



Open Meeting (no.9) Tuesday 16 June 2020



healthwatch
Kingston upon Thames

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Welcome,
introduction
to the day
and rules of
engagement

Meeting guidelines (1)

Please:

- Get involved as much, or as little as you like
- Give people time and a turn to talk
- Use easy words (no abbreviations or acronyms)
- Stay on topic
- Listen to each other and don't talk when someone else is speaking

Meeting guidelines (2)

- Every opinion matters
- Challenge opinions not the person (be constructive)
- Respect the confidentiality of what is shared (unless a safeguarding issue)
- Look after yourself and be kind to others
- Switch mobile phones off or to vibrate (if you have to take a call please do so outside).

Healthwatch Kingston Open Meeting - Tuesday 16 June, 2020

AGENDA

12.00 - WELCOME (10 minutes) - Online Zoom Chat

12.10 - Introductions Stephen Bitti, HWK Chief Officer

12.15 - SWL NHS COVID-19 Update and next steps Caroline O'Neill, Senior Engagement Manager
(Kingston and Richmond) NHS South West London CCG

12.30 - Summary of findings from COVID-19 'Have your say' survey, to date Jaimy Halliwell-Owen, HWK
Communications and Engagement Officer

12.50 - Summary of findings from Youth Out Loud! COVID-19 survey, to date Tia Arberry, HWK Projects
and Outreach Officer

**1.10 - Impactful stories from Kingston Centre for Independent Living ([KCIL](#)) member's experiences of
lockdown**

1.30 - Feedback, Q&A and online photo for annual report

2.00 - BREAK



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Kingston - overview of health response

Caroline O'Neill
Senior Engagement Manager
(Kingston and Richmond)
NHS South West London CCG

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Experiences of NHS and social care services

Jaimy
Halliwell-Owen

Experiences of NHS and social care services in Kingston before and during the Coronavirus pandemic

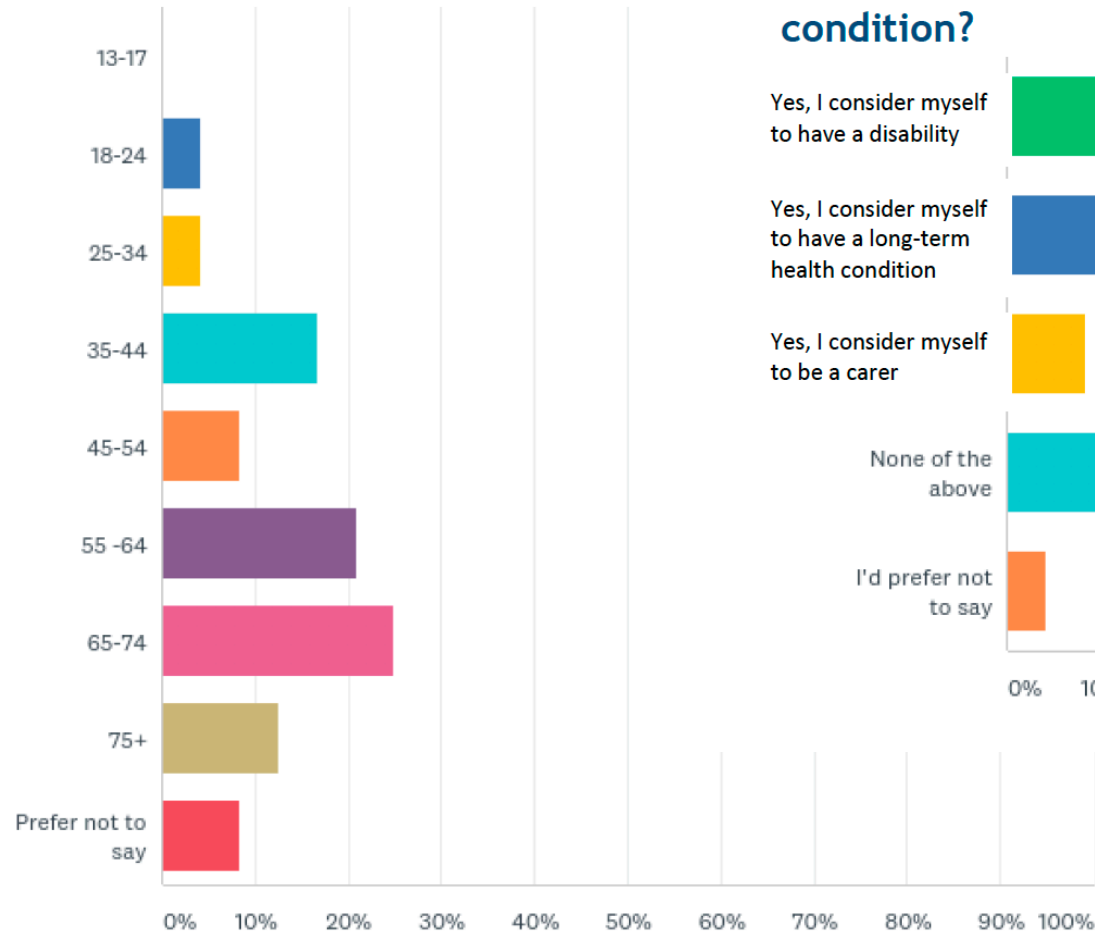
Who responded?

