

Kingston Board Meeting	Tuesday 26 November 2019
Annual Report	Contributors: Stephen Bitti (SB), Chief Officer, Jaimy Halliwell-Owen (JHO), Community Engagement Officer, Scott Bacon (SBA), Projects and Outreach Officer (Disabilities) (CD), Projects and Outreach Officer (Communities), Persephone Pickering (PP), Tim Hub Coordinator, Rona Topaz (RT), Learning Disabilities Support Officer, Graham C (GG), Chair, Hospital Services Task Group, Tony Williams (TW), Chair, Mental Health, Nigel Spalding (NS), Acting Chair, Community Care Task Group and Scott Bacon (SBA), Chair, Learning Disabilities Task Group.
Item 8	Appendices: No

The Chief Officer's report to the Board be broadened and renamed the Operational Report. This new report will cover annual work areas with a section at the end for additional items and activities. The report will be contributed to by all staff but will be owned by the Chief Officer. This move seeks to bring together our numerous progress reports in one place which will reduce report burden, information duplication and administration. NB. The 'KPI/Impact and RAG rating' will be added when the Board has approved the aims for priorities.

Our core statutory functions that include engagement and signposting to local health and social care services, have continued to deliver against our five priority work areas for 2019/20 that focus on mental health, learning disabilities, community care and young people's services. We have also continued to take part with other stakeholders in both S and PLACE development workshops.

**Requested to:**

and approve the new combined Operational Report format

the report content

and approve aims for priorities

HWK becomes an Accredited Living Wage Employer?

nomination of a single Trustee to progress review of the draft Employee Handbook.

the Declarations of Interest Annual Form and email to [stephen@healthwatchkingston.org.uk](mailto:stephen@healthwatchkingston.org.uk) by Monday 2 December

the new HWK website for promotion during December 2019

the new HWK website and feedback any comments you have to [jaimy@healthwatchkingston.org.uk](mailto:jaimy@healthwatchkingston.org.uk)

any news, announcements and areas of interest to JHO who can add these as news/features to the website

the HWK Board Meeting Dates for 2020

the HWK Open Meeting Dates for 2020

## TOP FIVE WORK AREAS FOR 2019/20

	Aim	Update	KPI Imp
Health			
transition from scout Services to Mental Health Services, with emphasis	Provide evidence that supports improved experience of young people	The project is causing concern due to its scope and the timescale for delivery. A meeting was held with Dr Ana Nikcevic, Kingston University, to establish whether the University may be able to supply skilled resources to design the capture mechanism and to analyse the data once obtained. Dr Nikcevic has indicated that this work is likely to need to be supported by funding. A costing is being prepared. Once obtained it is	

aces of d young people	transitioning from CAMHS to Adult Mental Health Services	intended that HWK partners might be approached for support.	
online experience Cope ological ce:	Provide evidence that supports improved experience of people using psychological therapy services	The survey is now closed for input. A post-graduate student has been selected by Kingston University and a meeting held to brief her. The student will conduct a qualitative analysis of the material - either thematic analysis (TA) or interpretative phenomenological analysis (IPA). This will complement the quantitative results and a report will be compiled in order to undergo necessary approval for publication before end of March 2020.	
ange ordinator - e to Change events, 'sign up' to ange e (now as a	Change attitudes about mental health in our communities and workplaces	Time to Change (TTC) Hub Coordinator, Persephone Pickering (PP), started her post at the end of August. Since then PP has been meeting with TTC Partners and Champions to establish what can be done together. PP has been recruiting new Champions at various events e.g. the Fastminds Festival, Kingston University Volunteering Fair, Rise Café, Healthwatch Kingston Open Meeting, Learning Disability Task Group and Mental Health Task Group. PP has also been holding stalls and events to raise awareness about mental health and reduce stigma such as a stall on World Mental Health Day and at Kingston Ancient Marketplace and Kingston College Freshers Fair. PP launched the first TTC Champions Network meeting and TTC Employers Pledge sub-group meeting which allowed Champions and Partners to have a platform to discuss their ideas. PP also engaged the Principal of South Thames Colleges to commit publicly to doing the Employers Pledge and is supporting him and several other partners to sign the pledge. PP has set up the Champions Fund application process which was launched on World Mental Health Day (10 Oct). This has received 5 applications from the first round which will shortly be assessed by an assessment panel PP has put together. The next round for applications will be early January 2020	

