

<p>Healthwatch Kingston Board Meeting (Part A)</p>	<p>Wednesday 27 May 2020</p>
<p>Activity Report</p>	<p>Contributors: Stephen Bitti (SB), Chief Officer, Jaimy Halliwell-Owen (JHO), Communications and Engagement Officer, Kezia Coleman (KC), Projects and Outreach Officer (Disabilities and Mental Health), Candy Dunne (CD), Projects and Outreach Officer (Compliance and Communities), Tia Arberry (TA), Projects and Outreach Officer (Young People and Safeguarding), Persephone Pickering (PP), Time to Change Hub Coordinator, Rona Topaz (RT), Learning Disabilities Support Officer, Graham Goldspring (GG), Acting Chair, Hospital Services Task Group, Tony Williams (TW), Chair, Mental Health Task Group, Nigel Spalding (NS), Acting Chair, Community Care Task Group and Stephen Bitti (SB), Acting Chair, Learning Disabilities Task Group.</p>
<p>PART A Agenda Item 6</p>	<p>Appendices:  <b>Appendix A</b> HWK Communications Report (From Feb to May 2020)  <b>Appendix B</b> ‘Introduction to volunteering with HWK’ presentation  <b>Appendix C</b> ‘Have Your Say’ survey data summary  <b>Appendix D</b> HWE’s ‘Commissioning an effective Healthwatch’</p>
<p>This report updates the Board on progress made towards delivery of our top five work areas for 2020/2021. The report will include updates from the Chief Officer, Project and Outreach Officers, the Communications and Engagement Officer and Task Group Chairs. There is an additional section at the end for updates about additional items and activities.</p>	

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In 2020/21, it has been agreed that HWK will continue to focus on our top five work areas set the previous year. This is to allow the organisation to review and evaluate the impact of our work and, where feasible, facilitate ‘deeper dives’ into data we have collected. This period will also allow for any disruption to delivery caused by Covid-19.

**The Board is requested to:**

1. **Note** the content of this Activity Report.
2. **Review and consider** Appendix A: HWK Communications Report (From Feb to May 2020).
3. **Review and consider** Appendix B: the New Volunteers Project Group presentations and questions about our HWK values.
4. **Review and consider** Appendix C: the findings to date from the ‘Have Your Say’ survey data summary.
5. **Review and consider** Appendix D: HWE’s ‘Commissioning an effective Healthwatch’

**TOP FIVE WORK AREAS FOR 2019/20**

Priority	Aim	Update	KPI (?) Impact	RAG
<b>1. Mental Health</b>				
1a. Review the transition of young people from	<b>Provide evidence that</b>	The MHTG discussed the costed proposals from Kingston University on 20 <sup>th</sup> April. In the current circumstances it seemed clear that the project		

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<p>Child and Adolescent Mental Health Services (CAMHS) to Adult Services, with a particular emphasis on the experiences of neurotypical and neurodiverse young people</p>	<p>supports improved experience of young people transitioning from CAMHS to Adult Mental Health Services</p>	<p>could not be pursued and it was agreed that it should be put on hold.</p>		
<p>1b. Continue online service user experience review of the iCope Kingston Psychological Therapies Service:</p>	<p>Provide evidence that supports improved experience of people using psychological therapy services</p>	<p>A draft report was received from Kingston University. The contents need to be put into Healthwatch Kingston format and submitted through governance. <u>This draft report will be submitted for review and endorsement by the Board in PART B of this meeting.</u></p>		
<p>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):</p>	<p>Change attitudes about mental health in our communities and workplaces</p>	<p>Time to Change Kingston (TTCK) has managed to continue to build momentum despite the current circumstances. In light of the Government's measures regarding Coronavirus, PP transitioned meetings to Zoom quickly which were used as a case study for Time to Change. PP is offering a call with Champions who are unable to access Zoom to update them and keep them involved, PP has been sending regular updates via email and has been continuing to remind Champions there is no pressure to be involved at this time if it is too much for them. A good</p>		

level of engagement has persisted although a few usually regular Champions have contacted us saying they need to concentrate on other priorities at the moment.



