

The logo for Healthwatch, featuring a stylized 'h' in green and 'a' in pink, followed by the word 'healthwatch' in blue lowercase letters. The 'a' is also green.

healthwatch

A decorative graphic in the bottom left corner consisting of overlapping circles in pink, teal, and blue, with thin lines connecting them.

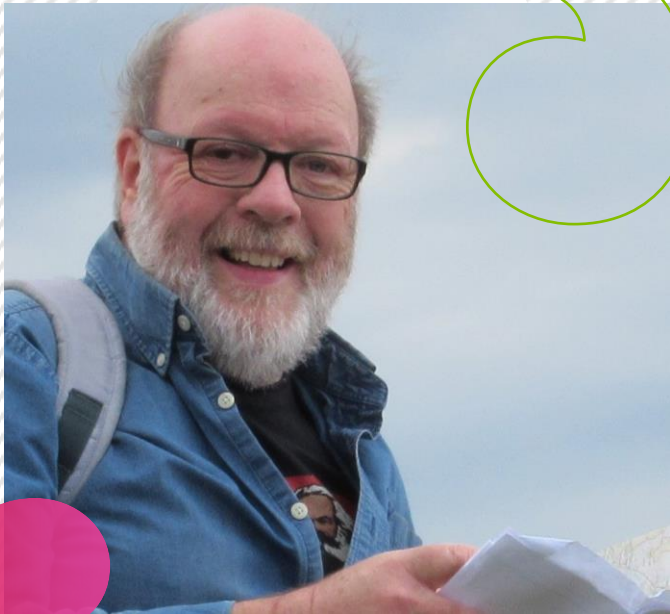
Kingston upon Thames
Annual Report 2017/18

healthwatch Kingston Upon Thames

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Welcome from our Chair



2017/18 has been a year of great progress for Healthwatch Kingston. With an entirely new and highly skilled staff team in place, and three extra trustees appointed, our capacity to deliver an independent quality consumer champion service has grown considerably. This year, we have begun to restructure the way we work with our most active volunteers, so we can harness their passion and enthusiasm to greater effect. Looking to next year, we have started to attract significant extra resources to deliver additional projects that will advance our local objectives.

Gazing across the health and social care landscape, we continue to see an ever evolving picture of more integrated working, whilst the challenges of funding are ever present. Consumer expectations about the quality and accessibility of services rightly remain very high and so our task as Healthwatch is to continue to act as a critical friend of local services. In particular, we recognise that our role for improving health and wellbeing means we need to get to grips with the complexities of service delivery on behalf of our community.

Of particular note in 2017/18, has been our partnership with the Health Overview and Scrutiny Panel of the local authority. Working closely with the chair of the Panel, and with the support of Kingston Carers Network, we drafted an ambitious work programme for the Panel that focussed on local concerns or the local application of national initiatives. We are proud of the role we have played in helping to frame information requests made of both the Clinical Commissioning Group (CCG) and local providers, which has helped the Panel get to the nub of critical local issues this year. With a change of administration, we trust this pattern of work will continue.

In November 2017, for the first time, we used our power under the Social Care Act 2012 to refer a matter to the Panel. This related to an ongoing concern about the provision of services for people with emotionally unstable personality disorders, and led to an interim report from the CCG in March 2018 which detailed proposed service improvements. A further report on progress is planned for September 2018.

Finally, on a personal note, I am stepping down as Healthwatch Chair on August 31st, having completed 5 years in the role. It has been an honour to have served the community in this important role and I am proud of the achievements the organisation has made in that time. I will be remaining a Board member for a further year to lead on Safeguarding, but I wish my successor, Liz Meerabeau, every success in going forward.

Achievement, growth and effective partnership on local health scrutiny.

Grahame Snelling

Message from our Chief Officer

Becoming part of the family

This is my first Annual Report for Healthwatch Kingston upon Thames (HWK). My part in it covers the last seven months of 2017/18. Acknowledgement and therefore credit is also due to my predecessors (staff, volunteers and Trustees) who established, and in some cases continue to maintain the foundation on which I and other new members of our growing HWK family are now building. Without everyone's vision, passion and resilience, HWK would not be where it is today.

In April 2017 HWK ceased to be provided by commercial contract becoming a charitable company, run entirely by local people. At that time, two out of three staff posts were vacant and the number of Trustees reduced from four to three by May 2017.

