

The Healthwatch

Recognition Awards



**Celebrating the best in
health & social care in
Kent & Medway**

MARCH



29



2023

Tonight is made possible thanks to funding from our friends at EK360



Many of you have worked with EK360 this year, so you already know that they are experts at reaching people that others cannot.

Did you know that they are also brilliant at true co-production, designing solutions to your problems, or producing a Social Return on Investment?

They are already the partner of choice for so many of you, which is why we are delighted to have them with us tonight.

Central to their ethos is their community minded approach.

They have proven time and time again that community groups and voluntary organisations not only know their own community better than anyone, but that they can be part of the solution to the health and care issues that are facing us all. EK360 have been building the capacity of voluntary organisations and helping them to develop quality assurance frameworks to work within.

Many of those communities are here tonight and will talk passionately about what they have gained as a result of working with EK360.

That's why they work with so many including:

- Medway Public Health
- Kent Public Health
- Medway & Swale Health & Care Partnership
- Kent & Medway Mental Health
- Office of Health Improvements & Disparities
- Kent & Medway Cancer Alliance
- National Trust
- Carers First
- East Kent Hospitals
- NRS Healthcare
- Kent & Medway ICB

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Good evening and
welcome to

Kent and Medway Healthwatch Recognition Awards



At Healthwatch we are privileged.

We are the only organisation that gets to work with every single health and social care commissioner and provider across Kent & Medway.

We also get to listen to people's stories. Nearly 50,000 people came to us last year to share their stories, or to seek information to help them understand their rights or what to do next. They told us all about their experience of using your services. We heard their realities.

Our position, together with their feedback, gives us a bird's eye view on what's working well and what needs to be improved. We can clearly see the pockets of excellence (both big and small) and it's these pockets that we want to celebrate tonight.

We hope you take the opportunity tonight to join us in recognising excellence and pick up ideas to use within your own work. We hope too that you will learn more about Healthwatch and the work that we do. We are involved in so many aspects of health and social care and if you don't yet work with us, we hope tonight changes your mind!



Robbie Goatham
Lead for
Healthwatch Kent



Emma-Sue Willows
Healthwatch Medway
Co-Lead



Phill Thorne
Healthwatch Medway
Co-Lead

Meet the rest of the team

In Healthwatch Kent, as part of the People's Voice contract, we have: Lucie Price, Mick Byrne, Tass Alder, William Rogers, Bisi Dada, James Woollcott, Lois O'Leary & Anna Serkowska.



Lucie is our resident expert on outcomes and Social Return on Investment reporting.



Tass is an expert in engagement and knows how to encourage people to share their experiences of using health & care services.



James keeps track of the impact and influence that we have across the system.



Mick is a master at all things data. He's reviewing and analysing all the feedback we hear from the public.



Bisi is our newest member of the team. She'll be telling you what we're hearing about.



William handles communications in Kent & Medway and ensuring we are hearing from a wide range of people in Kent.



Anna is the reason all our materials in Kent & Medway encourage people to get in touch with us.



Lois picks up the trends and themes in the feedback, helping us to spot the next big issue. She's just completed a report for the All Parliamentary Group on dentistry.



Meet the rest of the team

Both Kent & Medway teams are supported by our brilliant Signposting, Insight & Research team who deliver our information and signposting. They are busy taking calls and listening to people's stories. They proactively support people who need help to know what to do next and where to go for support. Nearly 30,000 people have benefited from our service since March last year.

They are: Marianne Turner, Sophie Turner & Lynn Perryman.



Sophie Turner



Marianne Turner



Lynn Perryman

We are very lucky to have 40 volunteers working alongside us as part of the Healthwatch Kent & Medway teams (too many to include all their photos!).

Our volunteers are involved in every aspect of our work including making decisions about our priorities, visiting services to listen to patients and services users, as well as logging and reviewing the feedback that we hear. They've even proof-read this brochure (which we are very grateful for!)

Many of our volunteers are here tonight, so do please take the time to chat to them. They'd love to tell you about their work.

RECOGNITION FOR EXCELLENCE IN INVOLVING PEOPLE IN: COMMISSIONING AND DELIVERY OF SERVICES



Involving people in the commissioning and delivery of services is a statutory requirement and one that every NHS and social care organisation must do. However each organisation has its own approach to involving and listening to people, carers, families and communities.

