



Annual Report 2019-20

Continuing our work with **you**

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Message from our Chair



Dr Liz Meerabeau

Healthwatch Kingston upon Thames
Chair

Both the team and the work of Healthwatch Kingston have grown considerably in the last year. We have maintained our important work on community care, and mental health and hospital services, and thank the chairs of these task groups, Nigel Spalding (currently acting), and Tony Williams and Graham Goldspring (who have recently or are about to retire).

In addition we have hosted the Time to Change Kingston Hub Coordinator and have developed our pioneering work with people who find it harder to make their voices heard, such as people with learning disabilities and adults needing safeguarding. These activities have earned Healthwatch Kingston an additional £26,000, but more importantly they have enriched our work and deepened our relationships with our local communities.

A further achievement has been to maintain most of our activities and adapt our ways of working in response to the coronavirus lockdown, earning us a green rating from Healthwatch England. However, we recognise that some people are excluded from digital communication, and physical contact can be important.

We have progressed changes you wanted to see from 2018-19.

We have provided more accessible information to people living with a learning disability by recruiting a member of staff and two volunteers to review our material and our website has been awarded the Plain English Campaign 'Crystal Mark'.

The discharge process was addressed by the hospital services task group (discussed further in this report).

Making GP surgeries and pharmacies more friendly to young people will be pursued further with the Local Pharmacy Committee and the Primary Care Networks, which are now well established.

Achieving more capacity for individual mental health therapy is likely to be challenging, since demand is likely to soar due to the anxieties created by the pandemic.



We are keenly aware of the demands put on our colleagues in health and social care in responding to the coronavirus pandemic and appreciate their united efforts.

Healthwatch Kingston Board of Trustees:

Dr Liz Meerabeau, Chair

Nigel Spalding, Treasurer

Grahame Snelling,

Lead for Safeguarding

Nike Alesbury,

Lead for Volunteering

William Ostrom,

Lead for Communications

James Waugh,

Lead for Risk Management

Scotty McLeod,

Lead for Business Continuity

Dr Winnifred Groves,

Lead for Hospital Services

At the time of writing we are still in the 'Command and Control' phase of the pandemic, but virtual meetings have resumed and information on how services have been reconfigured and how they have performed is now becoming available.

We understand that data on care homes and domiciliary care is now more systematic and we welcome that as Healthwatch Kingston now receives more enquiries on social care.

Some local structures also changed on 1st April, during lockdown; the six south west London Clinical Commissioning Groups merged and an Integrated Care System was created. Healthwatch Kingston was fully briefed on these changes, and we will ensure that the views of patients and the public continue to be central.

It is likely that service changes which have been proposed for some time, such as a greater use of digital consultation in primary care and more care delivered outside hospital settings, will have been accelerated by the need to protect both the NHS and its patients and will stay in place; there will not be a return to previous ways of working. Local residents' views on the new ways of working will be discussed in next year's report.

Dr Liz Meerabeau
Healthwatch Kingston upon Thames
Chair

Changes you want to see

In 2019/20, **2,082** people shared **6,645** ideas and experiences on health and social care with us. Here are some examples of the changes people said would improve their experience of services in the Royal Borough of Kingston upon Thames. We will report our actions on these in our 2020-21 Annual Report.



Young adults told us about difficulties getting professional mental health support and were unclear about where to find out about health and social care support.



People living with a Learning Disability said they aren't being offered annual health checks and are unsure about access to primary care.



People in End of Life Care want a peaceful death, they do not want to die alone, but this depends on carers/loved ones knowing when the time has come.



People with complex health and social care needs/long-term conditions explained they are struggling to access appropriate local services.



"The outreach team at Healthwatch Kingston has delivered the busiest year ever for representing the voice of local people during an extraordinarily challenging time for health and social care services. By innovating and creating new routes to widen communications through community contact, social media and partnerships, real change for the better is being achieved that is rigorous and representative of the needs of our community."

William Ostrom, Healthwatch Kingston Board Lead for Communications.

About Healthwatch England

Here to make national care better

The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

 "I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level."

Sir Robert Francis, Healthwatch England Chair.



About Healthwatch Kingston

Here to make local NHS and social care better

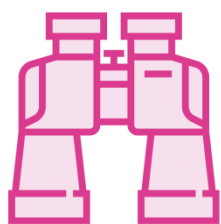
Healthwatch Kingston was set up by the Health and Social Care Act of 2012 to be the independent champion for local NHS and social care. We seek the views of patients, service users, carers and the public to help services work better for the people who use them. We play an important role bringing communities and services together. Everything we say and do is informed by what local people tell us. As well as encouraging those who run local services to act on what matters to people, we also share local views and experiences with Healthwatch England and the Care Quality Commission who make sure that the government put people at the heart of care nationally.

“Healthwatch Kingston puts local people at the centre of what they do. The team provides a vital service, ensuring that local residents' voices are heard with respect to their experiences of health and care services. They use innovative and creative ways to do this so that the views of residents are amplified and shape the services they need.”

Sarah Brown, Service Development & Commissioning Lead, Public Health Services,
Royal Borough of Kingston upon Thames.



“Happy Christmas 2019” from the Healthwatch Kingston staff team at our December Open Meeting. Our bi-monthly meetings provide space for the public to listen to and ask questions of commissioners and providers of NHS and social care services.



Our vision is simple

Local people:

- Shape health and social care delivery
- Influence the services they receive
- Hold service providers to account.



Our mission

To be the local champion for health and social care. As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need. People's views come first, especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

Our values

Independent, influential, inclusive, credible, and collaborative.

Our approach

People's views come first – especially those who find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People, at the heart of everything we do. We work closely with our volunteer Task Groups, who help us gather evidence by:

- Visiting NHS and social care services to see how they work (known as Enter and View)
- Running surveys and focus groups
- Going out in the community and working with other organisations.



Find out more about us and the work we do

Website: www.healthwatchkingston.org.uk

Twitter: [@HWKingston](https://twitter.com/HWKingston)

Facebook: [Facebook.com/HWKingston](https://www.facebook.com/HWKingston)

Our governance, operations and managing risk

Underpinned by legislation, Healthwatch Kingston upon Thames is a charitable company led by a Board of Trustees. It has been operating since April 2013 funded mainly by the Royal Borough of Kingston upon Thames. Our current contract began 1 April 2017.

Our Board (of eight Trustees) reviews the organisation's governance structure, operational arrangements and associated risks regularly. Identifying that a lack of understanding about what we do created a potential reputational risk to Healthwatch Kingston, led us to create our 'ways we work' diagram to help us inform local people and NHS and social care stakeholders.

“Proper risk management is absolutely critical to the delivery of our role as the independent champion for health and social care in the Royal Borough of Kingston. Our credibility rests on being a trusted voice in the local community; good risk management helps us achieve this.”

James Waugh, Healthwatch Kingston Board Lead for Risk Management.

Outreach and engagement support the ways we work

We use **outreach** work to raise awareness about, and involvement with, the work of Healthwatch Kingston.

We use **engagement** with people to raise awareness about (this includes signposting on our website and via social media), and to gather experiences of NHS and social care services (through surveys, meetings and workshops).



Our 2019-20 work programme

Healthwatch Kingston plans and runs stakeholder engagement events throughout the year to share developments and insights about current local health and social care. We then ask people to help us set our priorities, objectives and work programme for the coming financial year.

Healthwatch Kingston has been reporting activities against these work areas in our public Board papers during the year. It has enabled the Board to monitor progress against agreed priorities.

Our top five work areas for 2019/20

<p>1. Mental Health:</p> <ul style="list-style-type: none">a. 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 peopleb. Continue online service user experience review of the iCope Kingston Psychological Therapies Servicec. 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)d. Chair and administrative support for the 'Thrive Kingston Mental Health Strategy Planning and Implementation Group' (year 2)e. South West London and St George's Mental Health Trust Partner Fund - supporting a partnership approach to mental health awareness events in the communityf. Monitor progress of specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD)	<p>3. Hospital Services:</p> <ul style="list-style-type: none">a. Create an online hospital services patient experience survey.b. Research patient experience of inpatient wards at Kingston Hospital NHS Trust.c. Continue to monitor Kingston Hospital NHS Trust complaints and procedures
<p>2. Learning Disability:</p> <ul style="list-style-type: none">a. Capacity building Healthwatch Kingston to improve access and support meaningful engagement with local people with a learning disability (year 2)b. Develop a new Learning Disability Task Group of people living with a learning disability, their families and carersc. Chair and administrative support for the 'Kingston All Ages Learning Disability Partnership Board' (year 2)	<p>4. Community Care:</p> <ul style="list-style-type: none">a. 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.b. Explore developing the Community Reference Group for adult safeguarding to become a sustainable adjunct to the Kingston Safeguarding Adults Board
	<p>5. Young People:</p> <ul style="list-style-type: none">a. Support Youth Out Loud! (YOL!) to review health and care services (we will do this in partnership with Healthwatch Richmond)b. 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 peoplec. Support YOL! to develop its online and social media

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20. Here we are raising awareness about mental health stigma at Pride 2019.



Health and care that works for you

38 volunteers

helped us. They gave up over **2,300** hours of their time.



We employ

4.2 FTE staff (7 employees)

Almost 100% increase on the previous year (where Healthwatch Kingston employed 2.2 full time equivalent staff).

We received

£148,083.54 in funding

from our local authority in 2019-20, **an increase of £26,083.54** on the previous year (for Learning Disabilities work and a third share contribution to the employment of our Time to Change Kingston Hub Coordinator).

Providing support



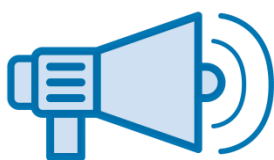
2,082 people

shared **6,645** health and social care ideas and experiences with us.

295 people

accessed Healthwatch advice and information. **127** via our new website (only Dec to Mar) and **168** contacted us by telephone, email or at our office with questions about local support.

Reaching out



120,155 people

engaged with us, **6,904** through our new website (only Dec to Mar), **3,003** people visited our social media pages. Our social media posts have reached **108,525** people through 188 posts. **383** people subscribe to our newsletter, **427** responded to surveys and **1,296** people engaged at 48 events.