- 271 total experiences shared with Healthwatch Kingston
- 45 people responded to the HWK 'Have your say' survey (January to March 2020)
- 88 people responded to the HWK COVID-19 'Have your say' survey (1 April and 15 June 2020)

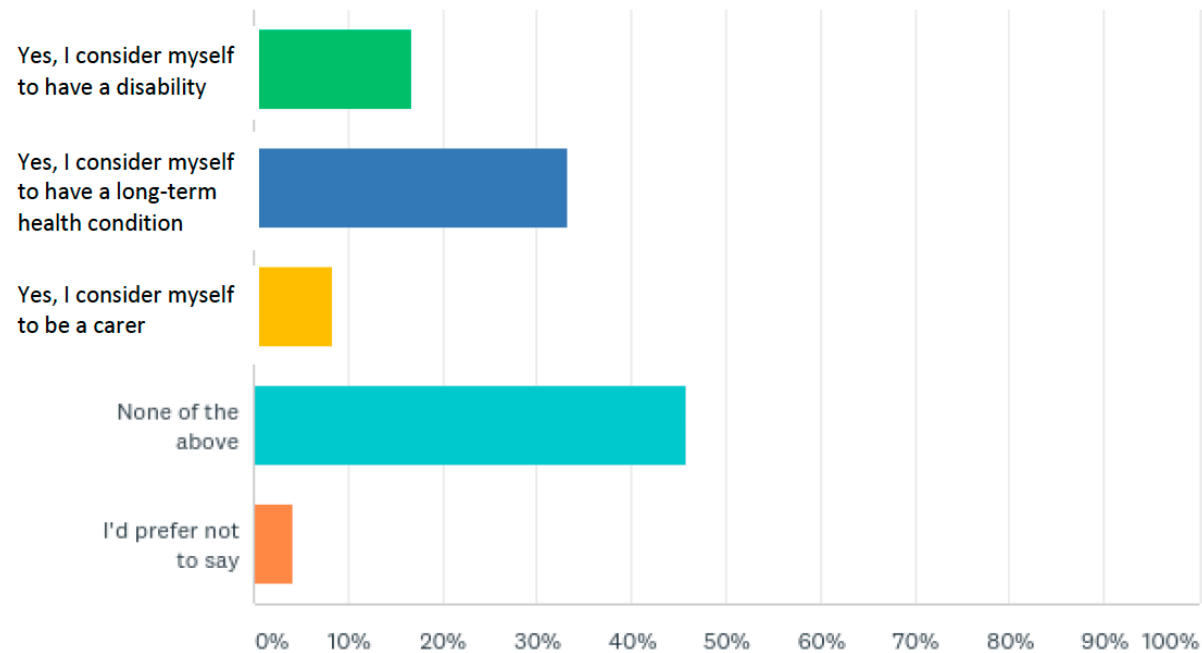
Experiences of NHS and social care services in Kingston before and during the Coronavirus pandemic

Who responded?

