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| **Healthwatch Kingston Board Meeting (Part A)** | **Date:** Wednesday 31 July 2019 |
| **Report Title:** Chief Officer’s Report | **Autho**r: Stephen Bitti (SB), Chief Officer |
| **PART A Agenda Item 8** | **Appendices: 8A, 8B, 8C, 8D, 8E and 8F** |
| This Chief Officer’s Report has been re-structured to update the Board on progress made towards delivery of our top five work areas for 2019/20. There is an additional section at the end for updates about additional items and activities.  **The Board is requested to:**   1. **Note** the Chief Officer’s Report and Appendices. 2. **Nominate** two Trustees to work with SB to review the v1 Re-draft of the Employee Handbook (formerly named Staff Handbook). | |

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| **TOP FIVE WORK AREAS FOR 2019/20** | |
| **Work area:** | **Update:** |
| **1.**  **Mental Health** | *1a. Review the transition of young people from Child and Adolescent Mental Health Services (CAMHS) to Adult Services, with a particular emphasis on the experiences of neurotypical and neurodiverse young people:*   * An update is provided in the Mental Health Task Group Chair’s Report and the Projects and Outreach Officer’s (Learning Disabilities) Report.   *1b. Continue online service user experience review of the iCope Kingston Psychological Therapies Service:*   * An update is provided in the Mental Health Task Group Chair’s Report.   *1c. Time to Change Kingston Hub Coordinator - supporting Time to Change Champions and events, and promoting ‘sign up’ to the Time to Change Employer Pledge (now as a funded Hub):*   * Our first Time to Change Kingston Funded Hub Activity Report has been submitted for period 1 March 2019 – 30 June 2019 (see Appendix 8A). * Our second attempt to recruit to the TTCK Hub Coordinator post has been successful. We anticipate the role to be active from 27 August. (A more detailed update is provided in the Staff and Recruitment update in PART B of this Board meeting). * Our next TTCK Steering Group Meeting is being scheduled for end of September. * RBK (as Hub Host) has previously submitted a signed MoU on behalf of our TTCK partnership to TTC/Mind. * HWK (as Hub Coordinator) submitted a signed Funding Agreement on behalf of our TTCK partnership to TTC/Mind on Friday 26 July (see Appendix 8B). We have been advised that our first Hub payment of two will be with us by 13 August. * Also, on Friday 26 July, our TTCK Steering Group Chair (James Martin) was featured on BBC News online in [Is society’s ‘Man up’ message fuelling a suicide crisis among men?](https://www.bbc.co.uk/news/education-48940521)(by Hannah Richardson, BBC News education and social affairs reporter).   *1d. Chair and administrative support for the ‘Thrive Kingston Mental Health Strategy Planning and Implementation Group’ (year 2):*   * An update is provided in the Mental Health Task Group Chair’s Report. * In addition, at a mid-point review meeting between HWK, K&RCCG and RBK, it was agreed that HWK would collate feedback from key stakeholders and propose a performance framework and governance to realise refreshed key priorities for Thrive Kingston. Feedback has now been received and an HWK meeting is being scheduled to do this work. * When this is agreed, HWK will re-convene the Mental Health Strategy Planning and Implementation Group to monitor progress against the refreshed key priorities.   *1e. South West London and St George’s Mental Health Trust Partner Fund - supporting a partnership approach to mental health awareness events in the community:*   * The start of this work has been postponed until our additional Project and Outreach Officer post was recruited. We have now appointed and anticipate the role to be active from 27 August. * Development of a film with Youth Out Loud! about how young people can help others who self-harm is being progressed. It is intended (as part of this work) this film will be shown to Korean and other communities to help raise awareness of mental health.   *1f. Monitor progress of specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD):*   * An update is provided in the Mental Health Task Group Chair’s Report. |
| **2.**  **Learning**  **Disability** | *2a. Capacity building Healthwatch Kingston to improve access and support meaningful engagement with local people with a learning disability (year 2):*   * An update is provided in the Projects and Outreach Officer’s (Learning Disabilities) Report.   *2b. Develop a new Learning Disability Task Group of people living with a learning disability, their families and carers:*   * An update is provided in the Projects and Outreach Officer’s (Learning Disabilities) Report.   *2c. Chair and administrative support for the ‘Kingston All Age Learning Disability Partnership Board’ (year 2):*   * An update is provided in the Projects and Outreach Officer’s (Learning Disabilities) Report. |
| **3.**  **Hospital**  **Services** | *3a. Create an online hospital services patient experience survey:*   * An update is provided in the Hospital Services Task Group Chair’s Report. * In addition, now that our new Communications and Engagement Officer is in post, staff support to the HSTG can be reintroduced. This will include reviewing the ideas from Task Group members and then developing what is intended to be an ongoing online HWK Hospital Services Patient Experience Survey.   *3b. Research patient experience of inpatient wards at Kingston Hospital NHS Trust:*   * An update is provided in the Hospital Services Task Group Chair’s Report. * In addition, our Communications and Engagement Officer will not only be shortly picking up our Discharge from Kingston Hospital Report but will also support the proposed review of Kingston Hospital (KH) inpatient wards not covered by the recent HW Richmond work. Jane Suppiah (Patient Experience Quality Improvement Lead – who job-shares with Elizabeth Tsangaraki-Wilding) at KH has been asked about the best way for us to progress this.   *3c. Continue to monitor Kingston Hospital NHS Trust complaints and procedures:*   * An update is provided in the Hospital Services Task Group Chair’s Report. |
