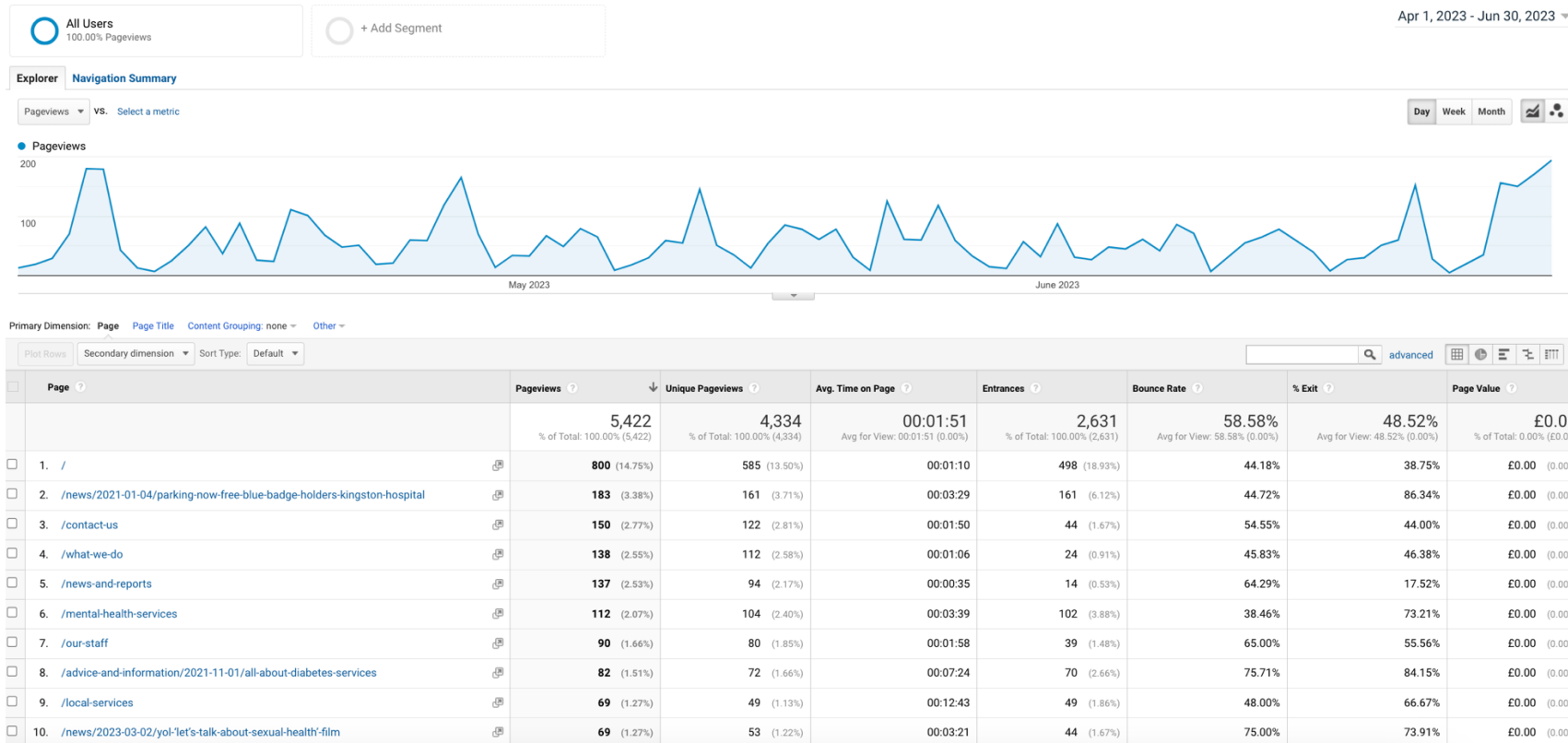


HW Kingston Q1 2023/24 COMMUNICATIONS REPORT

WEBSITE AND SOCIAL MEDIA

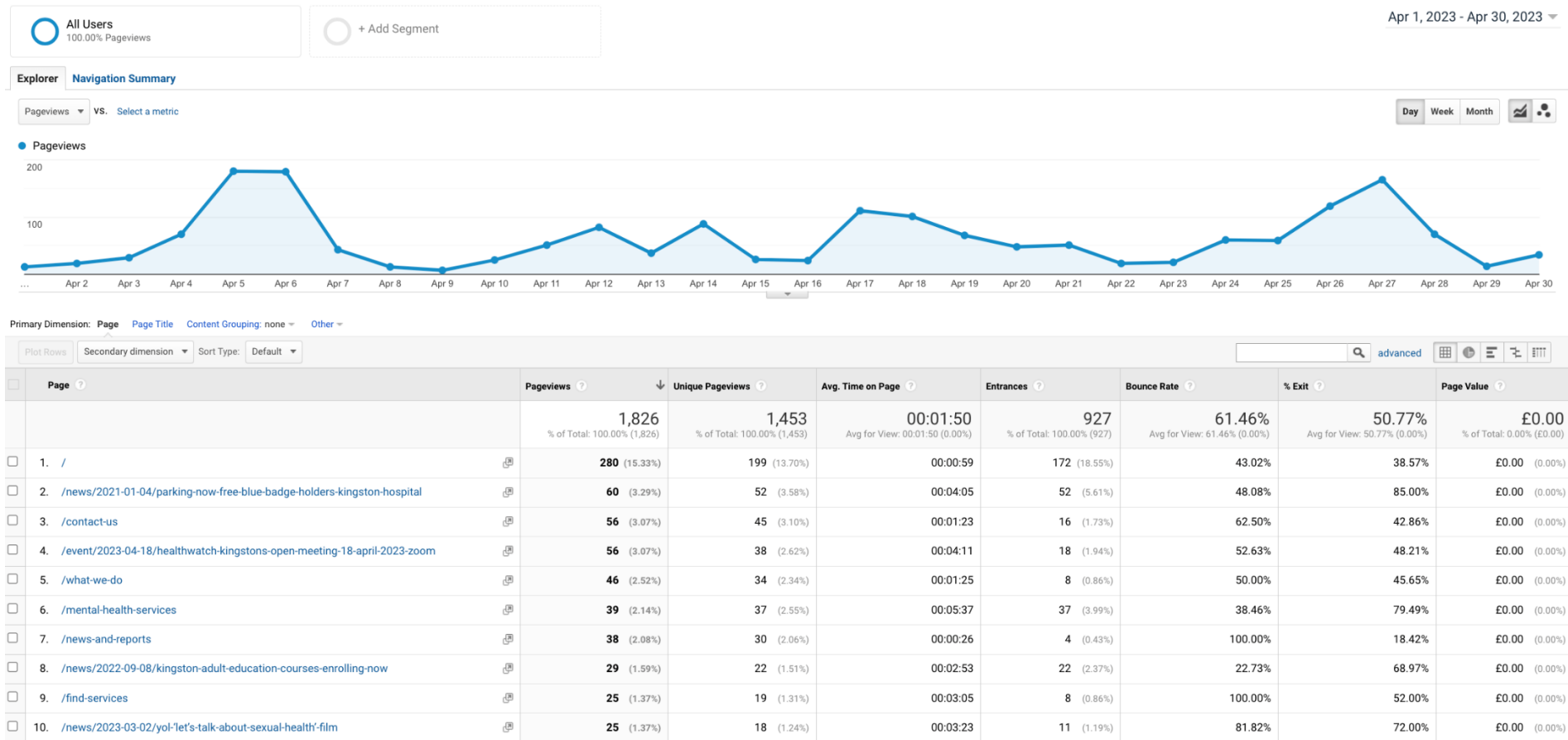
1 April – 30 June 2023 (whole period)



Above is a screenshot of a graph showing web traffic to the Healthwatch Kingston website from 1 April – 30 June 2023. We have had a total number of 5422 visits to our website during this period, with 4334 ‘unique’ page views which means it does not include the same person visiting multiple times. For the purpose of reporting I will look at ‘unique page views’. Our home page has a total of 585 unique page views. This is followed by ‘Blue badge parking’ with 161 unique page views, ‘Contact us’ with 122 unique page views and What we do at 112 unique page views.

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APRIL 2023



In April the page with the highest number of unique views (52) was the one about Blue Badge Holders at Kingston hospital, then it's 'Contact us' with 45 views, followed by the April's Open Meeting with 38 views.