Age



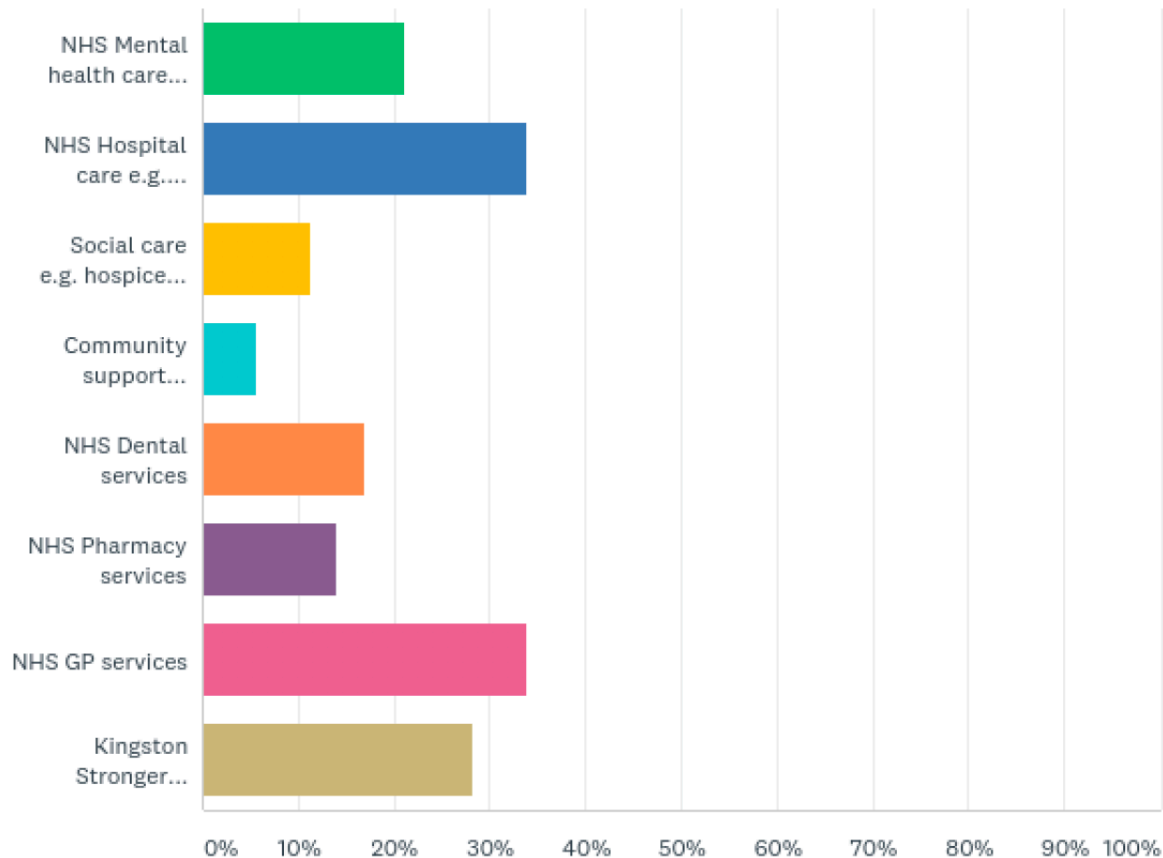
Do you consider yourself to be a carer, have a disability or a long-term health condition?



Experiences of NHS and social care services in Kingston before and during the Coronavirus pandemic

Summary of findings

Services commented on:



Overall satisfaction

Analysis of the data showed, just over half of the respondents are satisfied with the level of service they have received from NHS and social care services in Kingston both before and during COVID-19 (to date). Satisfaction levels have not drastically changed considering the crisis.

