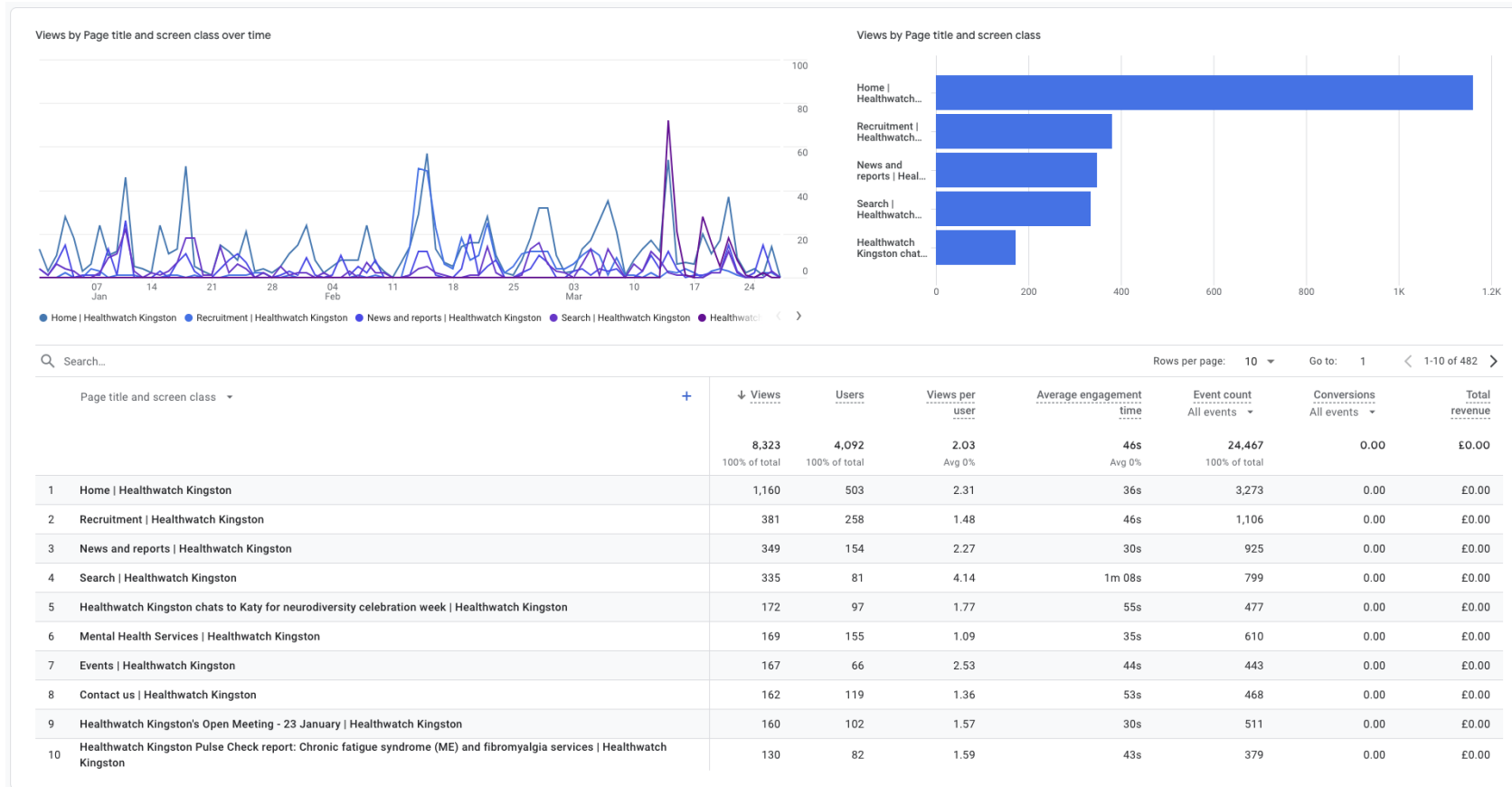


COMMUNICATIONS REPORT (January – March 2024)

