

Healthwatch Kingston Open Meeting

Cold weather services for vulnerable people'
and with the All Age Learning Disability Partnership Board

Thursday 12 December 2024



healthwatch
Kingston upon Thames



HWK Open Meeting Agenda

Tuesday 12 December 2024 - 1pm-4.30pm

AGENDA:

1pm - 2pm: Festive Public Networking Lunch

2pm - 2.10pm: Open Meeting Chair's Welcome: Kathryn Yates and Stephen Bitti

2.10 pm - 2.40 pm: Kingston Winter Plan Services: Julia McDonald, Joanne Moulton

2.40 pm - 3.00 pm: Autism and ADHD Partnership Board - Achievements this year: Julia McDonald

**3.00 pm - 3.20: All Age Learning Disability Partnership Board - Achievements this year:
Kezia Coleman, Katy and Mario**

3.20 pm - 3.35 pm: BREAK (15 Minutes)

3.35 pm - 4.00 pm: Winter services for rough sleepers: Lorna Brooke and Jim Tompsett,

**4.00 pm - 4.25 pm: Including Communities, Including Digitally Excluded and Youth Out Loud!:
Candy Dunne and Scott Bacon**

4.25 pm - 4.30 pm - AOB and thank you:

Kathryn Yates and Stephen Bitti

4.30 pm - End of meeting and Happy Christmas: David



Support and Advice during Winter - Kingston Council

Julia McDonald, Corporate Head of Service for Adult Social Care Strategy, Partnerships and Transformation,

Joanne Moulton, Director for the for the Communities Transformation Programme, RBK

Sue Webster, RBK

Updated slides from Kingston Council can now be downloaded from: [Healthwatch Kingston's Open Meeting - Cold weather services for vulnerable people \(12 December 2024\) | Healthwatch Kingston](#)



Support and Advice during Winter - NHS South West London

Maggie Lam, Deputy Director, Primary & Community Care - Kingston & Richmond, NHS SWL ICB. **Apologies** provided to this meeting but here are the slides for information.



South West London



Some of the key messages
we are focusing on this
winter include:

For expert advice, visit your pharmacy

Key messages:

- You can visit your local pharmacist for quick health advice. Your local pharmacist offers a wide range of services such as expert help with blood pressure checks for the over 40s.
- Pharmacies provide services such as flu & Covid-19 vaccinations to eligible groups.
- Pharmacists can help with lots of common conditions and minor illnesses. This can include things like coughs, colds, sore throats, headaches and pains.
- Pharmacies often offer extended opening hours in the evenings and at weekends, and you can get help without an appointment – just walk in.

- Most pharmacies have a private consultation room where you can discuss issues with pharmacy staff without being overheard.
- All pharmacists train for at least 5 years in the use of medicines GPs can refer you to see a pharmacist for a range of common conditions.
- They can also give advice about medicines. This includes how to use your medicine, worries about side effects or any other questions you have.
- Pharmacists know when to refer you to another health care professional or doctor if you need to see one.
- **Reminder** – Check that you have enough of your regular prescription medicines to cover you over the Christmas and New Year. You can pop in and discuss with your pharmacy when you will need to order by and what can be done in the event of you running out.

For quick health advice, visit your local pharmacy in Richmond

We are experts in medicines and can help with lots of minor illnesses. We also offer medication advice, sexual health check-ups, blood pressure checks, vaccinations and much more.

For expert advice, visit your local pharmacy in Kingston

Ketan
Local Pharmacist

Did you know you can walk into your local

Pharmacy First

Key messages:

- Get treatment for key conditions without a GP appointment.
- People can now get treatment for seven conditions directly from their local pharmacy, without the need for a GP appointment or prescription.
- It aims to give patients quick and accessible care and ease pressure on GP services and A&E.

The services included in Pharmacy First are:

- **Earache (1 to 17 years)** - symptoms include a dull, sharp or aching pain inside the ear.
- **Sore throat (5 years and over)** - symptoms include a painful, dry or scratchy throat.
- **Sinusitis (12 years and over)** - symptoms include pain, swelling and tenderness around cheeks, eyes or forehead and a blocked or runny nose.
- **Impetigo (1 year and over)** - symptoms include red sores or blisters which commonly affect the face and hands.
- **Shingles (18 years and over)** - symptoms include a tingling or painful feeling in an area of skin and a headache followed by a painful rash.
- **Infected insect bite (1 year and over)** - symptoms include pain where bitten or stung and a small swollen lump in the skin.
- **Uncomplicated urinary tract infections (women 16-64 years)** - symptoms include pain or burning sensations when peeing and needing to pee more often.

