

<p>Healthwatch Kingston Board Meeting (Part A)</p>	<p>Wednesday 27 January 2021</p>
<p>Activity Report</p>	<p><b>Contributors:</b> Stephen Bitti (SB) - Chief Officer, Candy Dunne (CD) - Deputy Chief Officer, Jaimy Halliwell-Owen (JHO) - Communications and Engagement Officer, Kezia Coleman (KC) - Projects and Outreach Officer (Disabilities and Mental Health), Hen Wright (HW), Projects and Outreach Officer (Young People and Safeguarding), Persephone Pickering (PP) - Time to Change Hub Coordinator, Rona Topaz (RT) - Learning Disabilities Support Officer, Graham Goldspring (GG), Acting Chair, Hospital Services Task Group, Tony Williams (TW), Chair, Mental Health Task Group, Nigel Spalding (NS), Acting Chair, Community Care Task Group and Stephen Bitti (SB), Acting Chair, Learning Disabilities Task Group.</p>
<p>PART A Agenda Item 6</p>	<p>Appendices:  <b>Communications Report Sep 2020 to Jan 2021 (JHO)</b></p>
<p>This report updates the Board on progress made towards delivery of our seven work areas for 2020/2021. The report includes updates from the Chief Officer, Deputy Chief Officer, Project and Outreach Officers, the Communications and Engagement Officer and Task Group Chairs. There is an additional section at the end for updates about additional items and activities. Healthwatch Kingston staff, Trustees and other volunteers have continued to deliver against our contracts while responding as resources and capacity allow to emergent needs.</p> <p><b>The Board is requested to:</b></p> <ol style="list-style-type: none"> <li><b>Review and Note</b> this Activity Report.</li> <li><b>Review and Note</b> Appendix A HWK Communications Report (From September 2020 to January 2021).</li> </ol>	

SEVEN PRIORITY WORK AREAS FOR 2020/21		
Priority	Aim	Update
<b>1. Mental Health</b>		
1a. Review existing service user experience data and report key themes:	Provide evidence that supports improved experience of people using psychological therapy services	The report on ‘Service user experiences of the iCope Kingston Psychological Therapies Service’ is scheduled to be sent to the CCG commissioner and the Camden and Islington NHS Foundation Trust (the provider) in February for formal review. KC is working on finalising the TW revised document to share with our Mental Health Task Group before it is sent externally for formal feedback. HWK are aiming to publish this report at the end of March 2021 but will work with the commissioner and the provider to consider COVID-19 related pressures and sensitivities.
1b. Time to Change Kingston Hub Coordinator - supporting Time to Change Champions and events:	Change attitudes about mental health in our communities and workplaces	Time to Change Kingston (TTCK) has continued hosting Champions Network Meetings, Champions Check-In Meetings, Steering Group Meetings, Working Group Meetings and One to One Meetings with Champions online. We have had several new Champions join TTCK. PP has worked towards making the TTCK Hub sustainable, first by asking Champions if and how they would like to proceed with the project during Champions Network Meetings, then by asking Partners how they could support the requests of the Champions to make the TTCK Hub sustainable after the end March 2021. RBK and HWK have been working with Mind in Kingston who are interested in taking up the coordination role to create a transition plan which will be finalised in February. On the 13 January, HWK, RBK and Mind in Kingston published a <a href="#">joint statement</a> announcing the plan for sustainability of the hub. The feedback from this was very positive.

PP has also been creating a list of items for the resource box to help with the sustainability of the local programme providing Champions with resources to use once ‘in-person’ face to face activities can safely resume. A small working group of Champions was set up to help source the materials and compare retailers to get value for money.

TTCK received 8 applications in the final round of Champions Fund. The assessment panel reviewed and accepted all submissions. Champions have been supported with planning their events and spending the funding in the short timeframe remaining. Many of these applicants will be holding their events before or on ‘Time to Talk Day’ on 4 February 2021.

