

## Our 2020-21 work areas that you helped choose

### 1. Mental Health:

- a. Review existing service user experience data and report key themes
- b. Support Time to Change Champions and events through Time to Change Kingston Hub Coordinator
- c. Provide 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 projects - 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).

### 2. Learning Disability:

- a. Capacity building HW Kingston to improve access to, 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. Provide chair and administrative support for the 'Kingston All Ages Learning Disability Partnership Board' (year 3).

### 3. Hospital Services:

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

### 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 GP Patient Participation Groups.

### 5. Young People:

- a. Support Youth Out Loud! (YOL!) to review health and care services (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. Responding to Covid-19:

- 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.