By necessity, therefore, the Board's efforts in the first five months of the year were focused on re-establishing HWK, working with the one remaining employee and taking support from Healthwatch Richmond upon Thames. During this time, the Board successfully:

- + Installed new ICT equipment in the HWK offices at the Kingston Quaker Centre - PCs, internet, telephones, website
- + Prepared new job descriptions, advertised, interviewed and appointed to the vacant posts, so that all three posts were filled by September 2017



Without everyone's vision, passion and resilience, HWK would not be where it is today.

Stephen Bitti

- + Produced a new Staff (Human Resource) Handbook
- + Prepared an updated role profile for Board members, advertised, interviewed and appointed three new trustees.

Despite these challenges, HWK maintained its support of our three volunteer Task Groups focussing on Hospital Services, Mental Health Services and Community Care Services.

Since September

Our new staff team of three has been busy developing relationships with stakeholders to support meaningful engagement with local people. This has included working alongside the Royal Borough of Kingston upon Thames to explore future models for provision of home care and also speaking with local children and their parents to inform our 'Healthy Teeth, Healthy Kids' report. Find out more about these and our other activities later in this report.



Highlights from our year

19

core volunteers help us with everything from planning our activities for the year to our Enter & View visits of local services



48,261
social media posts viewed



In the past seven months, our new staff team has met with and visited

24 local health and social care service providers



Our reports have tackled issues ranging from the future of home care provision to children's dental health



Over **200** people engaged with us about health and social care at community events in recent months, and many more across the year



We've signposted over **800** people to local information and advice



Who we are



We help make health and social care services work better for the people who use them. Everything we say and do is informed by local people.

You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

Health and care that works for you

People want health and social care support that works - helping them to stay well, get the best out of services and manage any health and wellbeing conditions they face.

Our vision

Local people:

- + Shape health and social care delivery
- + Influence the services they receive
- + Hold service providers to account.

Our mission

To be the local champion for health and social care. As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

Our purpose

To find out what matters to you and to help make sure your views shape the support you need.

People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

Our values

- + Independent
- + Influential
- + Inclusive
- + Credible
- + Collaborative.



Our objectives

We always aim to focus our resources where we believe we can do the most good. We use a range of sources to inform our work including:

- + The evidence and insight shared with us by local people about their experiences of health and social care services
- + The evidence we gather from visiting health and social care services (known as 'Enter & View').

Our governance

Underpinned by legislation, Healthwatch Kingston upon Thames is a charitable company led by a Board of Trustees. It has been operating since April 2013 through an agreement with the Royal Borough of Kingston upon Thames.

Our current contract began 1 April 2017. Since this date we've undergone an extensive review of our existing governance structure and operational arrangements. In September 2017, our governance was further augmented by the recruitment and appointment of three additional Trustees to the Healthwatch Kingston upon Thames Board.

Our 2017/18 work programme

We work with our volunteers (known as Active Affiliates) to help decide our health and social care priorities and to develop an annual work programme. In 2017/18 this included:

- + Contributing to the ongoing co-design and scrutiny of 'Thrive Kingston Mental Health and Wellbeing Strategy'
- + Challenging the lack of specialist personality disorder services for residents of Kingston
- + Improving the Kingston iCope service by using service user experience to influence commissioning, design and delivery
- + Examining the suitability, efficacy and cost effectiveness of new and planned services that mean "People will only have to go to hospital when they really need to be there"
- + Community engagement on the future of home care provision in Kingston, to ensure the recommissioned home services meet the needs of users and carers
- + Planning a survey of patient discharge from Kingston Hospital, to gain a better understanding of the current arrangements
- + Monitoring any complaints and the reasons why patients may voice concerns about services provided by Kingston Hospital.



Making sure services work for you

In 2017, our Mental Health Task Group identified the need for us to undertake an Enter & View visit of Kingston adult community mental health services at Tolworth Hospital. The purpose of this visit was to ascertain the quality of service from the perspective of the users of the service and specifically addressing access, timeliness, person-centredness, respect, quality of relationship, and wellbeing.

In December 2017, Healthwatch Kingston held several workshops with members of the Mental Health Task Group, to design the Enter & View process including the design of the survey questions.

The chair of the Mental Health Task Group met with the Clinical Manager for the service and agreed an appropriate methodology for the visit. All Healthwatch Kingston Authorised Representatives attended a training session which covered confidentiality, awareness of operational issues, procedures and the importance of acting professionally and responsibly when at the hospital.

