

<b>Healthwatch Kingston Board Meeting (Part A)</b>	<b>Date:</b> Tuesday 27 November 2018
<b>Report Title:</b> Projects and Outreach Officer	<b>Author:</b> Laila Awda (LA), Projects and Outreach Officer
<b>PART A Agenda Item 11</b>	<b>Appendix:</b> No

<b>FOR DISCUSSION AND/OR DECISION</b>
<p>The purpose of this report is to update the HWK Board on recent and planned Projects and Outreach.</p> <p>For discussion/approval:</p> <ol style="list-style-type: none"> <li>1. Website - For APPROVAL: Would you support the decision to use the new Healthwatch England website template as opposed to using a web developer as detailed in the options appraisal?</li> <li>2. NOTE and any comments on Volunteering documents</li> <li>3. NOTE and any comments on prescription information document</li> </ol>

**Website options appraisal**

After talks with HWE and local web developers I would suggest that the best option is to sign up for the HWE web template. Options are detailed on the next page.

If we wish to proceed with this option:

- we will pay the supplier HWE has negotiated a deal with directly
- In terms of timelines this is hard to specify. 3 pilot HW sites using the template should go live in the next month. HWE then need to tweak the base site with any changes, and then will be in a position to roll this out further. A lot of the HW network have signed up. It is hard to say specific timelines as it depends on how long each HW takes to upload their content onto the site - as one site is being finished up, they'll go through the process to set up another new one etc.
- there is a waiting list which we are already on (with no obligations at present), and we will be notified once we can transfer over. I will need to spend time preparing all of the old page content to be transferred over.

	Option + Cost	Pros	Cons
1.	<p><b>Healthwatch England</b></p> <p><a href="http://www.healthwatch.co.uk">www.healthwatch.co.uk</a></p> <p>£90 one off + £36 per month</p>	<ul style="list-style-type: none"> <li>• Mobile friendly</li> <li>• Drupal specialist support for help with security releases and backs up</li> <li>• Template means uniform look with HWE brand and others in network</li> <li>• Content management system should be user friendly</li> <li>• Any changes to the template can be requested and if other HW template users agree, changes can be made</li> <li>• Cheaper than other options based on 1<sup>st</sup> year spend</li> <li>• Simple layout, designed to be accessible</li> <li>• Time saving as headings will be of a set structure and time should not be wasted if need help with security updates and backups</li> </ul>	<ul style="list-style-type: none"> <li>• new developments to the template will only be made if the majority of other HW users agree to these developments</li> <li>• Areas of the template will be locked down in line with the headings on the HWE website (except 'Your local Healthwatch' heading which will not be on the local HW template. Therefore, pages such as Time to Change and Youth Out Loud would need to go under a heading such as 'Get Involved')</li> <li>• We will not be able to create any additional functionality or edits to the style</li> <li>• No feedback center</li> </ul>
2.	<p><b>Example of 2 web designers:</b></p> <p><b>A. Activ Net Marketing</b> <a href="mailto:mark.rouvray@activwebdesign.com">mark.rouvray@activwebdesign.com</a></p> <p>Example of work <a href="#">Richmond Unison</a></p> <p>£450 + VAT one off / £36 per month</p> <p><b>B. Web Factory</b> <a href="http://www.webfactory.co.uk">http://www.webfactory.co.uk</a> £449 + VAT one off / £14.99 + VAT per month</p>	<ul style="list-style-type: none"> <li>• Mobile friendly</li> <li>• Full easy to use content management system</li> <li>• Website Form security to reduce spam</li> <li>• With this option we could add a feedback center to gather people's views on services as HWD have on their site: <a href="https://healthwatchderbyshire.co.uk/">https://healthwatchderbyshire.co.uk/</a></li> <li>• Option A is based locally in Kingston and happy to meet with us to talk through</li> <li>• We can add whatever pages we want and have full control over what's on our website</li> </ul>	<ul style="list-style-type: none"> <li>• We would need to pay extra for assistance with backups and new security releases, although the advice is that the content management system would be easy to use to do most things</li> <li>• Not uniform with HWE branding</li> <li>• More expensive than HWE option based on 1<sup>st</sup> year spend</li> <li>• Adding pages and more control can result in more time spent designing pages and buttons etc.</li> <li>• A lot of thought and cost would need to go into how we would want our website to look and it may end up similar to what we have</li> <li>• I asked if we could keep our website as it is at present and have the additional backup and support with security releases but this was not possible</li> </ul>

### Discharge Project

Will be detailed in Graham's report but survey now online and papers forms are being handed out in the hospital.