WEBSITE AND SOCIAL MEDIA

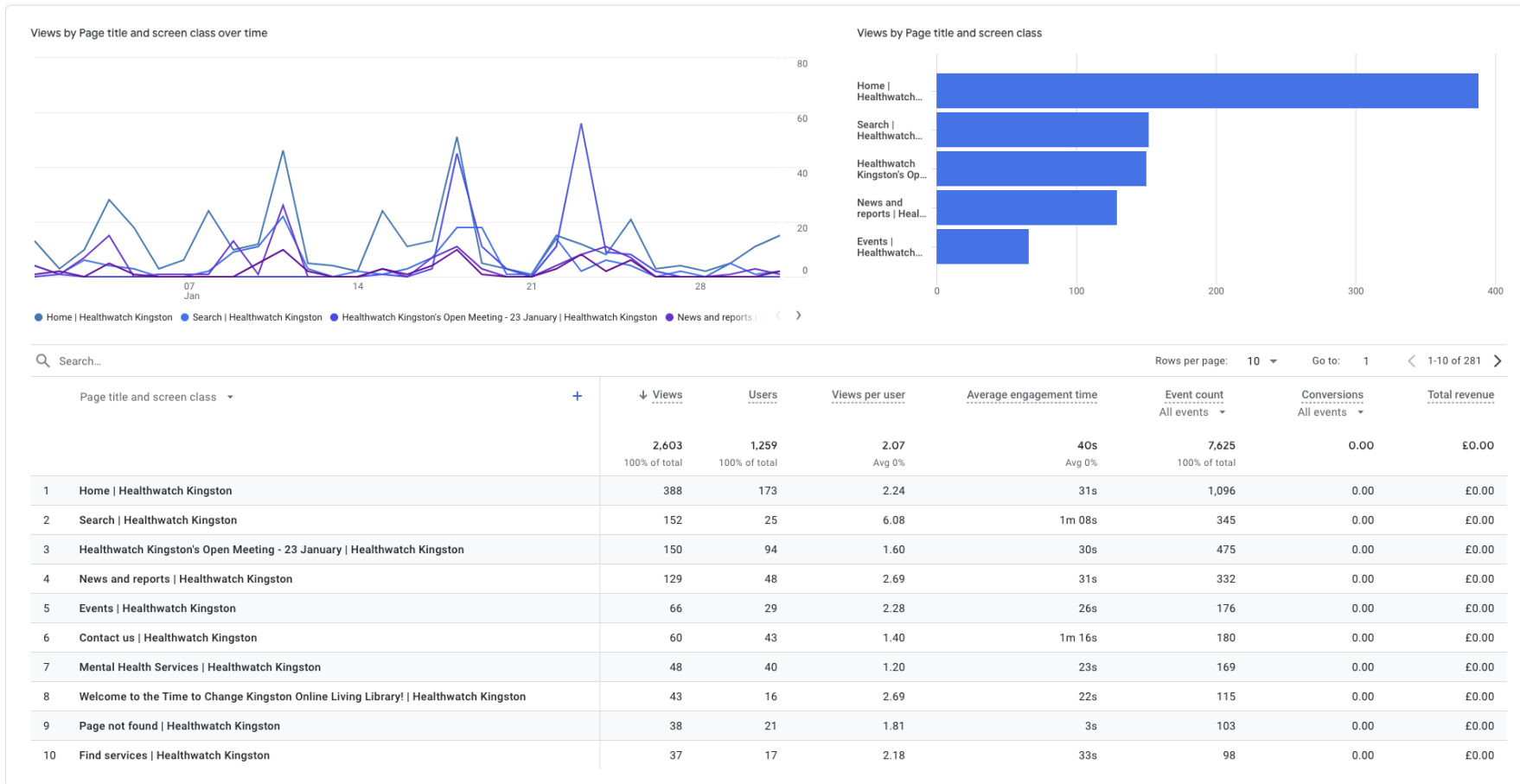
January – March 2024 (whole period)



Above is a screenshot of a graph showing web traffic to the Healthwatch Kingston website from January to March 2024. We have had a total number of 8,323 visits to our website during this period, with 4,092 'unique' page views which means it does not include the same person visiting multiple times. For the purpose of reporting I will look at 'unique page views'. Our home page has a total of 503 unique page views.

COMMUNICATIONS REPORT (January – March 2024)

January 2024



In January the page with the highest number of unique views (94) was the one about Healthwatch Kingston’s Open Meeting, then it’s ‘News and Reports’ with 48 views, followed by the ‘Contact Us’ with 43 views.

COMMUNICATIONS REPORT (January – March 2024)

Twitter

In January we received a total number of 396 impressions (number of people who have seen our content). Our top Tweet was the one about Healthwatch Kingston's Open Meeting with 157 impressions.