One month before the Enter & View visit to the adult community mental health service, posters were displayed on the noticeboard in the patient waiting area of the Acacia Unit. A short survey was also made available in the service reception area for service users to complete and send back to Healthwatch Kingston in a stamped and addressed envelope. The same survey was made available to service users, on the day of the Enter & View visit, who did not feel like speaking with Healthwatch Kingston Authorised Representatives at the time they were at the Acacia Unit.

Healthwatch Kingston was also given permission to speak informally with service users before a STEPPS (Systems Training for Emotional Predictability and Problem Solving) workshop held at the hospital.

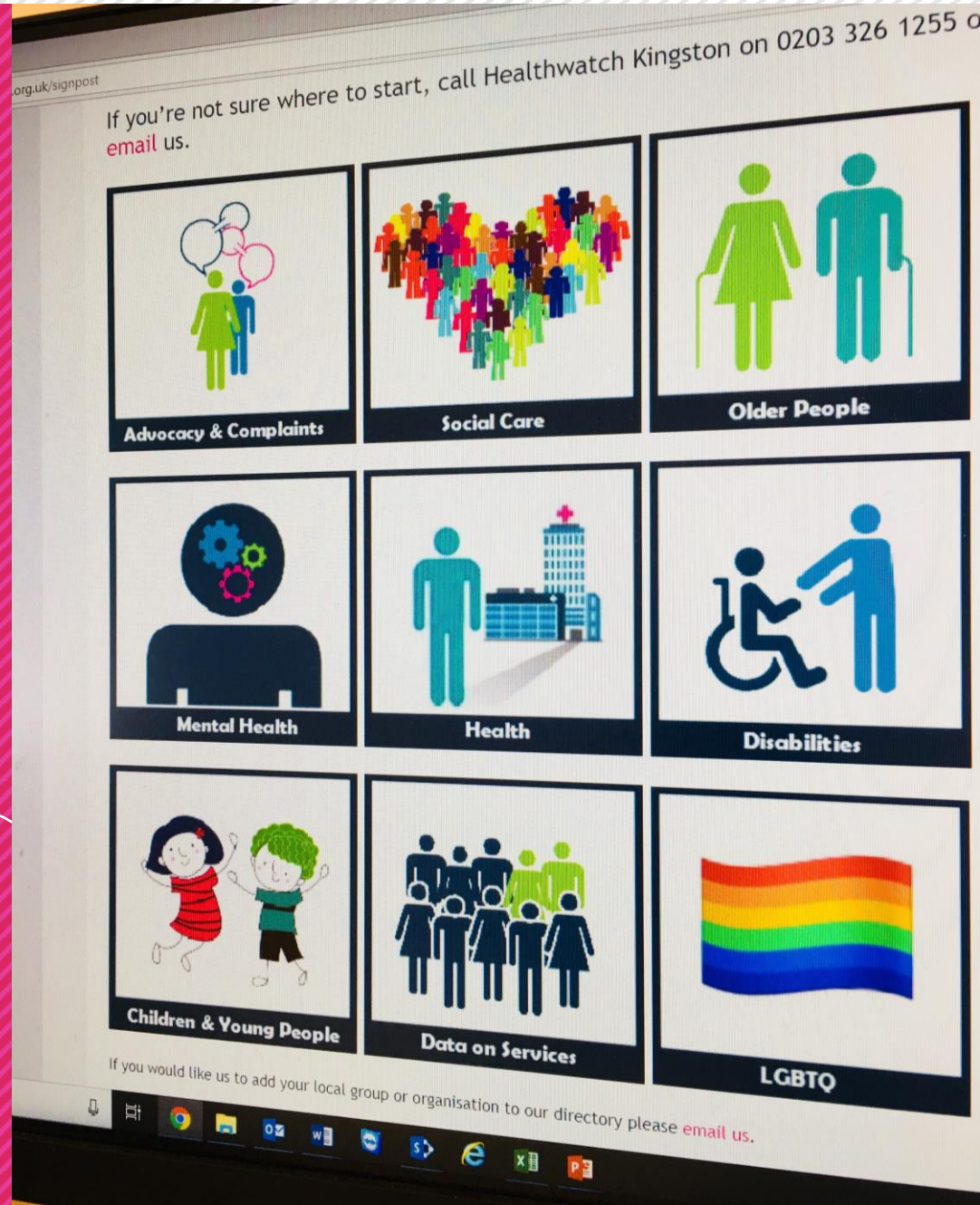
As a result, Healthwatch Kingston engaged with 28 people as a direct result of the Enter & View visit, including eight scheduled interviews and conversations with 20 visiting service users. As part of this exercise ten paper surveys were completed.