Over the last couple of months, PP has been running Zoom meetings Champions Network meetings every 3 weeks and 4 weekly working group meetings. As a result of having meetings online, the appetite for regular meetings and input from Champions has grown drastically. The Champions re-evaluated plans due to Covid-19 for Mental Health Awareness Week (MHAW) during a couple of Champions Network Meeting and came up with 4 projects based on social media campaigns and

		<p>online events they could do for MHAW to help reduce mental health stigma. These working group meetings have been meeting for 30 minutes every Wednesday for the last few weeks to progress these 4 projects:</p> <ul style="list-style-type: none"> <li>• The Online Living Library working group has come together with the help of JHO to create an online Living Library resource on our website for people to read and listen to Champions mental health stories to improve their understanding of mental health: <a href="https://bit.ly/TTCK_LivingLibrary">https://bit.ly/TTCK_LivingLibrary</a>. These will be shared during MHAW and beyond. In addition, the Champions have put together two live ‘In conversation’ events during MHAW where they will have conversations with each other about mental health, their experiences of stigma and kindness and much more. More information here: <a href="https://bit.ly/TTCK19May">https://bit.ly/TTCK19May</a> and <a href="https://bit.ly/TTCK22May">https://bit.ly/TTCK22May</a>.</li> <li>• The Champions Check-In group have come together to create a weekly session for Kingston Time to Change Champions to check in with each other and build a sense of community. This will be launched for MHAW and then run weekly. More information here: <a href="https://bit.ly/TTCKCheckIn">https://bit.ly/TTCKCheckIn</a>.</li> <li>• The Champions Lockdown Tips working group has come together with the help of JHO to create an online resource of tips for lockdown based on Champion’s own experiences: <a href="https://bit.ly/TTCK_LockdownTips">https://bit.ly/TTCK_LockdownTips</a>. 4 Champions Lockdown tips have been added to the website which will be shared across</li> </ul>	
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		<p>MHAW and beyond. We will also be inviting other Champions to share their tips to include on the website.</p> <ul style="list-style-type: none"> <li>• The Visual Communications working group have created some visuals around kindness (the theme for MHAW) and self-stigma that will be featured in our social media posts during MHAW.</li> </ul> <p>PP has also scheduled posts on social media promoting Time to Change Kingston events during MHAW. PP has launched a new Instagram account which is growing rapidly. PP also helped one of the Champions to put together his own book launch event during MHAW featuring inspiring stories read by book contributors on men’s mental health plus poems, panel discussion and live music: <a href="http://bit.ly/BBDClaunch">http://bit.ly/BBDClaunch</a>. PP has also supported Healthwatch Kingston and South Thames College Group submit their Employer Pledge Action Plan in time for the unexpected deadline for submissions due to closure of the project by Time to Change nationally.</p> <p>PP has been collaborating on an idea with York, Warrington and Birmingham Hubs to create a video of a poem about mental health stigma being read by Champions from all the different hubs around the country. They have been meeting weekly with national TTC involved to achieve this. PP with her partner’s help edited the video together in her own time as a contribution as a Time to Change Champion. The video was launched for MHAW: <a href="https://bit.ly/TTCpoem">https://bit.ly/TTCpoem</a>. This video will be followed later in the week with the announcement of a poetry challenge that will ask Champions to contribute their own videos about mental</p>	
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		<p>health stigma to each hub. The hope is then to collate these into an online national poetry book.</p> <p>PP organised a Steering Group meeting virtually which in the first half provided updates to partners as well as announcing the Steering Group Chair has stepped down and discussing the search for his replacement. In the second half, the Steering Group had a passionate discussion about the need for the Champions Fund deadline for use of funds to be extended given the circumstances and the representative from the national Time to Change team advised that a letter should be sent to the Director of Time to Change with the request. PP and SB put together a letter which was then co-signed by Liz Trayhorn and sent to the Director of Time to Change.</p> <p>The Time to Change Pledge has been completed and submitted. The pledge lays out our commitment as an organisation, to work to reduce the stigma of Mental Health, and how we support our employees with wellbeing and those experiencing poor mental health.</p> <p>We will now wait up to 4 weeks for feedback from TTC and then need to turn around our response within 2 weeks to TTC.</p> <p>Then once received back from TTC, it is planned that the Chair of HWK will sign at the next HWK Open Meeting in August.</p>		
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		<p>The pledge promises include the creation of a specific policy for Mental Health and Wellbeing at Work and organisational support for staff.</p>		
<p>1d. Chair and administrative support for the ‘Thrive Kingston Mental Health Strategy Planning and Implementation Group’ (year 2):</p>	<p>Provide independent facilitation for community scrutiny of progress against mental health strategy priorities</p>	<p>Following the priorities workshop on 2<sup>nd</sup> March, discussions have taken place on the strategic landscape arising from the Covid-19 pandemic and a response strategy in respect of mental health is in discussion with partners.</p> <p>The Zoom meeting was hosted by HWK on the 7<sup>th</sup> of April. Updates were given about changes in provision of MH services in light of the Covid-19 pandemic.</p> <p>Notable updates included: Mind in Kingston met counterparts with local Mind across London. Early evidence suggests emotional/ wellbeing services including counselling will see a sharp increase in demand, particularly bereavement and trauma counselling; that those with existing mental health issues are more likely to relapse/ need more support, and that those who are isolated (for physical and/ or mental health reasons) are struggling particularly with anxiety and depression; and there’s an increase in family/ relationship tensions and stress levels are very high among all groups.</p> <p>Mind has discussed what they can do to support NHS staff and frontline workers, the increase suicide as well as domestic violence, and how to respond to this.</p>		