Experiences of NHS and social care services in Kingston before and during the Coronavirus pandemic

Summary of findings

Kingston Hospital

Kingston Hospital's response to COVID-19 has been praised, including making sure patients felt safe when attending routine appointments and non-COVID related procedures. Staff have been complimented for their supportive attitude and the A&E department has been described as efficient, with clear protection in place for patients and staff. People spoke of quick, easy access to care and good follow-ups.

“For the most part, I was the only person in the A&E waiting room. I have never seen the waiting room so empty. It was only as I left through the main entrance of the emergency department that I noticed how busy the Red zone (COVID area) was. I was pleased to see that even though it was busy the hospital had still managed to respect physical distancing. The only negative point about my experience was there was no hand soap in the toilet and considering COVID advice, I did find this surprising.”

Experiences of NHS and social care services in Kingston before and during the Coronavirus pandemic

Summary of findings

GP services

There was a mixed picture of people's experiences accessing GP services. Many people said they were unable to get through to GP services on the phone and found it difficult to make appointments. Some people said a lack of information was being made available online. Once people received appointments over the phone, most people felt the care they received was adequate given current circumstances. There seemed to be a lack of follow-up calls with some people not hearing back after being promised a call, having appointments and tests cancelled and still waiting on referrals.

“It can still be difficult to get an appointment at Chessington Park Surgery however I was pleased with the way the doctor handled a very sensitive issue over the phone. Sending a photo or video when a condition is very personal, and of your child, makes you feel very uncomfortable. The doctor took the time to discuss the issue and found a way around having to go through this process. I really appreciated the respectful manner and accurate diagnosis without having to send images.”

Experiences of NHS and social care services in Kingston before and during the Coronavirus pandemic

Summary of findings

Kingston Stronger Together

All comments and experiences of the local Kingston Stronger Together response were good according to survey respondents. Vulnerable people appreciated being called and several people expressed gratitude for food parcels which were delivered when they were facing difficulties.

“Just want to say a massive thanks to the Kingston Stronger Together service. They have been exceptionally helpful during lockdown; their packages of food have been a lifesaver. Whilst I really appreciate the support originally, I had only asked for help getting a delivery slot and not free food. The boxes have been great, but I did notice that there is only ever one tin of meat and whilst we were more than happy to make do for a few weeks a heavy diet of carbs is a struggle with Irritable Bowel Syndrome.”

Experiences of NHS and social care services in Kingston before and during the Coronavirus pandemic

Summary of findings

Mental health services

We only received negative comments regarding access to mental health services with many people saying they felt they had been left with no support despite the Community Mental Health Team knowing they were vulnerable. Others expressed difficulties in accessing services at Tolworth Hospital Adult Mental Health Unit. Others said waits for assessments had been further delayed due to the crisis.

“It has taken a very long time to get an assessment from the Community Mental Health Team”

“No access to Tolworth Hospital Adult Mental Health Unit”

“I was able to contact the Community Mental Health Team Psychiatrist and Care Coordinator but was not given enough support.”

Experiences of NHS and social care services in Kingston before and during the Coronavirus pandemic

Summary of findings

Pharmacies

Most comments regarding pharmacies were positive, saying staff were helpful and that measures had been put in place to protect staff and visitors. Some people expressed difficulties in accessing delivery services for medications especially towards the beginning of the crisis but say that this seems to be running efficiently now.

Dental services

Many people expressed frustration at not being able to access dental services due to most surgeries being closed and not offering a telephone service.

Experiences of NHS and social care services in Kingston before and during the Coronavirus pandemic

Thank you

Thank you to everyone who has shared their experience so far, please continue to promote the survey to your contacts.

The full report will be published on the website this afternoon.

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Youth Out Loud! Survey

Tia Arberry

Youth *Out* Loud!




Youth Out Loud!- a group of young people aged 13-17. YOL! work with Healthwatch in Kingston and in Richmond and use their voices to make health and care services better for young people.