### Social Media

- We are now on Instagram under the name Healthwatchkingston (at present we have 130 followers) - we have a work mobile which can be used for this, WhatsApp and other phone interviews etc.

### Volunteer outreach events

5 events at local libraries have/are taking place in libraries in November. After 3 events we have approx. 10 new people signed up to our mail list, and have spoken to about 70 people - practically all of whom did not know who Healthwatch were are now do.

2 new volunteers have been interviewed and offered a position with us. A 3<sup>rd</sup> volunteer will be interviewed next week.

### Volunteering

Volunteering documents have been created as follows:

- volunteer application form below (appendix 1)
- DRAFT volunteer policy in friendly format (appendix 2)
- welcome letter (appendix 3)
- volunteering leaflets and volunteering roles leaflet (appendix 4 and 5)
- DRAFT volunteers code of conduct (appendix 6)
- DRAFT Volunteer roles document
- Volunteer reference request form

Volunteer webpages: application form and volunteer roles pages now updated. Will update new pages on an ongoing basis.

Volunteering plan - list of events at which HWK could have a Volunteering stand:

- Job Centre - anytime of year - contact made with Alison Chivers
- Fresher's Week at Kingston University - September 2019
- 1-7 June Volunteers Week
- Kingston Carnival - August 2019
- Surbiton Festival - September 2019
- Malden Fortnight - July 2019
- Other events we are invited to we will promote our volunteering roles.
- Kingston Korean Festival - October 2019



# Volunteering Application Form



Interested in volunteering with us? Great! Filling out this application form is your next step, it's easy and there's no obligation. Once we've received your form we'll get in touch with you to invite you in for an informal chat about volunteering.

The information contained in your application will be processed in accordance with the Healthwatch Kingston upon Thames Privacy Policy available on our website, for the purposes of assessing your volunteer application. If successful we will retain a copy of this form for the purposes of your volunteer record.

Full Name		
Address		
Phone Number(s)		
Email		
What role/s are you interested in?	<input type="checkbox"/> Task Group Member <input type="checkbox"/> Events Volunteer <input type="checkbox"/> Projects Volunteer <input type="checkbox"/> Other (please specify)	
How did you hear of Healthwatch Kingston?		
What is the nature of the time you have available to volunteer?	<input type="radio"/> Regular (2 hours per day every week/month) <input type="radio"/> Occasional days / evenings <input type="radio"/> Time specific (please explain overleaf)	
Would you be happy for your contribution to be recognised by being named in the Healthwatch Kingston Annual Review?	<input type="radio"/> Yes <input type="radio"/> No	

[www.healthwatchkingston.org.uk](http://www.healthwatchkingston.org.uk)



Would you like to join the Healthwatch Kingston upon Thames mail list?	<input type="radio"/> Yes <input type="radio"/> No
Please use this space to tell us more about what you would like to offer as a volunteer with us	
Please use this space to tell us about any skills, experience or knowledge you have that may be relevant to being a volunteer	
Signature	Date

[www.healthwatchkingston.org.uk](http://www.healthwatchkingston.org.uk)

**Expenses**

Healthwatch Kingston (HWK) will reimburse volunteers for reasonable expenses incurred while they carry out their role. Expenses will only be reimbursed if they are:

- Supported by valid receipts
- Submitted using a HWK claim form
- Submitted within 3 months of the expenditure being incurred



**Training and Development**

Developing the skills and contributing to the personal development of volunteers is important to HWK.

Volunteers will be notified of further training opportunities specific to their role but also to increase their knowledge and experience. This could include attending training sessions provided by the NHS, Local Authority and the voluntary and community sector.

**Insurance**

Whilst conducting their role, volunteers will be protected by HWK's organisational liability insurance. However, HWK's insurance does not cover your personal belongings.

**Media Relations**

No comments or stories should be given directly to the media, unless your volunteer role specifically includes talking to the press or other local media.

**Sickness and Absence**

In order to plan for meetings, events and activities, it is helpful for HWK to have as much notice as possible from volunteers if they cannot attend. If this is due to sickness, it will be helpful to ring the office as early as possible, so alternative arrangements can be made. If this is due to absence, such as a holiday, it will be helpful to notify the office in advance.

**Resolving concerns**

It is the intention of HWK that all volunteers are treated in a fair and non-discriminatory manner. We strive to ensure that all volunteers find their roles interesting, rewarding and a positive experience that can lead to a greater awareness of the issues affecting health and social care services and the people who are using them.