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Twitter

In April we received a total number of 1000 impressions (number of people who have seen our content). Our top Tweet was the one about caring or supporting someone with a mental illness with 302 impressions.

Facebook

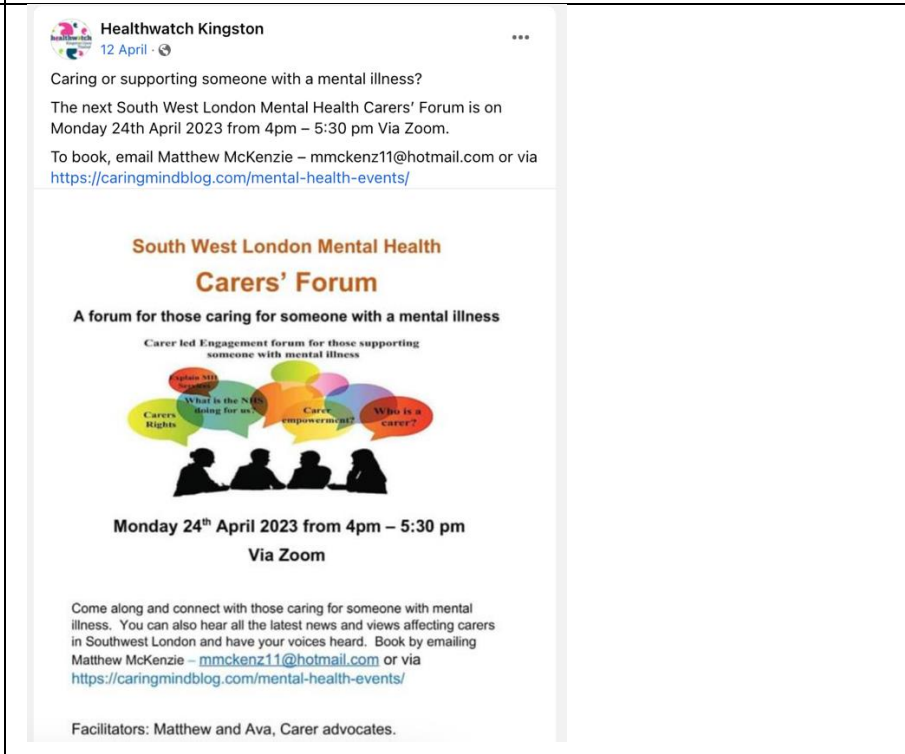
In April we reached 1,131 people on Facebook. The same post about caring for someone with a mental illness was the most popular post, reaching 794 people.



Healthwatch Kingston @HWKingston
Caring or supporting someone with a mental illness?

The next South West London Mental Health Carers' Forum is on Monday 24th April 2023 from 4pm – 5:30 pm Via Zoom.

To book, email mmckenzen11@hotmail.com or via <https://caringmindblog.com/mental-health-events/> ...
[pic.twitter.com/ak7B64Wyp5](https://caringmindblog.com/mental-health-events/)



Healthwatch Kingston
12 April · 🌐


Caring or supporting someone with a mental illness?

The next South West London Mental Health Carers' Forum is on Monday 24th April 2023 from 4pm – 5:30 pm Via Zoom.

To book, email Matthew McKenzie – mmckenzen11@hotmail.com or via <https://caringmindblog.com/mental-health-events/>

South West London Mental Health Carers' Forum
A forum for those caring for someone with a mental illness