Making a difference to health and social care



We produced

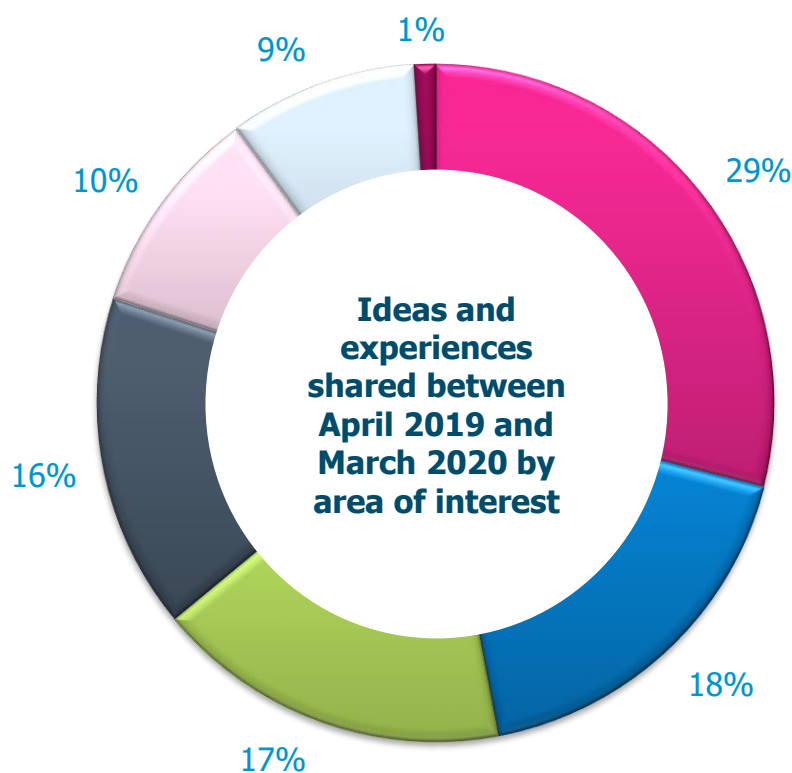
8 reports, 14 surveys and 21 newsletters

about the improvements people would like to see with their health and social care.

Ideas and experiences shared with us



Last year **2,082** people shared **6,645*** ideas and experiences with Healthwatch Kingston in the following areas:



* People often share more than one area of interest in any one contact.

- Hospital Services 29%
- Community Care 18%
- Mental Health 17%
- Learning Disability 16%
- Healthwatch Kingston 10%
- Children and Young People 9%
- Other 1%

Based on data shared with and then analysed by Healthwatch Kingston between 1st April 2019 and 31st March 2020.

More outreach to and engagement with young adults

How do you manage your mental health and wellbeing?

Healthwatch Kingston attended events over the past year with an aim to increase our outreach and engagement with young adults (18-30 years). We visited the Kingston University Volunteering Fair and



Kingston College Fresher's Fair where we focused our discussions on mental health. We asked young people in Kingston 'How do you manage your mental health and wellbeing?'. We collected responses using 'post-it' notes on a white board.

We found our simple question was a way to open-up discussions with the young people about health and social care services in the borough.

A total of **229 responses** were gathered. We learned that young adults use a range of coping mechanisms. The top three were: **28% (41/229) of the young adults we spoke to felt that exercise and sport was the most positive way to manage their mental health. Listening to music came in second place at 15% (30/229),** followed very closely by **support from their friends and family at 14% (26/229).**

We listened to a number of young people who commented further about the difficulties of getting professional mental health support. Others did not know where to find out about health and social care support in the borough, should they need it. We signposted people to services when it was helpful.

2% were in therapy or had found this useful and a further 2% said that talking to people was a method they used to tackle difficult issues. The young adults we spoke to were positively open about mental health issues and many admitted to having struggled with their mental health.

Our work with the Social Innovation Programme, Kingston University Hub

The Social Innovation Programme combines research, consultation and critical thinking with practical training and support, in order to foster increased student awareness about social issues and establish innovative social initiatives.

We asked our group of seven students to provide us with ways we could improve our outreach and engagement with young adults. They presented their findings remotely at the end of March because 'lockdown' from Covid-19 had just begun. We look forward to reporting on this further next year.

How I manage my mental health and wellbeing:	No.
Listening to music	30
Gaming	5
Friends and Family	26
Mental health therapy	5
Pets	3
Religion	7
Creative outlets	22
Healthy eating	12
Exercise and Sport	41
Sleep / Rest	8
TV / Movies / Boxsets	8
Socialising	5
Financial Security	1
Reading	7
Talking	3
Alternative therapies	13
Recreational drugs	8
Walking / Nature	9
Other	16
TOTAL	229

How we've made a difference

We communicate and engage with local people in a range of ways. Here we are doing outreach at the Kingston Clinical Commissioning Group Annual General Meeting 2019.



1. Mental Health

Our 2019-20 Mental Health prioritised work areas were:

- a) A proposed review of the transition of young people from Child and Adolescent Mental Health Services (CAMHS) to Adult Services, with an emphasis on the experiences of neurotypical and neurodiverse young people.
- b) Continuation of our online service user experience review of the iCope Kingston Psychological Therapies Service.
- c) Delivery of our role as the 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).
- d) Provision of the independent Chair and administrative support for the 'Thrive Kingston Mental Health Strategy Planning and Implementation Group' (year 2).
- e) Ongoing commitment to the South West London and St George's Mental Health Trust Partner Fund - supporting a partnership approach to mental health awareness events in the community.
- f) Monitoring progress of specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD).

Working together through challenges

Our Mental Health Task Group exists to influence positive change in Mental Health services in Kingston. Healthwatch Kingston supports this volunteer group to create projects that analyse people's views and experiences of services and then write reports with recommendations for improvement.

We hosted a 'getting to know you' workshop for the Child and Adolescent Mental Health Services (CAMHS) to Adults transition project early in the year. The meeting was attended by a wide variety of stakeholders. We learned that key research into part of our work focus was being simultaneously planned by a local care provider and we discussed the need to avoid duplication.

It soon became evident that the scale of the challenge of this project in the context of local health and care transition towards an integrated care system was beyond our resource capacity to deliver. Building upon our relationship with Kingston University, we sought interest in partnership working, but this was only feasible if additional funding was available to cover their involvement. Resources available did not meet the proposed costs and a decision has been taken to review the original Mental Health Task Group proposal to see if there is a way to deliver smaller, more manageable elements in the year ahead.

How was the Kingston iCope service for you?



“Healthwatch Kingston is carrying out a review of the local iCope mental health service... If you’ve had experience with iCope, your confidential feedback will help to improve the service. You can fill in the survey online – just visit healthwatchkingston.org.uk or, if you prefer, you can request a printed questionnaire, or to be interviewed. To arrange either of these options call 020 3326 1255. Healthwatch Kingston - We’re here to help make health and care better.”

Healthwatch Kingston’s script for our Radio Jackie advert to promote the iCope service user experience survey, April 2019.

In March 2018, our Mental Health Task Group began to undertake a service user review of the iCope Kingston Psychological Therapies Service which is available for people registered with a GP in the Royal Borough of Kingston Upon Thames.

Planning for this included meeting with the commissioner and provider of the service. In initial discussions we agreed that for context, pre-existing data would only be reviewed from 2017 onwards as the service had undergone significant change in 2017. A 24-question service user satisfaction survey was then developed.

Healthwatch Kingston provided posters and flyers for the service waiting area and we also promoted the survey via other local organisations such as the ADHD service Fastminds.

Service users were invited to take part in the survey in one of the following ways: (1) complete a paper questionnaire, (2) fill in an online version and (3) be interviewed in person.

Uptake of the survey was slow and further outreach to local organisations took place. We took a decision to continue with the survey and in April 2019, to boost response rate, we ran a 30 second advert at different times of the day and over a weekend with local station, Radio Jackie.

Broadcast										Time Band	
Duration	From	To	Mon	Tue	Wed	Thu	Fri	Sat	Sun	From	To
30"	24/04/19	28/04/19								06.00	10.00
30"	24/04/19	28/04/19			2	2	2	2	2	10.00	16.00
30"	24/04/19	28/04/19			1	1	1			16.00	20.00

Radio Jackie advert schedule to promote our iCope service user experience survey, April 2019

30"	29/04/19	30/04/19	2	2							
30"	29/04/19	30/04/19	1	1							

The iCope survey was closed in October 2019. Working in partnership with Kingston University, we commissioned a Masters student, Cathy McAtavey under the supervision of Dr Ana Nikčević, an Associate Professor at the University to analyse and report the findings to Healthwatch Kingston.

After extending the survey period, we eventually received 49 responses with a rich source of qualitative data. The report is being finalised and is scheduled for publication in September 2020 to facilitate additional time for the formal response from the provider due to Covid-19 pressures.

Time to Change Kingston

Time to Change (TTC) is a national campaign to reduce mental health stigma and discrimination. Mind and Rethink Mental Illness run the national TTC project funded by the Department of Health and Social Care, Comic Relief and the Big Lottery Fund. TTC has created a network of hubs across the country to combine the insights from the national campaign with local knowledge to support communities, workplaces and schools to help end the negative attitudes and behaviours towards people experiencing mental health problems.



healthwatch
Kingston upon Thames



Hook Centre event – 22nd February 2020. TTC Kingston had a stall at the Hook Centre Wellbeing event. The Champions spoke with 37 people, had 18 social contact conversations and three Champion sign ups.

Healthwatch Kingston and the Royal Borough of Kingston bid for funds to establish Kingston as a funded TTC Hub. **This was successful, and in April 2019 Kingston became the second funded hub in London with the Royal Borough of Kingston as Hub Host and Healthwatch Kingston as Hub Coordinator.** Healthwatch Kingston employs one staff member on behalf of the partnership who coordinates campaigns, the Champions Fund and events in Kingston, and reports our impact quarterly to national Time to Change. Our TTC Kingston Hub has 21 local partnership organisations.

Meetings and events

After listening to local Champions and partner organisations, in addition to Steering Group meetings (which run every two months), the TTC Kingston Hub introduced additional ways to meet up.

Champions Network meetings: to ensure that Champions are at the heart of the project, producing ideas and putting them into place, TTC Kingston created the Champions Network Meetings which also meet every two months. These meetings allow Champions the space to put forward their ideas for events and plan them collectively. It is also a good sounding board for feedback on their Champions Fund application ideas. The Champions Network group has formed a strong collaboration.

Employer Pledge meetings: to allow local organisations interested or in the process of signing the Employer Pledge to exchange ideas and hear from organisations that had already signed the action plan.



TTC Kingston stall at Kingston Marketplace for World Mental Health Day 2019.

The stats!

TTC Kingston outreach and engagement activities contributed to the following outputs, including Champions recruitment

TTC Kingston has recruited **20** engaged Champions who have had conversations with more than **400** members of the public at 10 public facing events. This year our TTC Champions worked to reduce mental health stigma in Kingston by volunteering over **600** hours planning events, activities and campaigns.

Communications group meetings: to create a communication strategy and build resources to use for TTC Kingston online campaigns and events.

World Mental Health Day – 10th October 2019

TTC Kingston held an event at Kingston Ancient Marketplace with 10 volunteers from partner organisations and Champions. They set up a stand in the middle of the square, with banners and materials and spoke to 44 members of the public including 32 social contact conversations (which is where someone with experience of mental health difficulties talks to someone without experience to reduce mental health stigma).



Time to Talk Day event at the New Malden Library, where Champions set up a 'Living Library' to reduce mental health stigma. The Champions spoke to 54 people, had 35 social contact conversations and had four Champion sign ups.

Time to Talk Day - 6th February 2020

TTC Kingston Champions organised a 'Living Library' (where you borrow a person to talk to them about their mental health experiences rather than a book to expand your understanding) at New Malden Library for Time to Talk Day to create a more inviting and interactive stand.

As well as having 6 Champions there on the day to share their mental health stories, they also decided to record their stories for people to listen to at the stand via headphones.



The event involved collaboration between the Champions who really started to gel together as a team during the run up to this event.