		in time for funding to come through for any events on Time to Talk Day (Feb 2020). PP has been advertising all the events on social media, via email updates and creating promotional packs for partners to use to widen the reach. PP has also started to plan what to do for Time to Talk Day on 6 <sup>th</sup> February and creating a Gantt chart for the next 9 months. (Jul-Sept Report to TTC available upon request)	
Support for Kingston Strategy Planning Group	Provide independent facilitation for community scrutiny of progress against mental health strategy priorities	The Mental Health Task Group (MHTG) continues to express concern over the visibility of progress on 'Thrive Kingston'. A meeting with HWK (acting as independent chair) commissioning and delivery partners is to be held on 28 <sup>th</sup> November to establish a refreshed set of achievable priorities and also an agreed governance mechanism with key metrics so that the Mental Health Strategy Planning and Implementation Group can reconvene and monitor progress against these. 'Thrive Kingston' will be the main subject for discussion at the MHTG on 16 <sup>th</sup> December.	
London Mental Health Partnership mental health trusts in the	Raise awareness about mental health in our communities	Time to Change held a stand at Rise Café, speaking to vulnerable adults about mental health and wellbeing and TTC opportunities. There were 6 engagements, 2 social contacts and one interested champion. On reflection, PP felt that the attendees at the café are not in the best circumstances to help the TTC campaign and it may be better for someone that is integrated in their community to promote TTC where appropriate. Time to Change and Healthwatch Kingston held a joint stand at Fastminds Festival. There were 27 engagements, 5 social contacts and 4 interested in being Champions. This was a good event where most people that walked past stayed for lengthy discussions about Healthwatch Kingston, being a TTC Champion, the TTC Employer pledge or Youth Out Loud!. The stand asked people how they managed their mental health and wellbeing.	

<p>progress of service provision Emotionally stability ):</p>	<p><b>Ensure EUPD service is provided as agreed</b></p>	<p>The new EUPD service was described at a recent SWL St Georges (SWLStG) Mental Health Trust, Tolworth Hospital Stakeholder Meeting. The service is only available to users of the Recovery Support Teams (RSTs), and is prioritised for “cluster 8” clients - those most at risk of self-harm. This amounts to about 50 people. SB has asked for a further update from KCCG and SWLStG’s have agreed to provide.</p>	
<p><b>Learning Disability</b></p>			
<p>Building Kingston to and growth with local learning (2):</p>	<p><b>Ensure HWK is “Learning Disability friendly”</b></p>	<p>Rona Topaz (RT) our new Learning Disabilities Support Officer has now settled into the staff team and works with Scott Bacon (SBA) our Projects and Outreach Officer (Disabilities). RT works with the staff team to ensure that our communications with Kingston’s community is Learning Disability friendly.</p> <p>Our plan was to hold our September and December Learning Disability Task Group (LDTG) meetings at the Kingston Quaker Centre (KQC) and in 2020 take our meetings to venues/groups like Kingston Eco-Op, HFT and Mencap.</p> <p>However, a KQC double booking meant we had to move in September and it worked well. We had members of our own group plus five people with a learning disability from Kingston Eco-Op joining the meeting who would not have attended.</p> <p>We already have our next three LDTG meetings booked in with partner organisations, taking us to April 2020.</p> <p>We are trying to set up an additional monthly meeting to support the All Ages Learning Disability Partnership Board (AALDPB). Currently it has regular attendees with a learning disability but has not grown. Feedback is that ‘board meetings’ including ours are not easily accessible and</p>	

		<p>whereas we do have people living with a Learning Disability taking active roles, one member of the AALDPB has said they 'don't feel comfortable' talking at the meetings. We have listened to feedback and added breaks, changed the way information is presented but it is currently structured with too many people with not enough time to talk about possibly complex issues. This means people who need more time to understand what is being said are not able to contribute fully.</p> <p>The idea of additional monthly meetings with smaller groups and less professionals (just those supporting the group and presenting) and more time for a subject (an hour instead of the 15-minute presentation/update format often the case at the AALDPB) will hopefully provide better opportunity for inclusion.</p>	
new ity Task e living disability, nd carers:	Support people with a learning disability, their families and carers to have a say in their health and social care services.	<p>The LDTG has met three times. The first meeting was to explain what we can and cannot do as a group.</p> <p>The next two meetings focused on areas the group wants to discuss. These have included annual health checks, access to GPs, issues with medication at pharmacies and health passports.</p>	
support for All Age ity rd' (year	Provide independent facilitation for community scrutiny of progress against All Age Learning Disability strategy	<p>We held a meeting in September. Our first since the community event in July. Our next meeting in December will have two guest speakers. One from the Surrey Learning Disability Partnership Board (to find out how they solved similar 'start up' problems and other learning) and the other from Working Well Trust (Supported Employment).</p> <p>Having guest speakers is something we will do for future meetings. Ensuring speakers are linked to the Kingston Learning Disability Strategy, or identified gaps in the strategy.</p>	