		<p>Mind is overseeing MH COVID-19 Emergency Funding. As part of this funding programme, the National Survivor User Network (NSUN) will be administering a fund to support user-led organisations and smaller, unconstituted community organisations, who might not otherwise be eligible for a grant. More info here: <a href="https://www.mind.org.uk/news-campaigns/campaigns/coronavirus-mental-health-response-fund/">https://www.mind.org.uk/news-campaigns/campaigns/coronavirus-mental-health-response-fund/</a></p> <p>During the pandemic Kingston iCope are continuing to offer a slightly reduced service to Kingston residents, whilst responding to the challenges of the COVID-19 pandemic.</p> <p>iCope are still accepting referrals, but no longer offering face-to-face assessments or treatments and we have postponed groups for the time being. All assessments and treatments are by telephone or video link They are no longer offering evening appointments as we are reserving these for front-line staff.</p> <p>The next meeting of the recently convened ‘Kingston Covid-19 Mental Health Response Strategy’ group is scheduled for Tue 26<sup>th</sup> May, the day before the HWK Board. The group has fed into the SWL Covid-19 MH response work.</p>	
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<p>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:</p>	<p>Raise awareness about mental health in our communities</p>	<p>Nothing further to update on this at the moment. The feasibility of this work is being reviewed due to Covid-19.</p>		
<p>1f. Monitor progress of specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD):</p>	<p>Ensure EUPD service is provided as agreed</p>	<p>CCG has provided feedback indicating that a service specification had not been developed for the pathway being delivered from Tolworth Hospital. The only specification of requirements appears to be in the business case. The CCG suggested that specialist services for EUPD were for development with the CSU in this financial year. This would be shared with HWK when complete.</p> <p>It is suggested that HWK board consider what position to take, in the light of the background to this issue, and the dynamic implied by the CCG offer.</p>		
<p><b>2. Learning Disability</b></p>				
<p>2a. Capacity building Healthwatch Kingston to improve access and support meaningful engagement with local</p>	<p>Ensure HWK is “Learning Disability friendly”</p>	<p>RT has created a number of new easy read documents:</p> <ul style="list-style-type: none"> <li>● HWK Annual report 2018 - 2019</li> <li>● Photo consent for when we are able to meet again in order to get materials for promotions of the Learning Disability Task Group.</li> <li>● HWK Covid-19 ‘Have Your Say’ Survey</li> </ul>		

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<p>people with a learning disability (year 2):</p>		<p>JHO has promoted a wide range of materials from NHS and RBK in Easy Read relating to Covid-19 on the HWK website and through social media.</p>		
<p>2b. Develop a new Learning Disability Task Group of people living with a learning disability, their families and carers:</p>	<p>Support people with a learning disability, their families and carers to have a say in their health and social care services.</p>	<p>2 Learning Disability Task Groups (LDTG) have been held on Zoom, since the Covid-19 crisis. HWK feel it is important that interest and momentum is maintained through regular contact, therefore LDTG meetings have increased to monthly currently.</p> <p>In preparation for when HWK Enter and View visits can proceed, KC will be supporting Task Group members to become HWK volunteers. Enter and View training will take place over a period of four weeks. RT has created Easy Read training modules. HWK is exploring the feasibility of running this training for interested people living with LD, their families and carers via Zoom.</p>		
<p>2c. Chair and administrative support for the 'Kingston All Age Learning Disability Partnership Board' (year 2):</p>	<p>Provide independent facilitation for community scrutiny of progress against All Age Learning Disability strategy</p>	<p>The All Age Learning Disability Partnership Board (AALDPB) was held via Zoom at the beginning of May, to discuss how to move forward with planning the AALDPB 'End of Year Event'.</p> <p>It was agreed that the event will be held towards the end of June on Zoom (unless it is felt safe to alter plans).</p> <p>Some attendees felt it would be difficult for a proportion of the LD community to participate. There are Easy Reads, "How to use Zoom"</p>		