Carer led Engagement forum for those supporting someone with mental illness



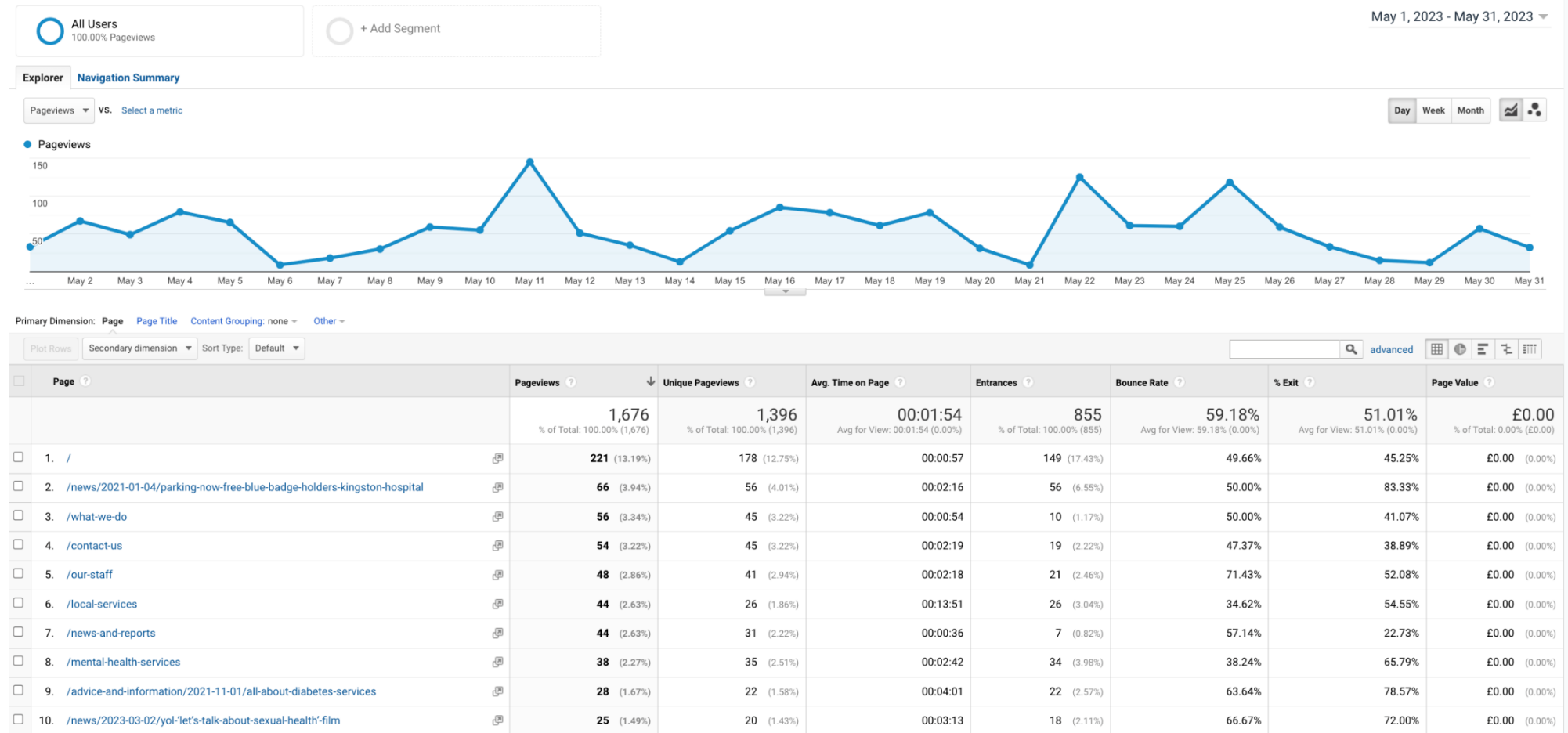
Monday 24th April 2023 from 4pm – 5:30 pm
Via Zoom

Come along and connect with those caring for someone with mental illness. You can also hear all the latest news and views affecting carers in Southwest London and have your voices heard. Book by emailing Matthew McKenzie – mmckenzen11@hotmail.com or via <https://caringmindblog.com/mental-health-events/>

Facilitators: Matthew and Ava, Carer advocates.

HW Kingston Q1 2023/24 COMMUNICATIONS REPORT

MAY 2023



In May the page with the highest number of unique views (56) was the one about Blue Badge Holders at Kingston hospital. This was followed by the 'Contact us' (45), then 'What we do' (45).

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Twitter

In May we received 2500 impressions. Our top tweet in was the one about a drop-in to talk to Adult Social Care, with 1,076 impressions.

Facebook

In May we reached 1608 people on Facebook. The most popular post was the one about the new intensive care unit at Kingston Hospital reaching 809 people.