TTCK organised engagement meetings with the Korean and Tamil community at the end of November 2020 and empowered their community groups to come up with plans which they felt would help reduce mental health stigma using money from the Champions Fund.

The Korean engagement group decided to create mental health top tips in Korean for sharing via Zoom sessions coordinated by Kingston Korean Senior Citizens and printed tips with a Christmas card and treat for ‘lunch bags’ provided to Kingston Korean Senior Citizens group. These were distributed to the Korean community just before Christmas and a feedback session is being planned to understand how these tips were received by the community and what more can be done to help reduce stigma in the Korean community.

The Tamil engagement group decided to create a website in Tamil about the basics of mental health and to shoot a video with community leaders talking about mental health (including a shorter version for social media and longer version for use with groups). This project is in progress, the website is in the process of being built and plans for filming are underway, but not yet confirmed due to lockdown constraints.

		<p>TTCK is working on plans for ‘Time to Talk Day’, including using the 7 RBK digital community information boards around Kingston, a live ‘in conversation’ event on Zoom with our Champions, a screenwriting event, and a virtual art exhibition. PP and other HWK staff are also working closely with Mind in Kingston and RBK to provide an easy transition of the local TTCK work at the end of March 2021.</p>
<p>1c. Chair and administrative support for the ‘Thrive Kingston Mental Health Strategy Planning and Implementation Group’ (MHSPIG) (year 3): (Note: now ‘Kingston Communities Taskforce - Mental Health and Wellbeing Sub-group’)</p>	<p>Provide independent facilitation for community scrutiny of progress against mental health strategy priorities</p>	<p>The Kingston Communities Taskforce - Mental Health and Wellbeing Sub-group met for the first time on 8 December 2020 and agreed to establish three time-limited work groups to:</p> <ol style="list-style-type: none"> <li>1. Review/develop the Terms of Reference, Roles and Responsibilities for the sub-group.</li> <li>2. Review existing mental health evidence (new Mental Health Joint Strategic Needs Assessment) to support refresh of the ‘Thrive Kingston Mental Health Strategy ending Mar 2021).</li> <li>3. Explore the co-production process.</li> </ol> <p>The group also discussed the recent Mental Health Summits and the importance of engagement and strategic alignment with the <a href="#">South London Community Mental Health Partnership plans</a> promoted in November 2020 and Mental Health Transformation Programme. It was agreed that we need to both support and benefit from the regional work.</p> <p>Meetings have continued with key MH and wellbeing leads to ‘socialise’ the new Communities Taskforce - Mental Health and Wellbeing Sub-group arrangements and to encourage involvement from a broad range of community stakeholders (including people with lived experience of mental health).</p> <p>The Sub-group will also run a series of themed hour-long workshops (the first on Isolation at the 8 February meeting), will build upon the work begun on support packages for small (c40) cohort of people with complex needs, will promote and help secure a series of virtual</p>

sessions in Kingston schools with the Youth Out Loud! ‘Self-harm: Being a good friend’ film made by young people for young people and encourage stakeholders to consider and respond to findings in the HW YOL! Report: [‘Young People’s Emotional Wellbeing during the COVID-19 Crisis’](#).

The next Mental Health and Wellbeing Sub-group meeting is on Monday 8 February, 10am to 12 noon. Please email [kezia@healthwatchkingston.org.uk](mailto:kezia@healthwatchkingston.org.uk) to be added to the group invite list.

HWK has promoted ‘South London Listens’ to our Mental Health Task Group and encouraged training available if they wish. In addition, after attending the South West London Healthwatch and South West London St George’s Mental Health Trust Forum on 14 January, SB proposed HWK host 7 Kingston ‘South London Listens’ sessions across one week (3 work daytime, 2 work week evening and 2 at the weekend). WO (HWK Trustee) and SB have since met with SWLStG to discuss logistics. Dates are now being explored for the end of February. Communities Taskforce members have agreed to promote these sessions to local populations to support diverse engagement. HWK staff will ‘host’ each session with SWLStG’s facilitating each 45-minute discussion on the following questions:

- What is putting pressure on your wellbeing and the wellbeing of the people you care about?
- What has, or could have, made this experience better for you and those you care about?