In this category, we recognise the following:

Medway Council for listening to people, organisations and communities to inform their commissioning of the Wellbeing Navigators

Kent & Medway ICB for their work to involve people in the development of the Long Covid service

Kent County Council for working with the People's Panel to inform service development and procurement

The awards in more detail

Medway Council listened to people's feedback to inform their commissioning of the Wellbeing Navigation service



Wellbeing Navigators have worked within Medway since 2016, supporting thousands of people to live well at home. They help adults to manage their conditions and improve their quality of life by helping them to access benefits, healthcare and support. The service is commissioned by Medway Council on behalf of the Medway & Swale Health & Care Partnership.

When the service was due to be recommissioned, Medway Council asked Healthwatch to support their engagement activities. Healthwatch Medway spoke to 308 people, including families, carers and professionals about their thoughts about the Wellbeing Navigation service. The feedback provided independent evidence about how Wellbeing Navigators are helping people in Medway to overcome the barriers they are experiencing when trying to access care and support.

“ They knew straight away what was available for us. I wouldn't have known where to start or probably wouldn't have even bothered applying for benefits or equipment ”

“ I would have suffered stress, no idea where to turn, maybe lost my home and perhaps be more ill than I am. They are not just form fillers - I can pick up the phone to them if I need to, with anything. They are a light end the end of a very long tunnel ”

This feedback, and the thoughts people shared, informed Commissioners about the future service requirements and shaped the details of the new service.

As a result:

- NHS England have chosen the new service as an example of best practice and innovation
- This approach is now widely replicated by the Council. For example, Healthwatch Medway sought feedback about the Intermediate Care and Reablement Service from people who had used the service, but also from staff and professionals who work within and alongside the service.

Being recognised tonight is the Adult Partnership Commissioning Team at Medway Council, along with Imago who deliver the Well Being Navigation service. We are particularly delighted to welcome Colin who has benefited from support from the Wellbeing Navigators and gave us his feedback as part of this work.

The awards in more detail

Kent & Medway ICB for working with people who have Long Covid to develop the Long Covid service



Over 900 People with Long Covid were involved in co-designing, from an early stage, the development of the Post Covid Assessment Service which offers support and information for those with Long Covid.

People told us that their lived experience has been listened to and respected by NHS leaders and they felt supported to raise their hands and speak out.

The positive environment that was created to enable people's voices to be heard has been a transformational experience for both patients and professionals. The service has had over 2,000 referrals. As a response to patient feedback, the service is being improved to offer more proactive and face to face support. An ongoing patient reference group helps ensure the services continues to meet the changing needs of people with Long Covid. Patients are also a key part of the Long Covid Delivery Group.

The award team includes members of the patient reference group – some of whom have been working with the NHS for over two years – as well as the programme team and the engagement team at the ICB.



Being listened to and taken seriously has had a big impact on me



The awards in more detail

Kent County Council for working with the People's Panel to inform service development and procurement.



Healthwatch Kent helped to create the People's Panel which is now being actively used by a wide range of departments within Kent County Council. Project leads and Heads of Service regularly work with the People's Panel, which is made up of members of the public, to hear their thoughts and feedback, helping them to drive improvements and involve people in service developments as well as be more responsive to the needs of local people.

Currently panel members are evaluating bids for the procurement of Technology Enabled Care service.

In the past year, the People's Panel has become involved in even more activity to ensure people's views are being heard and incorporated in everyday decisions. For example, Panel members are now routinely involved in interview panels for key staff recruitment.

The Panel's involvement and influence continues to grow as it becomes embedded within the KCC culture. Several members are participating in a national piece of research which is exploring new ways of delivering social care. Six other local authorities are also involved in this project which is funded by the National Institute for Health and Care Research in conjunction with researchers and fellows from the University of Kent.

“ By being part of the People's Panel, I can share my views and insights and help the Council to understand how potential changes may affect me, and people like me. This year, we've got involved in so many more projects and discussions than ever before and I know we are being listened to and valued for our views ”

Lyn Gallimore, People's Panel Member

The award team includes members of the People's Panel plus officers from KCC who support the group to operate.