Have your say



Talk to Kingston Council's Adult Social Care Commissioning Team and have your say about:

- People
- Finding and managing a personal assistant (PA)
- Accessible transport
- Mental health and bereavement
- Advocacy
- Supporting adults living with dementia and their unpaid carers
- Supporting older people in the community

Wednesday 31st May
Drop in between 1-4pm
Guildhall, Room 41, Kingston upon Thames,
KT1 1EU

Healthwatch Kingston @HWKingston
Talk to Kingston Council's Adult Social Care Commissioning Team.

Join the Drop-in session tomorrow.

When: Wednesday 31st May. 1-4pm
Where: Guildhall, Kingston, Room 41
pic.twitter.com/GK7M2akDrV



Healthwatch Kingston

Published by Hootsuite · 18 May ·

A new intensive care unit for Kingston Hospital - have you say! Planning is underway to build a new intensive care unit (ICU) within Kingston Hospital to improve the quality of the environment for patients, their families and staff working in the unit, as well as increasing the number of ICU beds.

On Thursday 25 May, two information sessions will be taking place at the hospital (at 12pm and 6.30pm) - there will be an opportunity to hear about the planning, view initial desi... [See more](#)

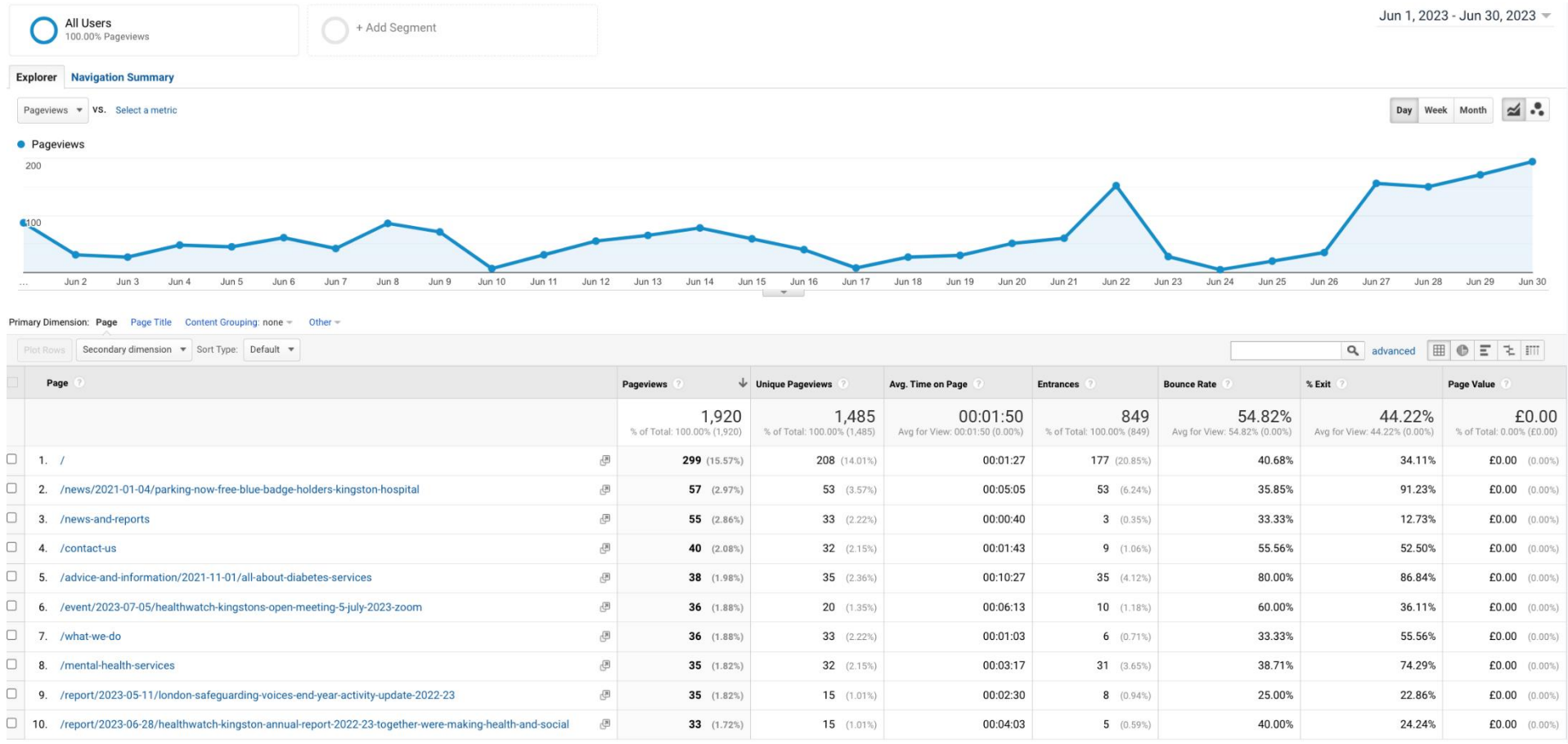


KINGSTONHOSPITAL.NHS.UK

Building a new intensive care unit at Kingston Hospital - Kingston Hospital

HW Kingston Q1 2023/24 COMMUNICATIONS REPORT

JUNE 2023



In June the page with the highest number of unique views (53) was the one about Blue Badge Holders at Kingston hospital. This was followed by 'All about diabetes services' (35) and then 'News and reports' (33).

HW Kingston Q1 2023/24 COMMUNICATIONS REPORT

Twitter

In May we received 523 impressions. Our top tweet in was the one about NHS strike action, with 43 impressions.

Facebook

In June we reached 199 people on Facebook. The most popular post was the one about Windrush 75, reaching 32 people.



Healthwatch Kingston @HWKingston

📢 With strike action taking place across the country, the NHS is still here for people who need care – you will be contacted if your appointment needs to be changed.

📄 Please <http://111.nhs.uk> , and in emergencies, call 999.
pic.twitter.com/PKia3cVrab



Healthwatch Kingston
22 June at 11:38 · 🌐

Healthwatch Kingston recognises Windrush 75th Anniversary. Read more <https://www.healthwatchkingston.org.uk/.../healthwatch...>



HW Kingston Q1 2023/24 COMMUNICATIONS REPORT

MAILCHIMP AND HWK NEWSLETTER

Healthwatch Kingston e-news (6 April 2023)

Out of 755 recipients, 376 people opened the email.

Article links performed at follows:

1. Open Meeting - 36
2. Youth Out Loud - 26
3. Open Meeting catch-up - 18
4. Community Voices – 9
5. YOL! Get involved - 9



Dear Healthwatchers!

Healthwatch Kingston will be taking an Easter break, and our office will close be closed from 5pm on Thursday 6 April and re-open at 9am on Tuesday 11 April. You can find out more about NHS and social care service opening times through our website.

Please come along to our next Open Meeting on Tuesday, 18 April - it will be held from noon on Zoom. We will be having an update on the South West London Mental Health Strategy, with a chance for you to ask questions. There will also be an opportunity to join the Kingston Community Voices conversation. Finally, we are delighted to share our key findings gathered during our recent community engagement projects (Care Workforce Wellbeing, ME/CFS and Fibroscleroiding Communities).

Youth Out Loud has re-vamped its library of films. You can find further information about films below in our HWK e-News.

All of us at Healthwatch Kingston wish you a very Happy Easter!

Healthwatch Kingston Open Meeting - Tuesday, 18 April 2023



Please come along to our next Open Meeting which will be held online.

Agenda:

12.00 - Welcome and introductions

12.15 - Key Findings from Healthwatch Kingston Community Engagement

12.45 - South West London Mental Health Strategy

13.15 - Break

13.30 - Community Voices Kingston

14.30 - Final thoughts

14.45 - Close

[More information about the event](#)

Catch up on our March Open Meeting



We were joined by Sarah Ingham, RSB Inform Chief Executive and a number of representatives from different services provided updates on the progress of their Healthwatch Kingston recommendations. You can now view the presentations from the meeting, in case you missed it.

[Read more](#)

Community Voices Kingston joins Healthwatch Kingston Open Meeting



Community Voices Kingston aims to bring together local communities in Kingston and the groups and organisations supporting them, our aim is to gather insight on experiences of health and care services with a hope to improving them. Join the conversation at the Healthwatch Kingston Open Meeting, or find out more about the group on our website.

[Read more](#)

YOL! re-vamps its library of films made by young people for young people



The digital youth project enables young people to make relevant health and care films and podcasts.

YOL! Self-harm: being a good friend is now available in both Korean and Tamil subtitles.

The latest in the series is our YOL! Sexual Health film.

