake surveys about aftercare and discharge Liaise with providers (Kingston Hospital, GPs and RBKS)	Improved services, particularly between primary and secondary care
<p>Annual review findings <i>Since the publication of Healthwatch England's report (Safely Home: What happens when people leave hospital and care settings?) the hospital service task group has been investigating what the current situation is like with Kingston Hospital.</i></p> <p>Recommendations <i>A patient survey should be carried out as part of next year's work programme.</i></p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>			
14. Consultation	HWK responds to Kingston Hospital's 2015-16 Quality Report using a variety of evidence sources HWK gathers evidence to respond to any consultations involving significant changes to hospital services	Draft Quality Report is circulated to members for comment and Trust senior manager invited to Task Group meeting for a Q&A session Engage local people to gather views and determine HWK response	Responses provided within timeframe and recommendations taken into account Views of local people influence service re-design options
<p>Annual review findings</p>			

	<p>A response to the Trust's Quality account was provided. There were no significant changes to hospital services requiring some form of consultation process.</p> <p>Recommendations None.</p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/><input checked="" type="checkbox"/><input checked="" type="checkbox"/><input checked="" type="checkbox"/><input type="checkbox"/></p>			
	15. Carer Needs	Evidence from carers about how hospital services support them in their caring role	Use Enter & View to obtain information about carer needs Liaise with carer services to gather evidence and case studies to improve carer services	Improved services for carers
Community Care Services	<p>Annual review findings A 'Working Lunch' for carers was held in September 2015 and a key message was the need to improve the range of services for carers.</p> <p>Recommendations Continue to involve carers in all aspects of our work. Monitor carer developments through attendance at 2016-17 Carers Partnership Board meetings.</p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/><input checked="" type="checkbox"/><input checked="" type="checkbox"/><input type="checkbox"/><input type="checkbox"/></p>			
	16. Care Agencies commissioned by RBK	Surveys conducted with current and previous service users Data from commissioner	Analyse data from surveys Share results with providers and commissioner Invite further feedback	HWK evidence is used by commissioner to improve services
	<p>Annual review findings This area of work has been a key priority although it has been challenging to progress the actions. A Healthwatch survey was produced but our community service task group decided to investigate the outcome of the national adult social care survey before deciding how to take forward our work. This decision was taken to avoid duplication and to ensure that there was support from adult social care.</p> <p>Recommendations To address the difficulties faced last year it is planned to set up a dedicated group to give this important piece of work the attention it deserves. This priority will form part of next year's work programme.</p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/><input checked="" type="checkbox"/><input checked="" type="checkbox"/><input type="checkbox"/><input type="checkbox"/></p>			

	17. Care Homes	Enter & View visits Performance Data	Link with Care homes Link with CQC to share information/ data Arrange E&V visits	Recommendations taken into account to improve services
	<p>Annual review findings <i>Due to capacity issues it has only been possible to undertake one care home Enter & View visit this year. This was done in collaboration with the learning disability project group who decided to visit the London Care Partnership service in Surbiton.</i></p> <p>Recommendations <i>Care home visits should be included in next year's work programme.</i></p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>			
	18. GP Services	Evidence from local people Enter & View visits Outreach work	Arrange visits/ outreach work to gather evidence Link with PPGs and include them in visits/ outreach Collate reports to share with providers and commissioners	Evidence/ recommendations are used to improve services Patients/ service users are more involved in their local GP services
	<p>Annual review findings <i>Healthwatch volunteers successfully completed five Enter & View visits to GP practices this year as part of a rolling programme of visits. Overall the findings were positive and patients were satisfied with the services provided.</i></p> <p>Recommendations <i>Carry our more GP Enter & View visits as part of next year's work programme to gather feedback about service delivery and raise people's awareness of the role of Healthwatch.</i></p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p>			
	19. End of Life Care	Evidence from local people Evidence from national reports (e.g. Ombudsman) Entre & View visits Outreach work	Arrange visits/ outreach work to gather evidence Collate reports to share with providers and commissioners	Evidence/ recommendations are used to improve services

