

Healthwatch Kingston Board Meeting (Part A)	Date: Tuesday 27 November 2018
Report Title: Community Care Task Group Report	Author: Nigel Spalding (Acting Chair)
PART A Agenda Item 10	Appendix: No

FOR INFORMATION

This is an update on recent and planned activity by the Community Care Task Group (CCTG)

The CCTG's agreed priority for this year is the 'Evaluation of the local impact of "Connect Well Kingston", an emergent local online social prescribing tool'.

The Task Group met on 10 October, a week before the date of the Open Meeting and the other Task Group meetings, as this date clashed with an event being run by Kingston Centre for Independent Living which several task group members attended. There were 6 people present at this meeting.

Andrew Osborn and Chris Jones (RBK) attended to provide the task group with an update on Connected Kingston and Kingston Co-ordinated Care (KCC), to answer questions, and discuss the task group's aspiration to obtain feedback from the users of Connected Kingston and, potentially also other aspects of the wider KCC programme. This has been, and will hopefully continue to be, part of our ongoing dialogue through meetings and email exchanges. However, Andrew Osborn recently notified us that he was leaving RBK on 16 November for a new post in Warwickshire. He also let us know Hilary Finegan has been appointed as the KCC Programme Director and will take KCC forward through its next phases. AB-Y and NS are seeking a meeting with Hilary to ensure that the momentum built up with AO is not lost.

Discussion at the task group meeting identified that:

- Users of Connected Kingston could be asked to consent to the sharing of their details with HWK at their first point of contact with Connected Kingston. [However, no confirmation has since been received that RBK is putting this in place, so this needs to be followed up.]
- Administering a telephone survey is our preferred methodology for seeking feedback. [No decision has yet been made on who would undertake the telephone surveys, but task group members have been asked to consider if they would be willing to do so, with training and support.]

- the earliest date feasible for HWK to seek user feedback on Connected Kingston would be Easter 2019 as the new service would need to be have been running for at least six months

The next meeting of task group will review an outline questionnaire for the telephone survey, which NS will draft. As agreed by the task group, we are also inviting a representative of Your Healthcare to come and provide an overview of their current work as much of it is critical to the overall KCC programme, including arrangements for care in the home.