Local organisations also rallied together with Create4MentalHealth providing recording equipment and editing expertise, Superhighways providing headphones, New Malden Library and Champions lending tablets and a Champion creating a poster.

Our TTC Kingston Hub has encouraged and supported all partners and other local organisations to sign the Employer Pledge.

Employer Pledge

Organisations signed up to date include:

- Royal Borough of Kingston Council
- Kingston Hospital NHS Foundation Trust
- Kingston and Richmond Clinical Commissioning Group.

Organisations planning to sign the Employer Pledge next year are:

- Healthwatch Kingston upon Thames
- South Thames Colleges Group (including Kingston College)
- Citizens Advice Kingston.



Effectively targeting groups to reduce mental health stigma

Talking about mental health with Black Asian and Minority Ethnic (BAME) communities, men, young and older people is a particular focus of TTC Kingston.

Examples of how our TTC Kingston Hub did this include:

- Hosting a workshop to focus on engagement with the Korean community, where an invited Korean community provider shared experiences which helped us learn and devise a plan to reduce mental health stigma in the local Korean community.
- Recruiting several Champions to reduce men's mental health stigma.
- Engaging young people through stalls at events at Kingston University and Kingston College. At the Kingston College Fresher's Fair we asked students 'How do you support your mental wellbeing?' and received 120 responses.
- Supporting a group of students through the Kingston Hub Social Innovation Programme with their challenge 'How to engage students and staff at Kingston University to reduce mental health stigma'. The students' recommendations provided valuable insight for future work.
- Developing relationships with older people's organisations and groups.

Building and maintaining engagement with Champions

TTC Kingston also set up access to our Champions Fund that Champions can apply to for up to £500 to run an activity or event to help reduce stigma. Our Champions Fund was launched on World Mental Health Day (10th October 2019).

We have held three Champions Fund application rounds since, attracting 15 applications. The Champions Fund Assessment Panel assessed the applications against the TTC activity criteria. Overall, eight applications were successful. The Champions Fund was advertised on social media, on the new website, via email updates and creating promotional packs for partners to use to widen the reach. After only receiving seven applications in the first two rounds combined, TTC Kingston set up a Champions Fund application clinic, helping six Champions apply for the Champions Fund who might not have done so as they were nervous about the application forms. TTC Kingston received eight applications from the third application round, more than the first two rounds combined. Many of these applications were planned for Mental Health Awareness Week in May 2020 but due to the impact of Covid-19 these will need re-planning.

Move to remote engagement

In light of Government Coronavirus guidance during March, TTC Kingston quickly adopted remote engagement with Champions and the public, with meetings transitioning to the online platform, Zoom. TTC Kingston telephoned Champions who

were unable to access Zoom to ensure they were updated and kept involved and sent regular updates via email. Champions have been full of ideas and eager to continue the momentum. They agreed to meet more regularly during 'lockdown' and established four working groups to help facilitate remote engagement:

- **Champions Check-In working group** - to provide a weekly Champions Check-In to keep a sense of community between Champions
- **Online Living Library working group** - to transfer the 'Living Library' online and create online events
- **Champions' Lockdown Tips working group** - to create blogs based on Champion's personal experiences
- **Visual Communications working group** - to create visual resources for online campaigns.

Interested in getting involved?

Do you have lived experience of mental health issues? Would you like to help reduce mental health stigma in Kingston? Sign up and join our group of Champions planning activities and events to change the way people think and act about mental health [here](#).

You can keep up to date @TTCKingston on [Twitter](#), [Facebook](#) and [Instagram](#).

Shaping mental health strategies and services

Mental Health Strategy Planning and Implementation Group

The aim of this work is to provide independent facilitation for community scrutiny of progress against Kingston's mental health strategy priorities.

'Thrive Kingston' Mental Health Strategy, which was launched in June 2017, set out the start of a five-year plan to enhance the mental wellbeing of those who live, work and study in Kingston.

The strategy has just undergone a review to ascertain what has been achieved to date and what is in progress. It also identified what is still possible to deliver against the current transforming local and South West London environments.

In addition to this group, Healthwatch Kingston has reached out to the wide range of local partners and are facilitating a collaborative mental health strategy in response to the coronavirus pandemic.



**South West London and
St George's Mental Health**
NHS Trust

Partner Fund update

We continued our work with the Mental Health Trust, supporting a partnership approach to hosting mental health awareness events.

Grants were provided to Rise Community Café and Fastminds for their Neurodiversity Festival.

Korean subtitles have been added to the Youth Out Loud! film 'Self-harm: being a good friend' made by and for young people. This will be used to either 'piggy-back' an existing Korean community event or run an event at a school attended by young people from Korean families. This event will be co-branded with the Mental Health Trust Partner Fund and other key partners.

EUPD service update

We continued our monitoring of specialist service provision to people with EUPD - Emotionally Unstable Personality Disorder.

Although the Clinical Commissioning Group and the Mental Health Trust have taken steps to provide alternative service, Healthwatch Kingston is still hearing concerns from local people that service capacity does not meet local need.

We have learned that a service specification is to be created. Healthwatch Kingston requested that service users and local people be involved in this process.

There may be opportunities to find equity of access to this service for Kingston residents with the merger of South West London CCGs.

2. Learning Disability

Our 2019-20 Learning Disability prioritised work areas were:

- a) Capacity building Healthwatch Kingston to improve access and support meaningful engagement with local people with a learning disability (year 2)
- b) Develop a new Learning Disability Task Group of people living with a learning disability, their families and carers
- c) Chair and administrative support for the 'Kingston All Ages Learning Disability Partnership Board' (year 2).

Becoming "Learning Disability Friendly"

Increasing the participation of people with Learning Disabilities in our work

In 2018, the Royal Borough of Kingston upon Thames was keen to improve opportunities for people living with a learning disability and their families to speak up and inform the design and delivery of health and social care services locally. The borough was also keen to ensure that people with learning disabilities were actively involved in quality assuring the delivery of health and social services locally and wanted to increase their participation in Healthwatch Kingston Enter and View visits.

It was recognised that Healthwatch Kingston needed to do some capacity building. Healthwatch Kingston initially recruited a designated Projects and Outreach Officer and then a Learning Disabilities Support Officer to ensure that our communications with Kingston's community are Learning Disability friendly.



Learning Disability Task Group



As part of our work to become Learning Disability Friendly, Healthwatch Kingston set up a Learning Disability Task Group to support people with a learning disability, their families, carers and advocates to have a say in their health and social care services.

We asked a member of the task group to explain what they had been up to:

In the first meeting Scott, who was the Healthwatch Kingston Project Officer supporting this piece of work at the time, explained what the purpose of the group was and what it is, and is not possible to do.

The next two meetings focused on areas the group wanted to discuss. These included annual health checks, access to GPs, issues with medication at pharmacies and health passports.

To help people learn about our group, we held meetings at other Learning Disability Friendly community organisations in Kingston. We had a meeting at HFT and Kingston Mencap.

We use pictures and Easy Read staff introduction cards, so it is more welcoming for people to join in.

Scott has since left Healthwatch Kingston and Kezia has now joined the team to support this work moving forwards.

Rona is the Healthwatch Kingston Disability Support Officer and is developing Enter and View training in Easy Read. This Learning Disability Friendly training will be reviewed by our Learning Disability Task Group volunteers before the group use it. We can then do some Enter and View visits of GPs in Kingston to make sure they are Learning Disability Friendly.

The group was going to take part in a Healthwatch workshop about what it is like to live in a closed care home for people with a Learning Disability or Autism. This was postponed by the **Care Quality Commission** in March because of Coronavirus.

All Age Learning Disability Partnership Board



Our first Partnership Board Community Event, held at Kingston Hospital in July 2019.

Establishing and developing partnership working

The Royal Borough of Kingston was keen to ensure that there was an objective governance and assurance structure in place that provided people with learning disabilities, their families, carers and advocates an opportunity to shape and inform strategic priorities of the borough and other local statutory bodies such as the Clinical Commissioning Group, and constructively hold to account system wide partners for the delivery of the agreed priorities.

Healthwatch Kingston was asked to establish and develop the Learning Disability Partnership Board. Our Chief Officer co-chairs the meeting with two people living with a Learning Disability.

The Board is made up of people living with a learning disability and health, social care and other professionals and providers. It was agreed that work on identified gaps in commissioning and provision would be prioritised annually, with work-groups set up that reported back to the Partnership Board. Our first-year focus areas were Communications, and Health & Wellbeing.

Constructive feedback after initial meetings indicated where partners felt amendments in the way the Board was working might improve the numbers involved and increase the effectiveness of our work.

In response, we invited representatives from the Surrey Learning Disability Partnership Board to join one of our meetings (to find out how they solved similar 'start up' problems and other learning). Members of the Board also visited a Surrey meeting and then shared feedback to the Board, including café style table layouts.

Reviewing and maintaining partnership working

In addition to learning from others, we created a survey to be completed by people living with a learning disability, their families, carers and advocates, on how we could further improve the Learning Disabilities Partnership Board. It was converted into Easy Read by the Peer Advocates at Involve and Healthwatch Kingston's Learning Disability Support Officer, taken by Involve to community organisations and disseminated to provider service user mailing lists.

We created a similar survey for service providers and professionals who have not yet been attending the Board.

A report with recommendations from our review was intended for the 'End of Year' Partnership Board community event in April but due to the coronavirus pandemic, this event is being rearranged and redesigned. The aim is to improve the Partnership Board and make it more accessible to those not yet engaging in meetings.

February Partnership Board

A similar piece of work was done by the Partnership Board in February to see what existing members could offer to help encourage more people with learning disabilities to attend meetings and improve the way the meetings run.

This meeting included a workshop that looked at how we had done and what we wanted to change to improve how we functioned. The Communications work-group decided to explore this further and have since circulated a proposal for discussion.

A 'Year in Review' reporting template for the All Age Learning Disability Partnership Board sub-groups and other stakeholders to populate has been created to capture work done.

In March, Healthwatch Kingston began to assess how best to progress the work of the Partnership Board in light of the Covid-19 public health and safety restrictions.



Chair exercises for all at the Community Event, held at Kingston Hospital in July 2019 which was attended by Sian Bates, Chair of the Trust, who greatly enjoyed being part of the event.

3. Hospital Services

Our 2019-20 Hospital Services prioritised work areas were:

- a) Create an online hospital services patient experience survey.
- b) Research patient experience of inpatient wards at Kingston Hospital NHS Trust.
- c) Continue to monitor Kingston Hospital NHS Trust complaints and procedures.

Our work with Kingston Hospital NHS Trust continues to be a priority for Healthwatch Kingston.

Our Hospital Services Task Group had planned to gather patient experiences of Kingston Hospital with an online survey but the change to our new website meant that this work area became combined with our 'Have Your Say' survey.

What was leaving hospital like?

Survey work on patient experiences of discharge from hospital, completed in November 2018 and March 2019, was analysed in 2019 and resulted in the publication of our 'What was leaving hospital like' report.

The Hospital Services Task Group (HSTG) wanted to gather feedback from patients about their experiences of discharge from Kingston Hospital, particularly with respect to communications during the discharge process. The surveys were distributed in paper form (with the option to complete online) to all 14 wards in Kingston Hospital across two periods from November 2018 until March 2019. A total of 183 surveys were returned. We received a large number of positive responses to this survey from patients about their experience and identified eight areas where improvements could be

made. We shared these recommendations with Kingston Hospital NHS Trust in September 2019 and received a response to this in early October 2019. The final report was published on our website on 4th December 2019.