[Find your local pharmacy](#)



Key messages:

- With the NHS App you can book appointments, order repeat prescriptions, view your health records, manage referrals and more all in one place depending on your GP surgery.
- The NHS App brings together different NHS services in one place, making it easier for you to manage your health and any care you need. It's secure and easy to use.

- You can use the NHS App wherever you are, day or night. For managing your healthcare on the go, download the NHS App.
- The NHS App messaging service provides a secure way for your GP to contact you via the app, instead of text message or letter. It's a simple and secure way to stay up to date with communication from your surgery.

You can contact our Digital Coordinators if you need support using the NHS App:

- **Sutton/Merton** - contact Tanuja on 020 3922 1554 (Tuesday to Thursday, 10am to 2pm)
- **Croydon** - contact Elhadi on 0203 922 2558
- **Wandsworth** – contact Andraya on 02039239593 or email Andraya.catlyn@nhs.net
- **Kingston/Richmond** - contact Philippa on 020 3923 9532 (Tuesday to Thursday, 10am to 2pm)

Further information including how to set up the NHS App:

[About the NHS App - NHS \(www.nhs.uk\)](http://www.nhs.uk)

[Getting started with the NHS App - NHS App help and support - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Found in 881,000 pockets across south west London

Scan to find out more about the NHS App

Search 'NHS App' on the App Store or the Play Store

People have securely viewed their health records 198 thousand times a month in south west London

Just tap the App

Order a repeat prescription

contact your GP practice on your precious lunch break

NHS South West London

Winter Engagement Fund 2024/25

Community conversations

Our winter grants programme - working with VCSE partners

- **Small grants pots (maximum £500) for VCSE led activities** - organisations design events they know local people will be interested in to maximise engagement and attendance
- **Two-way information flow** – organisations gather insights on identified topics and share information about services and prevention

How the grants programme works:

1. **Invite organisations to bid for funding** – the process has been honed over two previous years
2. **Collaborate with VCSE Alliance** – a key partner for promoting the fund and supporting smaller organisations, receiving applications and distributing funds
3. **Sharing information** – questions for discussion to gather community insights and materials to inform good conversations about services and prevention
4. **Support and reporting** - offer information sessions and materials to support VCSE-led conversations in the community, and reporting templates
5. **Analyse, theme and report on insights gathered** – present to programme teams and decision-making meetings


Impacts of last year's winter grant programme 2023/24





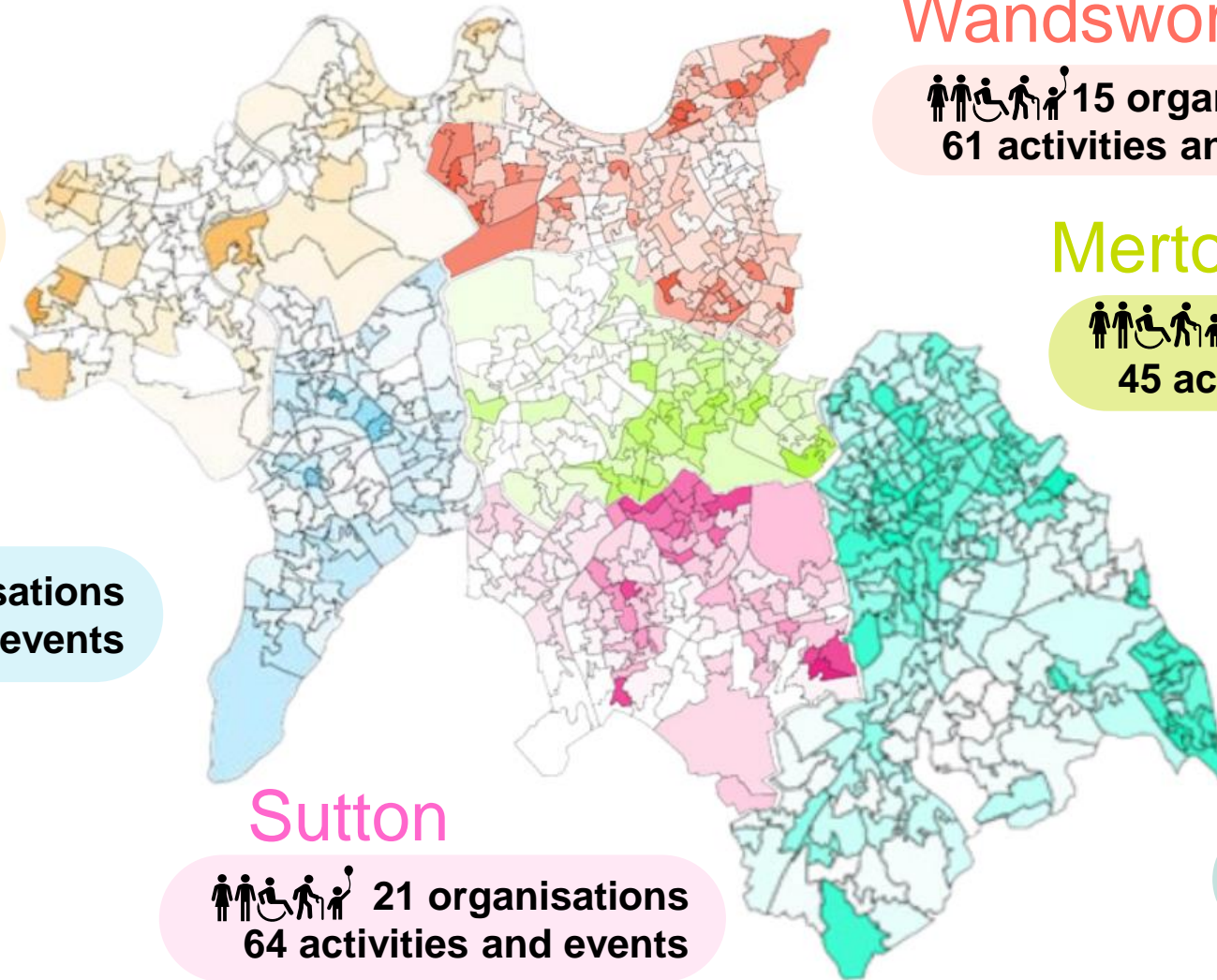
115 organisations funded, projected to reach over **13,000 people** at over **350 activities and events**

