



Healthwatch Kingston Board Meeting (Part A)	Date: Tuesday 27 November 2018
Report Title: Hospital Services Task Group Report (19 September to 27 November 2018)	Author: Graham Goldspring, Chair HSTG (GG)
<b>PART A Agenda Item 10</b>	Appendices:

**FOR DISCUSSION AND/OR DECISION**

The purpose of this report is to update the HWK Board on the project on Discharge from Kingston Hospital and regular updates on Complaints and Concerns.

**For consideration:**

- 1. Project on Discharge Survey at Kingston Hospital-** I am very pleased to report that since the last Board meeting report, the project is now up and running. Jane Suppiah has recently joined Elizabeth Tsangari Wilding as Patient Experience and Quality Improvement Coordinator at Kingston Hospital. Laila and I have had two meetings with Jane and with Jane’s considerable experience in testing and operating surveys, we have redesigned the questionnaire to make the response specific and more focused in order to make analysis easier. Each of us piloted the questionnaire with a few friends or relations and then we had a conference call to agree on edits as a result of the feedback. HW would print 500 copies of the survey which would go out to every patient discharged across the 12 wards and all would be distributed in about 3 weeks. Jane agreed to distribute to hospital wards according to their discharge rate, ensuring that nursing staff do attach the survey to every discharge report. She estimates a maximum 20% return. To obtain a large data bank, the plan is to repeat the exercise in February or March 2019. The questionnaires were due to be sent to Jane on 8 November and distributed to wards in the week of 12 November. We have set a deadline date of 9 December for replies which will be returned to the HW office by post or online. See the definitive questionnaire with this report.
- 2. The Dementia Strategy Steering Group** meeting scheduled for Thursday 27 September was cancelled. I therefore have nothing to report. The next meeting is due

on 29 November. With regard to the letter that SB said he would send to Olivia Frimpong, Dementia Strategy lead at Kingston Hospital, asking about hospital policies and procedures in place for referring patients diagnosed with dementia when they are discharged back to their GPs and how comprehensive the information to GP practices is, as yet I have had no news on a response.

3. **Complaints Survey**- There is no further update at the moment. We shall continue to monitor and assess latest returns to the online survey at the next Task group meeting. It was interesting to hear in a BBC News interview with Dr Henrietta Hughes, National Guardian for the NHS, about a proposed task force to look into protecting whistleblowers when they are compelled to sign non-disclosure settlement agreements. This, of course, is an issue that Pippa Collins has been pursuing with Kingston Hospital and I hope we can resume that dialogue.