We do this by making films, doing surveys, reviewing local services, and making sure young people's voices are heard. We want to ensure that services work well for all young people in Richmond and Kingston.

Well-being During COVID-19 Survey

ms/d/e/1FAIpQLSeIRmWx9WN7U6eveg_HQTbwizy_ef0ddDpxgJlnshte8k1EHQ/viewform



Youth Out Loud!

Well-being during COVID-19 crisis - Survey

We want to know about your experiences during COVID-19.

We'll use the answers that you give to help organisations like the NHS and the Council to better support young people and we'll make sure that no one can tell who you are from the answers that you give.

If you'd like to talk to someone about any of these issues please call 020 8099 5335 (Richmond) or 020 3326 1255 (Kingston)

Next

YOL! created and published a survey for young people to share their experiences during COVID-19.

The survey captured:

- Impact on physical and mental health
- Experience of accessing health and social care services
- Experience of accessing information about COVID-19

The survey comprised of:

3 Mental Health Questions

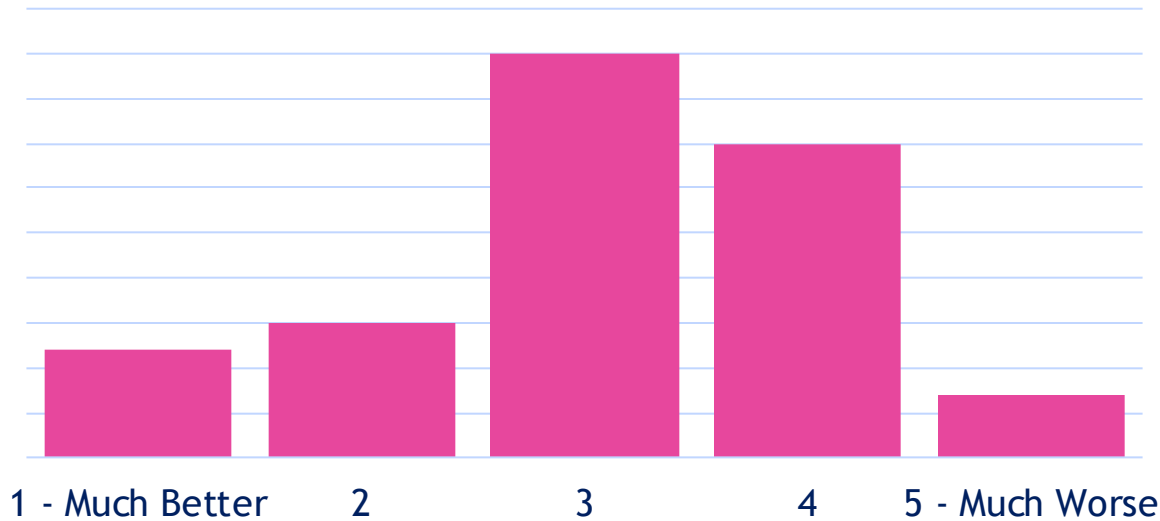
3 Physical Health Questions

12 Accessing Services Questions

2 Covid-19 Information Questions

Mental and Physical Health Impact

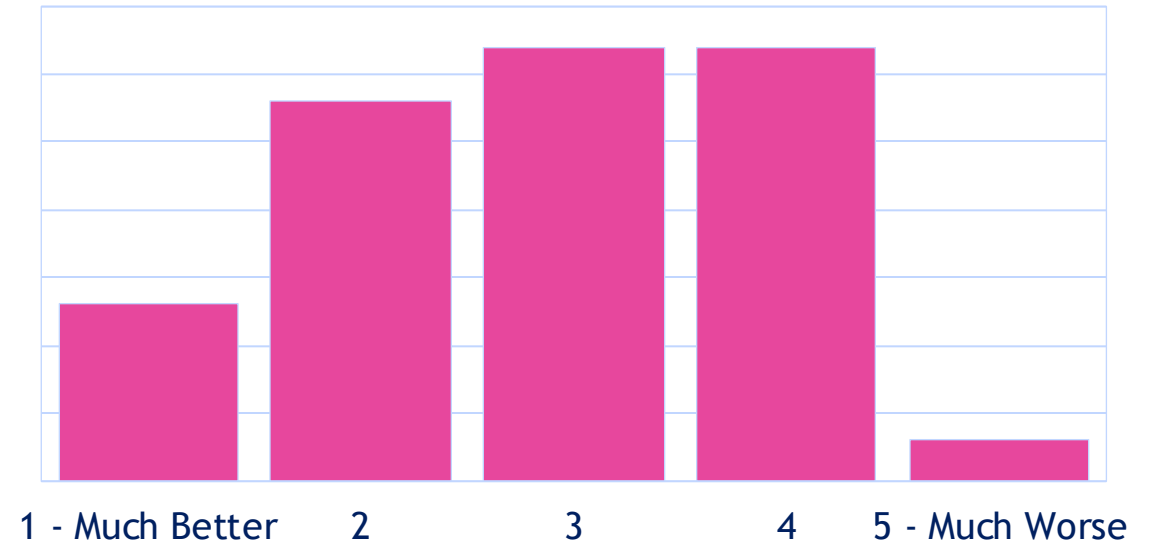
How is your mental health compared to before lockdown?



“Sometimes it's worse because its lonely and I'm unmotivated. other times I appreciate the rest and is sometimes less stressful”

“Unable to see people who were so heavily part of my weekly routine like friends and boyfriend. no escape from the household if things get tense, usually I could stay at school longer in the evening or go to my boyfriends house.”

How is your physical health compared to before lockdown?

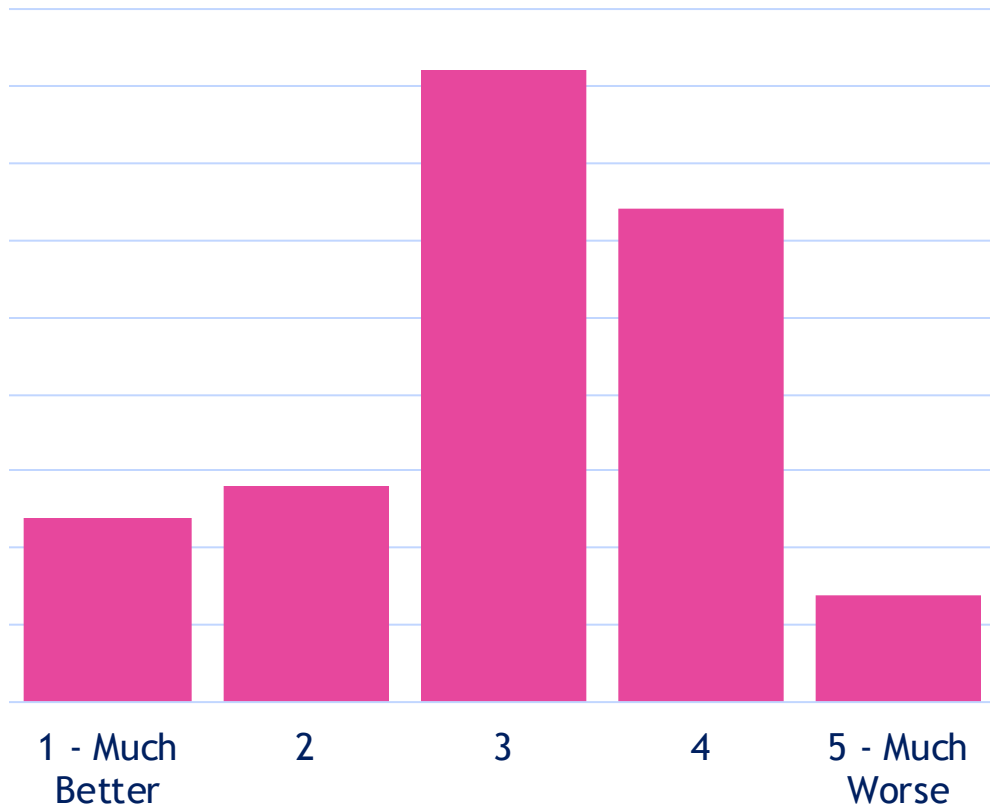


“I've neglected normal health things more and my sleep schedule is weird now”