We recommended that the Trust explore how to ensure all patients are given an estimated time for discharge at least 24 hours before they are due to leave. The Trust said this would be discussed with staff via the Nursing and Midwifery Board and Sisters Forum in order to identify what further actions can be

What was leaving hospital like?

“Healthwatch Kingston have been instrumental in starting the conversation regarding hospital discharge for people experiencing homelessness and encouraging collaborative working between voluntary and statutory services”

Kingston service user



taken to improve how staff communicate with patients, relatives and carers in relation to time of discharge.

We recommended the Trust explore ways to further improve staff communication and they responded by saying they will offer patients the opportunity to watch a new film called 'Homeward Bound'.

We recommended the Trust introduce ways to further reduce delays when leaving Kingston Hospital. They responded by saying more pharmacists are being trained in prescribing discharge medications which should reduce discharge delays. They are also working to reduce transport delays.

We also recommended that the Trust provide all patients with printed information about what to do after they leave Kingston Hospital. The Trust said The Volunteering Service has developed a Discharge Volunteer programme over the last 6-12 months and is expanding this.

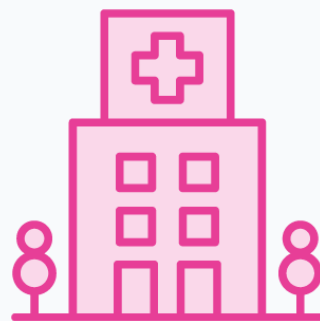
We also recommended that the Trust explore ways to ensure discharge information is provided in accessible and alternative formats for disabled people. The Trust responded by saying that flagging learning disability patients within their hospital information system is a Quality Priority for 2019/20.

Finally, we recommended the Trust and Community Care Providers explore ways to

ensure that appropriate, 'joined-up' follow-up care in the community is provided to patients requiring it after they have been discharged from Kingston Hospital. The Trust said that The Emergency Programme Board involving the Trust and community partners is strategically planning the better integration of hospital and community healthcare services. Their focus includes 'joining-up' follow-up care for people needing this following their discharge from hospital.

What was leaving hospital like?

For more detail on our findings, recommendations and the hospital's response please [read the full report.](#)



Kingston Hospital adult inpatient wards Enter and View Report

Our Kingston Hospital adult inpatient wards Enter and View report is based on feedback gathered from patients and staff on a number of Enter and View visits which our staff and volunteers conducted at the end of 2019. More details about these reports are to follow.

In November and December 2019, we conducted a series of Enter and View visits to the adult inpatient wards at Kingston Hospital NHS Foundation Trust. This report builds upon the [Healthwatch Richmond adult inpatient Enter and View Report, which was published in September 2019](#). Healthwatch Kingston used the same methodology to conduct visits to the remaining wards which the Healthwatch Richmond report did not cover, with the exception of Kennet ward, which we wanted to review following its recent refurbishment.

The six adult inpatient wards visited were:

Alexandra (Elective Surgical Ward), Astor (Emergency Surgical), Hamble (Respiratory Care), Hardy (Gastroenterology), Isabella (Gynaecology and Breast), and Kennet (Acute Elderly Care).

Volunteer and staff teams of six, visited each ward twice (at different times) across a period from November 2019 until January 2020. We spoke to 60 patients and/or relatives and 16 members of staff with a range of roles and responsibilities across the six wards visited.

We would like to acknowledge the huge amount of positive feedback that was received, especially regarding the care, and staff attitudes across all wards.



"We are delighted that Healthwatch Kingston and Kingston Hospital have had another successful year, working in partnership, using evidence-based knowledge and transparent operational practices to help improve the quality of services. We will continue to work collaboratively to support patient and staff safety and the health and wellbeing of our local residents, especially during this period of historic uncertainty caused by the Covid-19 pandemic".

Dr Winnifred Groves, Healthwatch Kingston Board Lead for Hospital Services.



The report is currently being finalised but notes how the hospital has improved in the last five years. We are also aware of the broader context in which these Enter and View visits were conducted and the pressure the NHS is under in terms of funding cuts and staffing shortages. We conducted our visits during the winter months when the hospital is naturally under more pressure and noticed the efforts that were made to increase staffing capacity on the wards during this time (this was before the Coronavirus pandemic).

The publication of this report has been postponed to provide additional time to finalise due to the Coronavirus pandemic.

We are yet to present our findings and recommendations to the Trust for their response as it is understandable that their priorities are elsewhere at this particularly challenging time.

Healthwatch Kingston aims to publish our final Kingston Hospital adult inpatient wards Enter and View report and recommendations in September 2020.

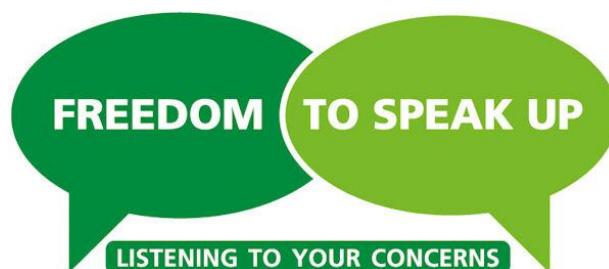


Monitoring complaints

We also agreed to continue to monitor Kingston Hospital complaints and procedures.

The aim was to ensure continued robust complaints procedures are available and learning from complaints and staff whistle-blowing informs hospital improvements.

We achieved this by forming a relationship with the hospital's Freedom to Speak Up Guardian who has attended a Healthwatch Kingston Open Meeting and a Task Group meeting to share insights into the role. This included some areas of concern that staff share about at the hospital. She is working on projects to support culture change at the hospital which encourages more open



dialogue between staff and more opportunities to air grievances or complaints. The task group also welcomes the opportunity to promote the importance of such a role at Kingston Hospital, especially in order to establish a culture of openness, diversity and inclusion.

The presentation at the October Open Meeting by the Freedom to Speak Up Guardian was helpful and informative. We agreed to find ways of liaising with the Guardian when discussing complaints procedures in future.

4. Community Care

Our 2019-20 Community Care prioritised work areas were:

- a) Examine the impact of Kingston Coordinated Care (KCC) 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.
- b) Explore developing the Community Reference Group for adult safeguarding to become a sustainable adjunct to the Kingston Safeguarding Adults Board.

Kingston Coordinated Care was a system wide programme, led by the Royal Borough of Kingston and the Clinical Commissioning Group and supported by statutory, voluntary and community providers of services.

Connected Kingston is a service dedicated to helping Kingston residents find local activities and navigate local services. The social prescribing initiative is run by the Royal Borough of Kingston Council and Kingston Voluntary Action in conjunction with local charities and statutory organisations. People can access information on the website, but if they need additional support, Community Connectors are available.



“2019-20 has seen Healthwatch in Kingston significantly raise its profile in the field of Adult Safeguarding. Its pioneering work evidenced by the work of the **Community Reference Group** has been recognised by local authority investment in a new HWK project designed to learn whether the ambition to ‘make safeguarding personal’ is being achieved. We are proud of what we have been able to achieve this year and look forward to continuing to make a contribution towards keeping vulnerable Kingston residents safe”.

Grahame Snelling, Healthwatch Kingston Board
Lead for Safeguarding

Is social prescribing working?

Our volunteer Community Care Task Group creates projects that analyse people's views and experiences of health and social care services delivered in the community.

As part of our continued work to examine the impact of Kingston Coordinated Care on service users, patients and where possible, their carers, the group developed a project to gather feedback from users of the Community Connector Service at Staywell.

The **Community Connector Service** helps people make positive changes in their lives by linking them to volunteers, activities and voluntary/community groups. The service is provided by Staywell whose core work is with older people and their carers, with an aim of supporting users to live with independence. The Community Connector Service was established to trial a social prescribing approach with adults living in Kingston and was initially funded through the Kingston Coordinated Care Programme as a one-year pilot.

We adopted a telephone survey approach to engage service users. Healthwatch Kingston recruited and trained volunteers to complete 20 telephone surveys and 2 email surveys, from the 37 consent forms originally obtained by Staywell who are part of the overall Connected Kingston Social Prescribing Service.

We learned that conducting telephone interviews with this target group can be challenging for respondents when asked to recall experiences.

We found people using the service had a favourable experience.

83% respondents said they were very pleased or pleased to have been referred to the service

87% of respondents believed the service was very useful or useful

Every respondent said the Community Connector they met was either very helpful (16 people), or helpful (6 people).

Additional comments about Community Connectors were also positive and there was a strong sense that what the respondents valued above all else was that someone, sometimes for the first time in a long time, was taking a personal as well as a professional interest in their welfare. Many had also benefitted from taking up new activities.



Report recommendations



Recommendation 1:

That funding of the Community Connector Service, or a similar such intensive social prescribing service in Kingston, be maintained and that the potential for the service to reach, and benefit, a wider range of people be explored.

Recommendation 2:

That funders (especially the Primary Care Networks) and service providers (in particular Staywell) find a way to further assess and evaluate the medium-term benefits to service users of the Community Connector Service and any similar such service that is devised in the future. Also, that an attempt be made to assess the longer-term savings secured by this early intervention service as compared with costs of more intensive, or crisis, intervention at a later date.

Recommendation 3:

That funders and providers note the strengths, weaknesses, opportunities and challenges presented by the methodology used in this piece of research and consider how this methodology might be further utilised, adapted and improved.

Recommendation 4:

That consideration be given to the provision of a service that can be further tailored to the needs of each individual in terms of the number of sessions and period of support provided, taking into account the aspiration to promote the independence of users in the longer-term.

The response from Staywell to our 'Is social prescribing working?' report and recommendations was positive:

"Staywell would welcome and support an independent evaluation of the service and its outcomes once it is re-established post the current Coronavirus situation. Currently however, there is no specific funding for either the evaluation framework, or the costs that would be incurred to Staywell in supporting the process."

Is social prescribing working?

For more detail on our findings, recommendations and the response from Staywell please [read the full report.](#)

Kingston Coordinated Care

Connected Kingston Digital Tool

The Community Care Task Group was keen to find out from people who use the Connected Kingston digital tool whether the activities they take up are making a difference to their health and wellbeing.

Healthwatch Kingston initially sought agreement from Kingston Voluntary Action and the Royal Borough of Kingston to add a request to the digital tool inviting service users to be surveyed by us. We then learned funds to amend the website were not available until the middle of 2020.

In January, the Connected Kingston Evaluation Sub-Group agreed that a questionnaire be prepared for distribution - via their registered organisations - to people who have used the Connected Kingston website. They also agreed this will be one way in which the Sub-Group hopes to evaluate the effectiveness of the website as a social prescribing tool. The Community Care Task Group has provided feedback on the questionnaire.

Social Care Dashboard

Healthwatch Kingston asked if we could have access to regular adult social care performance reporting.

We were invited to meet the Director Social Care and Housing to discuss the development of a document that would present regular information on social care performance in Kingston. At this meeting, the Director provided a draft dashboard and invited Healthwatch Kingston to comment on it.

