

Healthwatch Kingston Board Meeting (Part A)	Date: Wednesday 29 May 2019
Report Title: Hospital Services Task Group Report (20 March 2019 to 29 May 2019)	Author: Graham Goldspring, Chair HSTG (GG)
PART A Agenda Item: 11	Appendices: None

FOR DISCUSSION AND/OR DECISION
The purpose of this report is to update on the project for 2019/20, report on the project on Discharge from Kingston Hospital and update on Complaints and Guardianship.

- 1. Project on Discharge Survey at Kingston Hospital:** Laila had produced a draft report before leaving HWK. A total of 183 surveys were returned (93 surveys in phase 1 during December 2018 and 90 surveys in phase 2 during March 2019). Results have been analysed to look for possible differences across the data gathered in phase 1 and phase 2 of the survey delivery, as well as looking at possible differences between elective and non-elective (planned or non-planned) hospital admissions. There was a lot of positive qualitative feedback received, particularly about the staff at Kingston Hospital. Where there were issues, the HSTG will consider these and discuss what recommendations need to be fed back in the final report. We plan to do this at the next meeting on 4th June. The HWK discharge report will include the issue of the discharge of homeless people from Kingston Hospital, which HWK became aware of during the course of the discharge survey running. Kingston Hospital will have data on where people are discharged to when they leave hospital.
- 2. Patient Experience Survey project:** There is a need for more volunteers to support the work of the HSTG, particularly for Enter & View work where it needs to be done in pairs. The Task Group is looking at past questionnaires used for E&V and we will be in the process of using this material to produce one suitable for this project. We will discuss and agree on a methodology at the next HSTG meeting.
- 3. Complaints and Procedures:** Pippa has asked HSTG members for comments on the response to Stephen’s letter on behalf of the Task Group asking questions about what progress has there been in spreading awareness that concerns raised with staff will be dealt with constructively by the Trust. I have suggested that Zoe Brown be invited to talk to HWK about her role as Guardian and give an opportunity for HWK members to ask questions.