	<p>Annual Review Findings <i>The community services task group was unable to progress this priority.</i></p> <p>Recommendations None.</p> <p>ACHIEVEMENT RATING <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>			
	20. Carers	Evidence from carers about how community services support them in their caring role	Use Enter & View to obtain information about carer needs Liaise with carer services to gather evidence and case studies to improve carer services	Improved services for carers
	<p>Annual review findings <i>A 'Working Lunch' for carers was held in August 2015 and a key message was the need to improve the range of services for carers.</i></p> <p>Recommendations <i>Continue to involve carers in all aspects of our work. Monitor carer developments through attendance at the 2016-17 Carers Partnership Board meetings.</i></p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>			
	21. Advice & Information	Evidence from a broad range of users of advice and information services	Contribute to the Care Act Advice & Information pilot led by CAB	Improved services for the whole community that is sensitive to local needs, available in a range of formats and easily accessible.
<p>Annual review findings <i>Successful completion of 6 information sessions as part of the Care Act Advice & Information pilot. Received positive feedback from RBK about our involvement in this work.</i></p> <p>Recommendations None.</p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/></p>				
Learning Disability Services	22. Annual Health Checks	Evidence shows not all GPs carry these out; some AHCs are not carried out	Collate evidence and prepare report to be shared with GP/ KCCG/ RBK	GPs carry out proper annual health check for all people with LD to monitor health and spot issues early

appropriately

Annual review findings

Survey undertaken by our learning disability project group found that almost half of those surveyed did not either know about the availability of annual health checks or were not offered one. This issue was raised with CCG/RBK commissioners at a project group meeting and we have been assured annual health checks will be a key issue for the learning disability strategy refresh process.

Recommendations

Monitor developments through attendance at 2016-17 Learning Disability Partnership Board meetings.

ACHIEVEMENT RATING

23. Carers

Evidence from carers about how learning disability services support them in their caring role

Use Enter & View to obtain information about carer needs
Liaise with carer services to gather evidence and case studies to improve carer services

Improved services for carers

Annual review findings

A Lunch 'n' Launch for people with learning disability was held in August 2015 and involved a number of carers. A key message was the need to improve the range of services for carers.

Recommendations

Continue to involve carers in all aspects of our work. Monitor carer developments through attendance at 2016-17 Carers Partnership Board meetings as well as strengthening our relationship with Kingston Mencap and supporting carers to participate in our work.

ACHIEVEMENT RATING

24. Health Action Plan

Evidence shows plans are not always implemented or reviewed; not all people with LD have an action plan

Collate evidence and prepare report to be shared with GP/ KCCG/ RBK
Liaise with GPs to ensure they contribute to AHC

Health Action Plan is reviewed by individual, GP, and care/ support worker/ family to help improve and maintain general health

Annual review findings

Survey undertaken by our learning disability project group found that almost half of those surveyed did not either know about the availability of health action plans or were not offered one. This issue was raised with CCG/RBK commissioners at a project group meeting and we have been assured health action plans will be a key issue for the learning disability strategy refresh process.