Check out all the films on the [HWK website](#)

YOL! is recruiting Now!



If you know a young person aged 13 - 17yrs who wants to be involved in film-making, social media editing, or making podcasts, please ask them to get involved/sign-up via [YOL! web info](#)



HW Kingston Q1 2023/24 COMMUNICATIONS REPORT

Healthwatch Kingston e-news (29 June 2023)

Out of 753 recipients, 363 people opened the email.

Article links performed at follows:

1. Open Meeting – 104
2. YOL get involved – 38
3. Community Voices – 36
4. SWL Healthwatch collaborate - 36
5. AALDPB end of year report – 35
6. MSP – 34
7. Catch up on April Open Meeting – 34
8. Annual Report - 33



Dear Healthwatchers!

We hope you are enjoying the summer months. We, at Healthwatch Kingston, are busy as ever - currently working on our [annual report](#) which will be published on our website at the end of the month. We will also be sharing the feedback from our Care Workforce and MGFibro engagement very soon.

Please come along to the next [Open Meeting](#) taking place on Wednesday, 5 July online - please see the details below. The focus of the session will be NHS Dentistry which we know is a hot topic for many of you. We will be getting an update from both South West London and local services on this. Once again, we will also be hearing from the [Community Voices Group](#).

We are starting a new project around hearing from the voices of people who are digitally excluded. We are aware this newsletter is in digital format and so are asking if anyone can put us in contact with individuals or groups who are being digitally excluded so we can meet them. Please email Scott Bacon on scott@healthwatchkingston.org.uk

We have compiled a review of the year's activity for the All Ages Learning Disability Partnership Board - have a read to see all we have been up to in this area.

Once again thanks for your continued support with the work of Healthwatch Kingston.

Healthwatch Kingston's Open Meeting - 5 July 2023

Please come along to our next Open Meeting which will be held online.

Agenda:

- 12.30 - Welcome and introductions - Stephen Bill, Healthwatch Kingston, CEO
- 12.45pm - SWL NHS Dental Services Update - Mark Creelman, Place Executive - Merton and Wandsworth, NHS South West London
- 1.00pm - Personalised Care Film - Stephen Bill, Healthwatch Kingston, CEO
- 1.15pm - Kingston NHS Dental Provision Presentation and Q&A - Mr Kunal Patel, General Dentist, LDC Director for Kingston
- 1.45pm - Break
- 2.15pm - 13.30 - Community Voices Kingston - Hannah Keadles, Engagement Manager Kingston & Richmond
- 3.15pm - Wrap up - Stephen Bill, Healthwatch Kingston, CEO
- 3.30pm - Close

[More information about the event](#)



Catch up on our April Open Meeting

We provided updates on the key findings from some of our recent reports, we heard more about the South West London Mental Health Strategy and received an update on the Community Voices Group in Kingston.

[Read more](#)



SWL Healthwatch organisations collaborate with LDC Confederation to elevate the voices of dentistry patients into health policy

The LDC Confederation and South West London Healthwatch organisations are collaborating to share the patient perspective on dentistry and to elevate concerns expressed in South West London to the national level.

[Read more](#)



Do you know someone who is digitally excluded?

Healthwatch Kingston are working with the Care Quality Commission (CQC) to find out how we as organisations can reach out and gather feedback on health and social care from those who are digitally excluded.

We're looking to meet with groups and individuals who are digitally excluded. If you know anyone or facilitate a group of people who fall into this category we'd like to hear from you. Please email Scott Bacon on scott@healthwatchkingston.org.uk.

[Read more](#)



All Ages Learning Disability Partnership Board End of Year Report 2022 - 2023

Inclusion and amplifying the voices of people with a learning disability is a key priority for the work of Healthwatch Kingston.

[Read about what we have been up to over the past year.](#)



Kingston Making Safeguarding Personal Project

Your voice could inform future provisions to help "Safeguard Adults at Risk". If you or a family member or friend, have used the Kingston Safeguarding service we are eager to hear your feedback.

[Read more.](#)



YOL is recruiting Now!

If you know a young person aged 13 – 17yrs who wants to be involved in film-making, social media editing, or making podcasts, please ask them to get involved/sign-up via YOLweb.info



HW Kingston Q1 2023/24 COMMUNICATIONS REPORT