Healthwatch Kingston @HWKingston
Healthwatch Kingston's next Open Meeting is on Tuesday, 23 January at 12pm. Join us online as presenters discuss the topic of health inequalities. For the full agenda and details on how to join, follow the link:
[https://www.healthwatchkingston.org.uk/event/2024-01-23/healthwatch-kingstons-open-meeting-23-january ...](https://www.healthwatchkingston.org.uk/event/2024-01-23/healthwatch-kingstons-open-meeting-23-january...)
pic.twitter.com/WJMbW14jPT

Facebook

In January our most popular post of Facebook was also the one about Healthwatch Kingston's Open Meeting, reaching 934 people.



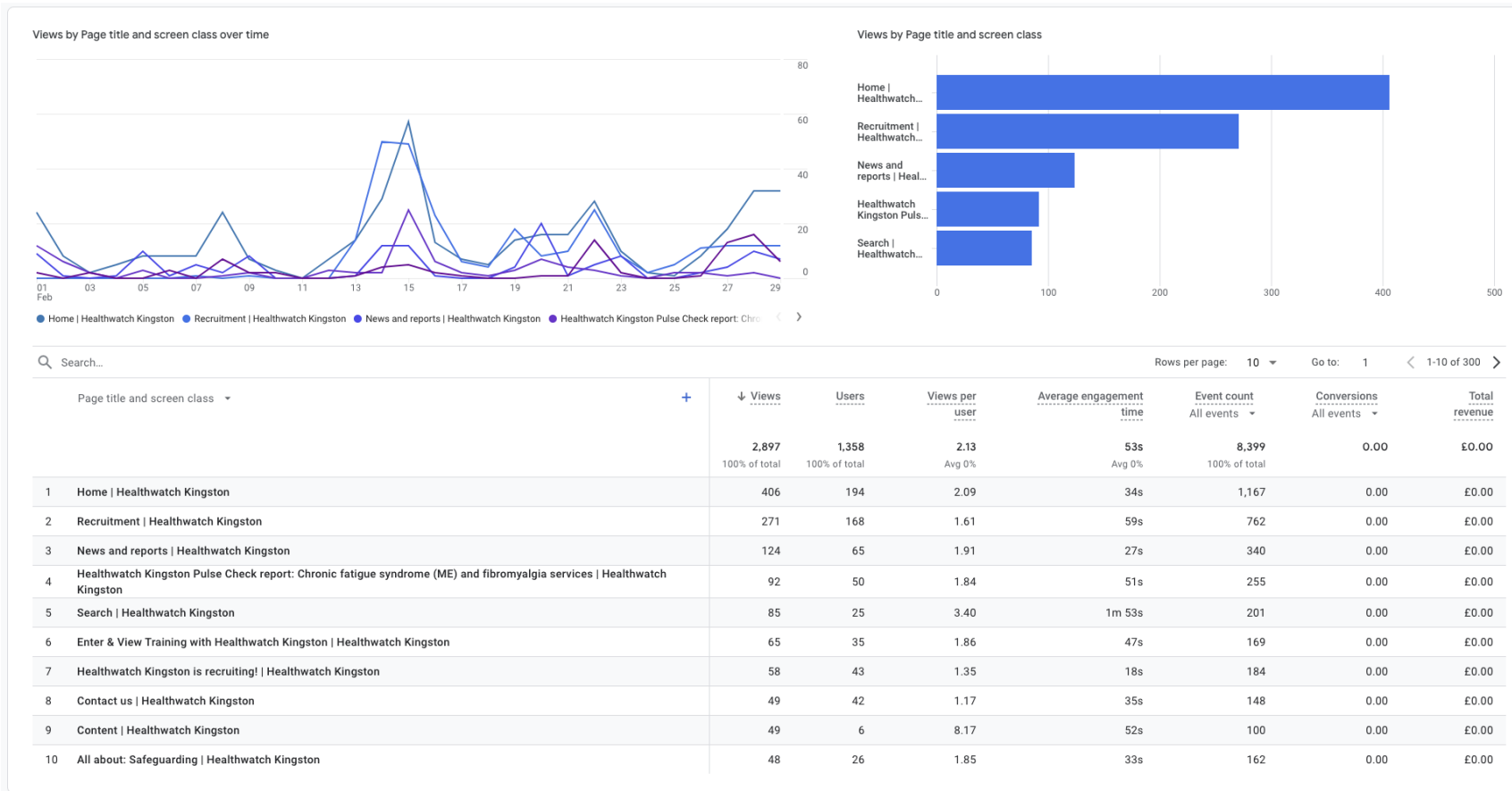
Healthwatch Kingston
18 January · 🌐

Healthwatch Kingston's next Open Meeting is on Tuesday, 23 January at 12pm. Join us online as presenters discuss the topic of health inequalities. For the full agenda and details on how to join, follow the link:
<https://www.healthwatchkingston.org.uk/.../healthwatch...>