In response we suggested that more information be included on user experience and feedback and asked if the document could be made easier to understand. We are yet to receive an update on this welcome performance awareness tool. We expect this will be picked up after the current coronavirus crisis, as Healthwatch Kingston was offered sight of an updated dashboard every six months.

Homecare and Reablement

A meeting between Healthwatch Kingston with Homecare and Reablement commissioners took place in early March.

We learned that since January all Reablement provision is now provided by Your Healthcare.

Healthwatch Kingston learnt that the pilot Reablement Service being provided by Hilton Nursing (in addition to the core service being provided by Your Healthcare) had come to an end and were offered sight of the evaluation of this pilot service.

We also learned that the Reablement team plan to develop a service user feedback strategy.

We discussed how Healthwatch Kingston might work with the team to support service users to respond without having to ask their paid carer for help with this.

Adult Safeguarding

Building upon our Community Reference Group 'translating adult safeguarding stories into evidence' update in [last year's Annual Report](#), Healthwatch Kingston has worked with the Royal Borough of Kingston and the Kingston Safeguarding Adults Board to develop a Making Safeguarding Personal pilot. This work was shared with London safeguarding professionals and service users at a conference on 6th February 2020.

London Safeguarding Adults Board Conference 2020

Healthwatch Kingston were invited by **Healthwatch England** and the **London Association of Directors of Adult Social Services Improvement Programme** to be part of the Annual London Safeguarding Adults Board Conference Planning Group for two years. This group was to ensure the voices of those who experience safeguarding were integral to the conference. Our Chief Officer represented us, and this allowed us to share our existing and emergent work in supporting people who have been through a local safeguarding process to share their experiences to support the local Safeguarding Adults Board - 'Making Safeguarding Personal'.

This theme in the 2020 conference programme enabled a breakout session for Grahame Snelling (our Healthwatch Kingston Board Lead for Safeguarding) to present our work.

Our Chief Officer was also asked by the group to draft a democratic model of representation (for consideration by the London Safeguarding Adults Board) through which local people with safeguarding experience might support nominated/elected representatives to sit on the London Safeguarding Adults Board – putting service user experience at the heart of governance.

The annual safeguarding conference brings together professionals who work within adult safeguarding across the Capital. This was the third annual event and is organised by the London Safeguarding Adult Board. The Board is a partnership group seeking to identify and disseminate good practice as well as addressing complex cross borough issues. The London Safeguarding Adult Board supports local Safeguarding Adults Boards through the Safeguarding Chairs network.

The voice of the person

Alvin Kinch (Healthwatch England) and Stephen Bitti (Healthwatch Kingston, Chief Officer) introduced 'Conference 2020' delegates to developing work to ensure people with lived experience of safeguarding was integral to safeguarding systems and processes across London.

Our Chief Officer also hosted a 'chat show' styled session towards the end of the conference, that focused on the conference experiences of people with lived experience of safeguarding.

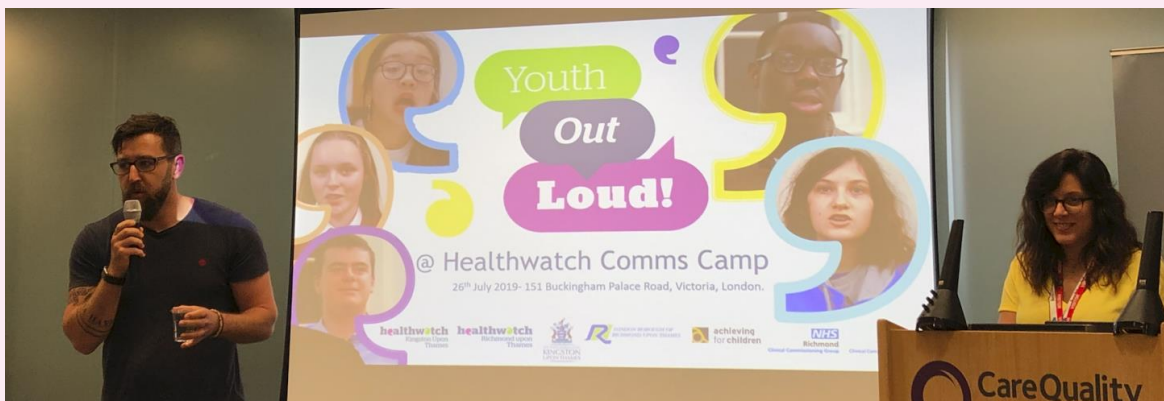


A breakout session at the conference included Grahame Snelling (Healthwatch Kingston Board Lead for Safeguarding), sharing our Community Reference Group work and our role supporting the development of the Kingston Making Safeguarding Personal pilot.

5. Young People

Our 2019-20 Young People prioritised work areas were:

- a) Support Youth Out Loud! (YOL!) to review health and care services (we will do this in partnership with Healthwatch Richmond)
- b) 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
- c) Support YOL! to develop its online and social media.



Healthwatch England's 'Comms Camp' on Friday 26th July. We presented how we communicated with young people from both boroughs to develop YOL!

YOL! A short history lesson

In 2016, Kingston and Richmond Youth Council (KRYC) was engaged by Healthwatch Kingston and Richmond to undertake peer research into young people's knowledge and understanding of emotional health and wellbeing issues.

Young people said they were "not able to connect with professionals" at mental health services and felt they had "not been listened to or taken seriously". Our research highlighted the need for a process that would enable young people to play an active role in informing local health and care priorities.

In April 2018, building upon our Healthwatch Kingston Task Group model, we met with Healthwatch Richmond and other key stakeholders to explore setting up a Youth Health Task Group. Young people at KRYC initially renamed the group to Youth Health Task Force, before settling upon Youth Out Loud! (or YOL!).



Youth Out Loud! Communications Group meeting at Healthwatch Kingston's office in the Kingston QuakerCentre.

Since the launch in April 2019, YOL! have recruited 10 regular members who have jointly volunteered a total of 267 hours, this has included:

- 24 x YOL! meetings across the year
- 3 x film projects – [Intro to Youth Out Loud!](#) / [Self-Harm: Being a good friend](#) / and another in progress – Sexual Health
- 2 x 15 Steps Challenge visits – Kingston Hospital and Wolverton Clinic (to identify some quick win improvements for patients and NHS hospital staff)

YOL!, in partnership with Healthwatch Kingston and Healthwatch Richmond, engaged with numerous services to build awareness of YOL! and develop opportunities for YOL! to provide valuable input. These services have included Public Health Kingston, Achieving for Children, South West London & St George's Mental Health Trust and Off The Record.

For the Digital Youth Project, YOL! planned, scripted, and produced a film about how to be a good friend to someone who is self-harming. YOL! are also currently in the process of producing a sexual health video.

What next?

YOL! continue to develop and build their online and social media presence, using the YOL! website as a platform to promote projects and signpost young people to local and national services. YOL! have a Twitter and Instagram account that regularly posts about the work YOL! is doing as well as promoting services and maintaining strong relationships with partner agencies.

The first Youth Out Loud! film made through the Digital Youth Project was launched at the beginning of April 2019. [Watch our film to find out more about YOL!](#)

YOL! 15 Steps Challenge of Wolverton Clinic

YOL! has brought together young people aged 13-17 years from across Kingston and Richmond and they volunteer with Healthwatch to help scrutinise local health and social care services through mystery shopping and 15 Steps Challenge visits.

On 20th February 2020 a group of YOL! members conducted a 15 Steps Challenge at the Wolverton Clinic, Kingston Hospital.

Our objectives were to:

- Support the Trust to improve quality
- See care through service user's eyes (patient, carer, friend, family, visitor)
- Create a line of communication between service users and those at the organisational level



What did YOL! do?

YOL! visited three areas of the clinic; reception, consulting room and examination room, spending 10 minutes in each area to look at four specific themes around 'welcoming', 'safe', 'care & involvement' and 'organised & calm'.

What did YOL! find out?

Things Wolverton Clinic do well

- "Doesn't look like a hospital!"
- Comfortable feeling, nice colours, bright, spacious
- Calm atmosphere
- Clean, good infection control (equipment plastic covering)
- Safe
- Privacy respected (curtains, discrete sample storage in both rooms and toilets)
- Spacious consultation room, warm, bright
- Accessible
- Pictures above beds – welcome distraction / fun
- Opportunities to take leaflets in private (e.g. toilets)
- Water fountains available and sufficient cups
- Good Wi-Fi signage

Areas to improve

- Walk from hospital challenging – uneven paving, level changes etc.
- Too many leaflets – can be confusing and intimidating
- Declutter lower front desk for wheelchair users
- Selection of TV channels / radio stations
- Information on TV not accessible – text too small
- Some signage unclear (lifts)
- Plastic cups for water - sustainability
- Availability of hand gels in reception
- No magazines in holders – target to appeal to a variety of people
- Small examination room
- Posters displayed not all relevant (lifts)
- Patient Information leaflets – 'text heavy' dull
- Toilets a little cramped and need cleaning

YOL! 15 Steps Challenge of the Royal Eye Unit

On Wednesday 25th September, Healthwatch Kingston conducted a 15 Steps Challenge at Kingston Hospital with the help of young volunteers from Dysart school and Bedelsford school (Special Educational Needs and Disability schools).

The volunteers completed a 15 Steps Challenge of the Royal Eye Unit and the Oral and Maxillofacial surgery department in the Princess Alexandra Wing.

Healthwatch Kingston produced an Easy Read timetable for our volunteers in preparation for the day. Examples of some of the pages seen here:

Questions Asked

All questions were written and formatted into an Easy Read document, supporting our volunteers to consider and capture their experiences.

What next?

The 15 Steps Challenge highlighted some areas for improvement which have been fed back to Kingston Hospital to be actioned.

Royal Eye Unit

It needed more space for wheelchair access, the playroom was small and not designed for young people and the information boards were not child friendly.

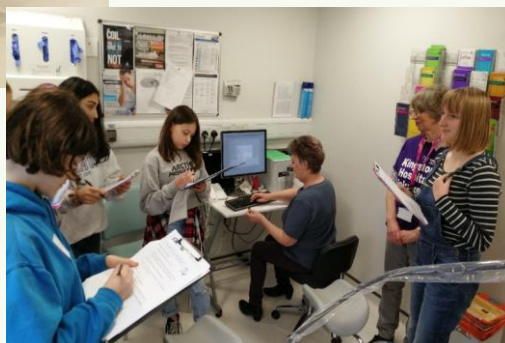
Oral and Maxillofacial Surgery Department

The environment in reception area could be more inviting, consider some artwork on wall. No activities were identified for young people, maybe add some puzzles and books. Consider children's TV programmes, DVD and radio.

What the young people said

"I think it's a really great experience and super fun and there's nothing I don't like about it thank you so much for letting me come along and I hope we meet soon."

"We were really happy to have participated!"



Long Term Plan

The Government committed to increase investment in the NHS and the NHS published the 'Long Term Plan' in January 2019, setting out it's key ambitions for the next 10 years.

Healthwatch launched a countrywide campaign to give people a say in how the plan is implemented in their communities.

Local Highlights



More than
40,000 people
shared their views
nationally with
Healthwatch.