(Aim is that 8-10 people/session will equate to a max of 70 people engaged about the impact of COVID-19 on their mental health and wellbeing).

The South West London Health and Care Partnership event on an ‘Integrated Community Based Mental Health Services’ was held on 11 December. Feedback suggested that a 1-hour workshop might have been insufficient for the subject matter.

<p>1d. 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:</p>	<p>Raise awareness about mental health in our communities</p>	<p>On 27 November, SB, CD and HW met with a Justina Jang (a Korean Community leader interested in raising Mental Health awareness) to discuss how we can work together to achieve this. We explained we would like to hear if the schools in and around New Malden and the Korean Saturday schools would like to work with us to share the Youth Out Loud! ‘Self-harm: being a good friend’ film with pupils to raise awareness about mental health. We also discussed what materials the headteachers would need to support young people and their parents. Here is the link to the film with Korean subtitles: <a href="https://youtu.be/TGPoaGD1JJo">https://youtu.be/TGPoaGD1JJo</a></p> <p>Justina has since mentioned this to North Korean community leaders, the Korean (North and South) Residents Society, the headmistress of North Korean Saturday school and the headmaster of South Korean Saturday School. We will follow up in February.</p> <p>We also discussed working together to ensure that our Healthwatch Kingston Community Facebook page is ‘Korean Community friendly’ and have agreed to share our developing work on this and would welcome further input.</p>
<p>1e. Monitor progress of specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD):</p>	<p>Ensure EUPD service is provided as agreed</p>	<p>Following on from a letter from the Chair of HWK in June, a meeting took place on 11 December, where a picture of the history of the EUPD issue was provided by HWK to Nigel Evason and Rachel Rowan (SWL Clinical Commissioning Group Mental Health leads). During the discussion that followed, the realities of service provision at present were explained.</p> <p>It was agreed that input should be sought from RBK Public Health on the estimated size of the Kingston population who may be living with EUPD at the present time, and that spot purchasing of specialised EUPD services would be made available to those identified by the system. HWK have also raised a question with SWL Primary Care Commissioning Leads about how integrated community mental health providers are made aware of this.</p>

2. Learning Disability		
<p>2a. Capacity building Healthwatch Kingston to improve access and support meaningful engagement with local people with a learning disability (year 3):</p>	<p>Ensure HWK is “Learning Disability friendly”</p>	<p>Healthwatch Kingston Enter and View training will resume in February for people with learning disability so that we can eventually visit GP practices when safe to do so.</p> <p>RT continues to convert our outreach and engagement materials (e.g., our website and surveys) into Easy Read with Plain English. These are then shared with other stakeholders such as the Involve Peer Advocates, Kingston Mencap and Eco-Op for review and feedback before being published.</p> <p>The ‘Closed Environments’ workshop being re-planned to take place in February and the reported in March has been postponed due to the latest lockdown at the request of the Care Quality Commission. As instructed, HWK will re-convene with partners on this in the summer.</p>
<p>2b. Grow the Learning Disability Task Group (LDTG) of people living with a learning disability, their families, carers, and advocates:</p>	<p>Support people with a learning disability, their families, and carers to have a say in their health and social care services.</p>	<p>KC has arranged a meeting to discuss how the Learning Disability Task Group can best fit into the regular Kingston Mencap “Let’s Talk” meetings. The aim of this shift in the way the Learning Disability Task Group will work aims to outreach more widely into the community (virtually for now) to engage with more people with a Learning Disability, their families, carers, and advocates.</p>
<p>2c. Chair and administrative support for the ‘Kingston All-Age Learning Disability Partnership Board’ (year 3):</p>	<p>Provide independent facilitation for community scrutiny of progress against All Age Learning</p>	<p>The <a href="#">All-Age Learning Disability Partnership Board (AALDPB) Activity Report</a> was published at the End of Year event on 18 December. The snapshot report of the work achieved by partners and people with a learning disability, their families, carers and advocates between Autumn 2018 and Spring 2020.</p> <p>The Partnership Board met seven times between October 2018 and March 2020. Healthwatch Kingston supports the Board and it is co-chaired by the Chief Officer and people living with a</p>