RECOGNITION FOR EXCELLENCE IN ENABLING LOCAL PEOPLE TO MONITOR THE STANDARD OF SERVICES AND BE INVOLVED IN IMPROVING THEM

It's important that services listen to feedback from their patients and service users and make changes based on that feedback. Whilst we've seen many organisations do this, we have been particularly impressed by those who have taken an innovative approach.

In this category, we recognise the following:

Kent County Council Public Health for their commitment to involve and listen to people with lived experience of suicide.

Kent County Council & NRS Healthcare for ensuring peoples' real time experiences shaped a Build and Test pilot for Technology Enabled Care Services.

The National Trust and Kent Pan Disability Forum for involving people with physical disabilities to improve accessibility at the Scotney Castle estate.

The awards in more detail

Kent County Council's Public Health Team for their commitment to involve and listen to people with lived experience of suicide



The Suicide Prevention Team wanted to encourage more people with lived experience to get involved in the Kent & Medway Suicide Prevention Network. They were also determined to hear a broader range of voices and experiences to inform their work.

To do that, they worked with EK360 to find a range of people who have been bereaved by suicide, or made suicide attempts, to co-produce a supportive framework that has enabled more people to get involved in a way that is sensitive and inclusive, whilst also recognising that being involved isn't right, or appropriate, for everyone with an experience of suicide.

As a result of their involvement, the new Lived Experience Framework now includes:

- a 'Readiness Document'
- a process for regular check-ins with the Programme Team
- training opportunities
- financial recompense

It has helped the Network grow in numbers and experience as well as strengthen the support that it offers to people who want to contribute to such important work.

We're delighted to welcome so many of the group tonight to collect the award.

“ I have really valued being part of this work. It is incredibly important that people with lived experience are encouraged to come forward to share their experience and feel safe to do so! ”

Councillor Avtar Sandhu MBE

The awards in more detail

Kent County Council & NRS Healthcare for ensuring peoples' experiences shaped the Technology Enabled Care pilot



Kent County Council have embraced the need to change in order to deliver their 'Making a Difference Every Day' Adult Social Care strategy. KCC commissioned NRS to undertake a one year, person centred, build and test programme. They wanted to understand how Technology Enabled Care could support people in East Kent.

The pilot has seen people using and testing equipment to help them remain at home, whilst also working with EK360 to gather significant real time feedback from KCC staff with everyone working together in a culture of co-production.

Healthwatch Kent undertook a Social Return on Investment analysis to examine the impact of the pilot on people who have received technology enabled care. The analysis shows a social value of £424,545 has been delivered to 34 people in just 8 weeks.

For every £1 invested, there has been a social value return of £14.30.

“ Before I got the Lifeline, I was very fearful and I wouldn't leave the house, or go in the garden, in case I had an episode. The Lifeline has given me the confidence to leave the house and potter in the garden. Without it, I'd still be stuck inside my four walls. Now I can even do a bit of shopping on my own ”

- a resident of east Kent

“ When I came into the role, my knowledge was quite limited. A KCC Technology for Independent Living Facilitator came to one of our team meetings to talk to us. I was really surprised at the level of TEC that's on offer; there is a lot more options available than I thought ”

- A KCC team member

The award team includes representatives from Kent County Council, as well as people from NRS Healthcare who have all been involved in this pilot.

The awards in more detail

National Trust and the Kent Pan Disability Forum for working together to improve access to Scotney Castle



The National Trust wanted to make it easier for people with disabilities to access one of their properties. Rather than make decisions in isolation, they proactively sought feedback from people with lived experience.

EK360 bought together a group of people who all had lived experience of a range of disabilities, including representatives from the Kent Pan Disability Forum. After touring the house and the grounds, people were encouraged to share honest and open feedback about how accessible they found the estate and shared constructive ideas about what could make their visit easier and more enjoyable.

Thanks to their feedback a number of changes have now been made including:

- A shorter route for people in wheelchairs to access key areas
- New and improved signage across the site
- Changes to the disabled toilets to make them easier to use including colour contrasts and more hand rails
- Discussions about how to introduce audio guides and sensory experiences for people visiting the house
- A dedicated phone number will be installed if people need assistance in the gardens
- A new accessibility leaflet is being created in large print with a matt finish

All the feedback that people shared has informed the National Trust's Visitor Infrastructure Project which is currently out for public consultation.