	<p>Recommendations Monitor developments through attendance at 2016-17 Learning Disability Partnership Board meetings.</p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p>			
	25. Liaison/ Link Nurse at Kingston Hospital	Feedback from people with LD, their families, carers and care/ support workers	Collate evidence and feedback and share with Kingston Hospital	Liaison/ Link nurse in place - will improve understanding of LD issues/ improve services for people with LD
Children and Young People	<p>Annual Review Findings The learning disability project group was unable to progress this priority.</p> <p>Recommendations None.</p> <p>ACHIEVEMENT RATING <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>			
	26. Children/ Young people's mental health	Evidence from families, young people Performance data from CAMHS Evidence from HWE	Liaise with children/ young people's mental health providers Work with organisations for children/ young people to gather further feedback	HWK engages with children and young people Recommendations helps to improve services
	<p>Annual review findings In collaboration with the Challenge/NCS project, to get more teenagers working with charities and volunteering, we asked a group of 16 and 17 year olds to carry out a survey in Kingston town centre in September 2015. The aim was to understand teenagers' awareness of services they could access if they felt anxious, depressed or were self-harming. The survey was adapted from one used by the council's Public Health team and came up with some interesting results. We had 49 respondents and of that 10% identified themselves as transgender, while it was encouraging that just over 40% suggested a young person feeling down should contact an organisation.</p> <p>Recommendations Young people's mental health remains a key priority and will form part of next year's work programme.</p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/></p>			
	27. Young Carers (their physical and mental health)	Evidence from young carers and their parents Evidence from	Liaise with Kingston Carers Network and Mental Health Carers Forum	Recommendations helps to improve services

		support services and providers	Connect with RBK carers services	
	<p>Annual Review Findings <i>We were unable to progress this priority.</i></p> <p>Recommendations <i>Young carers mental health remains a key priority and will form part of next year's work programme.</i></p> <p>ACHIEVEMENT RATING <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>			
CROSS-CUTTING AREAS OF WORK				
Engagement - Voice of the Public	28. Promoting/ increasing awareness of HWK	Evidence shows we need to reach out to certain groups, particularly working adults, children & young people and people from ethnic minority backgrounds	Use social media to reach out into the community Approach businesses to promote HWK Work with children/ young people's services Work with ECET, Korean Community, Ethnic Minority representatives	More awareness of HWK Increase in affiliates More members from ethnic minority groups
	<p>Annual review findings <i>As a relatively young organisation promoting and increasing awareness of our role remains an important part of our community engagement activities. Conveying the voice of the public, however, to have their say requires significant resources and staff and volunteer time. And as a small organisation covering the whole of health and social care there is only so much we can do. During the last we have arranged or participated in the following outreach sessions or events and we have spoken with many people about what we do and why:</i></p> <ul style="list-style-type: none"> • <i>Mental health awareness week May 2015</i> • <i>Milaap event May 2015</i> • <i>Celebrating Chessington Fun day June 2015</i> • <i>Kingston Hospital Open day June 2015</i> • <i>Dementia Awareness Week June 2015</i> • <i>Mental Health Parliament July 2015</i> • <i>Fircroft service user group July 2015</i> • <i>Hestia Good Energy Club July 2015</i> • <i>Kingston Centre for Independent Living service user group July 2015</i> • <i>Healthwatch Mental Health 'Working Lunch' July 2015</i> • <i>Healthwatch Learning Disability Launch 'n' Launch event August 2015</i> 			

- Healthwatch Garden Party August 2015
- Bi-polar Support Group September 2015
- Healthwatch Carers 'Working lunch' event September 2015
- Cambridge Road Estates Fun day September 2015
- Discover September 2015
- Orchard Hill outreach event November 2015
- Community Engagement for Health course November 2015
- Fast Minds Support Group January 2016
- Macular Support Group January 2016
- Kingston Youth Council February 2016
- Thomas Pocklington Trust volunteers March 2016
- Homeless Exhibition March 2016

We work closely with a number of voluntary sector organisations and have developed an excellent relationship with Council's Equalities and Community Engagement Team (ECET). Because of these partnerships we can reach out further to marginalised people. We use social media and our website to promote community engagement opportunities. We have recruited 42 new members this year, which is an increase on the previous year, including more people from BME backgrounds.

Recommendations

Maintain the momentum of our community engagement activities and focus on more outreach to obtain feedback that supports the successful delivery of next year's work programme. Increase the number of volunteers trained to undertake Enter & View visits and outreach sessions. Negotiate with the commissioner an appropriate target for volunteer recruitment, events and outreach sessions as part of the review of our Key Performance Indicators (KPIs).