	<p>Disability strategy priorities</p>	<p>learning disability. During the period we have run a Community Event at Kingston Hospital to teach people with learning disabilities and their carers about the Partnership Board. As this community event was at Kingston Hospital the topic was ‘health’, and Kingston Hospital and Healthwatch Kingston both presented their work. We set up two work groups to focus on our agreed projects during this period:</p> <ol style="list-style-type: none"> <li>1. Health and Wellbeing work group - Looking at good physical and mental health services to keep people well and Health and Social Care Services to work well together.</li> <li>2. Communications work group - Looking at good information, support to make choices and get the right services.</li> </ol> <p>The Partnership Board would like to thank everyone for their ongoing commitment to making Kingston a more inclusive place for people with a learning disability, their families, and carers. Inclusion, health, and wellbeing should always be at the heart of our work. We hope that the benefits of collaboration will continue to assist each one of us in achieving more for people with a learning disability in Kingston.</p>
<p><b>3. Hospital Services</b></p>		
<p>3a. Review patient experience data and report key themes:</p>	<p>Provide an independent digital solution to capture patient experience of hospital services</p>	<p>The Kingston Hospital Healthwatch Forum virtual meeting was held on 2 December and included an update on the hospital’s response to Covid-19, maternity services, dentistry and an update on the Dementia and Delirium strategy.</p> <p>The Hospital Services Task Group met on 10 December where the new schedule for the Healthwatch Kingston Enter and View Report of Kingston Hospital Adult Inpatient Wards report was discussed. It was agreed that the revised version would be sent to Kingston Hospital before Christmas so that the final response could be received in January, with the view to publish the report in February. SB is working with PC to include references to the ‘Shifting the Mindset’ report published by HW England last year into the final edit. This</p>



		<p>schedule was moved forward by a month in December in response to ‘Lockdown 3’ and the increased pressures on hospital staff. Now aiming for an end of March 2021 publication date.</p>
<p>3b. Continue to monitor Kingston Hospital NHS Trust complaints and procedures:</p>	<p>Ensure continued robust complaints procedures are available and learning from complaints informs hospital improvements</p>	<p>This continues to be monitored by Healthwatch Kingston on a day-to-day basis through analysis of experiences, concerns and views shared about hospital services through responses to our surveys and other currently virtual engagement activities.</p>
<p><b>4. Community Care</b></p>		
<p>4a. Examine the impact of community care provision (such as home care and reablement) on service users, patients and where possible, their carers:</p>	<p>Gather service user experience of components of Kingston Coordinated Care to gauge improvements to their health and wellbeing</p>	<p>The last Community Care Task Group meeting was on 15 December and was attended by 3 active affiliates, with one apology, and 3 staff members.</p> <p>Comments and advice were given to staff on the latest draft surveys to seek feedback on the experience of people in residential care during the pandemic. The online survey was launched in the w/c 11 January is available <a href="#">here</a>, with information being provided about how to provide feedback on paper or over the phone.</p> <p>The meeting also heard about the work being done by staff to engage with local GP practices on HWK’s Test and Trace survey.</p>