In South West London
the views of over
1,000 people
informed regional
plans.



Healthwatch Kingston interviewed
7 family carers
about experiences of
End of Life Care and
ran a local Health and
Care Plan workshop
with our Youth Out
Loud! Volunteer group
With Healthwatch
Richmond.

South West London collaborative approach to engagement on the NHS Long Term Plan

Healthwatch organisations across south west London and South West London NHS Health and Care Partnership collaborated to speak to local people about specific plans for our local services. We focused on “What matters most to you” when managing your condition and living your life, and how services can help you achieve this.

In each borough, local Healthwatch investigated one of the following areas of care: **End of Life (Kingston)**, Cardiovascular Disease (Wandsworth), Crisis in Mental Health (Richmond), Outpatients (Sutton), Diabetes (Merton) and Respiratory Disease (Croydon).

People told us that the following is important:

- Information to know one’s own limitations and how to maintain normal healthy life.
- Support in the community or closer to home rather than hospital.
- Coping strategies when there is uncertainty of how a condition will develop.
- Mental Health support which needs to be easy to access.
- Better information and efficiency of administration to reduce stress and complicated health care journeys.

Working with NHS England and Healthwatch England



Healthwatch Kingston (and other south west London Healthwatch organisations) agreed with NHS England that our work would diverge from the Healthwatch England Long Term Plan Survey to enable us to engage with our local partners and community on the locally relevant development of NHS plans.

Our work was split across two distinct activities:

1. Supporting the South West London Clinical Conference in April 2019
2. Supporting engagement with the Health and Care Plan discussion documents at a borough level.

South West London Clinical Conference: End of Life Care research

Healthwatch Kingston focused its research to support engagement with the Long Term Plan on End of Life Care (as agreed with our south west London Healthwatch and NHS colleagues).

We completed a rapid literature search for existing reports on patient insights on **End of Life Care (EoLC)**. We engaged with a few key NHS and Social Care Commissioners and Providers of EoLC to scope out what was feasible in the time.

We discussed the ethical challenges of the research with people during EoLC and it was agreed Healthwatch Kingston would engage with carers (families and professional providers) that had recently lost a loved one/someone they were caring for.

There was a large event that took place in Croydon that discussed EoLC, just before we did our research - 90 people attended the Croydon work, including some 'hard to reach' groups.

In order to do the research we identified two providers that linked us up with professional and family carers to interview.

We asked interviewees **'What was important to carers and their loved ones in the last months of life?'** and this then provided a context for: Open-ended phone interviews with 7 family carers reflecting on 10 recent deaths.

Where EoLC took place: 7 deaths in a care home, 1 in a hospice, 2 in hospital

Themes identified: Knowing the person and continuity of care, choice, quality of care, uncertainty, and a good death.

We then created a presentation for the south west London Clinical Conference on 30th April, providing background and local context to this area of care and focused on the last two themes identified.

Our presentation concluded that the ideal death should be peaceful, and we should not die alone. People we know should be with us, and we should have the chance to say goodbye. But this depends on carers and loved ones knowing when the time has come.

We also produced a joint south west London Healthwatch NHS Long Term Plan Engagement Report, which was submitted to Healthwatch England on Tuesday 9th July 2019, to inform NHS England.

Helping you find the answers

Signposting to local NHS and social care services and information is a core function of our work.

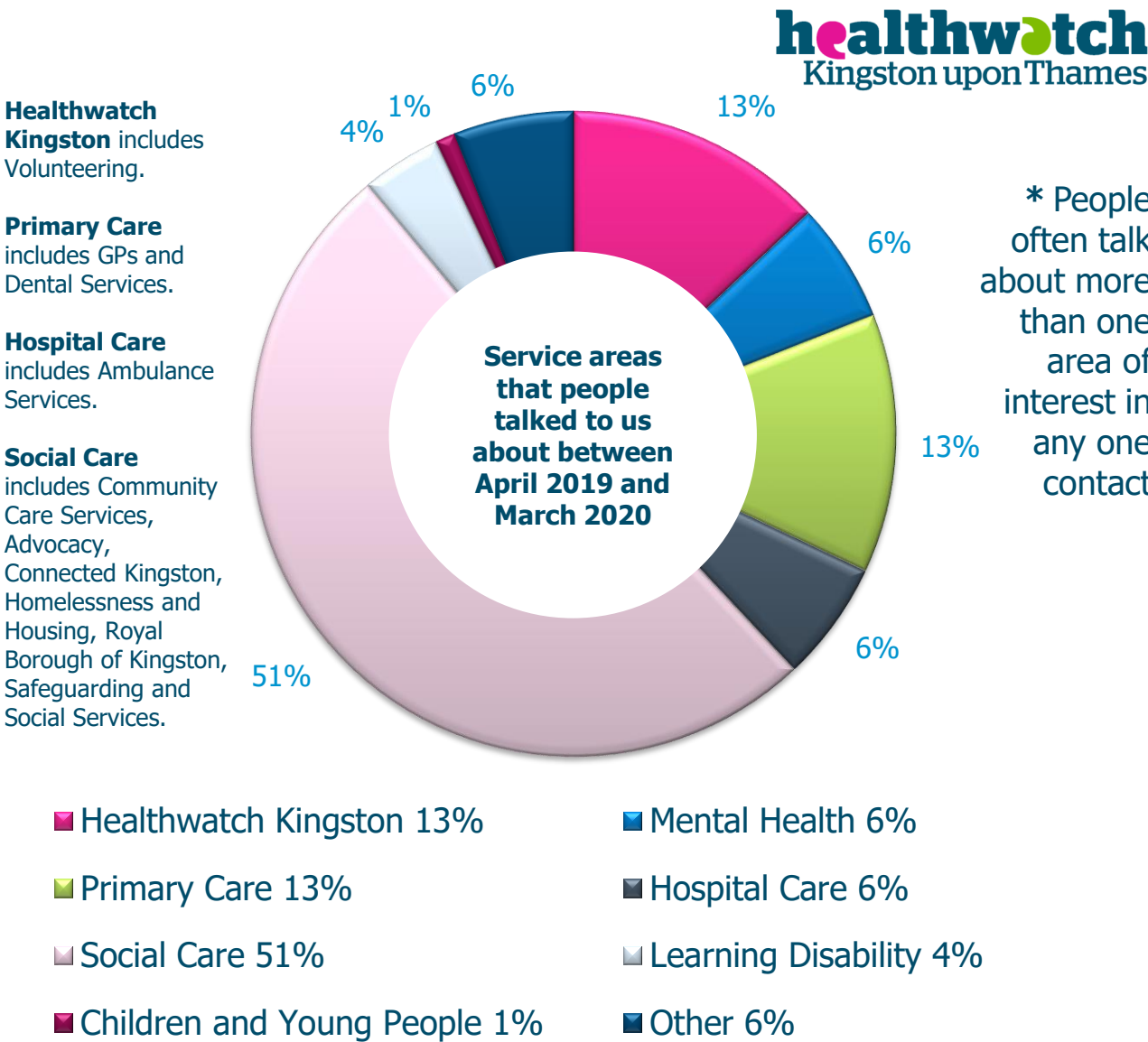


Telephone, email and office contacts

Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

People contact us with questions about local support in different ways: by telephone, email, letter, in person, through our website or social media, and at community events.

Here’s what the **168* people, who preferred to contact us by telephone, email or came in to our office** talked to us about:



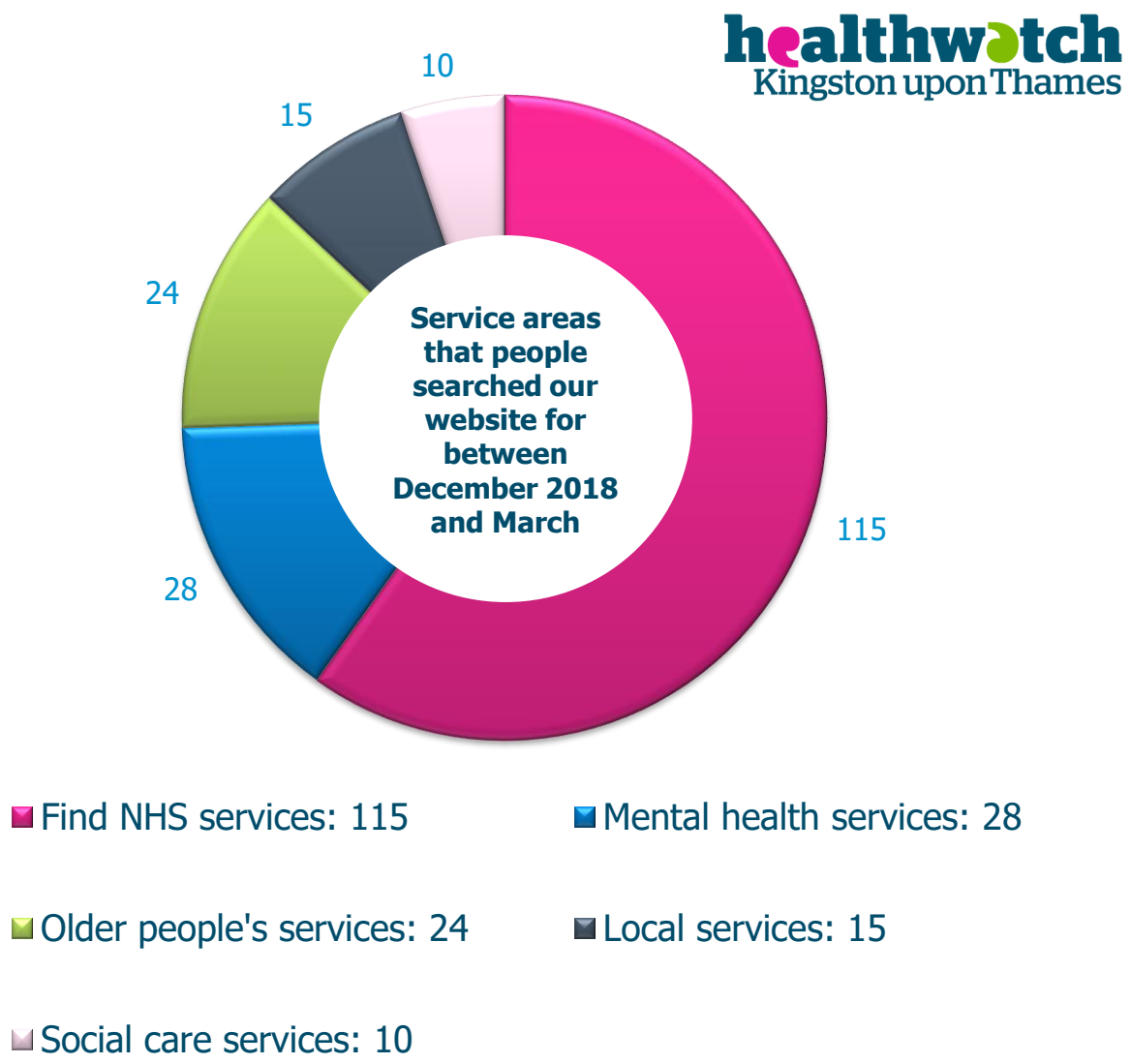
Based on data shared with and then analysed by Healthwatch Kingston between 1st April 2019 and 31st March 2020.