ACHIEVEMENT RATING



29. Data Collection	HWE, RBK, NHS Services, KCCG, Your Healthcare Evidence from local people E&V visits and Outreach	Implement systematic way of collecting evidence Prepare regular reports to share with public, providers and commissioners	HWK has a solid evidence base Evidence is used to make improvements to local services
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Annual review findings

Obtaining information and data about how services are performing is another important activity that requires a significant amount of staff and volunteer time. Research has proved to be even more time consuming. Most of the time we use information publically available on, for example, NHS Trust websites and national data to help us be more informed about local performance, quality and developments. We use our News page on our website to

	<p>share important policy documents, national and local reports as well as publications from Healthwatch England. We need to develop further our evidence base and this needs to be implemented in a systematic way.</p> <p>Recommendations Continue to develop our data collection processes.</p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/><input checked="" type="checkbox"/><input checked="" type="checkbox"/><input type="checkbox"/><input type="checkbox"/></p>			
	30. Providing Information and Signposting	Evidence from local people	Surveys/ questionnaires Website, Newsletters & e-bulletins Community Engagement Activities	People use HWK information to make informed choices about their health and social care services More people involved in HWK work/ activities
	<p>Annual review findings This priority is related to range and scope of our community engagement activities as detailed above as well as our staff team's daily conversations with members of the public. Our staff team regularly provides information to members of the public either by telephone or email as well as individual meetings. Our most common signposting duty is informing people how they can make a complaint and who can help them if they need it.</p> <p>Recommendations Continue to develop our information provision and signposting knowledge.</p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/><input checked="" type="checkbox"/><input checked="" type="checkbox"/><input type="checkbox"/><input type="checkbox"/></p>			
Other Initiatives	31. Care Act - Engagement Project	Evidence gathered at info sessions and community engagement meetings	Organise further care act information sessions Work with other local organisations to reach out to all the community	Local people have more awareness of Care Act and its impact
	<p>Annual review findings As indicated above the project was successfully completed in May 2015. The sessions provided good opportunities to engage with the public as well as recruiting new volunteers.</p> <p>Recommendations None.</p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/><input checked="" type="checkbox"/><input checked="" type="checkbox"/><input checked="" type="checkbox"/><input checked="" type="checkbox"/></p>			
	32. Centre for Community	Evidence from local	Implement action plan	Improved services for refugees,

	Resilience & Engagement Project	people Evidence from surveys, needs assessment and consultations	Work with RAK to improve refugee, asylum seeker, migrant representation at HWK	asylum seekers and migrants More diverse HWK membership
	<p>Annual review of findings <i>Our partnership with Refugee Action Kingston (RAK) has helped us recruit more volunteers from BME, asylum seeker and refugees backgrounds. We have supported RAK to raise issues of concern and have learnt how to support people with little or no English.</i></p> <p>Recommendations <i>Continue to work with RAK to support more involvement from their client group.</i></p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/><input checked="" type="checkbox"/><input checked="" type="checkbox"/><input checked="" type="checkbox"/><input checked="" type="checkbox"/></p>			
	33. Better Care Programme (Better Care Fund)	Evidence gathered by KCCG Evidence from local people	Ensure HWK gathers independent feedback Liaise with key people Attend relevant meetings	Views of patients/ services users are taken into account
	<p>Annual review of findings <i>Understanding how The Better Care Fund or, as it is known now the Kingston Co-ordinated Care (KCC) programme is being implemented has been a recurrent theme of our Board and task groups, as it has for most health and social care stakeholders. Our presence on the Health and Wellbeing Board, Health Overview panel and the CCG's Governing Body provides us with opportunities to receive regular updates. We supported the Council to run an engagement event in February 2016 to update people on progress.</i></p> <p>Recommendations <i>Continue to be involved in monitoring the implementation of KCC so that we can determine to what extent this new integrated way of working will deliver a seamless service, better use of resources, a needs led response and person centred treatment and support. This important priority will form part of next year's work programme and there will be a specific focus on people who are homeless.</i></p> <p>ACHIEVEMENT RATING <input checked="" type="checkbox"/><input checked="" type="checkbox"/><input checked="" type="checkbox"/><input checked="" type="checkbox"/><input checked="" type="checkbox"/></p>			