<p>4b. Develop links with Patient Participation Groups:</p>		<p>With the support of SWL Clinical Commissioning Group colleagues, GP managers have been contacted to share Healthwatch Kingston’s <a href="#">What do you think about the COVID-19 NHS Test and Trace Service</a> survey with their Patient Participations Groups. RT continued a follow up exercise with Kingston GP managers and Patient Participation Groups during December and January.</p>
<p><b>5. Young People</b></p>		
<p>5a. Support Youth Out Loud! (YOL!) to review health and care services (we will do this in partnership with Healthwatch Richmond):</p>	<p>Support young people to have a say in their health and care services</p>	<p>After discussions with Judith Murray (Interim Lead Nurse) and her colleagues from the Wolverton Clinic at Kingston Hospital in December 2020 it was decided that a new ‘virtual 15 Steps Challenge’ would be beneficial for both Youth Out Loud! and the clinic. Due to COVID-19, the clinic has changed their service delivery model and they now start with a ‘Triage’ conversation over the phone, followed by a call back from a clinician who will book the patient an appointment at the clinic if necessary. They advised that a lot of the calls they receive are regarding anxieties around sexual health problems and that these can often be reassured over the phone.</p> <p>The Wolverton Clinic has since redeployed staff to other parts of Kingston Hospital due to the current increased COVID-19 pressures, so our Young People are not able to undertake the ‘virtual 15 Steps Challenge’ just yet. When possible, Judith will provide pseudonyms for the young people so as not to create a suspected ‘safeguarding issue’ alert when they speak with the Wolverton Staff.</p>

<p>5b. Support delivery (with other partners including Healthwatch Richmond) of the Digital Youth Project (year 2) to complete a series of short health and care films by young people for young people:</p>	<p>Develop a library of health and care films made by young people for young people</p>	<p>As our young people can feel embarrassed at the thought of being seen at a sexual health clinic, Kingston Hospital have responded to this learning and the new service delivery model at the Wolverton Clinic will now continue after COVID-19.</p> <p>The YOL! Sexual Health Film script will now be amended to consider the new procedures. Filming of the Sexual Health Film is on hold until the new script is finalised with the new procedure (following a virtual 15 Steps review process) and the intensity of the current COVID-19 situation subsides.</p>
<p>5c. Support YOL! develop its online and social media:</p>	<p>Support young people to safely communicate via social media</p>	<p>All schools in the Royal Borough of Kingston (including Private schools) were contacted in December, to advise we Healthwatch Kingston (similarly in Richmond) is looking for new recruits to YOL!</p> <p>To make the offer more attractive we have focused on the recruitment of a ‘Social Media Volunteer’ and a ‘Podcast Volunteer’. We have had some response to this, but we have been advised to hold off with follow-up calls as they are under immense pressure to provide effective home-schooling during lockdown which is using most of their resources.</p> <p>We have 4 new YOL! recruits so far. One interested in the Podcast Volunteer roll. We are in the process of pulling together an induction session for these new YOL! members along with separate training sessions on Social Media and creating Podcasts.</p> <p>YOL! want to create a series of podcasts (plan is one a month) around topics affecting Young People at this current time. They will be made by young people, for young people. The first one in January will be about Obesity/Healthy living as this is a very current issue, especially in lockdown. We consulted with Sarah French from Kingston Council and her colleague</p>

		<p>Jobeen, a nutritionist, to make sure we were not missing any key areas. Then followed up a meeting with a professional Podcaster. He gave us some useful tips of where to start and useful websites/software that we could use (either free or for a small fee). YOL! hope to record their first podcast in January.</p> <p>Social media is still a focus for YOL! (hence the role of the Social Media Volunteer). We continue to do posts daily on Instagram and Twitter. Some are more planned posts around National Awareness Days and Months, but many are sent ad-hoc on the day to respond to the ever-changing issues affecting young people e.g., anxiety issues from home-schooling, isolation from seeing their friends, concerns about COVID-19. We are very aware of ‘fake news’ and provide a reliable source of help and advice for young people by signposting to <a href="#">yolweb</a> and posting official information from Public Health England and the NHS etc. We also signpost to HWK and HWR websites.</p> <p>Capacity building with Kingston and Richmond Youth Council (KRYC) are starting in February and we have had two planning meetings with KRYC. YOL! are presenting about who we are and what we do, with a focus again on recruiting new volunteers. We have co-designed and co-produced the main presentation and plan to have an interactive element involving a remote 15 steps challenge exercise demonstration.</p>
<p><b>6. Safeguarding</b></p>		
<p>6a. Explore how the Community Reference Group for adult safeguarding will become a sustainable adjunct to the Kingston Safeguarding Adults Board:</p>	<p>Gather service user experience of safeguarding to inform service developments and support</p>	<p>Note: Community Reference Group meetings during this period have not taken place as our safeguarding work has focused on establishing the Making Safeguarding Personal pilot.</p>

