

Healthwatch Kingston Board Meeting (Part A)	Date: Wednesday 29 May 2019
Report Title: Community Care Task Group report	Author: Nigel Spalding, Acting Chair (NS)
PART A Agenda Item: 11	Appendices: No

FOR DISCUSSION AND/OR DECISION

The purpose of this report is to update the HWK Board on the work of the Community Care Task Group.

The Board is requested to:

1. Note the work of the Group.
2. Confirm Ann Macfarlane’s appointment as Vice-Chair of the Group.

The CCTG’s agreed priority for 2018/19 is:

“To examine the impact of Kingston Co-ordinated Care on service users, patients and where possible, their carers. During the year, individual services that are established or have been revised by the KCC programme will be considered for review, with the initial focus being on Connected Kingston.”

The Task Group met on 15 April. There were 4 members present and apologies had been received from a further 2 people.

The meeting:

- received an update on the development of Connected Kingston, noting that the Community Connector service had received more than 150 referrals so far, whereas usage of the digital tool so far had been very limited
- received several reports produced elsewhere on the evaluation of social prescribing services
- reviewed and updated the project plan and received a report on the recruitment of volunteer telephone interviewers
- reviewed and suggested amendments to a draft list of questions to be used by the volunteer telephone interviewers when calling users of the Connected Kingston service
- agreed to ask if one or two appointed Community Champions could come to the next meeting to help the group better understand their role and they operate
- agreed to ask for information on the publicity plan for the service

Subsequent to the meeting:

- Ann Macfarlane has agreed to be the group's Deputy Chair so the Board is asked to approve her appointment to this role.
- A third liaison meeting (involving three members of the task group) was held with Helen Tindall on 25th April on the work and plans of Kingston Co-ordinated Care, including the Connected Kingston project. (Helen Tindall was seconded to work with Hilary Finegan - the KCC Programme Director - to support the development of an evaluation framework for KCC). Helen raised the possibility of HWK researching, at some point in the future, the experience of patients (with substantial health needs) who have been subject to review by a multi-disciplinary team.
- Taking note that Helen Tindall's secondment to RBK was due to end on the following day (the 26th April), it was agreed that the next liaison meeting should be held with Hilary Finegan, the KCC Programme Director. This meeting has been arranged for 29th May.
- Following several attempts to secure support on the CK research project from Kingston Voluntary Action, we were advised to meet with Tim Taylor, the RBK ICT officer responsible for commissioning the company ('Ayup') that is providing and developing the CK digital tool. This meeting, attended by Adelaide and me, was held on 8th May and the main focus was to find out if users of the digital tool could be asked, on the digital tool itself, for consent for their contact details to be passed to HWK for research purposes. Tim Taylor advised that, for technical and financial reasons, it would not be possible to add a consent request on the digital tool but that the request could be added to the feedback form being emailed to all service users. However, Tim Taylor also referred us to the new chair of the CK Evaluation Sub-Group, Robert Clark-Mitchell.
- Robert Clark-Mitchell then invited me to the CK Evaluation Sub-Group meeting on 20th May. This was a further opportunity to find out how HWK might make contact with users of the digital tool. There was a degree of support for making this possible but what also became apparent is that a lot more work needs to be done on the development of the overall framework for evaluating Connected Kingston and that, until this work is completed, it will be difficult to establish when and how HWK might appropriately obtain user feedback. It was agreed that HWK would be kept informed about the development of the Evaluation Plan and could attend future meetings of the Sub-Group when this might be helpful.
- In addition, Jan Pearcey of Your Healthcare CIC made contact with HWK to ask for comments on "proposals for a new service that will "offer personal, practical, emotional support to individuals who choose to remain in the comfort and security of their own homes and to help them live as independent and active lives as possible. It will offer continuity, sensitivity and compassion and will involve helping them to work towards the goals that are important to them, that will support them to retain activities of daily living supporting health, well-being, independence and connection with their community". This proposal is likely to be a part of the 'Maximising Independence' (i.e. care in the home) workstream within the overall Kingston Coordinated Care programme. A meeting to receive further details is being arranged for June (following cancellation of the original date of 20th May).