There may be times, however, when this is not the case and HWK will do all it can to resolve any problems as early as possible, in accordance with the Complaints Policy & Procedure.



**Equal Opportunities and Diversity**

HWK is committed to equal opportunities and diversity. We are committed to recruiting volunteers regardless of their race, colour, nationality, religion, ethnic origin, disability, marital status, gender, gender identity, intersex, sexual orientation or offending background, in order to ensure HWK reflects the diversity of the community.

**Code of Conduct**

HWK has a duty to protect its good name and reputation. We have a Code of Conduct which sets out the standards of behaviour expected of all those involved in the work of HWK. We expect all volunteers to adhere to this Code of Conduct provided at induction.

**Data protection and confidentiality**

HWK will protect your information as part of our data protection responsibilities. All information provided by volunteers will be treated as confidential and used only for the purposes stated at collection, in accordance with HWK's data protection policy.

As a volunteer with Healthwatch Kingston, you may also be privy to confidential information and personal data. If this is the case, this will be signposted to you and you will be made aware of the relevant policies and procedures, to ensure that you understand how this applies to your role.

**Health and safety**

HWK is committed to ensuring your wellbeing and safety whilst you are volunteering and we expect our volunteers to contribute to maintaining a safe working environment, in accordance with HWK's Health & Safety and Lone Working policies.

**Safeguarding**

HWK is committed to safeguarding and promoting the dignity, wellbeing and safety of children, young people and adults at risk, across all its activities. All HWK staff, volunteers and Trustees are expected to protect the safety, independence and wellbeing of vulnerable people. Our safeguarding procedures can be found in our Safeguarding Policy.



[volunteer@healthwatchkingston.org.uk](mailto:volunteer@healthwatchkingston.org.uk)

020 3326 1255

Follow us @HWKington



Healthwatch Kingston,

Kingston Quaker Centre, Fairfield E, Kingston upon Thames KT1 2PT.

Registered charity no. 1159377, and a company registered in England and Wales no. 08429159

**Our full Volunteering Policy is available on our website at:**

[www.healthwatchkingston.org.uk/governance](http://www.healthwatchkingston.org.uk/governance)



**Volunteering Policy**



*Volunteers are vital to the work of Healthwatch Kingston. We value your passion, energy and ideas. This policy aims to ensure a safe & consistent approach to our involvement of volunteers.*

[volunteer@healthwatchkingston.org.uk](mailto:volunteer@healthwatchkingston.org.uk)

020 3326 1255

Follow us @HWKington



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**Recruitment**

Volunteers can choose how much time they wish to volunteer, their areas of interest and how they would like to be involved. As part of the recruitment process, volunteers will be asked to undertake a Disclosure and Barring Service (DBS) check and provide two references (personal or professional).

Volunteers will be asked to complete an application form. Once this form has been processed, volunteers will be invited for an informal meeting with a staff member and / or Trustee. This meeting is to ensure that the applicant is suitable for the role in question and that the organisation can meet the requirements of the volunteer.

Confirmation of appointment will be made in writing shortly thereafter or reasons provided for not doing so.

**Ending a volunteer position**

All our volunteer roles may be terminated by the volunteer or HWK without notice. However, where possible HWK will give a minimum of two weeks' notice and we expect volunteers to do the same to ensure any work can be finished or handed over. HWK will ask any leavers for feedback to help improve its services as well as its internal procedures and processes, but this is on a voluntary basis. The Chief Officer of HWK reserves the right to terminate the role with immediate effect if a volunteer is: verbally or physically aggressive towards HWK staff, volunteers, trustees, members of the public or professionals from other organisations or bodies, using, or being under the influence of, illegal substances or alcohol during a HWK event, meeting or activity, failing to abide by HWK's policies and procedures, representing their own interests and not those of HWK, committing any offences which put anyone working with or for HWK at risk

A volunteer can appeal a decision to terminate on the above grounds by writing to the Chair of the Board of Trustees as set out in the Complaints Policy & Procedure.

Appendix 3: Welcome letter



Kingston Quaker Centre,  
Fairfield E, Kingston upon Thames KT1 2PT  
[www.healthwatchkingston.org.uk](http://www.healthwatchkingston.org.uk)

Follow us @HWKingston   

23.10.2018

Dear

Welcome and thank you for choosing to volunteer with Healthwatch Kingston upon Thames!

Everything we say and do is informed by local people, and we value their passion, energy and ideas. By volunteering with us, you are helping us to make health and social care services in the Kingston borough work better for the people who use them.