At the beginning of each interview, we made it clear who we were, why we were there and how we could be contacted after the interview, should people wish to speak further with us. Service users interviewed were also told they could end the interview at any time if they needed to.

The visit at the end of March 2018 resulted in balanced and detailed information that has formed the basis of analysis for a report and recommendations that will be followed up with the service.



Helping you find the answers



How we help people get information they need

Healthwatch Kingston helps people in many different ways to enable them to get what they need from health and social care services:

- + We provide a free, friendly and confidential support service that is independent from the NHS and social care services
- + We can give you information about your choices on where you might get help in relation to your health, social care and wellbeing needs
- + We can give you information about what to do when things go wrong and you don't understand how to make a complaint

We also provide signposting via our website's directory of local health, social care and community services and regularly provide updates on initiatives, campaigns and events via social media.

This year, we've helped over 800 people find the information they need

Jo lives out of the borough and wanted to ask for some support for their elderly mother who lived on her own in Kingston who was distressed, lonely and feeling isolated from her community.

How we helped

We signposted Jo to Staywell, a local charity providing a range of services for older people and their carers to support them to live independently through a range of practical support including access to social activities.

Sam was very upset after visiting a neighbour who was hoarding and didn't appear to be eating regularly as they had lost a partner

recently. Sam felt the neighbour was having difficulty managing his daily affairs.

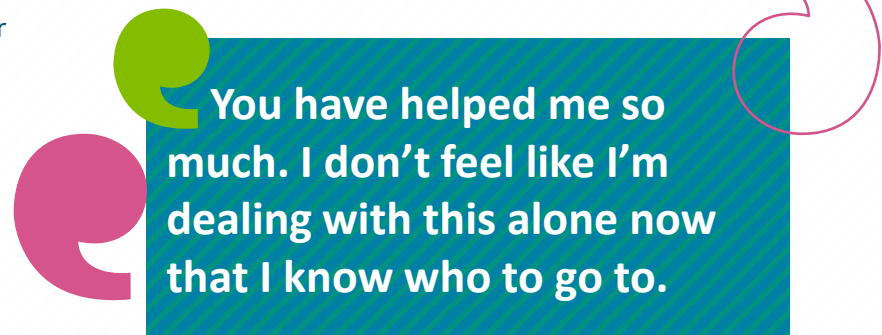
How we helped

We put Sam in touch with Adult Social Care services at the local authority to ask what long term support the neighbour might be able to receive. We also provided contact details for the local Bereavement Service to explore counselling and the Pension Service so the neighbour could get some financial support.

Jude felt a local GP had provided the wrong diagnosis for his child and wanted to know how to get the matter investigated or perhaps make a formal complaint.