Advice and information online

Healthwatch helps people to get the advice and information they need to manage their health and care and find services that will provide them with the right support.

People contact us with questions about local support in different ways: by telephone, email, letter, in person, through our website or social media, and at community events.

6904 people visited our new website between 1st December 2019 and 31st March 2019 people, out of which **127 people, who preferred to access Healthwatch advice and information online** looked for:



Based on data shared with and then analysed by Healthwatch Kingston between 1st April 2019 and 31st March 2020.

Our people



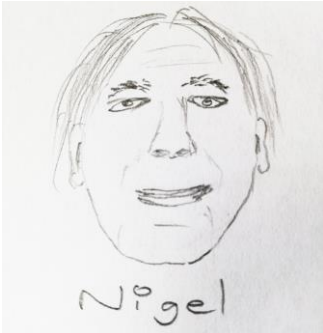
Some of our Healthwatch Kingston faces



Liz,
Chair



Stephen,
Chief Officer



Nigel,
Treasurer



Grahame, Trustee
(Former Chair)



Persephone,
Time to Change



Candy, Deputy
Chief Officer



Jaimy,
Communications
and Engagement



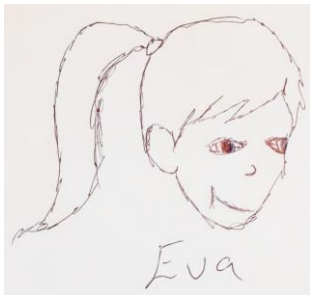
Alan, Volunteer



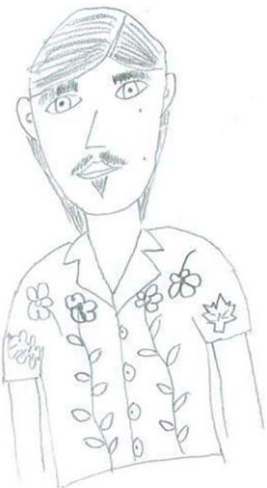
David, Volunteer



Scott, Former
Projects and
Outreach Officer



Eva, Volunteer



Hugh, Volunteer



James, Trustee



Sheena,
Volunteer

“As we are all ‘socially distanced’ due to coronavirus, this personal hand-drawn approach hopes to illustrate that our Board, staff and volunteers all work together to achieve our results. It treats everyone visually equally.”

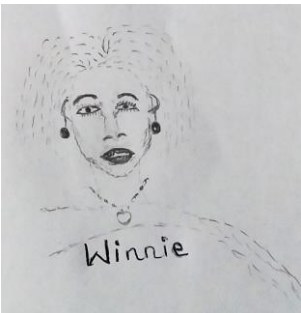
Stephen Bitti
Healthwatch Kingston
Chief Officer



Jo, Volunteer



Jillian, Volunteer



Winnie, Trustee



Nike, Trustee



Laila, Former
Projects and
Outreach Officer



Rona, Learning
Disabilities Support
Officer



Kezia, Projects and
Outreach Officer
(Learning Disabilities
and Mental Health)



Tony, Volunteer



Isabella,
Volunteer



“Once again, the support from our dedicated volunteers has been critical to our success this year. From contributions of expertise and experience in our Task Groups to supporting the delivery of the staff team, we are very grateful to each of our volunteers for their commitment to our activity.”

Nike Alesbury, Healthwatch Kingston
Board Lead for Volunteering



Graham, Volunteer



Tia, Projects and
Outreach Officer
(Young People
and Safeguarding)



Rob, Volunteer



William, Trustee



Adelaide, Former
Projects and
Outreach Officer



Elinor, Volunteer

Local influence

A key part of the remit of local Healthwatch is to influence decision makers. In order to facilitate this, Healthwatch Kingston has a seat on the Health and Wellbeing Board where key decisions are made about commissioning and delivery of local health and social care services.

Our staff and Trustees regularly attended a number of other important meetings and committees, to ensure that we are well informed about anything that may impact on people in Kingston.

Groups and Committees included:

Kingston Clinical Commissioning Group (which merged into south west London Clinical Commissioning Group on 1st April 2020); Kingston Health and Wellbeing Board, which has a key role in the local integration of health, social care and other public services; Kingston Health Overview Panel, the chair of which has regular meetings with the chair of HWK; Kingston Hospital Healthwatch Forum; Kingston and Richmond Communications and Engagement Steering Group; Kingston Coordinated Care Partnership Board (Shadow Kingston Health and Care Partnership Board); London Adults Safeguarding Board Conference Planning Group; Kingston All Age Learning Disability Partnership Board; Kingston Safeguarding Adults Board; South West London Health & Care Partnership; 'Thrive Kingston' Mental Health Strategy Planning and Implementation Group; Time to Change Kingston Steering Group and the London and South West London Healthwatch Network.

Healthwatch Kingston attended or hosted over 230 meetings, presentations and workshops. These included 84 external meetings, 95 Healthwatch Kingston, Task Groups and Open Meetings and 51 community events and workshops.



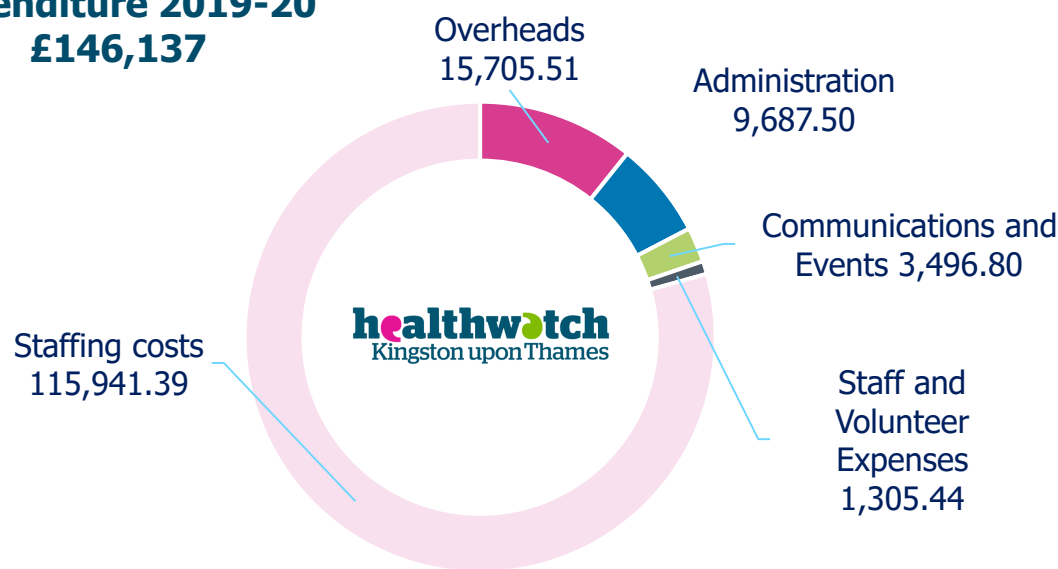
Our Finances 2019-20



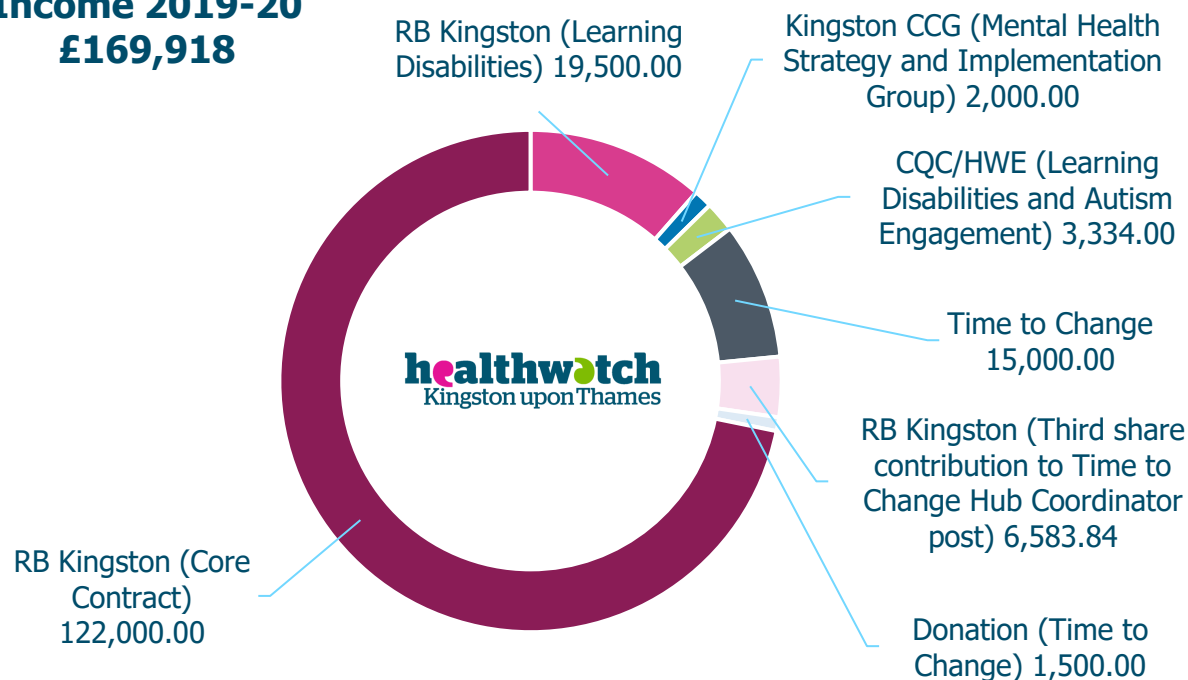
Finance report

Our core funding comes from the local authority under the Health and Social Care Act (2012). In 2019-20, we received additional funding from the local authority for our work on **Learning Disabilities** and as a third share contribution to the **Time to Change Hub Coordinator** post. Details of other project funding received are included in the summary pie-charts below. Full accounts will be available on the Charity Commission and Companies House websites.

Expenditure 2019-20 £146,137



Income 2019-20 £169,918



Our plans for next year

Healthwatch Kingston hosting the Mental Health Joint Strategic Needs Assessment workshop at the Kingston Quaker Centre.



Message from our Chief Officer: Our work with **you** continues

Healthwatch Kingston has continued to deliver against our five priority work areas for 2019-20 that focused on mental health, learning disability, hospital services, community care and young people's services. This is in addition to our core statutory functions that include engagement and signposting to local NHS and social care services. We have also continued to take part with other stakeholders in both SWL NHS transformation and PLACE development workshops.

As we left March and welcomed April, we entered our final year of our current Healthwatch Kingston contract period and have begun discussions with the Royal Borough of Kingston upon Thames. Due to the coronavirus pandemic, this period was eclipsed by a myriad of simultaneous, major changes to the ways everyone did anything. Our NHS and social care services had never faced this scale of a challenge, and at pace. Our local Healthwatch operations adjusted quickly from being physically 'in' the community to engaging remotely 'with' our community. Working from home and physical distancing soon became the 'new normal'.