	priorities	<p>documents available to support this that have been created by Involve which will help.</p> <p>A video of the AALDPB End of Year Report is also being explored in addition to and as a more accessible alternative to a written report.</p> <p>SB and KC agreed create an outline plan to send to members of the AALDPB to review and feedback on, along with a template to collect progress information from partners, e.g. the AALDPB work groups.</p>		
<b>3. Hospital Services</b>				
3a. Create an online hospital services patient experience survey:	Provide an independent digital solution to capture patient experience of hospital services	Nothing further to update - The relevant aims of this project have been incorporated into the 'Have your say' survey we have been running since Jan.		
3b. Research patient experience of inpatient wards at Kingston Hospital NHS Trust:	Provide evidence that supports improved inpatient	Kingston Hospital has been asked to check how they are faring given the current Covid-19 crisis and whether HWK needs to reassess our timescales for the Enter and View of Kingston Hospital Adult Inpatient Wards report. The hospital said they are happy to receive an initial draft report for a fact checking at this stage. SB will therefore do a final edit		

	<p>experience of wards in Kingston Hospital</p>	<p>on the report which he will then share with the Task Group including tracked changes and then send to the hospital. GG asked to make a change to the recommendation about meal time preparation. This change will be made before sending to SB for final edit. <u>The latest draft Enter and View of Kingston Hospital Adult Inpatient Wards report will be submitted for review and endorsement by the Board in PART B of this meeting.</u></p> <p>The Hospital Services Task Group members have also agreed to do a ‘deeper dive’ analysis of the qualitative feedback to the HWK ‘Discharge from Kingston Hospital’ research and report as part of this year’s work.</p>		
<p>3c. Continue to monitor Kingston Hospital NHS Trust complaints and procedures:</p>	<p>Ensure continued robust complaints procedures are available and learning from complaints informs hospital improvements</p>	<p>Given the current circumstances we have not heard back yet from the Kingston Hospital Freedom to Speak Up Guardian. However, this may be something to consider in the future, especially considering how staff are coping in current situation. It has been agreed that the Kingston Hospital Freedom to Speak Up Guardian join the next online Hospital Services Task Group meeting.</p>		
<p><b>4. Community Care</b></p>				
<p>4a. Examine the impact of Kingston Coordinated Care</p>	<p>Gather service user experience</p>	<p>Report on feedback from users of the Community Connector Service (Staywell)</p>		