“ The time we spent listening and understanding how people use and move around the house and the estate has been invaluable. I work here every day, but people shared their experiences in a way that made me see Scotney Castle through totally different eyes. The time they spent with me was invaluable and I'm really passionate about making even more changes ”

- A National Trust employee

The award team tonight involves staff from the National Trust, as well as members of the Kent Pan Disability Forum. We are particularly pleased to welcome people who shared their experience of visiting Scotney Castle.

RECOGNITION FOR EXCELLENCE IN LISTENING TO PEOPLE'S VIEWS ABOUT SERVICES



Listening can be difficult. Many of us find it a scary and intimidating thought. We believe listening can be powerful and transformational. We're also quite good at it!

Every organisation in this room tonight has a duty to listen to the people who use their service. This category celebrates those of you who, we feel, understands the importance of listening done well.

In this category, we recognise the following:

Medway Council Public Health for the extra mile they went to listen to residents to inform their Health and Wellbeing Survey and the Joint Strategic Needs Assessment

Kent & Medway ICB for their work to listen to people with lived experience of Complex Emotional Difficulties

Kent County Council Public Health for their commitment to listen to communities and people about their mental health

The awards in more detail

Medway Council Public Health for the extra mile they went to listen to residents to inform their Health and Wellbeing Survey and Joint Strategic Needs Assessment



Medway Public Health wanted to gain a better understanding about the nuances of the distribution of key determinants of health across Medway to ensure that the Medway Joint Health and Wellbeing Strategy was addressing the right areas.

They recognised that traditional survey methods would not reach the range of residents they were wanting to hear from, so they undertook a full epidemiological study. They selected a random sample of households from across Medway. They then wrote to households asking them to complete a survey, followed by a timely reminder. Most importantly, they invested in up to three doorstep visits to households offering face to face opportunities for people to share their views.

As a result, they had a 50% response rate, with participants distributed across Medway.

The feedback and data that has been captured has enabled Public Health to create a detailed information bank which the Council is now using to review services and commission new ones. For example, Strood was found to have higher levels of smoking in that area than previously thought, so smoking cessation services have been adjusted to provide more support there.

Being awarded tonight are members of the Public Health Team at Medway Council.



The awards in more detail

Kent & Medway ICB for their work to listen to people with lived experience of Complex Emotional Difficulties



The voices of people who have lived experience of mental health is now central to the transformation of community mental health services thanks to a new and innovative approach by the ICB.

A team of people with Lived Experience now work alongside the transformation programme, ensuring that people's views and thoughts are heard and acted upon. This new culture to support lived experience is supported by EK360 who host the Lived Experience Team, to ensure they remain independent of the transformation process and can therefore act as critical friends.

This award recognises the involvement of 150 people in the development and creation of a new pathway for people with Complex Emotional Difficulties. Those of you who work within mental health will know that this is no mean feat. Steve, who has his own diagnosis of CED, has personally listened to people for 350 hours about their views and thoughts. Nearly everything he's heard has been incorporated into the new model. Working together with service users is not always the easiest path, but it can be the most rewarding and deliver the best results.

Similar programmes of Lived Experience are also taking place within young people's mental health, talking therapies and personal health budgets.

“ It was nice to see so many other people from Kent with personality disorders being asked to tell you what we thought, it felt real compared to other stuff I've been to. ”

participant from Gravesend

“ The fact you're calling me, after my comments, to ask about them is new, usually people just stop inviting me to events. ”

participant from Gravesend

Coming to collect the award tonight is Steve Goldsack who is part of the Lived Experience Team at EK360 as well as staff from both the ICB & KMPT who have helped to make this happen.

The awards in more detail

Kent County Council's Public Health Team for Kent and Medway Listens



Kent and Medway Listens was the largest ever engagement project in relation to the mental wellbeing of seldom heard communities in Kent and Medway.

Working in partnership with a range of voluntary sector partners (EK360, Kent Equality and Cohesion Council, Rethink, Involve Kent, Social Enterprise Kent, Medway Voluntary Action) over 1,300 in-depth and meaningful conversations were held with individuals from the most marginalised communities. An additional 3,328 individuals shared their thoughts through the 'Kent and Medway Listens' digital platform.