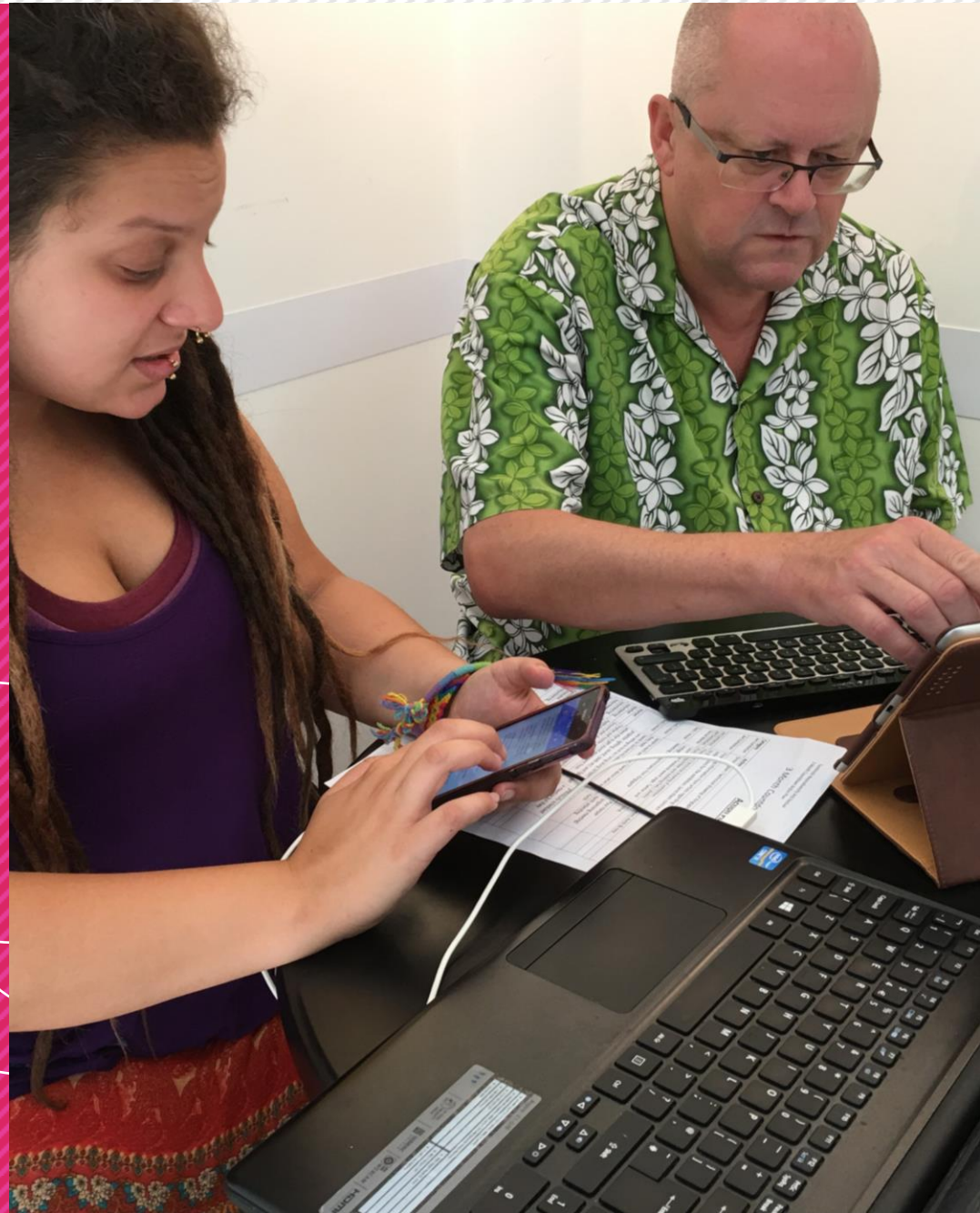
How we helped

We advised Jude to initially make a written complaint to the GP, addressing the letter to the practice manager at the surgery, saying what had happened, requesting the matter be investigated and also stating clearly any other concerns. We also provided the details of Pohwer, an independent health complaints advocacy service that is commissioned locally for Kingston residents, just in case further support with the complaint to the NHS was required.



These names have been changed to protect the anonymity of these individuals.

Making a difference together



How local experiences are helping to influence change

Early in 2017, some people with ‘lived experience’ informed the Healthwatch Kingston Mental Health Task Group about a lack of specialist services for local residents with Personality Disorder. In November 2017, having exhausted earlier requests for satisfactory information from commissioners, we made a formal referral to the Kingston Health Overview Panel. We asked to understand:

- + The rationale for the lack of provision of Personality Disorder services for residents in Kingston and in particular, more complex Emotionally Unstable Personality Disorder (EUPD), as residents of every other area of south west London have access
- + When provision for Kingston residents with complex EUPD will be addressed in the remaining 4-years of the ‘Thrive Kingston’ mental health and wellbeing strategy
- + What provision will be made for people with complex EUPD until new arrangements are in place.

Our impact

The combination of local people sharing their experiences and Healthwatch Kingston formalising a referral to the Health Overview Panel was effective. It influenced both commissioners and providers to acknowledge the gap in EUPD provision for Kingston residents and has enabled interim measures to be implemented while a review is finalised.

Working with other organisations and members of our community

Other examples where we have worked together with service providers, commissioners, regulators and other partners to bring about change include:

- + Liaising with the CQC to ensure our Enter & View visit to Tolworth Hospital would complement their planned monitoring, inspection and regulatory activity at the hospital.



- + Representing views of local people as part of local governance structures such as the Health and Wellbeing Board, Kingston Clinical Commissioning Group Board, the South West London Patient and Public Engagement Group and the Local Transformation Board (Health and Care Partnership)
- + Working with other local community stakeholders as part of the Kingston Hospital Parking Review Reference Group
- + Involving our volunteers (known as Active Affiliates and other local people in the development of our own Healthwatch Kingston plans for next year.