Richmond


 **14 organisations**
37 activities and events

Kingston


 **15 organisations**
74 activities and events




Wandsworth

 **15 organisations**
61 activities and events


Merton


 **15 organisations**
45 activities and events

Sutton

 **21 organisations**
64 activities and events

Croydon

 **35 organisations**
79 activities and events

 15 organisations
74 activities and events



Activities include:

- Voices of Hope are holding 2 wellbeing events, providing food and giving attendees a winter 'goodie bag' inviting parents and pregnant people, people over 65 and people experiencing issues in accessing health and care.
- St Peters Church are running a series of events at their church tailored to their audiences for parents and pregnant people, people over 65, and people experiencing issues or barriers in accessing health and care.
- London Korean Music Academy are gathering for Christmas themed evenings at Kingston Hospital and in New Malden with hot food and drinks for people over the age of 65.

Groups receiving winter grants:

뉴몰든 한글학교(New Malden Korean School)
Voices of Hope
St Peters Church
RBKares
PCC St Mary the Virgin, Chessington
Nanoom UK CIC
Milaap Multicultural Day Centre
Migrant advocacy service
London Korean Music Academy
LONDON KIM'S DANCE GROUP CIC
Korean Culture and Arts UK CIC
Korean Senior Citizens UK
Kingston Upon Thames Association for the Blind
Kingston Carers' Network
ITC Tamil Centre

Support and Advice during Winter - Kingston Council & NHS

Do you have any questions?



Autism and ADHD Partnership Board One Year Review

Julia McDonald, Corporate Head of Service for Adult Social Care Strategy,
Partnerships and Transformation, RBK



healthwatch
Kingston upon Thames

Kingston Autism & ADHD Partnership Board

One year review



What is the Board

First meeting in Oct 2023; meets at least every 3 months.

Co-chaired by the Director of Adult Social Care and an Expert by Experience.

Key partners: Council, NHS, Achieving for Children, School , Police, Community organisations & our Partnership Boards

Board goals:

- Speak on behalf of autistic people, people with ADHD and their families.
- Bring together Experts by Experience and those that work to support autistic people, people with ADHD and their families. Expert by Experience (EbE) means people who have autism or have ADHD themselves or they know/ support someone who does.
- Focus on what should be done to improve the lives of autistic people, people with ADHD and their families; and make sure it is done. This will be done through the new Autism and ADHD Strategy.



Key achievements

- ★ Bringing people together to focus on priorities and outcomes for people with autism and ADHD in Kingston
- ★ Good co-production practice to ensure people with Autism and ADHD feel comfortable to be part and contribute
- ★ Setting up the Hidden Disabilities Sunflower scheme for RBK (and raising awareness of existing Sunflower members)
- ★ Promoting the Disabilities Facility Grant as a tool to support people with autism and ADHD
- ★ Raising awareness of events and workshops (e.g. Neurodiversity week - DAWN network)
- ★ Working to shape the new 'Neurodiversity' collection for Connected Kingston
- ★ Developing an Autism & ADHD Strategy for Kingston - incl wide engagement