COMMUNICATIONS REPORT (January – March 2024)

February 2024



In February the page with the highest number of unique views (168) was the Recruitment page. This was followed by the ‘News and Reports’ (65), then ‘Me Report’ (50).

COMMUNICATIONS REPORT (January – March 2024)

Twitter

In February we received 454 impressions. Our top tweet was the one about the Health and Wellbeing Day with 121 impressions.



Healthwatch Kingston @HWKingston
Health and Wellbeing Day - 19 March at the Mayo Centre (KT1 1HZ) - for people experiencing homelessness or seeking asylum pic.twitter.com/8KfodOhe1N

Facebook

In February the post which reached the most people was the one about Enter & View training, reaching 1,537 people



Healthwatch Kingston
27 February at 12:39 · 🌐

Get involved with the work of Healthwatch Kingston!
Sign up for our Enter & View training session this Thursday!
We will be preparing a team of enthusiastic volunteers to join us in conducting important visits to review local health & care services.

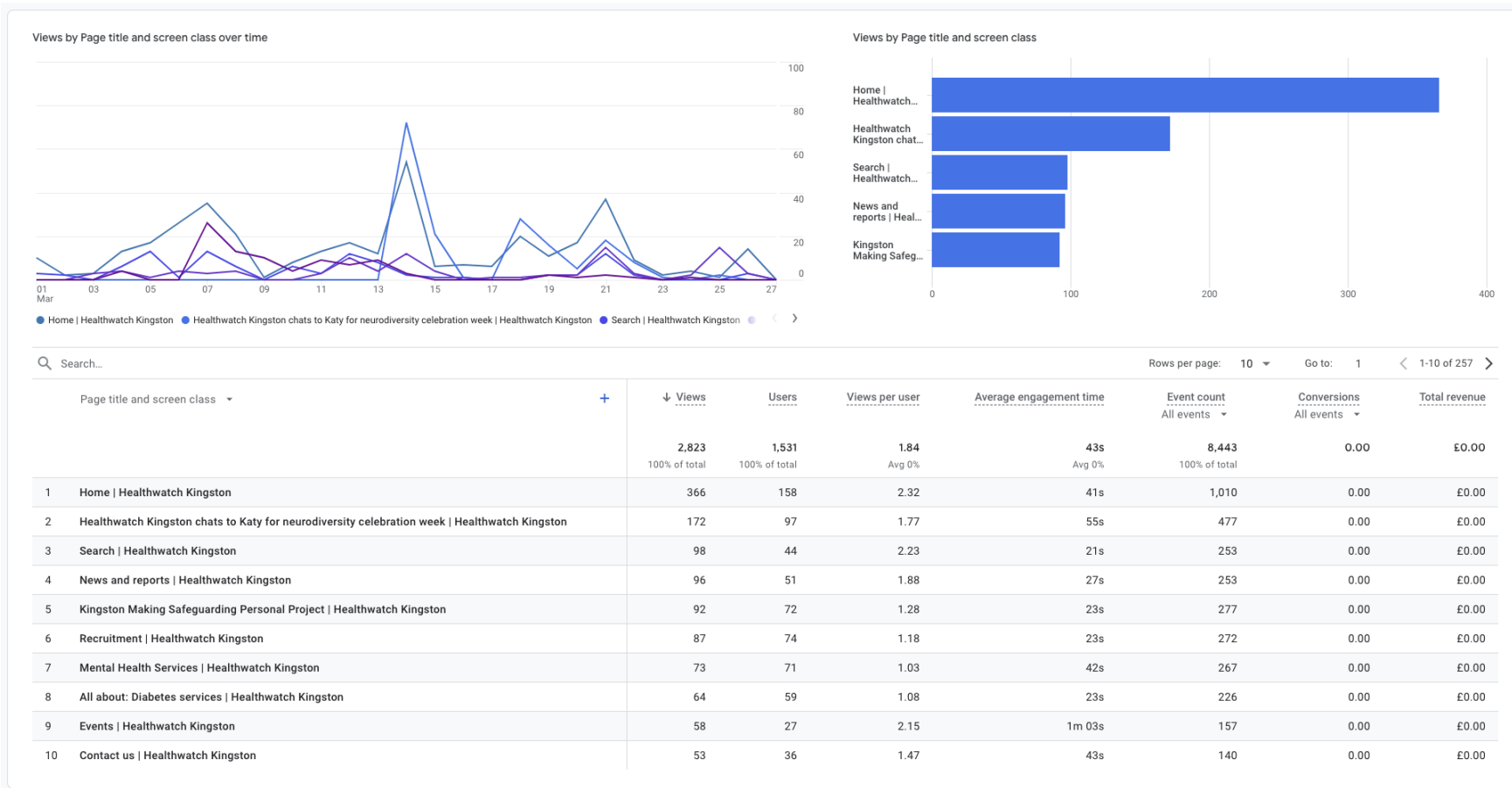
healthwatch
Kingston upon Thames

HEALTHWATCHKINGSTON.ORG.UK

Enter & View Training with Healthwatch Kingston | Healthwatch Kingston

COMMUNICATIONS REPORT (January – March 2024)

March 2024



In March the page with the highest number of unique views (97) was the one about Neurodiversity Celebration week. This was followed by 'Recruitment' (74) and then 'Making Safeguarding Personal' (72).

COMMUNICATIONS REPORT (January – March 2024)

Twitter

In March we received 315 impressions. Our top tweet in was the one about Neurodiversity Celebration week with 112 impressions.

Facebook

In March the most popular post was on Facebook was the ad about the MSP project which we did some paid advertising for. It reached 3,423 people.



Neurodiversity Celebration Week
March 18 - 24, 2024

Healthwatch Kingston @HWKingston