The 1,356 individuals who participated in the in-depth conversations were from 57 different self-identified ethnicities and spoke 30 different first languages.

A unique feature of Kent and Medway Listens was £100,000 of Community Chest funding which was to be distributed in the form of micro-grants to community-initiated projects to immediately address some of pressures impacting mental wellbeing that were being raised. Examples included funding translation services so communities could access health appointments, social programmes to reduce isolation within the deaf community and installing wifi in a local church to support digital inclusion.

The findings were shared with senior decision makers across the County and have helped inform the new Kent and Medway Integrated Care Strategy. Perhaps the most surprising outcome of the work was the positive impact that simply talking had for so many of the participants.

“ Thank you for listening – it's the first time anyone's ever asked me how I'm feeling ”

“ I'm going to ask my friends how they are feeling the next time I see them. Saying this out loud to you has made me want to let them talk too. ”

There are many people who are being recognised tonight within this award including Kent Public Health, EK360, Rethink, Kent Equality & Cohesion Council, Involve, Social Enterprise Kent & Medway Voluntary Action.

RECOGNITION FOR EXCELLENCE IN ACTING ON RECOMMENDATIONS MADE BY HEALTHWATCH



At Healthwatch, we have a statutory duty to make recommendations about how services should, and could, be improved.

Our recommendations are based on evidence following feedback from the public and visits to services using our powers to Enter & View any adult health or social care service.

In this category, we recognise those who have made changes based on our recommendations.

In this category, we recognise the following:

East Kent Hospitals for working to address our recommendations which have now made it easier for D/deaf patients to attend appointments

Medway Council Public Health for using Healthwatch feedback to inform their oral health strategy

The awards in more detail

East Kent Hospitals for making it easier for D/deaf patients to attend appointment in response to Healthwatch Kent recommendations



We have been working with East Kent Hospitals for years to help them make changes to meet the Accessible Information Standard which applies to all public services.

We made a number of visits in partnership with East Kent Mencap to understand how difficult it is for someone with learning difficulties to attend a hospital appointment in East Kent.

Our findings and subsequent recommendations have driven a number of improvements which include:

- A new audio and Braille transcript service
- A new British Sign Language interpreting service via video
- Pictorial books to help reduce communication barriers
- Mandatory training about AIS for all staff
- A new card which Deaf people can use to indicate that they need a BSL interpreter. This was designed in partnership with Healthwatch Kent and the Deaf community
- New posters explaining the AIS standard designed in partnership with people who have learning difficulties

These achievements haven't happened overnight, but act as a great example of how change can take time and commitment to achieve.

Being recognised tonight is the Accessible Information Standard Steering Group and the Equality, Diversity & Inclusion team at EKHUFT.



The awards in more detail

Medway Council Public Health Team for using Healthwatch feedback to inform their oral health strategy



100 people talked to Healthwatch Medway about NHS dentists. Over half of them told us they either weren't registered with a dentist, or couldn't get an appointment. Over half the people we spoke to either weren't able to register with an NHS dentist, or had struggled to get an appointment. Some of them were waiting a very long time to see a dentist, and many talked about the difficulties they faced trying to afford to pay for the NHS dentist. Our findings suggested that the health inequalities that already existed for people had got worse thanks to Covid.

Prior to that, Healthwatch highlighted a year on year increase in the number of tooth extractions being carried out on children due to tooth decay. We recommended that Medway Public Health co-created oral and dental health messages in partnership with communities, that would help people to understand why good oral health is important.

All of our findings were used as part of Medway's new Oral Health Strategy which strived to reduce the health inequalities that we had identified. This strategy also drew on data from Healthwatch Surrey, as well as priorities identified by the Medway Food Partnership.

Highlights from the strategy include:

- Talking to children and families during holiday club activities about oral health
- Exploring supervised teeth brushing sessions in schools and care homes
- Water refill stations across Medway to reduce the need for people to buy sugary drinks

The award team includes members of Medway Public Health plus people from Medway's Adult Social Care and local children's nurseries who have helped make these changes.