As discussed at the interview, I will include your email address on our volunteering mail list to advise you of future volunteering opportunities. I will also send you our e-newsletters on our current work and related health and social care matters.

Some upcoming events that you we would be very happy for you to join us at are:

- **1-3 hours:** Volunteering recruitment- pop up stands in local libraries
  - **8<sup>th</sup> November, Kingston Library, 1.45pm - 4.30pm**
  - **16<sup>th</sup> November, Tudor Drive, 2pm - 4pm**
  - **19<sup>th</sup> November, New Malden Library, 10am - 12pm**
  - **22<sup>nd</sup> November, Surbiton Library, 2pm - 4pm**
  - **23<sup>rd</sup> November, Hook Library, 10am-12pm**
- **27<sup>th</sup> November 10am - 1pm:** Enter & View training at Kingston Quaker Centre
- **17<sup>th</sup> December 2.30pm - 4pm, Kingston Quaker Centre:** Healthwatch Kingston Task Group Meetings (Hospital Services - main project is the Discharge Survey, Community Care - main project is reviewing Connected Kingston, Mental Health - main project is iCope review)
- **17<sup>th</sup> December 4pm - 6pm, Kingston Quaker Centre:** Healthwatch Kingston Open Meeting / Xmas celebration

I enclose a copy of our Volunteer Policy and our Code of Conduct for our meetings.

I will be in touch once I have confirmed the above dates but if you have any questions in the meantime, please do not hesitate to get in touch.

Kind Regards

**Healthwatch Kingston Upon Thames**

Registered charity no. 1159377, and a company registered in England and Wales no. 08429159

Appendix 4 Volunteer leaflet (2 sided)



# Volunteer With Us!



Are you a Kingston resident?

Do you have experiences to share about using local NHS and social care services?



Would you like to work on projects to improve the quality of health and social care services?

Get in touch at:

[www.healthwatchkingston.org.uk/volunteer](http://www.healthwatchkingston.org.uk/volunteer)

[volunteer@healthwatchkingston.org.uk](mailto:volunteer@healthwatchkingston.org.uk)

020 3326 1255



@HWKingston



Healthwatch Kingston is the independent champion for people who use health and social care services in Kingston.

We listen to what people like about services, and what could be improved, and we share their views with those with the power to make change happen. Our purpose is to make care better for people.

## Why not volunteer with us in one of these roles?

**Task Group Member** Attend our task group meetings which meet on a Monday every 8 weeks. We have 3 task groups: Mental Health, Community Care and Hospital Services.

**Events Volunteer** Listen to and record what people tell you about their experiences of local health and social care. Raise awareness of who we are and get more people involved with our work.

**Projects Volunteer** Prepare for and conduct surveys, consultations and visits. Provide administrative support - **data entry support required in December/January.**

Healthwatch Kingston, Kingston Quaker Centre, Fairfield E, Kingston upon Thames KT1 2PT.

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Appendix 5 Volunteer Roles leaflet:



## Volunteer with us!

### Task Group Member

Our Task Group Members are a range of local people who meet to speak about and respond to current local issues in health and social care at our Open Healthwatch Meeting. Our 3 task groups are Hospital Services, Mental Health and Community Care.



**Time required: 5 hours per meeting (plus optional 1-2 hours per month project work)**

Your role will include:

- attending Task Group meetings every 8 weeks at Kingston Quaker Centre (before the meeting there is an Open Community meeting which includes speakers from local health and social care services and a free lunch!)
- sharing your views and experiences of services
- being involved in the planning, delivery and reporting of project of your choice led by one of the three task groups. Some projects will involve 'Enter and View' visits where you will be trained and supported to go into local health and social care services to see how they are running.

### Events Volunteer

Hearing people's stories is essential to what we do here at Healthwatch. Our Events Volunteers play a vital role in helping us to do this at community events across the borough. Our Events Volunteers attend events with us to form part of our team.



**Time required: 2-5 hours per event**

At our events your role will be to:

- listen to and record what people tell you about their experiences of local health and social care,
- raise awareness of who we are and recruit volunteers, by talking to the public and handing out promotional materials. The feedback we get supports our projects and research and keeps people at the heart of what we do.

Events will be carried out at different venues around the borough.

### Projects Volunteer

Our projects are where we get our teeth into a specific area of health and social care and produce reports which have meaningful recommendations for services and provisions in the borough.

Our current projects are a survey of people who have used iCope service, a survey of people leaving Kingston Hospital, and a review of Connected Kingston.