For neurodiversity celebration week, we caught up with Katy, a Kingston resident, to find out more about what living with neurodiversity is like for her. Read the conversation here:
[https://www.healthwatchkingston.org.uk/news/2024-03-14/healthwatch-kingston-chats-katy-neurodiversity-celebration-week ...](https://www.healthwatchkingston.org.uk/news/2024-03-14/healthwatch-kingston-chats-katy-neurodiversity-celebration-week...)
pic.twitter.com/An9VGKHObb



Healthwatch Kingston
7 March at 10:35 · 🌐

Kingston Making Safeguarding Personal Project - We are currently collecting experiences of the adult safeguarding services in Kingston. Have your say before the survey closes at the end of March: <https://uk.surveymonkey.com/r/P3B3T2D>



HEALTHWATCHKINGSTON.ORG.UK
Kingston Making Safeguarding Personal Project | Healthwatch Kingston [Learn more](#)

COMMUNICATIONS REPORT (January – March 2024)

MAILCHIMP AND HWK NEWSLETTER

Healthwatch Kingston e-news – 18 January 2024

Out of 740 recipients, 340 people opened the email.

Article links performed as follows:

1. Healthwatch Kingston Open Meeting (23 January) - 34
2. Youth Out Loud! meets Kingston's Cycling Paramedic - 3
3. Kingston Council's Draft Suicide Prevention Strategy - 14
4. Kingston Cost of Living Resident Survey Update - 4
5. How to stay well this winter - 10
6. Was is SAD? - 4
7. Registering with your GP - 6



Dear Healthwatchers!

Happy New Year to you all! In this e-newsletter, we would like to invite you to our first Open Meeting of 2024 which will take place next Tuesday at 12pm [online](#). The full agenda and how to join is below.

Our youth group Youth Out Loud! met up with a cycling paramedic, interviewed him and filmed it - you can watch this on the link below.

We also share some health and wellbeing advice and tips to help with the winter months.

Healthwatch Kingston Open Meeting - Tuesday 23 January

We invite you to join our next Open Meeting which will focus on Health Inequalities.