	positive personal outcomes	
6b. Deliver the Kingston Making Safeguarding Personal pilot:	Gather personal experience of safeguarding to inform service developments and support positive personal outcomes	Healthwatch Kingston has just received the first response to the recently developed Making Safeguarding Personal pilot for Kingston. This pilot has been developed with RBK and will initially focus on people with a Learning Disability that have been through the Kingston Adult Safeguarding process. RBK have also recently confirmed the extension of this pilot for 2021/22 and we are exploring the inclusion of people from BAME communities and victims of domestic violence into the pilot.
6c. 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:	Ensure the voices of people with lived experience of safeguarding are part of the Kingston and London Safeguarding Adults Boards	SB has now become Chair the Voice Sub-group of the London Safeguarding Adults Board (LSAB), which SB has been attending (on behalf of HWK) for the past year. This role will be supported by a London Association of Directors of Adult Social Services (LondonADASS) administration officer and additional resource. Leads at HWE and LondonADASS (on behalf of the LSAB) are finalising paperwork to outline this arrangement - which will include supporting people with lived experience of safeguarding representation from Kingston and all other London Boroughs.
<b>7. Response to coronavirus</b>		
7a. Continue to gather views and experiences of NHS and social care services during and after the coronavirus pandemic, to ensure	Gather service user experience of NHS and social care services during the	Healthwatch Kingston continues to engage with local populations in the following areas and will publish reports with learning and recommendations to support continuous improvements in commissioning and provision of local health and social care services - including future pandemic preparedness:

<p>commissioners, providers and other system leaders respond appropriately to the health and care needs of local people:</p>	<p>coronavirus pandemic</p>	<ul style="list-style-type: none"> <li>• <u><a href="#">Experiences of NHS and social care services during COVID-19 (Apr to Nov 2020)</a></u> Healthwatch Kingston’s ‘Have your say’ survey closed at the end of Oct. The draft report sharing the experiences, concerns and views of residents is being finalised and we now aiming to publish at the beginning of February.</li> <li>• <u><a href="#">Experiences of COVID19 NHS Test &amp; Trace</a></u> Healthwatch Kingston extended and then closed this survey on 17 January. The report will be published at the end of February.</li> <li>• <u><a href="#">Residents, family members and friends’ experiences of residential environments during COVID-19</a></u> Healthwatch Kingston (working in collaboration with Kingston Council) recognises this is a sensitive time for many, and we would like to hear about the experiences of residents, and from family members and friends of residents of Care Homes, Supported Living Homes and Extra Care Housing. Both surveys are now available online:  <u><a href="#">Residential care during the coronavirus pandemic: Residents’ experiences</a></u>  <u><a href="#">Residential care during the coronavirus pandemic: Family and friends’ experiences</a></u> </li> </ul> <p>Healthwatch Kingston can also provide the surveys in print with a Free Post return label and can also be conducted by telephone and if this survey raises any concerns, Kingston Council has arranged for support to be made available through Kingston Stronger Together Hub.</p> <p>Our <u><a href="#">‘Lockdown 3’</a></u> survey has just been launched (includes an option to share information about vaccination services) and we are reviewing a HW England <b>111 to urgent care</b> with local commissioners/providers before we start collecting data from Kingston residents.</p>
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ADDITIONAL ITEMS AND ACTIVITIES	
Item/Activity:	Update:
<p><b>HWK Open Meetings</b></p>	<p><b>Welcome to a fresh look HWK Open Meeting</b>            Healthwatch Kingston has held our Open Meetings via Zoom since COVID-19 lockdown in Mar with a constant level of attendance. Our next meeting is on Tuesday 16 February, 11.55am to 3pm. All are welcome, you can join the Zoom meeting with the following link:  <a href="https://us02web.zoom.us/j/81507258085?pwd=MIlyNUJoNHFKWUUyekM4Y1lDNVZpZz09">https://us02web.zoom.us/j/81507258085?pwd=MIlyNUJoNHFKWUUyekM4Y1lDNVZpZz09</a>             Meeting ID: 815 0725 8085 Passcode: 441218</p> <p><b>You said:</b> Being 4 hours on Zoom is too long for you (even with a lunch break in between).  <b>We did:</b> We have re-structured our Open Meeting agenda to shorten it.  <b>You said:</b> Local Healthwatch work needs to be informed by local people.  <b>We did:</b> We have added in opportunities for us to ask you what you think.</p> <p><b><u>AGENDA</u></b>  <b>11.55 - Join the meeting and say hello.</b>            12.00 - Welcome/Introductions            12.15 - Presentation/Q&amp;A: COVID-19 Vaccination Programme Update from Dr xxx            12.45 - Share your views: What 12 areas (1 each month) would you like Healthwatch to ask about in 2021/22?  <b>13.00 - Lunch</b>            13.30 - Let's talk about: Long COVID.            13.45 - Annual Survey: How has HWK done in 2020/21 and how do you think we can improve our effectiveness over the next 12 months?            14.00 - Healthwatch Kingston Task Groups: End of year review and new projects            15.00 - Close</p>