Summary of other areas of work not accounted for in the work plan

<p>Enter & View visit to the Royal Eye Unit at Kingston Hospital Annual review findings <i>In July 2015 we carried out an Enter & View visit to the Royal Eye Unit at Kingston Hospital to assess the service with our volunteers who are blind or visually impaired. The team interviewed 16 patients, five of whom were visually impaired. Concerns that were raised after the visit were around signage and access to the unit itself, along with the way that patients are called by staff.</i></p>

Recommendations

Continue to work with the Trust to ensure the signage works well with those people who have problems with their sight.

Enter & View visits to Kingston Hospital**Annual review findings**

In November/December our volunteers visited five wards at Kingston Hospital. The outcome of the visits, which was very positive, was used to help inform a CQC inspection in January 2016.

Recommendations

Continue to work with CQC to support them with their inspections resources permitting.

Young People's Healthwatch Enter & View visits**Annual review findings**

Our developing Young People's Healthwatch carried out their first visit to Kingston Hospital's Children's Wards in August 2015. After a short training session where they learned about confidentiality, procedures and how to make observations, they were given a tour around the children's wards by senior staff and made a number of observations. Overall they were impressed by the wards and their staff teams. In October 2015 our young volunteers went back to the paediatric department to taste the new menu and in February 2016 they undertook an Enter & View at the refurbished children's A&E Department.

Recommendations

Continue to grow the number of young people participating in our work, which will form part of next year's work programme.

Secret Shopper**Annual review findings**

Our visually impaired volunteers carried out a secret shopper visit to the waiting room at the Royal Eye Unit at Kingston Hospital to assess staff interaction. On the whole they were pleased with what they saw and noted that recommendations from the last Healthwatch Enter & View visit had been implemented. The report was passed to the ward manager who was grateful for the feedback.

Recommendations

Continue to support volunteers to do more secret shopper visits.

Spotlight Visit**Annual review of findings**

A Spotlight visits celebrate grass-roots organisations and the fantastic work they do. We carried out our first to Kingston Eco-Op, a social enterprise that offers activities to people with learning disability and mental and physical distress.

Recommendations

Continue to carry out more Spotlight visits.

Community Café

Annual Review findings

Funding was agreed by the Board to work in partnership with RISE to run a drop-in café every Wednesday afternoon at the Quaker centre. The café has been operating since October 2015 and has proved to be a useful resource for engaging with people and stimulating conversations about grassroots led activities.

Recommendations

Continue to work with RISE to strengthen community engage and to support more people to speak out about their experiences of health and social care.

Annual Review of Healthwatch Kingston's Organisational Work Programme 2015-16

DOMAIN	PRIORITY AREA	EVIDENCE	ACTIONS	EXPECTED OUTCOMES
Contract	Activity Schedule	Quarterly Key Performance Indicators (KPIs) reports	Present activity reports at Board meetings and publish on the HWK website	HWK meets or exceeds its activity targets
	Performance Measures	Quarterly performance meetings with RBK commissioners	Present reports at Board meetings and publish on the HWK website	HWK meets or exceeds its performance outcomes
	Service Level Agreement (SLA) with Parkwood Healthcare	Annual review process with Parkwood Healthcare	Agree support services to be included in the SLA and negotiate a reasonable management fee	Affordable and fit for purpose SLA in place
	Agreement with the Royal Borough of Kingston Upon Thames (RBK)	Memorandum of Understanding and annual review process with RBK	Review terms and conditions, service specification, KPIs and other relevant schedules	Fit for purpose agreement in place
	Risk	Risk management process in place	Board receives regular risk management reports enabling it to assess and identify risks and agree mitigating actions	Actions taken to control risk
	Re-tendering	Contract end date and procurement process	Extend existing contract length with commissioners or prepare for retendering	HWK contract extended or is the successful bidder
Annual Review Findings <i>Two performance reports have been produced which detail our activity against our KPIs.</i>				