Agenda:

12.00 - Welcome and Introductions – Stephen Bittl, Healthwatch Kingston, CEO

12.15pm - Kingston Health Inequalities Data and Q&A – Laura Maclehoose, Consultant in Public Health, RBK

12.45pm - Including Communities and Q&A – Candy Durne, Deputy Chief Officer, HWK

1.15pm - Lunch

1.45pm - Welcome and Introductions to Community Voices Kingston (CVK) – Stephen Bittl, Healthwatch Kingston, CEO

[Community Voices Kingston](#) working with HWK and KVA is one of the ways the Kingston health and care partnership connects with local groups and communities. During the CVK session you will hear about some of the work going on in Kingston across health and care as part of the SWL Integrated Care Board. It is also an opportunity to share your experiences of local services to feedback to the Kingston Place committee and inform plans for local health and care services.

2.00pm - Addressing Health Inequalities and Long Term Conditions in Kingston - Liz Ayers, Lead Transformation Programme Manager, SWL ICB (Kingston & Richmond)

2.20pm - Update on KVA's Core-20 project - Emma Hill, Deputy Chief Executive, KVA

2.40pm - Opportunity to share your feedback on local services

3.00pm - Next Open Meeting - 27 Match (Hospital Services) and other community engagement activities – Stephen Bittl, Healthwatch Kingston, CEO

3.15pm - Close

[Read more](#)

Youth Out Loud! meets Kingston's Cycling Paramedic

In 2023, Youth Out Loud! interviewed Tom Baverstock, Kingston's Cycling Paramedic. They found out about his role and what it means for the people of Kingston.

[Watch the video](#).



Have your say on Kingston Council's Draft Suicide Prevention Strategy

Suicide is always a devastating event, both for the person who takes their own life and for their family and friends. Many others involved in providing support and care, as well as witnesses, first responders and beyond will feel the impact.

There is still time to have your say on the draft strategy - deadline 29 January.

[Read more](#)



Kingston Cost of Living Residents' Survey Update on Findings

Kingston Council have shared an initial analysis of some of the findings from their cost of living survey.

[Read more](#)
[Support during the Cost of Living crisis](#)



How to stay well this winter

Winter comes with a higher risk of health issues, particularly for older people or those with long-term conditions and compromised immune systems.

Being cold can raise the risk of higher blood pressure, heart attacks and strokes. The cold, damp weather can aggravate existing health problems, making you more vulnerable to respiratory winter illnesses. But there are things you can do to stay well.

[Tips to help you stay well this winter and get the care you need](#)



What is SAD, and how can you manage it?

Seasonal Affective Disorder (SAD) is a type of depression triggered by seasonal changes. One in twenty people in the UK are diagnosed with the condition, with men more likely to be diagnosed with SAD than women.

[Read more](#)



Registering with your GP: understanding your rights

You've told us that you've experienced problems registering with a GP. This article explains more about your rights and what to do if you're refused the right to register.

[Read more](#)



COMMUNICATIONS REPORT (January – March 2024)

Healthwatch Kingston E-News Update – 15 February

Out of 739 recipients, 437 people opened the email.

Article links performed at follows:

1. Recruitment - 55
2. ME Report - 47
3. Open Meeting Save Date
4. E&V training – 26
5. NHS App – 27
6. Safeguarding



Dear Healthwatchers!

We are recruiting for a new Projects Officer, to lead delivery of our upcoming series of Enter & View visits. If you, or anyone you know would be interested in this excellent opportunity, please share the details below.

We are also very pleased to be able to share our completed 'Chronic fatigue syndrome (ME) and fibromyalgia services' Pulse Check Report. Thanks to everyone who contributed to this, particularly The Richmond and Kingston ME Group and our NHS peer reviewer and our work placement volunteer.

We are running another Enter & View training event, online, on Thursday, 29th February at 17:30 to 20:30. Anyone interested in becoming a Healthwatch volunteer, please see details below and let us know if you'd like to come along.

Healthwatch Kingston is recruiting a new Projects Officer!

Passionate about care services and working with volunteers? Skilled engaging people, sharing their views and observing what matters to them? We are recruiting a Projects Officer, Enter & View. For more details and how to apply, visit the link on our website below.

[Read more.](#)



Healthwatch Kingston Pulse Check report: Chronic fatigue syndrome (ME) and fibromyalgia services

Healthwatch Kingston 'Pulse Check' community engagement programme continues to work more closely with people living with long-term conditions in Kingston and listen to their views and experiences of health and social care services.

[Read our latest report.](#)



Save the date! Healthwatch Kingston's Open Meeting - Wednesday, 27 March

The focus of our next Open Meeting will be Hospital Services. Do you have any recent experiences of Hospital Services? This is your chance to ask questions and provide feedback directly to service providers and commissioners.