Co-production - good practice

Accessible elements/ supporting our Experts by Experience members

- Ensuring people know it is a safe space and they can stim, move around, go to a breakout space.
- Choice about participating or not (stickers)
- Slide decks- font, images, colour contrast etc
- Spaces- sensory considerations (noise & light) / face to face and online
- Timing - of meetings and including breaks
- 1:1s, meet and greets
- Communication cards (next slide), easy read name labels
- Easy read Ways of Working (Terms of Reference)
- Encouraging continuous feedback and iterating how we run our meetings (e.g. rotating virtual and face to face)
- Preparation - pre meets, prep documents etc





Making Engagement More Creative and Accessible



Autism and ADHD Partnership Board

'One of the best meetings I have ever been to in terms of genuine engagement', Mind in Kingston

'I felt very comfortable with everyone and being able to share my view', Expert by Experience



'Your support massively helped me to feel comfortable enough to go outside of my comfort zone, so if I can assist in getting others involved by helping in a similar way then I would love to do that :)', Expert by Experience

Raising Awareness

Neurodiversity Celebration Week - events, comms, workshops

Promoting what's available -

[Connected Kingston Neurodiversity Collection](#) (new)

[Disabilities Facility Grant](#)

[The Larch](#)

[New Council website](#) about ADHD, Autism and Neurodiversity

18th - 24th March, 2024



Neurodiversity Celebration Week

Celebrating different minds

24 free online events throughout the week!

Scan the QR code to sign up.



In Kingston:



Women and Neurodiversity

Wednesday 20th March 2024 11 am - 12 pm (Online)
Everyone welcome - email helen.nay@kingston.gov.uk
Kingston Council Staff Network event.
Our panel of neurodivergent women will talk about their experiences and answer questions.



Kingston Libraries Reading List

A collection of free ebooks and audiobooks for children and young people to mark Neurodiversity Celebration Week.



The Larch Club

Wednesday 20th March 2024 6 - 9 pm
Email: teast@kingstinecsoo-op.org.uk
A social club for adults with autism.
Information evening about what's on in Kingston.



Connected Kingston

Find a range of inclusive sports opportunities suitable for people living with disabilities.
Coming soon! Neurodiverse-friendly collection of things to do in Kingston.



THE ROYAL BOROUGH OF
KINGSTON UPON THAMES

Autism and ADHD Strategy

Two engagement rounds - surveys, focus groups, Board input, Partnership Boards; total of 240 responses (majority from Experts by Experience).

General areas for development on better diagnosis pathway and support, training for staff, enhancing access in the community and to training & employment.

Four key themes:



1. Diagnosis and Support

Key partners: Health, Education, Social care, Voluntary Sector (VCSE) partners



2. Healthcare and Wellbeing

Key partners: Health, Education, VCSE partners



3. Education and Training

Key partners: Health, Education, VCSE partners, Local business networks



4. Adult Support and Employment

Key partners: Adult Social Care, Education, VCSE partners, Local business networks

Next year

- ❑ Improve our understanding / get data about awareness (e.g. pulse survey)
- ❑ Enhance our website with more information and visuals
- ❑ Deliver our strategy action plan
- ❑ Continue to raise the profile of autism & ADHD in Kingston



More information here

<https://www.kingston.gov.uk/adult-social-care/autism-adhd-neurodivergent-conditions>

Autism and ADHD Partnership Board One Year Review

Do you have any questions?



All Age Learning Disability Partnership Board - Achievements this year

Kezia Coleman, David Bennett

Involve - Update

Mario Christodoulou, Katy Bessent



Getting good lives for people
with learning disabilities
in Kingston

healthwatch
Kingston upon Thames



All Age Learning Disability Partnership Board

What is the Board?



- The board is co-chaired by [Healthwatch Kingston](#) and people with a learning disability.
- It is made up of professionals, individuals with a learning disability, and their families, carers, and advocates.
- Together, we ensure that the Learning Disability Strategy is being implemented and work towards improving services.



All Age Learning Disability Partnership Board

What is the Board



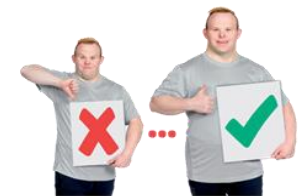
- Over the last year, Healthwatch Kingston has been able to take the information shared at the Board and use what we've heard to drive forward change across the NHS and beyond.
- Whether it's giving feedback, shaping policies with the goal to improve access to care and the quality of care, the voices of people with learning disabilities and their carers have been at the heart of everything we do.
- [Read the All Age Learning Disability Partnership Board End of Year Report here.](#)



