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| **Healthwatch Kingston Board Meeting (Part A)** | **Date:** Wednesday 31 July 2019 |
| **Report Title: Hospital Services Task Group Report (29 May 2019 to 31 July 2019)** | **Autho**r: Graham Goldspring, Chair HSTG (GG) |
| **PART A Agenda Item 13** | **Appendices:** None |

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| **FOR DISCUSSION AND/OR DECISION** |
| The purpose of this report is to provide updates on the project for2019/20, the project on Discharge from Kingston Hospital and Complaints and Guardianship.The Board is asked to consider what can be done to recruit more active affiliates to HWK and particularly to the HSTG. |

1. **Project on Discharge Survey at Kingston Hospital:** At our meeting on 4 June, it was agreed that the task group needed to look at the responses to the survey and to compose the recommendations. SB suggested that the draft report could be sent to the CCG as well as Your Healthcare so that all parties would then have the opportunity to respond to any recommendations and particular issues. The issue around communication for people with learning disabilities has been undertaken by the hospital already. JB kindly drafted the recommendations which summarised the Task Group members’ views and these were fed back to SB.
2. **Patient Experience Survey project:** As I reported for the Board meeting in May, there is a need for more volunteers to support the work of the HSTG, particularly for the patient interview work. We have not progressed much further since our meeting on 4 June, as we needed to wait until a new Communications and Engagement Officer was in post, which I believe happened recently. We are next due to meet informally to agree on a suitable online survey and we hope to progress with a methodology for patient interviews at our next official meeting on 15 August. I found an interesting report entitled ‘Measuring Patient Experience’ published in 2013 which may give us extra guidance.
3. **Complaints and Procedures:** Adelaide was asked to invite Zoe Brown, the Freedom to Speak-Up Guardian at Kingston Hospital, to the next Open Meeting. It was agreed to send a letter to Susan Simpson, the Director of Corporate Governance, asking for clarification of some of the points in her reply to SB. She also enclosed a policy document on raising concerns at the hospital.