<p>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.</p>	<p>of components of Kingston Coordinated Care to gauge improvements to their health and well-being</p>	<p><u>This report has been completed, is subject to final sign-off (as of 15 May) and will be submitted for endorsement by the Board in PART B of this meeting.</u> The report will initially be sent to the Clinical Directors in the Primary Care Networks (which fund the Community Connector Service), the Director of Public Health, Kingston Voluntary Action and to the Connected Kingston Evaluation Sub-Group.</p> <p><b>Connected Kingston Digital Tool</b> (<a href="https://www.connectedkingston.uk/">https://www.connectedkingston.uk/</a>) The Connected Kingston Evaluation Sub-Group decided to develop its own questionnaire to seek feedback from users of the digital tool for distribution via the organisations offering services. The task group was given a draft of the questionnaire and commented on it. The Sub-Group originally planned to distribute the questionnaire in April but this was apparently put on hold.</p> <p><b>Social care dashboard</b> The task group took the lead in providing comments on the draft social care dashboard that was provided to HWK by the Director of Adult Services. The Director subsequently left his post and, in view of current circumstances, HWK has not yet followed this up with the Acting Director.</p> <p><b>Liaison with KCC Programme Director</b> Ongoing liaison with the KCC Programme Director ended in March when she informed us that Kingston Hospital had decided to terminate the post. Kingston Co-ordinated Care will become transformed into the</p>		
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		<p>Kingston Health and Care Partnership Board on which HWK is represented by SB - see below.</p> <p><b>Liaison on Home care and Reablement</b>  A liaison meeting with the commissioning officers in RBK was held on 3 March. NS is maintaining monthly contact with the Corporate Head of Service - Specialist Commissioning during lockdown to obtain feedback on how RBK is supporting local care homes, agencies providing care in the home and reablement services.</p>		
<p>4b. Explore developing the Community Reference Group for adult safeguarding to become a sustainable adjunct to the Kingston Safeguarding Adults Board.</p>	<p><b>Gather service user experience of safeguarding to inform service developments and support positive personal outcomes</b></p>	<p>The Kingston Community Reference Group (CRG) has now met five times since its launch in November 2018. The Safeguarding Adults Board (SAB) report described how its purpose and function had been reviewed and how proposals were being developed about how Healthwatch Kingston (HWK) could offer a wider service to the public, focussing more attention on examining how far service recipients judge whether Making Safeguarding Personal (MSP) aspirations had been achieved.</p> <p>The CRG has not met since the last meeting on 30 Nov 2019. A meeting is being planned to discuss the best way forward due to Covid-19.</p> <p><b>Kingston Making Safeguarding Personal Pilot</b>  The feasibility of how best to deliver this work is being reviewed due to Covid-19.</p>		
<p><b>5. Young People</b></p>				

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<p>5a. Support Youth Out Loud! (YOL!) to review health and care services (we will do this in partnership with Healthwatch Richmond):</p>	<p>Support young people to have a say in their health and care services</p>	<p>A survey has been created to capture young people’s experiences of Covid-19 on their mental and physical health, including accessing services. YOL! members provided input on the content of the survey. The survey is live on the <a href="http://yolweb.info">yolweb.info</a> website and has been promoted to all Kingston and Richmond schools as part of the Mental Health Awareness Week project. The link to the survey is regularly promoted through social media platforms. Survey link <a href="#">HERE</a></p>		
<p>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:</p>	<p>Develop a library of health and care films made by young people for young people</p>	<p><a href="#">Self-harm: Being a good friend</a> has been launched and was promoted on 12.05.2020 as part of the <a href="#">Mental Health Awareness Week project</a>. This project involved promoting the resources on <a href="http://yolweb.info">yolweb.info</a> website and the self-harm video to all Kingston and Richmond schools via the Designated Safeguarding Leads. The objective is for teachers to use the resources to create their own content to support their student’s mental health and to signpost students to access the information and <a href="http://yolweb.info">yolweb.info</a> website autonomously.  The progress of the sexual health video is currently on hold due to Covid-19 restrictions.</p>		
<p>5c. Support YOL! develop its online and social media.</p>	<p>Support young people to safely communicate via social media</p>	<p>YOL! increased its fortnightly meetings to be held weekly during the first 8 weeks of Covid-19 lockdown restrictions as young people fed back that they felt isolated and wanted to maintain regular contact to discuss ongoing YOL! developments. YOL! meetings have now returned to</p>		




		<p>fortnightly meetings whereby ongoing and <a href="#">upcoming projects</a> are discussed with members providing input on the development and creation of communication material.</p> <p>A new page has been added on yolweb.info to provide up to date <a href="#">information, advice and guidance on Covid-19</a> targeted at young people.</p> <p>For Mental Health Awareness Week YOL! have launched the Self-harm video with schools including links to yolweb.info pages with up to date resources and signposting <a href="#">information to support young peoples mental health and wellbeing.</a></p>		
<b>ADDITIONAL ITEMS AND ACTIVITIES</b>				
<b>Item/Activity:</b>	<b>Update:</b>			
Communications and Engagement	JHO has produced a <b>HWK Communications Report (From Feb to May 2020)</b> . <b>See Appendix A to this Activity Report.</b>			
Kingston Coordinated Care Partnership Board (Shadow Kingston Health and Care Partnership Board)	Recent meetings have been cancelled due to Covid-19.			
London Safeguarding Adults Board	SB sits on this group. The May 2020 update to the London Safeguarding Adults Board - <b>Safeguarding Voice Sub-group Plan</b> will be provided for Board information in PART B of this meeting.			