All Age Learning Disability Partnership Board

Key Goals of the Strategy

- Listen to and learn from people with learning disabilities and their families
- Support communities to build on their strengths and abilities
- Ensure services are accessible, offering choice and control to individuals
- Provide clear information and advice for support options
- Foster person-centered and streamlined health and social care
- Enable individuals to access support in friendly, inclusive environments
- Improve overall quality of life, ensuring happiness, health, and fulfilment
- Collaboration between Kingston Council and NHS
- Joint work by health and social care teams for cohesive support
- Establishing groups with participation from people with learning disabilities and families
- Sharing information effectively for integrated services
- How These Goals Are Achieved



All Age Learning Disability Partnership Board

Achievements this year (2024-2025)

- Supported the launch of the Kingston Disability Network
- Fed into and support the development of Kingston Council's Autism and ADHD Strategy
- Mencap have provided support and access to information to family carers
- Your Healthcare have developed a health pathway for weight management, driving forward work supporting effective communication in mental capacity assessments, and work to reduce risk of falls.
- Kingston Eco-op secured funding to deliver cooking courses to support clients to live healthier lives.
- The Involve team represented and amplified the needs and views of Kingston residents on changes within the borough and creates opportunities for companionship and friendship to reduce social isolation.
- Kingston Hospital published their Learning Disability and Autism Strategy.
- And much more!



Involve - Update

Mario Christodoulou, Katy Bessent



Getting good lives for people
with learning disabilities
in Kingston





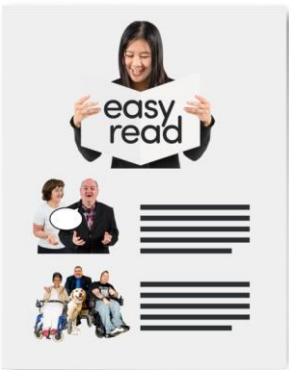
Getting good lives for people
with learning disabilities
in Kingston

We are Involve and we work for Kingston Council.

We are peer advocates



We speak up for people with learning disabilities, autism and complex needs at different meetings such as Kingston Hospital and South Western Railway.



We put pictures on the left, and the text on the right. We make sure the language is in plain english and is easy to understand



Getting good lives for people
with learning disabilities
in Kingston



Involve have been attending a few transport meetings this year with TFL and South Western Railway,

Involve have also helped South Western Railway do an easy read booklet about what staff do at stations and what their uniforms look like

I really enjoyed being part of the meetings and helping with the work.



Involve had a bus day at Tolworth Garage,

where people with learning disabilities and autism could come along and speak to the drivers about the problems that they face everyday when using buses.



Getting good lives for people
with learning disabilities
in Kingston



The Involve team do online activities, Karaoke, quiz and bingo This has been enjoyable, we have residents from the community join

I enjoy chatting to people and getting to know them and finding out what they get up to in their day to day life.

This has been a good way for people to meet others and make friends. I hope we continue with this in the future.



All Age Learning Disability Partnership Board

Do you have any questions?



15 min Break (3.20pm - 3.35pm)



Winter services for rough sleepers

Lorna Brooke, Corporate Head of Community Housing, RBK; Jim Tompsett, Sub-regional rough sleeping coordinator, SWL