	<p><i>SLA with Parkwood Healthcare has not been agreed. Memorandum of Understanding has not been agreed. Parkwood Healthcare support risk management process. Recommendations New contractual arrangements will be subject to re-tendering.</i></p>			
Finances	Budget Control	Monthly income and expenditure reports	Present reports at finance sub group	Parkwood retains legal responsibility for public funds in partnership with the Board
	Budget Setting	Annual budget forecasting in line with HWK activities	Produced by finance sub group and agreed by Board	HWK is efficient, competent and transparent
	Annual Accounts	Annual accounts detail all income and expenditure	Produced by finance sub group and agreed by Board	Annual accounts included in Annual Report
	Review & Benchmarking	Review examines financial activity and associated costs and benchmarks against similar Healthwatch organisations	Process agreed by finance sub group and agreed by Board	Positive feedback obtained and recommendations implemented
	Sustainability	Cost pressures (if any) identified at an early stage	Remedial action agreed by finance sub group and agreed by Board	HWK activities are not adversely affected by financial constraints
	Income Generation	Bids submitted to potential funders	Funding opportunities and project briefs agreed by finance sub group	At least three new projects implemented to expand service provision in the interests of the local community
	<p>Annual Review Findings <i>Monthly income and expenditure reports supplied by Parkwood Healthcare. Annual budget set by Parkwood Healthcare. Annual accounts provided by Parkwood Healthcare. Benchmarking process not implemented. No cost pressures have been identified. No bids were submitted to potential funders. Recommendations New contractual arrangements will be subject to re-tendering.</i></p>			

Corporate Governance	Board Membership	Board has a diverse range of skills, knowledge and backgrounds	Board members are provided with support and training to carry out their role effectively	Board provides leadership, understands organisational purpose and works effectively as individuals and a team
	Strategy	HWK understands its purpose and can explain and communicate this to its members and the wider public	Board reviews strategic direction on an annual basis and agrees process to consult with stakeholders and the wider public before final document is agreed	Strategy co-produced, published and disseminated widely
	Annual Report	Annual report details HWK activities and reflects priorities and issues raised by local people	Board contributes to the production of the annual report and agrees final version	Annual report published on time and disseminated widely
	Openness & Transparency	All HWK papers and publications (i.e. agendas, minutes, reports, surveys) available to HWK members and the public	Staff circulate dates of HWK meetings in advance and provide sufficient time for people to prepare for meetings and other activities	Board and other HWK participants receive all relevant information on time and in a variety of formats dependent on individual preferences
	Accountability	Quarterly Board meetings are held in public and open to local scrutiny	Dates of Board meetings in public are agreed for the year and circulated as widely as possible	Members of the public attend Board meetings and measures are taken to increase attendance and participation
	Diversity	Board, Task Groups and other HWK activities reflect the diversity of local people	Staff promote active participation from all sections of the community and support the recruitment of volunteers	More members from BME communities, refugees, migrants and asylum seekers, LGBT, disability and other groups participate in the work of HWK
	Annual Review Findings <i>Board has strengthened its range of skills and knowledge, specifically governance and operational arrangements.</i>			