<p><b>Safeguarding Voice Sub-group</b></p>	
<p><b>NHS Leadership Academy: 3-day Leadership for Personalised Care Programme</b></p>	<p>SB is part of the Kingston team that was invited to represent the Borough. Two out of the three training days have taken place. The final day has been postponed due to Covid-19. The Kingston team have created a 'Kingston Leadership for Personalised Care' WhatsApp Group which has already identified and signposted a local resident to an appropriate service lead for support. Discussions for a Kingston Personalised Care engagement event, hosted by HWK have been proposed for after the training is completed.</p>
<p><b>Kingston and Richmond Communications and Engagement Group</b></p>	<p>First meeting since 'lockdown' is due to take place on Tue 26 May via MS Teams.</p>
<p><b>Kingston Hub - Social Innovation Programme</b></p>	<p>Completion of the response to presentation phase of this work is being revisited with Kingston University students to assess feasibility during Covid-19.</p>
<p><b>Volunteering</b></p>	<p><b>New Volunteers Projects Group (NVPG)</b></p> <p>On the 2nd March HWK ran a Volunteer Induction Workshop. The aim was to have a closer look at our volunteer recruitment and induction process. Since the original meeting, five volunteers have been working on an <b>'Introduction to volunteering with HWK' presentation</b> see Appendix B to this Activity Report. This has been developed by our volunteers for our volunteers and the group would like to hear feedback from the Board to develop their work further. It's been an interesting process working with the group, looking at what works in a presentation from a new volunteer prospective.</p> <p>From the discussion about what should be included in the presentation the NVPG have debated the use of</p>

	<p>images instead of words and could we develop an Easy Read version. Clarity has been sought about the meaning of our HWK Values.</p> <p><b>The NVPG would like the Board to consider the following questions about current HWK values:</b></p> <ul style="list-style-type: none"> <li>• What does the Board think about the presentation?</li> <li>• Is 'Independent' the main value and is there an order to the importance of the values or are all values considered equal?</li> <li>• Is there an explanation for our values and what do they mean or tell us about HWK?</li> <li>• Are the values relatable and are they what patients or services users would like to hear?</li> </ul> <p><b>Social Media Research and COVID</b></p> <p>Our new volunteers have been keen to get involved in how they can help support the work of HWK in the lockdown environment. They are currently working on resourcing various community groups and local charities that we can contact in the future and ask to share our working surveys. The idea is that we amend our current Covid-19 'Have Your Say Survey' and explore various ways of outreach through social media. With more outreach the intelligence gathered will hopefully provide us with additional feedback into how our local health and social care services have been running during the Coronavirus crisis.</p> <p>This is a very new volunteer working group that has agreed to meet every 2 weeks via Zoom.</p>
<p><b>Healthwatch England - London Network</b></p>	<p>The next Healthwatch in London Network meeting is on Wednesday 27th May 11am - 12.30pm where Julia Spencer-Ellis CQC social care inspection manager will give a presentation and Q&amp;A about what is happening in social care from their perspective. Also there will be a policy update given by HWE from the policy and public affairs team.</p>

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<p>HWK 'Have Your Say' survey - current data summary</p>	<p>JHO has created a '<b>Have Your Say</b>' <b>survey data summary</b> for Board review see <b>Appendix C</b> to this <b>Activity Report</b>. This is an initial collation of the data from our 'Have Your Say' survey - pre and post COVID-19 period to date. The survey continues to run.</p>
<p>HWK website and Internet Crystal Mark logo</p> 	<p>Plain English Campaign has now sent us our copy of the Internet Crystal Mark logo, which we are now entitled to display on our website. Healthwatch Kingston upon Thames is now added to the list of Internet Crystal Mark holders on the Plain English Campaign website:  <a href="http://www.plainenglish.co.uk/services/internet-crystal-mark/internet-crystal-mark-holders.html">http://www.plainenglish.co.uk/services/internet-crystal-mark/internet-crystal-mark-holders.html</a></p> <p>Accounts will invoice us for year 1 in due course.</p>
<p>HWK Contract</p>	<p>We're in our final (+1) of our 2+1+1 contract with RBK to deliver Healthwatch Kingston. Attached is '<b>Commissioning an effective Healthwatch</b>' (see <b>Appendix D</b> to this <b>Activity Report</b>) from Healthwatch England that will be useful to us as we review our impact and look to build upon our work.</p>