Rough Sleeping Healthwatch Update

12th December 2024



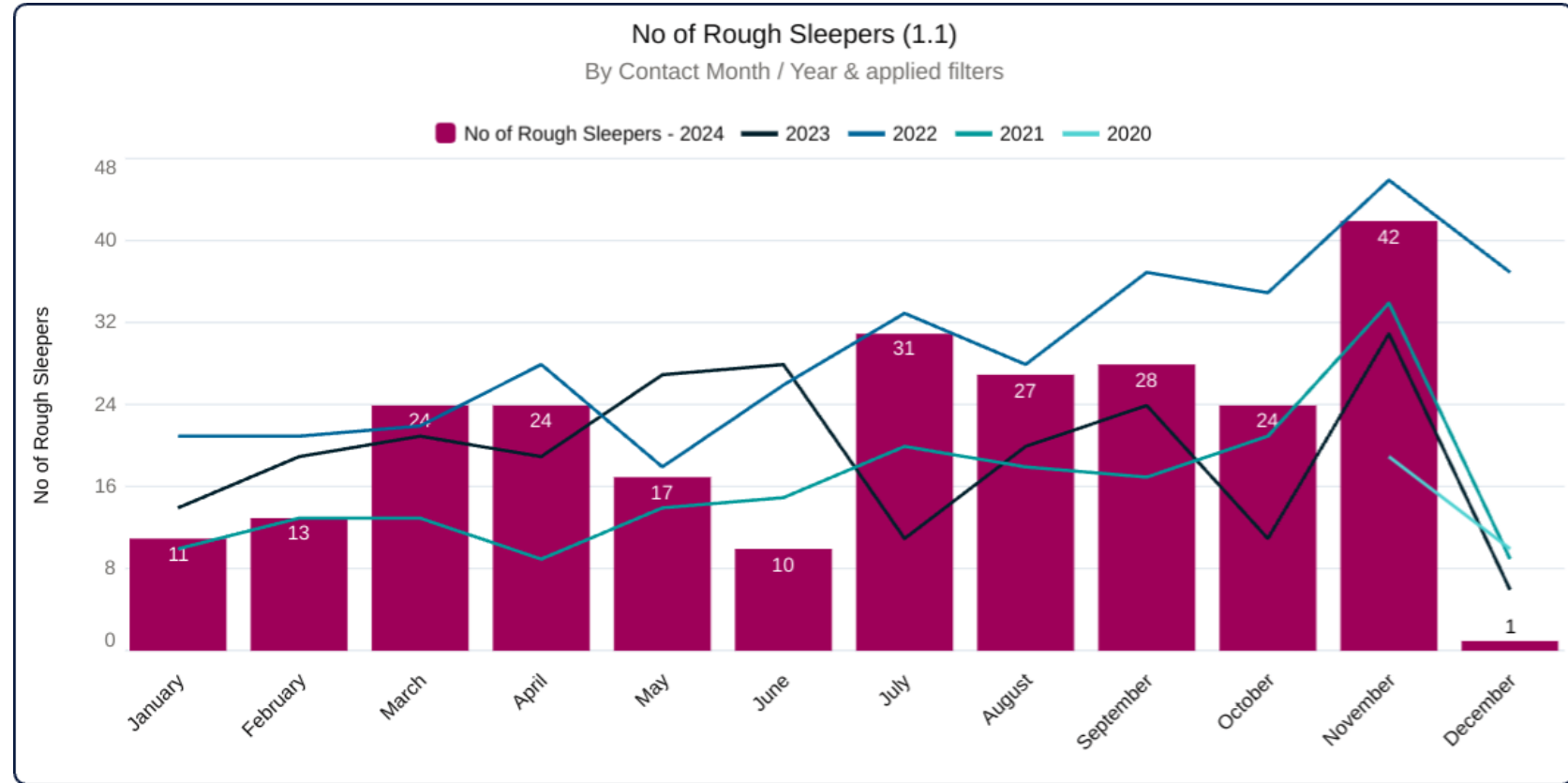
Kingston Landscape

- **100% of rough sleeping services currently funded via grants from MHCLG & GLA**
- **March 31st “Cliff Edge” for all services**
- **42 rough sleepers engaged over November, 32 encountered during single night count**
- **9 x T1000 cases + a cohort of socially excluded Severe & Multiple Disadvantaged (SMD) cases**
- **24 low-med support HMO beds**
- **1 housing first bed, goal is 5 by 31st of March.**



Kingston Rough Sleeping

- CHAIN numbers trending higher than last year.
- Big fluctuations driven by Roma-Romanians
- Hardcore of UK/ RPF cases with high needs (dual diagnosis, etc)
- High Numbers of Roma in run up to Xmas
- Nov National Single night Snapshot: **32**.



Who?

(Are the cases we're talking about)

- **Complex EEA national with recourse to benefits**
- **Rough Sleeper for several months**
- **Evictions based on impact on neighbours due to behaviour and double incontinence.**
- **Monthly hospitalisations on and around pay day**
- **High substance misuse leads to denial/ memory loss**
- **Currently rough sleeping**



What?

(Are we doing this winter)

- **Biggest ever local SWEP response in Nov (50 bed spaces) - collaborative sub-regional offer**
- **New Nurse for outreach team starting 20th Jan**
- **Launching Impact Bonds for complex, change resistant cases - upto £8k per client to break cycles of trauma and start engaging**
- **Working towards a test and learn Assessment Hub for newer rough sleepers**
- **Winter Hotel Programme for high risk cases that require a stabilisation space.**



Are we Done?

(No!)

- **Plan to review our MDT & Death Review Approach 25/6 (how to escalate and appeal).**
- **Identify and bring in ASC and MH partners to further develop Housing & Public Health's pitch for a 24hr support service**
- **Introduce better resources to work with clients in denial or that experience challenges around neuro-divergence, etc.**
- **Better client involvement - street buddy programmes, experts by experience, etc.**



Winter services for rough sleepers

Do you have any questions?



Including Communities, Including Digitally Excluded and Youth Out Loud!:

Candy Dunne, Deputy Chief Officer and Scott Bacon, Engagement
Officer, Healthwatch Kingston

healthwatch
Kingston upon Thames



Including Communities



Between March 2022 and October 2023, Healthwatch Kingston attended 28 community events and groups across Kingston and spoke to people who we did not always hear from, about their health and social care issues

334 people responded to us and we used what they said to make our Including Communities report.

