

## Healthwatch Kingston Board

25 January 2017

### Agenda Item 6: Manager's Report

Report by the Manager of Healthwatch Kingston

#### **Purpose**

To update the Board on operational matters that impact on the role of Healthwatch Kingston (HWK) and to keep the Board informed of development opportunities and useful resources.

#### **Recommendations**

The Board is requested to note and discuss the report and approve next steps.

## **1. Strategy 2017-19**

- 1.1 A revised strategy will be developed over the next couple of months. This will include a new work programme based on our health and social care priority domains. Each Task Group will develop these priorities into a number of objectives supported by a project plan. The strategy will also include an operational work programme that will strengthen our governance arrangements, improve the way we measure our impact and develop our partnerships with external stakeholders.
- 1.2 A key deliverable will be to identify opportunities to identify new funding opportunities to strengthen our role and demonstrate added value to the local health and social care economy. This may involve working with other organisations to seek creative and innovative approaches to community engagement as indicated below with the continuation of the community cafe.

## **2. Community Cafe**

- 2.1 The community cafe has been in operation at Kingston Quaker Centre since October 2015. It is set up every Wednesday afternoon in the Hall and is open to all members of the community.
- 2.2 Funding for the hire of the Hall has been paid by Healthwatch Kingston up to 31 March 2017. Over the last couple of months, however, alternative sources of funding have been identified. This includes financial contributions from

the Quakers, Kingston CCG/RBK, South West London & St George's Mental Health Trust and RISE. A total of £5,000 has been secured which will cover the cost of the room hire and catering up to 31 March 2018.

- 2.3 A marketing campaign will be initiated for the start of the new financial year. This will include a revised poster, an information leaflet about the cafe and other related publicity. A key aim for the cafe will be to enhance our community engagement opportunities, for instance to monitor the implementation of the mental health strategy, developing more peer support opportunities and developing partnerships with other organisations to promote the cafe and increase participation.
- 2.4 The cafe has proved to be a useful resource for supporting the planning of a number of grassroots engagement events, particularly the homeless exhibition.

### **3. Grassroots Engagement Update**

- 3.1 At the time of writing Healthwatch Kingston has facilitated 12 grassroots engagement events with another 4 planned up to 31 March 2017. As per the original proposal we have exceeded the target number of events of between 7 and 10. Feedback from SWLCC has been positive and they have agreed to write to the grassroots groups so that they can evaluate the process.
- 3.2 With the roll out of the STP engagement process a proposal has been submitted by SWLCC to continue to fund Local Healthwatch to arrange another series of grassroots events from 2017-18.

### **4. Primary Care Patient Forum**

- 4.1 Healthwatch Kingston has been exploring opportunities to work closely with the CCG and the PPGs to, for example, improve information sharing and increasing our capacity to be part of monitoring/inspection processes and mechanisms for collecting more feedback about primary care services. This kind of activity currently takes place in a number of Healthwatch localities and one effective example (Healthwatch Swindon) is highlighted in a recent CQC briefing. It is planned to discuss this further at the next meeting of the Primary Care Patient Forum.