| **4.**  **Community**  **Care** | *4a. Examine the impact of Kingston Coordinated 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.*   * An update is provided in the Community Care Task Group Chair’s Report.   *4b. Explore developing the Community Reference Group for adult safeguarding to become a sustainable adjunct to the Kingston Safeguarding Adults Board.*   * A verbal update will be provided at Board by Grahame Snelling, HWK Board Safeguarding Lead. |
| **5.**  **Young People** | *5a. Support Youth Out Loud! (YOL!) to review health and care services (we will do this in partnership with Healthwatch Richmond):*   * An update is provided in the Projects and Outreach Officer’s (Learning Disabilities) Report.   *5b. Support delivery (with other partners including Healthwatch Richmond) of the Digital Youth Project (year 2) to complete a series of short health and care films by young people for young people:*   * An update is provided in the Projects and Outreach Officer’s (Learning Disabilities) Report.   *5c. Support YOL! develop its online and social media.*   * An update is provided in the Projects and Outreach Officer’s (Learning Disabilities) Report. * In addition, our Communications and Engagement Officer will now work directly with YOL! members interested in developing the [www.yolweb.info](http://www.yolweb.info) website, social media and * Two members of the staff team (accompanied by a staff member of Healthwatch Richmond) attended Healthwatch England’s ‘Comms Camp’ on Friday 26 July. We presented how HWK and HWR has communicated with young people from both boroughs to develop YOL! - the team found the event very helpful and learning will be incorporated into our work. |
| **ADDITIONAL ITEMS AND ACTIVITIES** | |
| **Work area:** | **Update:** |
| **HWK Contract**  **meeting with**  **RBK** | * On Thursday 11 July, LM, NS and I met with Sarah Brown, Service Development & Commissioning Lead, Public Health Services, Healthy and Safe Kingston, Communities Directorate (our new HWK contract lead at RBK). * Sarah has now created and action log for our meetings going forward. Actions include HWK to share our annual report, information on communications activity and our Healthwatch England Data Return. This information could then be reviewed at future meetings. * Sarah has agreed to follow up with RBK commissioning/legal in relation to progress with our contract variation (to include GDPR and Learning Disability). * Sarah also agreed to further explore with RBK colleagues the GDPR/DPO matter and the challenges associated with this for smaller organisations. * We have also invited Sarah to attend PART A of our future Board meetings. |
| **NHS Long**  **Term Plans**  **(STP/HCP)**  **engagement** | * Our activity has been previously reported to Board but as part of our SWL partnership working arrangement with SWL HW we agreed with HWE (as part of our funding agreement) that we would submit a joint report of our activities. HWK submitted this SWL Healthwatch NHS Long Term Plan Engagement Report 2019 (see Appendix 8C), on behalf of our SWL HW partners on Tuesday 9 July. * HWK continues to attend the Kingston and Richmond Communications and Engagement Group, where discussions continue as to how local Health and Care Plans will be promoted and what further engagement will be required. |
| **HWK Annual**  **Report**  **2018/19** | * [Our work with you: Healthwatch Kingston Annual Report 2018/19](http://www.healthwatchkingston.org.uk/sites/default/files/healthwatch_kingston_upon_thames_annual_report_2018-19-compressed.pdf) was published on 31 June 2019. It has also been shared with key stakeholders. I am scheduled to present this to the Kingston CCG Governing Body on Tuesday 3 September. |
| **Holy Cross**  **School –**  **Student Work**  **Experience**  **2019** | * HWK hosted two students from Holy Cross School for the week of 15 July. Once again this was an enjoyable and fruitful experience for us and also our guests. Last year we asked our student to write up their experience (see Appendix 8D). This year we asked the two students to do the same (see Appendix 8E). |
| **Review of**  **Staff**  **Handbook** | * Earlier this year, the Board agreed to engage an independent HR professional to review our Staff Handbook (see Appendix 8F). * This is an initial draft. Please note that this is NOT finished, and forms will be added to some appendices and the indexing and pagination needs sorting. * We have been advised we now have lot more polices that we require such as Protected Disclosure, Bribery and Anti-Slavery as well as an up to date GDPR policy (we will need to check if this last point is already dealt with by our current [Privacy Statement](http://www.healthwatchkingston.org.uk/content/privacy-policy)). * It would be helpful if I might work with two Trustees to review the above and additional comments provided so that we might respond by the end of August to finish this work. |
| **Staff and**  **Recruitment** | * An update report is provided in PART B of this Board meeting as Item 3. * We are planning to advertise for Task Group Chairs for each of our five Task Groups in September. In the meantime, we are running the following recruitment on our website on the ‘[Volunteering Opportunities](http://www.healthwatchkingston.org.uk/recruitment)’ page:   **Healthwatch Kingston is looking for volunteers to join our Task Groups.**  **If you have an interest in creating projects that collect and analyse people's views and experiences of health and social care services and wish to contribute to reports and recommendations that help improve local services, please email:** [stephen@healthwatchkingston.org.uk](mailto:stephen@healthwatchkingston.org.uk)  **Healthwatch Kingston currently supports five volunteer Task Groups:**  **1. Mental Health**  **2. Learning Disability**  **3. Hospital Services**  **4. Community Care**  **5. Youth Out Loud! (for young people aged 13-17 years)**  **To learn more about how our volunteer Task Groups work with us read**[Our work with you: Healthwatch Kingston Annual Report 2018/19](http://www.healthwatchkingston.org.uk/sites/default/files/healthwatch_kingston_upon_thames_annual_report_2018-19-compressed.pdf)**.** |