We spoke with the following groups of people:

- People who are homeless
- Young people (16-18 years old)
- Refugees, asylum seekers and other migrants, who have moved to our country
- People with learning disabilities
- People with autism and ADHD
- People who may have less money than other people
- People with limited mobility to leave their home
- Physically Disabled people



Including Communities Report



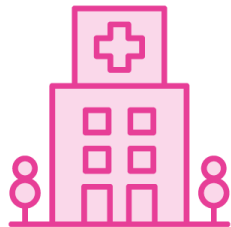
When people got to see their GP, they were normally happy with the help they received. Most people were also happy with the help they received from hospitals and pharmacies

Our learning about people's experiences of General Practice (GPs, nurses and other staff)



- Most people told Healthwatch Kingston they found it hard to get an appointment, with sometimes long waits on the phone, or struggled with online booking systems

- Some people said they tried to see their GP first. But when they could not get an appointment, they went to the hospital for help



- Some people told Healthwatch Kingston that some GP receptionists had been rude to them

- Some people who do not speak English well told Healthwatch Kingston they asked for a translator for their appointments, but when they arrived at their appointment there was no translator



Including Communities Report

Our learning about people's experiences of pharmacies:



- Some people who used to live in a different country, told Healthwatch Kingston they were unaware of how a pharmacy in the UK could help them
- Some people did not know that in the UK you could get some medicine from your pharmacy,
- Some people told Healthwatch Kingston they had issues with the medicine they need not always being available.



Our learning about people's experiences of local hospitals:



- Some people told Healthwatch Kingston they were unhappy with how long they needed to wait to get treatment at a hospital, or a follow up appointment
- how the hospital communicated with their GP, and they would like appointments to be shared automatically.
- People who did not speak English and needed a translator told us they were not sure how to get a translator in an emergency



Including Communities Report

Our learning on people's experiences of getting a diagnosis and support for ADHD and autism:



- Some people told Healthwatch Kingston that they were frustrated as it took a long time to get an assessment for ADHD or autism, and that the the assessments and paperwork were complicated



- Some people felt that online assessments were not fair, and thought the appeal process was complicated

- they would also like support after their assessments. They told us assessments could be upsetting and hard to deal with. They would also like support after their assessments. As sometimes assessments could be upsetting.

- People with ADHD told us they felt GPs and advocacy support services did not have enough understanding about their needs and were not sure what support to offer.

Our learning about people's experiences of understanding information from doctors and health professionals:



- Some people with learning disabilities told Healthwatch Kingston they found it difficult to understand what health professionals were saying to them, but it helped when information was provided in easy read, or could speak to a person face to face.



Including Communities Report

What will Healthwatch Kingston do now:



- Healthwatch Kingston has made a list of recommendations for the people who run health and social care services locally, and we will make sure we receive a response from service providers



- We also provided all the feedback and data to service leads and decisions makers in Kingston, to help inform changes to make services better for the people that use them



- We had the reports translated into other languages and into easy read, so that the information is accessible to the people who supported the report.



Including Communities

Do you have any questions?



Including Digitally Excluded Communities Report

Candy Dunne, Deputy Chief Officer and Scott Bacon, Engagement Officer, Healthwatch Kingston

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Including Digitally Excluded

Our learning about people's experiences of pharmacies:



- Digital exclusion means not having access to, or finding it difficult to use things like computers, smart phones, tablets and the internet
- Some people may not have enough money to buy a computer, or they may choose not to engage digitally.

Who we spoke to and how we spoke with them:



- Healthwatch Kingston and the Care Quality Commission wanted to know how they could involve people who are digitally excluded, in their work.
- We went to meet digitally excluded people and asked them why they did not use computers or smartphones
- We spoke to 137 people in our community, 95 people said they were digitally excluded. We also spoke to 42 young people about digital exclusion.



Including Digitally Excluded

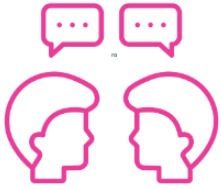
We spoke to the following groups about digital exclusions and listened to their feedback:

- Kingston Migrant Advocacy
- Kingston Eco-op.
- Fastminds
- Kingston Association for the Blind
- Cambridge Road Estate foodbank
- Attended local events and spoke to young people at youth clubs and Freshers Fair



Including Digitally Excluded

What people told us about digital exclusion



- Most people told Healthwatch Kingston they would prefer to talk face-to-face instead of using computers and phones
- Some people found it hard to use computers and phones to get information because of the language used on websites



- Some people told us they were scared to share their information online. They were worried about sharing personal information because they were worried about scams



- Some people told Healthwatch Kingston that online surveys could be too long
- Some people told Healthwatch Kingston they did not want to give feedback to us as they thought nothing will change



- People told us that health and social care websites were not accessible to them, either because of language or learning and physical disabilities, and said they they had to ask people for help and found this embarrassing



Including Digitally Excluded

What will Healthwatch Kingston do next:



- Healthwatch Kingston will share our report with as many local people as possible, as well as service leads and local decision makers. We also share the report with the Care Quality Commission and Healthwatch England.
- Healthwatch Kingston will create a spoken recording of this report for people with sight loss.
- We will try to translate our reports for people who speak a different language
- Healthwatch Kingston will go back and visit the groups we visited, to share the reports, our findings and any development
- Healthwatch Kingston will continue to use different ways of engaging with people in Kingston.