**Time required: Dependant on project**

Your role will depend on the project but will involve tasks such as helping us to:

- prepare for and conduct surveys, consultations and visits
- provide administrative support - **data entry required in December/January 2018**
- compile research and consultation results
- contributing and inputting into reports and publications



Visit

[www.healthwatchkingston.org.uk/volunteer](http://www.healthwatchkingston.org.uk/volunteer)

or contact us for more information!



[info@healthwatchkingston.org.uk](mailto:info@healthwatchkingston.org.uk)

020 3326 1255

Follow us @HWKingston



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Appendix 6 DRAFT Volunteers code of conduct

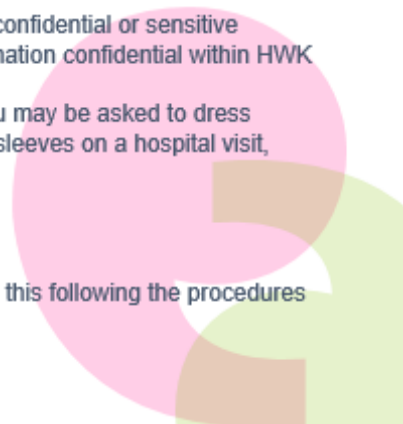


## Volunteering code of conduct

As a Healthwatch Kingston Volunteer you will be expected to:

- Act according to Healthwatch Kingston (HWK) values which are to be
  - Independent
  - Inclusive
  - Open
  - Supportive
  - Collaborative
- Be respectful towards other people, including their opinions, views and beliefs which maybe different to my own
- Be aware of my use of language and behaviour to ensure I do not cause offence
- Listen to and follow instructions from HWK staff and Task Group Chairs.
- Follow Healthwatch Kingston's policies and procedures
- Give as much notice as possible if you are unable to volunteer when expected
- Act as a good ambassador for HWK and ensure that how you act and behave will not bring HWK into disrepute (this includes in both physical and virtual settings e.g. social media)
- Be friendly and approachable to all members of the public, volunteers and staff
- Be aware of and respect personal and professional boundaries, including respecting others personal space
- Be aware that many people are uncomfortable with physical contact with people they do not know, and avoid making such contact
- Have respect for individual confidentiality. If you have access to confidential or sensitive information during your voluntary work, you must keep this information confidential within HWK and in line with HWK Privacy Policy
- Dress appropriately. When you volunteer in different settings, you may be asked to dress appropriately. E.g. wearing a Healthwatch T-shirt, wearing short sleeves on a hospital visit, dressing culturally appropriately
- Address any issues or worries with a member of HWK staff

If a volunteer fails to follow this Code of Conduct, HWK may address this following the procedures outlined in the HWK Volunteer Policy.



## Prescription information drafted by Rob Robb

I met with Terry Silverstone, Rob Robb and Anil from Ace Pharmacy – Rob was keen to inform people about the new electronic prescriptions and remind them of role of pharmacy in the light of online companies being marketed to people such as Pharmacy2u. The document that came out of this meeting is below. We also had feedback on it from Dr Sharon Young, Councillor Chessington North and Hook in the process.

**Did you know there are different ways of getting prescriptions from your local pharmacy?**

**healthwatch**  
Kingston Upon Thames

[www.healthwatchkingston.org.uk](http://www.healthwatchkingston.org.uk)

020 3326 1255  
Follow us @HWKingston



Healthwatch Kingston Upon Thames is your local Independent Champion for high quality health and social care services. We thought it would be useful to inform you of the different that ways you can get your prescription from your local pharmacy.



- Your GP can send your prescription via the Electronic Prescription Service (EPS). This is an NHS service, which allows prescriptions to be sent electronically to a pharmacy of your choice for you to collect.
- You can still ask your GP for a paper prescription to take to your local Pharmacy. However, NHS England advise that this option will soon no longer be available.
- Some pharmacies offer a delivery service to your home, you can contact them directly to ask. Your local pharmacy can also collect your prescription from the GP Surgery and process it.

### What does the EPS mean for you?

- You do not have to visit your GP Practice to pick up your paper prescription
- You have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop
- You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

### How to use EPS?

- Tell your GP or Pharmacy that you wish to nominate a particular pharmacy. Your nominated pharmacy can be changed at a later date by contacted your GP or pharmacy
- You Don't Need a Computer to register for the Electronic Prescription Service.

### Did you know?

Your local pharmacist is qualified to offer health advice, **without an appointment.**

Lots of pharmacies offer other services such as Flu vaccinations. Contact your pharmacy to find out more.