	<b>priorities</b>	<p>We have also started conversations with Mencap, RBK and Working Well Trust about having a group of people with disabilities that meets monthly to discuss issues linked with the partnership board (see 2a above).</p> <p>Even though we have tried, we have not yet got a large enough number of or regular attendance from people living with a learning disability at the AALDPB. The feedback is the meeting structure is not conducive to engagement for two reasons. One is that people don't feel comfortable to speak. The other is that people don't have enough time to talk about their work (15 minutes) and have a meaningful discussion with those that need time to process the information. We have met with RBK to discuss how we might develop a different structure based on the valuable feedback received to date and have agreed to explore how to innovatively engage after we've heard from the Surrey Learning Disability Partnership Board at the December meeting.</p>	
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## Services

online patient survey:	<b>Provide an independent digital solution to capture patient experience of hospital services</b>	The Hospital Services Task Group (HSTG) had an interim meeting on 17 September when we all agreed on a wording and structure of an online survey. This was presented at the last HSTG meeting on 3 Oct. The staff team are now evaluating how this might best be included on the new website. The HSTG raised the point that more responses could be had if patients were signposted to the online survey when they leave hospital. SB agreed to ask the hospital for a discharge pack so we can decide about inserting information about the survey. Maybe a simple A5 leaflet?	
inpatient	<b>Provide evidence that supports</b>	We are in the process of running an Enter & View exercise at Kingston Hospital to gather patient experience on the adult inpatient wards which Healthwatch Richmond (HWR) did not cover in their report. HWR	

on Hospital	improved inpatient experience of wards in Kingston Hospital	<p>kindly agreed for us to use their methodology to carry out our visits to the remaining six wards. We will also follow the established HWR report framework so that the two reports will provide a compatible resource for continued improvement.</p> <p>Two sets of Enter &amp; View visits will be taking place w/c 18 November and w/c 9 December. All Authorised Representative volunteers have received/refreshed Enter &amp; View training and had their DBS certificates checked and updated.</p> <p>Teams of two (minimum) are going into the wards to talk to staff, patients and make observations. Each ward will be visited twice. Mornings 19-21 November and afternoons 10-12 December plus one evening visit by SB and JHO on 4 December.</p> <p>Once the visits are complete JHO will collate the findings and write a first draft report in January 2020.</p>	
monitor al NHS ts and	Ensure continued robust complaints procedures are available and learning from complaints informs hospital improvements	<p>SB invited Pippa Collins (PC) to attend a CQC meeting with him which focused on complaints, whistle blowing and safeguarding procedures. PC will feed back to members at the next HSTG meeting in December.</p> <p>The presentation at the October Open Meeting by Zoe Brown (Freedom to Speak Up Guardian) was helpful and informative. We agreed to find a way of liaising with her when discussing complaints procedures.</p>	



Community Care

the impact of  
Coordinated Care  
services, patients  
available, their  
experience, their  
the year,  
services that are  
have been  
KCC  
be  
review,  
focus being  
Kingston.

Gather service  
user experience  
of components  
of Kingston  
Coordinated  
Care to gauge  
improvements  
to their health  
and well-being

**Community Connector Service**

Agreement was reached earlier this year with Staywell to obtain user feedback from users of the Community Connector Service. In October, Staywell passed over consent forms from 20 service users who agreed to be contacted by HWK - 17 by phone, 1 by email and 2 by post.

5 volunteers and 2 staff members (trained and DBS checked) started contacting the service users by telephone in w/c 4 November to ask about their experience of the service, what activities they have undertaken since and whether these activities ("social prescriptions") are making a difference to their health and well-being.

A Survey Monkey form has been prepared for recording the responses (and for use by the people who wished to receive the questionnaire by email).

As at 18 November, 10 of the 17 people inviting telephone calls had been spoken to and provided data. 2 of the users are unobtainable, 3 cannot remember using the service and one had only one session and is unable to provide feedback. There are only 2 people left to contact.