Our plans for 2018/19



What next?

Healthwatch Kingston upon Thames facilitates stakeholder engagement events at the beginning of each year. We use these to share developments and insights about current local health and social care. We then ask people to help us set our priorities, objectives and work programme for the coming financial year.

As part of the exercise this year we took time to finalise the bringing together of our three Task Groups (Community Care, Hospital Services and Mental Health) into a new Joint Task Groups meeting structure as there was overlap. We did this to provide a broader forum for richer conversation on areas of common interest and to create opportunity for shared learning across the coming year.

Each Task Group has identified a key piece of research for 2018/19 and these will form part of the Healthwatch Kingston work programme, agreed by our Board.



Our top five work areas for 2018/19

1. Mental Health:

- a. Service user qualitative review of the iCope Kingston Psychological Therapies Service
- b. 'Time to Change Kingston' Hub Coordinator supporting 'Time to Change Champions'
- c. Chair and secretariat duties for 'Thrive Kingston Mental Health Strategy Implementation Group'

2. Learning Disability:

- a. Capacity building Healthwatch Kingston to improve access and support meaningful engagement with local people with learning disability
- b. Chair and secretariat duties for the 'Kingston All Age Learning Disability Partnership Board'

3. Hospital Services:

- a. Research into service user experience of discharge from Kingston Hospital NHS Trust
- b. Monitor local experience of NHS care in Kingston

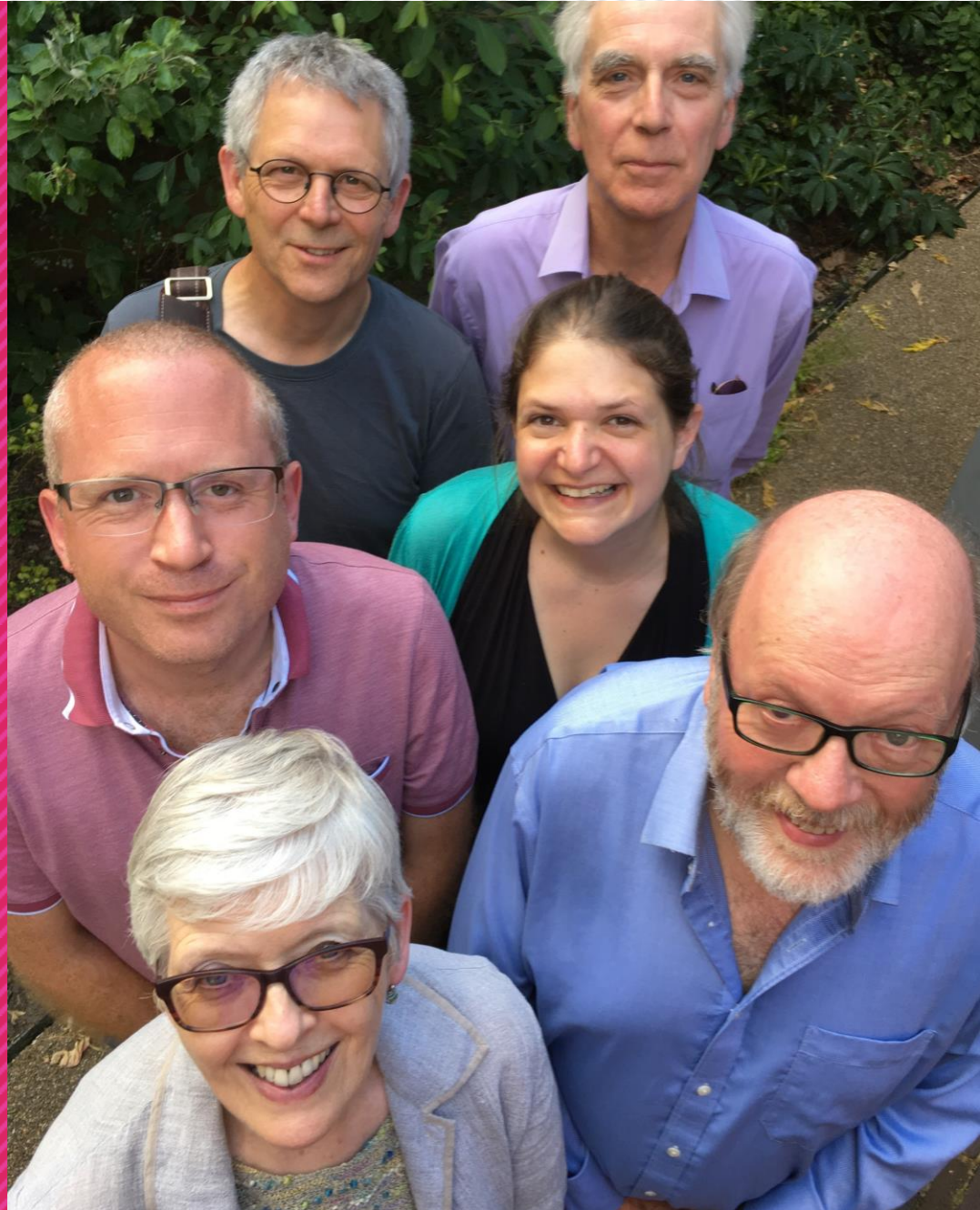
4. Community Services:

- a. Evaluation of the local impact of 'Connect Well Kingston', an emergent local online social prescribing tool
- b. Establish a community reference group for Safeguarding

5. Young People:

- a. Develop 'Youth Out Loud', a new task group of young people from Kingston (and Richmond)
- b. Support delivery (with other partners including Healthwatch Richmond) of the 'Digital Youth Project' (a series of short health and social care films by young people, for young people, about health and social care).

Our people



Our Board

Grahame Snelling (Chair)

Nigel Spalding (Treasurer)

Dr Elizabeth Meerabeau

Nike Alesbury (appointed 27 September 2017)

William Ostrom (appointed 27 September 2017)

James Waugh (appointed 27 September 2017)

Our Staff

Stephen Bitti (Chief Officer, from 14 August 2017)

Adelaide (Project and Outreach Officer, from 7 August 2017)

Laila (Project and Outreach Officer, from 11 September 2017)

Sophie (Community Engagement Officer, until 25 August 2017)

Diva (Information and Research Assistant, until 28 April 2017)

Our Active Affiliates (volunteers)

Jo Boxer

Philippa Collins

Sheena Crankson

Jillian Dempsey

Graham Goldspring (Chair of our Hospital Services Task Group)

Ann Macfarlane (Chair of our Community Care Task Group)

Scotty McLeod

Alan Moss

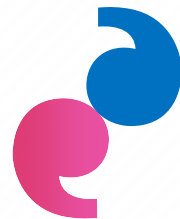
Rob Robb

Gary Rogers

Cathy Sheldon

Charlotte Smith

Tony Williams (Chair of our Mental Health Task Group)



How we involve the public and volunteers

Our principles for good governance demand clear, effective, and transparent decision-making processes. As a charitable company and in accordance with company and charity law, our Board of Trustees is responsible for decision making as set out in the company's Articles of Association. Furthermore, legislation states that we must have a procedure for making relevant decisions, specifically to include:

- + Provision as to who may make a decision
- + Provision for involving lay persons or volunteers (known as active affiliates) in such decisions
- + Provision for dealing with breaches of any procedure referred to in the previous points which should include circumstances in which a breach would be referred to the Local Authority

Most relevant decisions will be made at our Board Meetings in public. Most of the decisions will be applicable to our work and will be discussed as part of the annual planning cycle and included in our work programme.

We seek to involve members of the public in our work. Their contribution is a vital part of fulfilling our statutory obligations.

Our volunteers (known as Active Affiliates) engage in a wide range of activities and receive training and payment of expenses:

- + Carrying out 'Enter & View' visits
- + Undertaking surveys
- + Being part of a Task Group
- + Gathering feedback from the public
- + Helping out at events and other community engagement activities
- + Promoting the role of Healthwatch Kingston upon Thames.

Our finances





Income 2017/18	£
Funding received from local authority to deliver local Healthwatch statutory activities	122,000
Additional income	11,066
Total income	133,066
Expenditure 2017/18	£
Charitable activities	74,677
Administration	18,300
Total expenditure	92,977
Balance brought forward	40,089





Contact us

Healthwatch Kingston upon Thames
Kingston Quaker Centre
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Registered charity no. 1159377
Company registered in England and Wales no. 08429159

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tw: @HWKingston
fb: [facebook.com/HWKingston](https://www.facebook.com/HWKingston)

Our annual report may be viewed and downloaded at www.healthwatchkingston.org.uk from 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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