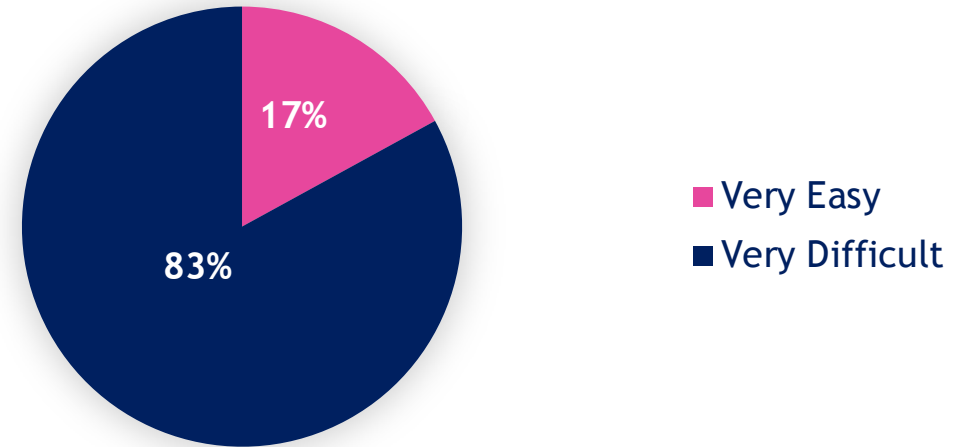
“I'm exercising daily and have started running which I never did before. I have more time to focus on my health and exercise. I also have more time for going on walks and have appreciated my nearby parks a lot more and some weeks I walked more steps than before lockdown started as I was sitting down at school all day.”

Accessing Services

How easy or difficult was it to get the help you needed (NHS or Social care) since lockdown started?



How easy or difficult has it been for you to get medication during lockdown?



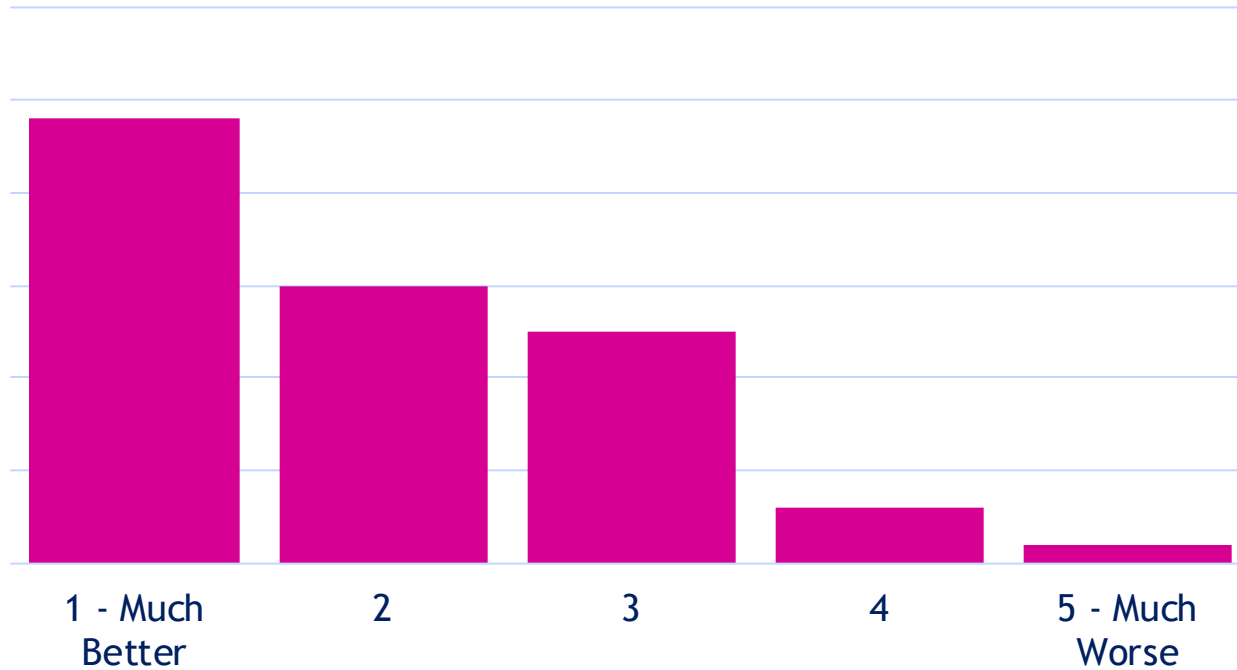
“I usually have to wait a month before I can get an appointment, but it took me 1 day to get one.”