Staywell have agreed to provide further consent forms (as completed) up to December for further calls or other contact, as appropriate.

**Connected Kingston Digital Tool** (<https://www.connectedkingston.uk/>)  
Various fruitless approaches have been made - over several months - to find a way of asking people who use the digital tool whether the activities they take up are making a difference to their health and wellbeing.

		Two new approaches are now being tried (a) a small payment has been offered - in principle - for the digital tool software to be amended to ask users for their consent to be contacted by HW and (b) the recently appointed Social Prescribing Manager at KVA has agreed to send out a request to all the organisations listed on the website asking if they would be willing to send out a questionnaire to people using their services as a result of looking at the digital tool.	
<p>Developing the experience</p> <p>become a adjunct to the safeguarding</p>	<p>Gather service user experience of safeguarding to inform service developments and support positive personal outcomes</p>	<p>As reported to the September Board meeting, the last meeting of the Community Reference Group (CRG) did not attract any new service user stakeholders. Those present included a KCAH representative, a volunteer, Candy Dunne (CD) and Grahame Snelling (GS). We used the opportunity to review how the group had evolved over the year of its existence and identified a number of improvements we could make. We agreed that on the strength of that meeting we would not draw a line under the group, but arrange a subsequent one on the same basis, pending the implementation of the developments being negotiated with RBK to provide a more comprehensive service. (See Item 7 of this November 2019 Board Agenda).</p> <p>The next meeting is planned for 25 November so a verbal report will be presented to this Board. To plan for this meeting, we have revamped publicity and changed the day of the week and time. We will still enable any service users to tell their stories, but also take time to share and get feedback about some of the emerging plans stemming from our conversations with RBK.</p> <p>We have a meeting on 27 November with Claire Singer who is the new Senior Practitioner - Safeguarding Adults at RBK. Claire started in post recently since and replaces Patrick Worthington who has engaged HWK on this emergent work to date. SB and CD last met Patrick 10 October.</p>	

people

<p>Health Out review services in Richmond):</p>	<p>Support young people to have a say in their health and care services</p>	<p>As part of a themed piece of work which includes the production of a YOL! sexual health film, members of YOL! will complete a 15-step review at the Wolverton Clinic as well as complete a mystery shopping exercise over the phone (dates to be confirmed).</p> <p>Sara (Healthwatch Richmond) is working on similar pieces of work for Off the Record (in Twickenham) and West Mid Hospital (in Isleworth - but accessed by Richmond residents)</p>	
<p>Delivery (with including Richmond) of Health Project complete a health and young people e:</p>	<p>Develop a library of health and care films made by young people for young people</p>	<p>The short film on self-harm/being a good friend is nearly finished. Currently (18.11.19) in final stages of production before being agreed by YOL! and then then professional stakeholders.</p> <p>Members of Borough sexual health teams attended YOL! on 18 November to answer questions set by YOL! - Answers will help YOL! decide on the topic/key issues for their next film on young people and sexual health.</p> <p>After the production of the sexual health themed short film there will be one film left to complete a library of six films created by young people for young people.</p>	
<p>YOL! develop social</p>	<p>Support young people to safely communicate via social media</p>	<p>We have now set up a Hootsuite account for YOL! (this allows YOL! to pre-sets Tweets and Instagram posts). YOL! held their first Communications Group meeting on 1 November and followed this up by adding more information to the Hootsuite account at the YOL! meeting on 5 November.</p> <p>We have learnt it takes a lot longer than we thought to programme a half term of social media posts (six/seven weeks). We have asked YOL! to think beforehand and complete a template which we will work from</p>	

		<p>at our next YOL! Comms Group scheduled for 7 January 2020.</p> <p>The new YOL! website was built by SBA and Sara (HWR) in October, so YOL! members only had to make small adjustments as they wished. YOL! also did some work on this at the Comms Group on 1 November, paying close attention to the mobile version of the website, as this is what most young people will use. <a href="http://www.yolweb.info">www.yolweb.info</a> is now beginning to fulfil its objective which is to provide a tool for young people to communicate with each other about health and care online and through social media.</p>	
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#### ADDITIONAL ITEMS AND ACTIVITIES