	<p><i>Board has agreed strategic direction.</i> <i>Annual report published on time and in accordance with Healthwatch England guidance.</i> <i>Reports are available to the public and published on our website.</i> <i>All our meetings are open to the public and papers are published on our website.</i> <i>Quarterly Board meetings are open to the public and attendance has increased.</i> <i>Diversity has improved.</i> Recommendations <i>Continue to strengthen our governance during 2016-17.</i></p>			
Policies & Procedures	Annual Review	All policies and procedures are up to date	Board receives outcome of review and approves amendments and/or new policies	HWK is a competent organisation and compliant with legislative and good practice requirements
	Customer Charter	Standards are in place that support the delivery of a prompt and professional service	Draft document produced and agreed by Board	Standards are met
	Equality & Diversity Policy	HWK can demonstrate it is committed to tackling any kind of discrimination	Draft document produced and agreed by Board	Anti-discriminatory practices are promoted
	Code of Conduct	Trustees, volunteers and staff act with integrity, openness and honesty	Draft document produced and agreed by Board	No breeched reported
	<p>Annual Review Findings <i>All policies and procedures applicable to our functions have been reviewed, including equality and diversity and code of conduct.</i> <i>Customer Charter included as quality statements in our governance document.</i> Recommendations <i>None.</i></p>			
Workforce	Staff Team	Staff are motivated, skilled and effective in their roles	Staff receive annual appraisals, regular supervision and support to develop their careers	Feedback from staff is positive and they feel supported by the Board and Parkwood Healthcare
	Recruitment	Administrative support is increased	Identify funding and put in place recruitment process	1WTE administrator is appointed

		allowing staff to focus on core responsibilities		
	<p>Annual Review Findings <i>Parkwood Healthcare provides a broad range of workforce development opportunities.</i></p> <p>Recommendations <i>Subject to re-tendering.</i></p>			
Marketing	Communication	HWK is able to communicate effectively in a variety of ways with patients, service users, carers and the public	Develop a communication strategy that is sensitive to the needs of the local population and promotes the work of HWK	Effective and responsive communication channels are established, maintained and up to date
	Engagement	HWK engages with local stakeholders and establishes a variety of local networks	Develop a community engagement strategy that actively seeks to gather feedback on local services using a variety of tools	An ongoing programme of engagement events are carried out including public meetings, workshops and briefing sessions
	Publicity	Tested awareness and knowledge of the role of HWK and level of visibility in the local area	Conduct an annual stakeholder survey	The work of HWK has a high profile and is recognised as a leader in its field
	<p>Annual Review Findings <i>New communication process agreed as part of the review of policies and procedures.</i> <i>New community engagement process agreed as part of the review of policies and procedures.</i> <i>Publicity has increased due to new approach to managing our website and social media.</i></p> <p>Recommendations <i>Continue to strengthen our marketing during 2016-17.</i></p>			
Participation	Volunteers	Local people join HWK as volunteers	Increase the number of volunteers (active affiliates) from 38 to 50	More people from all sections of the local community acting as volunteers and engaged in one or more HWK activities
	Membership	Local people join HWK mailing list and become members	Increase the number of members (affiliates) from 316 to 450	More people from all sections of the local community registering an

				interest in the work of HWK
	Trustees	Board reflects the diversity of the local population	Recruit two people from the local community to become trustees	Board membership in increased and more reflective of the local community
	Task Groups	Task Groups contribute to the delivery of the annual priorities	Annual review of the terms of reference and membership of the Task Groups and regular consideration of the need for new ones to be established	Task Groups are effective in supporting the work of HWK through the active engagement of active affiliates
<p>Annual Review Findings <i>56 new volunteers have joined since last year including people from BME backgrounds, young people, people with visual impairment and those with learning disability.</i> <i>Our mailing list has increased with more people and organisations receiving information about our work.</i> <i>Three members of the Health Overview Panel trained to undertake Enter & View visits.</i> <i>One new trustee recruited.</i> <i>Task groups responsible fro delivering health and social care priorities as detailed in the annual review of the work plan.</i></p> <p>Recommendations <i>Continue to increase the number of people involved in our work.</i> <i>Support the task groups to become more project focused.</i></p>				