Activity Report - Healthwatch Kingston upon Thames Board meeting - 27 Jan 2021

Communications Report Sep 2020 to Jan 2021	JHO has produced a Communications Report (September 2020 to January 2021) - Please see Appendix A.
GDPR / DPO Annual Audit	CD and SB met with our Data Protection Officer (DPO) on 21 January and completed our annual GDPR Audit. The DPO will submit a report for review shortly.
HWK Reports Publication Schedule	The table below sets out the revised report publication schedule for Healthwatch Kingston. Potential engagement with local populations about their experiences of Long Covid services, Access to Urgent Care via 111 and Covid-19 Vaccination services are emergent areas currently being discussed with stakeholders.
Healthwatch Kingston and South West London Clinical Commissioning Group (Kingston colleagues) meetings	LM and SB met with Kingston colleagues from the South West London Clinical Commissioning Group on 8 December and 14 January. Recent discussions have included next steps to building strong & effective integrated care systems across England and updates on key developments from the Kingston borough committee/CCG. SB also just provided a high-level feedback from our upcoming 'Experiences of NHS and social care services during Covid-19 Report (Apr to Nov 2020). CCG colleagues also welcomed our emergent plans for an 'Experiences of Long Covid' survey and HWK agreed to collaborate on this.

Revised publication months for Healthwatch Kingston reports (Jan 2021 to Jun 2021)			Staff lead(s)	Board lead(s)
1	February 2021	Experiences of NHS and social care services during Covid-19 Report (Apr to Nov 2020)	JHO/CD/SB	LM
2	February 2021	NHS Test and Trace Report	JHO/CD/SB	
3	March 2021	Enter and View of Kingston Hospital Adult Inpatient Wards Report	JHO/SB	WG
4	March 2021	Service user experiences of iCope services Report	KC/SB	GS
5	March 2021	Residents, family, and friends' experiences of Care Homes during Covid-19 Report	SB/CD	NS
6	April 2021	Experiences of Urgent Care via 111	JHO/CD/SB	



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7	April 2021	Experiences of Long Covid services	JHO/CD/SB	
8	May 2021	Annual Survey 2020/21 Report (How HWK has done and how we might improve)	JHO/CD/SB	
9	May 2021	Further experiences of NHS and social care services e.g., Covid vaccination (TBC)	JHO/CD/SB	
10	June 2021	HWK Annual Report 2020-21	SB/staff	LM/Trustees