	<b>Update:</b>
Healthwatch	<p>Jaimy Halliwell-Owen (JHO), Communications and Engagement Officer, has worked very closely with Healthwatch England (HWE) colleagues over the past two months to develop our new website using a local Healthwatch template. Our former website has been captured and stored for reference. The new site was 'signed off' by HWE and then soft launched on Monday 11 November and is live now for review and feedback. There is an item on this Board Agenda for a short demonstration. The new site will be presented to our stakeholders during December. The website continues to be a work in progress with e.g. updates made continually to the project pages.</p>
Volunteer	<p>There have been several issues with our online DBS system regarding the volunteer checking function which has caused complications for the start date of the Community Connector interviews. Having fixed the issues with AHR (our DBS service provider) all volunteers currently involved with the Enter and View and Community Connector Interviews have now had their DBS processed. Candy Dunne (CD) our Projects and Outcomes Officer (Communities) has created a log with renewal dates for all volunteers (a separate log for Trustees and Board members by SB).</p>
	<p>JHO has developed a staff team resource called the 'GRID' (Group Resource Information Director). The staff team are populating this with potential dates for interaction. These include national, regional and local events.</p>

ce rectory)	community outreach sessions and other key delivery dates for our work. This tool is used in our v meetings to forward plan, assess feasibility, manage our demand and capacity and to ensure JHC Comms activity in support of the range of our activities. Now the new HWK website is up and run expect our Comms presence to become more visible and the GRID will help guide our efforts.
K h Patient roups	<p>Healthwatch has been in discussion with Kingston Clinical Commissioning Group (KCCG) about en Patient Participation Groups (PPGs) and how we can better support each other's work, particular introduction of Primary Care Networks (PCNs) earlier this year. SB has begun work with CD to sco establish relationships with new PCN Directors, GP Practice Managers and PPGs and HWK and KCC to keep each other informed of progress in this area.</p> <p><b>The essential differences and distinctions between PPGs and LHW are:</b></p> <p>PPGs are 'grassroots' groups which develop organically in communities from volunteer patients w more active role in working with their GP practice. PPGs work in a partnership based on mutual t respect with their GPs and practice teams to ensure that services provided by their practice are patients needs and the quality of care continuously improves.</p> <p>Local Healthwatch is established under statute from the government. Local Authorities have a st make contractual arrangements for a LHW organisation to exist in their area for the involvement in the commissioning, provision and scrutiny of health and social services. The main role of LHW health and social care services across the whole Local Authority area.</p> <p>For further information see <a href="https://www.napp.org.uk/healthwatch.html">https://www.napp.org.uk/healthwatch.html</a></p>
onference	<p>SB has been invited by Healthwatch England and the London LondonADASS Improvement Program the Annual London Safeguarding Conference Planning Group to ensure the process captures the v who experience safeguarding. This commitment runs for two years of conference. SB has attende to date, which have allowed us to share our existing and emergent work in supporting people wh through a local safeguarding process to share their experiences to support the local Safeguarding This theme is cited for inclusion in the 2020 conference programme and has enabled us to secure Grahame Snelling (our HWK Board Lead for Safeguarding to present our work). SB has been task</p>

	to draft a democratic model of representation (for consideration) through which local people with experience might support nominated/elected representatives to sit on the London Safeguarding
Living Wage	RBK recently became an Accredited Living Wage Employer. Might the Board wish to consider doing so? Here is a link to further information: <a href="https://www.livingwage.org.uk/accredited-living-wage-employer/">https://www.livingwage.org.uk/accredited-living-wage-employer/</a> If so, the staff team could add this to our achievement of the TTC Employer Pledge and Disability
Meetings  Up Chairs Meetings	Wed 29 Jan 2020 Wed 25 Mar 2020 Wed 27 May 2020 Wed 29 Jul 2020 Wed 30 Sep 2020 Tue 24 Nov 2020
Meetings	<p>Since the July Board we have held two HWK Open Meetings, where members of the public came to ask questions of health and social care commissioners and providers. The key speaker at the August meeting was Santosh Springer, Commissioning Redesign Manager Kingston and Richmond Clinical Commissioning Officer. The key speaker at the October meeting was Zeynep Zeynep, Freedom to Speak Up Guardian, Kingston Hospital who spoke about her annual report including patient safety and the quality of care, and improving the experience of workers.</p> <p>Our next Open Meeting is on Monday 16 December (12 noon to 4.30pm), directly followed by our Volunteer Thank You Christmas Party (5pm to 7pm). We have asked volunteers from YOL! to share with us as an opener at the party.</p> <p><b>HWK Open Meeting dates for 2020 (12 noon to 4pm):</b>  Mon 17 Feb 2020  Mon 20 Apr 2020  Mon 15 Jun 2020  Mon 17 Aug 2020  Mon 19 Oct 2020  Mon 14 Dec 2020 (directly followed by our Volunteers' Thank You! Christmas Party 5pm to 7pm)</p>