“It was difficult to gain the right medication from pharmacy’s for a vulnerable person who is a part of my household.”

“The appointment was done over the phone, and it was fine for talking about symptoms and receiving advice, although the doctor couldn’t physically examine the joint which would’ve been beneficial. Also, we had to contact the hospital several times and speak to many people to find out when the call was going to happen.”

Accessing COVID-19 Information

How easy or difficult has it been to access information about COVID-19 and how to keep safe?



What would make this easier for you?

“Regular school updates on what they know.”

“if there where more kid friendly web sites cos they are all for adults so I don’t always understand what the mean.”

“If news wasn't so heavily bloated with repetition of the same information to make it difficult to persevere for small but vital details.”

“For news websites and apps to promote articles from the most reputable sources and discourage the ones spreading misinformation”

“I just look on my news, I have it streamlined for Covid19, so it easy, plus I watch the briefings”

“Knowing the science from which policies are based upon”

Healthwatch Kingston and Richmond are continuing to support YOL! to gather young people's experiences to improve local health and social care service

For more information please do visit our website:

www.yolweb.info

The survey is available via the YOL! website, or alternatively via this link:

<https://forms.gle/29skJefxbkJDAD2F9>



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KCIL update

Jason Lamont, CEO

Healthwatch Kingston Open Meeting
Tuesday 16 June, 2020



Afternoon agenda items

2.30 - **Mental Health Task Group Meeting** - Online Breakout Room

2.30 - **Community Care Task Group Meeting** - Online Breakout Room

4.00 - **Feedback from individual Task Group Chairs, Joint Task Groups discussion and next steps** - Main Online Room

4.25 - **Thoughts from the day** - Main Online Room

4.30 - **OPEN MEETING CLOSE**



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Mental Health Task Group Agenda

2.30pm to 4pm

1. Welcome and apologies
2. Thrive Kingston
 - Service specification for EPUD
 - MHSPiG Workshop priorities for 2021
3. iCope
 - Recommendations
 - Creating the final report
3. CAMHS Transition Project
4. Mental Health Covid-19 Strategy Group

Community Care Task Group Agenda

2.30pm to 4pm

1. Welcome and apologies
2. Notes and actions from last meeting
3. Update on the task group's project area for 2019/20
 - 'Is Social Prescribing Working' report
4. Covid-19 information of relevance to the remit of the Community Care Task Group
5. Update on work with Patient Participation Groups
6. AOB
7. Date of next meeting - Tuesday 18th August 2020



Welcome Back

healthwatch
Kingston upon Thames

Healthwatch Kingston Open Meeting Tuesday 16 June, 2020



4.00 - Feedback from individual Task Group Chairs,
Joint Task Groups discussion and next steps - Main Online Room

4.25 - Thoughts from the day - Main Online Room

4.30 - OPEN MEETING CLOSE



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Next Healthwatch Kingston
Open Meeting:

Tuesday 18 August 2020
12pm - 4.30pm

THANK YOU 😊



healthwatch
Kingston upon Thames