Healthwatch Kingston has explored how we can best function in support of our local community now and beyond this crisis. We have adopted an "innovate to accommodate" approach and because transparency is a core value of Healthwatch Kingston, we continue to publish details of our board meetings on our website but now with a link for the public to join PART A of the meeting via the online communication platform, 'Zoom'.

Our Board's proactive response to the threat of COVID-19 to our business continuity was formed in discussion with staff, referencing government and official guidance (including Healthwatch England and the Care Quality Commission).



Stephen Bitti, Healthwatch Kingston upon Thames
Chief Officer

We have just published the first of our 'snapshot' reports, [Experiences of NHS and social care services in Kingston before and during the Coronavirus pandemic](#) and Healthwatch will continue to gather views and experiences of NHS and social care services during and after the coronavirus pandemic, to ensure commissioners, providers and other system leaders continue to respond appropriately to the health and care needs of local people. You can read about more of our expanded (now top seven) priority work areas for 2020-21 and how we plan to address these on page 58.

“Our response to the Coronavirus pandemic has clearly illustrated the importance of business continuity planning for Healthwatch Kingston.”

Scotty McLeod, Healthwatch Kingston Board Lead on Business Continuity

Healthwatch Kingston provides the independent chair for the 'Thrive Kingston' Mental Health Strategy Planning and Implementation Group and has stepped up to now chair a group of professionals and volunteers to explore the need for a local strategy to manage the need for mental health support post Covid-19. There are also links to be made this year when we write up the qualitative data from our End of Life research and ask how this may have been during the crisis.

It has become a pleasure to host students from Holy Cross School in July each year for student 'work-experience'. Last year was again an enjoyable and fruitful week for Healthwatch Kingston and our guests. Each year we ask our visiting students to write up their experiences and we have shared these with our Board. Unfortunately, we must cancel our plans as our offices will be closed in July due to Covid-19.

In November, our new website was 'signed off' by Healthwatch England and is now playing an active role in providing up to date information about local crisis response and services. Not everyone can access visual information, and this is why we look forward to developing our work with The Kingston upon Thames Talking Newspaper, which brings any visually impaired person in our

borough a weekly digest of local news and information on a memory stick. Currently there are over 100 weekly listeners. It is totally free to the recipients as it is produced entirely by volunteers and makes use of the free 'Articles for the Blind' postal service.

Strengthening our relationship with Patient Participation Groups in Kingston

We have been in discussion with our Clinical Commissioning Group about engagement with Patient Participation Groups and how we can better support each other's work, particularly since the introduction of Primary Care Networks in 2019. We look forward to developing relationships with new Primary Care Network Directors, GP Practice Managers and Patient Participation Groups and Healthwatch Kingston and the Clinical Commissioning Group have agreed to keep each other informed of progress in this area.

Healthwatch Kingston Open Meetings

Our bi-monthly Open Meetings go from strength to strength and have converted to online meetings well. These meetings are where members of the public came to listen and ask questions of health and social care commissioners and providers.



A visit from the Mayor of the Royal Borough of Kingston upon Thames, Cllr Margaret Thompson, to the Healthwatch Kingston and the Time to Change Kingston stand at the Fastminds: Neurodiversity Event in 2019.

NHS Leadership Academy: Leadership for Personalised Care Programme

Last year I was invited to join the Personalised Care Programme delivered by the NHS Leadership Academy, a series of regional leadership programmes to support the rollout of Personalised Care. The programme is for those who want to meet the new challenge of making personalised care a reality in the NHS as set out in the Long-Term Plan. The aims are to ensure that services are planned and delivered based on 'what matters' to people, to develop expertise in partnership working across boundaries and co-production with people and

communities and do more to build community capacity.

The Kingston team has already established an 'informal' WhatsApp group to coordinate and develop a plan for Kingston when the training finishes (which includes HWK hosting an event).

Finally, I would like to thank everyone that contributes to the work of Healthwatch Kingston. Your support is very much appreciated. I encourage people to continue to work with us, as our work with you continues.

PS. Please don't forget to look at our top seven work areas for 2020-21 on the next page.



'Team Kingston' at day one of the NHS Leadership Academy training: Leadership for Personalised Care Programme.

Our top seven work areas for 2020/21

1. Mental Health:

- a. Review existing service user experience data and report key themes
- b. Time to Change Kingston Hub Coordinator - supporting Time to Change Champions and events
- c. Chair and administrative support for the 'Thrive Kingston Mental Health Strategy Planning and Implementation Group' (year 3)
- d. Complete South West London and St George's Mental Health Trust Partner Fund - supporting a partnership approach to mental health awareness events in the community
- e. Monitor progress of specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD)

4. Community Care:

- a. Examine the impact of community care provision (such as home care and reablement) on service users, patients and where possible, their carers
- b. Develop links with Patient Participation Groups

3. Hospital Services:

- a. Review patient experience data and report key themes
- b. Continue to monitor Kingston Hospital NHS Trust complaints and procedures

2. Learning Disability:

- a. Capacity building Healthwatch Kingston to improve access and support meaningful engagement with local people with a learning disability (year 3)
- b. Grow the Learning Disability Task Group of people living with a learning disability, their families, carers and advocates
- c. Chair and administrative support for the 'Kingston All Ages Learning Disability Partnership Board' (year 3)

5. Young People:

- a. Support Youth Out Loud! (YOL!) to review health and care services (we will do this in partnership with Healthwatch Richmond)
- b. 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
- c. Support YOL! to develop its online and social media

6. Safeguarding:

- a. Explore how the Community Reference Group for adult safeguarding will become a sustainable adjunct to the Kingston Safeguarding Adults Board
- b. Deliver the Kingston Making Safeguarding Personal pilot
- c. Continue support for the London Safeguarding Adults Board Conference Planning Group (year 2) and work to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London

7. Response to coronavirus:

- a. Continue to gather views and experiences of NHS and social care services during and after the coronavirus pandemic, to ensure commissioners, providers and other system leaders respond appropriately to the health and care needs of local people

Thank you from Kingston upon Thames

Thank you from the Healthwatch Kingston Board of Trustees to everyone that is helping us put people at the heart of health and social care, including:

- **Members of the public who shared their views and experiences with us**
- Our amazing staff: Stephen Bitti (Chief Officer); Candy Dunne (Deputy Chief Officer); Jaimy Halliwell-Owen (Communications and Engagement Officer); Kezia Coleman (Projects and Outreach Officer – Mental Health and Disabilities); Tia Arberry (Projects and Outreach Officer – Young People and Safeguarding); Rona Topaz (Learning Disabilities Support Officer); Laila Awda (left in 2019); Adelaide Boakye-Yiadom (left in 2019); Scott Bacon (left in 2020).
- Our wonderful volunteers
- Our Enter and View Authorised Representatives: Alan Moss; Elinor Young; Graham Goldspring; Jillian Dempsey; Jo Boxer; Nigel Spalding; Pippa Collins; Rob Robb; Scotty McLeod; Sheena Crankson; Tony Williams
- The many, essential voluntary and community organisations that have contributed to our work
- Our health, social care and educational colleagues working within the Royal Borough of Kingston Council, Kingston and Richmond Clinical Commissioning Group, Kingston Hospital NHS Foundation Trust, South West London St George's Mental Health NHS Trust, Kingston and Richmond Youth Council, Achieving for Children, Your Healthcare CIC, South West London Health and Care Partnership, Kingston University, Kingston College and Time to Change (all of whom treat the work we do with respect and timeliness) and of course our colleagues at Healthwatch England.

Hospital Services	604 people shared 1906 ideas and experiences
Community Care	375 people shared 1213 ideas and experiences
Mental Health	355 people shared 1155 ideas and experiences
Learning Disability	333 people shared 1082 ideas and experiences
Healthwatch Kingston	208 people shared 688 ideas and experiences
Children and Young People	187 people shared 562 ideas and experiences
Other	21 people shared 39 ideas and experiences

Contact us

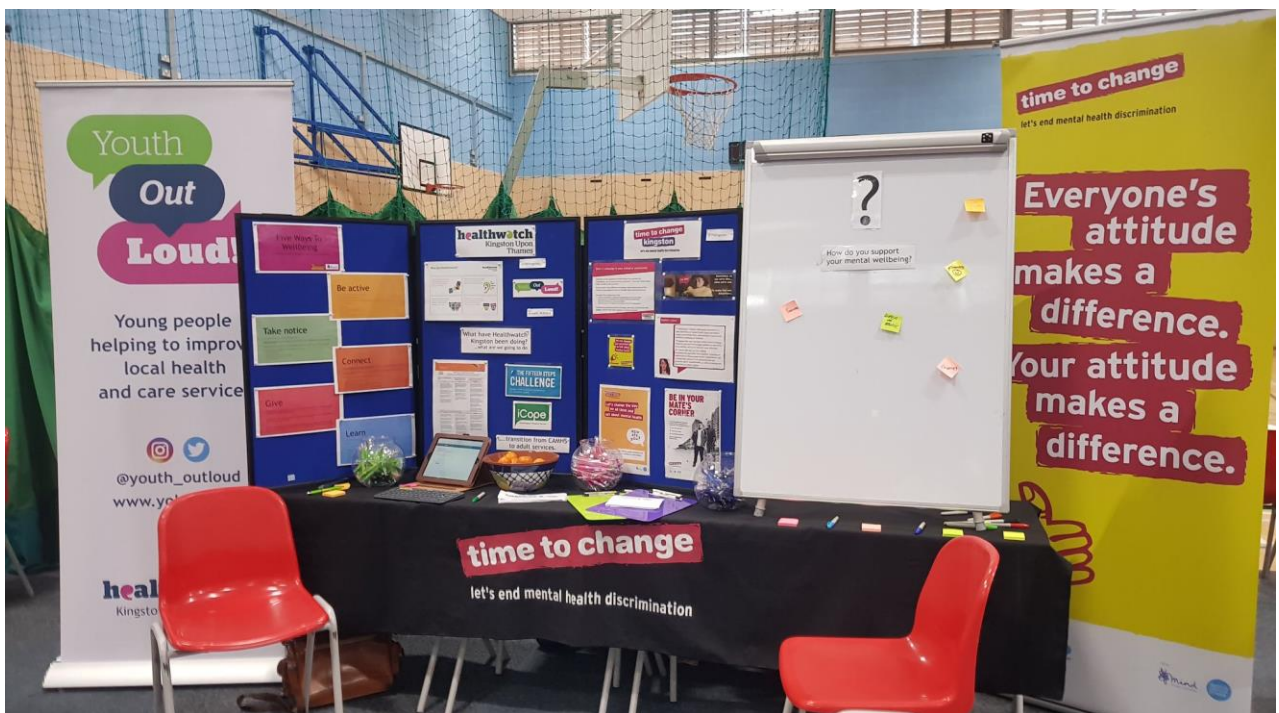
Address and contact details of Healthwatch Kingston upon Thames as of 31/03/2020.

Post: Kingston Quaker Centre, Fairfield East, Kingston upon Thames KT1 2PT

Call: 0203 326 1255 between the hours of 09:00 – 17:00 Monday to Friday.

Email address: info@healthwatch.org.uk

Website: www.healthwatchkingston.org.uk



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If you need this in an alternative format please contact us.

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