We will continue to use different ways of engaging with people in Kingston.

will make sure the information, reports or surveys we bring to groups is presented in a way people can understand



- We will ask staff and family members who digitally excluded to help people give feedback



Digitally Excluded Communities

Do you have any questions?



Youth Out Loud! (YOL!) Our achievements in 2024-25

Scott Bacon, Engagement Officer, Healthwatch Kingston, and YOL!
Members

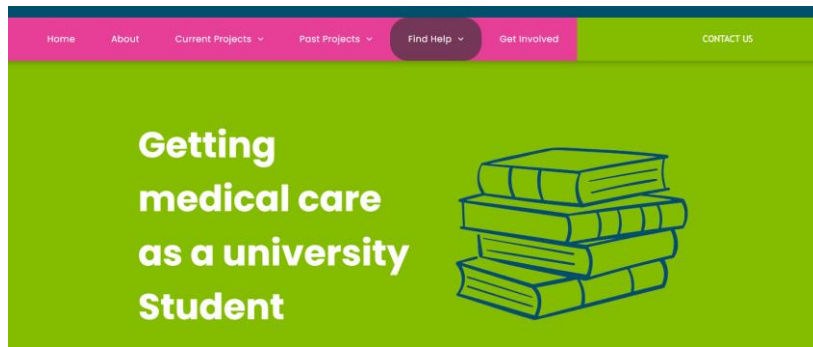


Youth Out Loud!



What have YOL! been doing slide 1:

- Youth Out Loud! have created a film on bereavement and a podcast on accessing NHS and social care services for young people living with a disability.
- The bereavement film is now live and the podcast will be released in 2025.
- We have engaged with local SEND schools and colleges as well as youth groups and Kingston college to better understand how young people feel about NHS and social care.

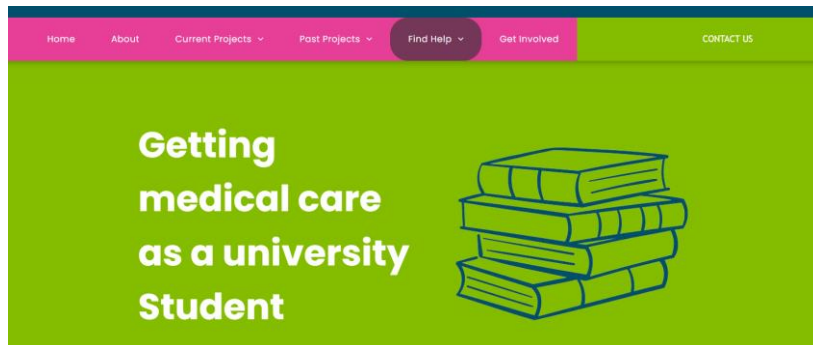


Youth Out Loud!



What have YOL! been doing slide 2:

- Youth Out Loud! have also shared their concerns with social media along with their tips for staying safe online
- Youth Out Loud! have added to yolweb.info with pages on how to get medical support while at university along with how to stay safe online.
- Youth Out Loud! will add more to yolweb.info in 2025 using feedback from what young people want to know more about.



Any Other Business (AOB)



Contact Healthwatch Kingston,

www.healthwatchkingston.org.uk

t: 020 3326 1255

e: candy@healthwatchkingston.org.uk

Twitter [@HWKingston](https://twitter.com/HWKingston)

Facebook [/HWKingston](https://www.facebook.com/HWKingston)



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HWK - Kingston Safeguarding Voices

Kingston Safeguarding Voices at the Main Guildhall in Kingston - Meeting Room 41

**KSV next meeting date and times for your diary:
Thursday 16 January 2025, 10.30am to 12pm**

Contact for more details: Scott Bacon on 07421 071820 or scott@healthwatchkingston.org.uk



HWK - Community Engagement Opportunities

'Early years: health and care needs of up to 5s and their families'

'Social isolation needs of socially disabled adults'



Thank you for joining us



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Thank you for joining us for the Healthwatch Kingston Open Meeting

Next Open Meeting:

11 Feb 2025 - Help us prioritise community engagement project 2025/26 (MS Teams)

Any questions please email:
info@healthwatchkingston.org.uk