We will send a detailed agenda out closer to the time.



Enter & View training - Thursday, 29 February, Online, 17:30 - 20:30

We are offering further training to existing and new volunteers on how to conduct an Enter & View visit. Newly trained volunteer 'Authorised Representatives' will then support a series of upcoming Enter & View visits, including at Kingston Hospital and local care homes.

[Interested? Find out more here.](#)



NHS App; take a few minutes to share your views

Are you aware of the NHS App and what it does? Tell the NHS what you know about the app and help inform their approach to communications.

[Take the survey.](#)



Healthwatch Team Get Out and About!

The Healthwatch Kingston team presented to colleagues at the Kingston Safeguarding Adults Board Annual Development (KSAB) Day on Thursday, 1st February at the Guildhall. It is a statutory duty of all Safeguarding Adults Boards to produce a work plan. We attended alongside all KSAB member organisations, including, Adult Social Care, the NHS, the Met Police, and the London Fire Brigade. We evaluated the last 12 months and agreed the key KSAB areas of focus for the coming year.

We are also presenting at the Healthwatch England National Seminar on Adult Safeguarding on 28th February.



COMMUNICATIONS REPORT (January – March 2024)

Healthwatch Kingston E-News Update – 21 March

Out of 739 recipients, 421 people opened the email.

Article links performed at follows:

1. Community Engagement Workshop. – 14
2. Neurodiversity week – 16
3. MSP – 2
4. Pharmacy First – 14
5. YOL! – 0
6. SABC – 1
7. Mencap campaign -1
8. Your Healthcare - 7



Dear Healthwatchers!

We are now in a pre-local election period and so this newsletter will focus on opportunities to engage. For the same reason, we are no longer running our Open Meeting in the same format as was originally planned on Wednesday 27 March. We are instead running a Community Engagement Workshop in its place from 12pm - 1.30pm. Please see details of this below.

Healthwatch Kingston Community Engagement Workshop - Wednesday, 27 March

Every year Healthwatch Kingston invites local people and professional stakeholders to help us prioritise our community engagement plans for the coming year. Two topics for discussion are:

- 0-5 years health and care needs
- health and care needs of socially isolated people with a disability

Please come along and share your experiences relating to these two areas, we'd love to hear from you to help us scope out communication and engagement plans.

[More details on our website.](#)



Healthwatch Kingston chats to Katy for Neurodiversity Celebration Week

This week is Neurodiversity celebration week! We caught up with Katy, a Kingston resident, to find out more about what living with neurodiversity is like for her.

[Read the conversation on our website.](#)



Kingston Making Safeguarding Personal Project

We are collecting experiences of adult safeguarding services in Kingston. If you or a family member or friend, have used this service we are eager to hear your views. Have your say before the survey closes at the end of March.

[Take the survey.](#)



New NHS Pharmacy First Campaign means that NHS pharmacies in south west London begin treating people for common conditions

South west Londoners will now be able to get treatment for seven common conditions at their high street pharmacy without needing to see a GP as part of a major transformation in the way the NHS delivers care.

[Read more.](#)



Youth Out Loud! wants to hear from you!



Youth Out Loud! will be creating a podcast on the experiences of young people with disabilities accessing NHS and social care services. It will be great to know your experiences. We are happy to hear from parents and carers too. The survey is open until June 2024.

If you need help or want to give your response over the phone please contact Scott Bacon on 07421 071820.

[Take the survey.](#)

The London Safeguarding Adult Board Conference 2023 - session recordings and presentation slides now available to view

The London Safeguarding Adults Board (LSAB) Conference, organised by the London Safeguarding Adults Board, took place during National Adult Safeguarding Awareness Week (November 2023), which focused on how to prioritise the welfare and wellbeing of yourself and others.

[Read more.](#)



Mencap Launch 'Why We Care' Campaign

Mencap have launched their "Why We Care" campaign. The campaign aims to shine a spotlight on the incredible work that support workers do to assist people with a learning disability and provide insights into what it's really like to work in social care.

[Read more.](#)



Your Healthcare named Best Health and Wellbeing Provider in the 2024 Kingston Borough Business Awards

We would like to extend our congratulations to the Your Healthcare team for being awarded Best Health and Wellbeing Provider in the 2024 Kingston Borough Business Awards, organised by the Kingston Chamber of Commerce.

[Read more.](#)



COMMUNICATIONS REPORT (January – March 2024)