<p>Authorised es and ers</p>	<p>Linked to our Enter &amp; View of Adult Inpatient Wards at Kingston Hospital, we recently ran two Enter &amp; View training sessions for our staff and volunteers and were joined by colleagues from other SWL Health Trusts. The training aimed to provide both an introduction and a refresh for those that had already taken part in the process. In addition to our six staff, our list of active HWK Enter &amp; View Authorised Representatives is as follows:</p> <ol style="list-style-type: none"> <li>1. Alan Moss (Tolworth Hospital)</li> <li>2. Elinor Young (Kingston Hospital)</li> <li>3. Graham Goldspring (Kingston Hospital)</li> <li>4. Jillian Dempsey (Kingston Hospital)</li> <li>5. Jo Boxer (Tolworth Hospital/Kingston Hospital)</li> <li>6. Nigel Spalding (Kingston Hospital)</li> <li>7. Pippa Collins (Kingston Hospital)</li> <li>8. Rob Robb (Tolworth Hospital/Kingston Hospital)</li> <li>9. Sheena Crankson (Tolworth Hospital)</li> <li>10. Tony Williams (Tolworth Hospital)</li> </ol> <p>This list will be published to our new website shortly.</p> <p>In addition to the above, we continue to increase the number of our volunteers (e.g. Office and Community Connector Interviewers) and sign-ups to our e-mailing list from our community engagement and outreach activities.</p>
<p>Handbook</p>	<p>Our independent HR professional has provided us with a draft review of our Staff Handbook. We are currently reviewing this work (now renamed an Employee Handbook) against our original and provide feedback. The project may well benefit from a designated Trustee to progress this in sections so this project may reach completion by the end of the year.</p>
<p>nce e</p>	<p>As part of the Board Governance Meeting on Wednesday 6 November, there was discussion on and agreement for the following items:</p> <ul style="list-style-type: none"> <li>• <b>Enter &amp; View Policy and Procedure</b> - GS provided a revised draft for Board to review and agree. We will provide an updated draft incorporating comments for Board approval at the November 2019 Board Meeting</li> <li>• <b>Complaints Policy and Procedure</b> - SB provided a revised draft for Board to review and agree. We will provide an updated draft incorporating comments for Board approval at the November 2019 Board Meeting</li> </ul>

- **Equality and Diversity Policy** - NS agreed to review and provide a new draft for Board approval at the January 2020 Board Meeting
- **Developing Confident Women** - WG provided feedback from the recent Anne Walsh Development session that she attended. WG agreed to work with SB to explore how her learning might support the Board
- **Trustee and Executive Officer Declarations of Interest Annual Form** - The Board approved the form with the following amendment: '(and any of spouse/partner)' be added to the end of 'Other interests' including employment or investments in health or social care', and agreed that Trustees and the Executive Officer use the form from the Nov Board Meeting.

In addition to other items on the agenda, the Board discussed:

- **Policies and Procedures Review Update** - SB agreed to update NS' document and circulate for review
- **Employee Handbook Update** - SB agreed to provide the documents to JW and WO for review
- **Future Board Meetings Plan** - SB agreed to draft and add to PART B of the November Board agenda
- **Key Projects Delivery Plan 2019/20** - SB agreed to draft and circulate for the Board to review
- **New HWE Quality Framework and Making a Difference Toolkit** - SB agreed to contact HWE to explore how this might support measuring the impact of our work.



Year  
20  
rd via email  
(g)



**healthwatch**  
Kingston Upon Thames

### Healthwatch Kingston - Christmas/New Year Opening 2019/20

Monday	Tuesday	Wednesday	Thursday	Friday
<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>
December 2019	December 2019	December 2019	December 2019	December 2019
HWK OPEN	HWK OPEN	CLOSED BANK HOLIDAY	CLOSED BANK HOLIDAY	CLOSED
Monday	Tuesday	Wednesday	Thursday	Friday
<b>30</b>	<b>31</b>	<b>1</b>	<b>2</b>	<b>3</b>
December 2019	December 2019	January 2020	January 2020	January 2020
HWK OPEN	HWK OPEN	CLOSED BANK HOLIDAY	HWK OPEN	HWK OPEN