RECOGNITION FOR EXCELLENCE IN HELPING INDIVIDUAL PEOPLE TO GET THE INFORMATION THAT THEY NEED



Did you know that Healthwatch provides a free information & signposting service?

97% of our callers say that we have been able to help them and we have a Helpline Accreditation in recognition of the quality of service that we offer.

In this category we recognise those who have helped us to respond quickly and accurately to peoples' queries.

In this category, we recognise the following:

ICB Quality Team
for responding quickly to
our recommendations

East Kent Hospitals for
going the extra mile to
help an individual patient
to access healthcare

**Kent and Medway NHS and
Social Care Partnership
Trust** for responding
quickly to our
recommendations

NHS England Dental Team
for always striving to find
solutions and resolutions for
people

The awards in more detail

The ICB Primary Care Quality Team for responding quickly to our recommendations



At Healthwatch we hear a lot about GPs and Primary Care. People are coming to us every day with questions and queries. We can respond to most of them, but sometimes we reach out to the Primary Care Quality Team for help.

As a result, we have seen action taken to help both individual people, but also to make system wide change. Here are just a few examples of what we have achieved together:

- Helping people get a written response to their formal complaints
- Ensuring people have access to a BSL interpreter when they go for a GP appointment
- Updating telephone lines and systems to make it easier for people to make GP appointments
- Increasing the amount of information available to people about the roles of other primary care staff and how they can help us all
- Supporting people who are homeless to get registered with a GP so that they can get care

East Kent Hospitals for going the extra mile to help an individual patient to access healthcare



Director of Nursing, Sue Brassington went out of her way to help Sarah to overcome her anxiety to enable her to attend her hospital appointment.

When Sarah came to talk to Healthwatch, she was struggling to deal with the memories of her previous visits to hospital. This trauma meant that she was unable to attend hospital appointments and had refused to go to A&E even though she had been advised to go by other health professionals.

Sue is a very busy woman, but when we approached her to discuss Sarah's situation, she immediately took steps to help Sarah and ensure she felt supported and welcomed to the hospital. Thanks to Sue's support and intervention, Sarah felt much less anxious and has been able to attend hospital and get the care that she needs.



The awards in more detail

Kent and Medway NHS and Social Care Partnership Trust for helping a family to get the support they needed



When one family came to us desperate for support and guidance about how best to get the right support for their daughter, we got in touch with Beverley Richardson from the PALS & Complaints at Kent and Medway NHS and Social Care Partnership Trust.

We shared the story of the Smith family with her and she invited them to come and meet her and talk through the issues. Together they reviewed their daughter's care plan as well as exploring what support was available to them as carers.

NHS England Dental Team for always striving to find solutions and resolutions for people



We hear more about NHS dentistry than any other service. Hundreds of people have been in touch because they have spent hours trying unsuccessfully to get an appointment with an NHS dentist or they are in pain and don't know what to do.

We don't have a magic wand, so we can't help everyone to get an appointment, but we regularly reach out to the Dental Team at NHS England to help us find the solutions for individual people. They also keep us informed about emergency dental appointments so that we can share up-to-date information with our callers.

Dan Coleman and Mark Johnstone always, without fail, strive to respond quickly and honestly so that we can work together to support people who are in need of dental care.



RECOGNITION FOR INNOVATION & EXCELLENCE IN KENT & MEDWAY VOLUNTARY SECTOR



Core to our work in Healthwatch is our commitment to collaborate with the voluntary sector and the communities that they serve.

This category recognises the many brilliant organisations who are using innovative ways to get peoples' voices heard.

In this category, we recognise the following:

Medway & Swale Health & Care Partnership and the VCSE for innovation and commitment to a partnership approach across Medway and Swale

NHS Kent & Medway, Medway Public Health and a range of community organisations from across Kent & Medway for their commitment to reaching people who wouldn't normally visit a GP to get their blood pressure checked

The awards in more detail

Medway & Swale Health & Care Partnership and the VCSE for innovation and commitment to a partnership approach across Medway and Swale



2021 marked a shift in the way statutory organisations and the voluntary sector in Medway & Swale decided to work together. Together organisations pledged to commit to new ways of working and since then a framework has been developed which sets out actions and ambitions that will enable Medway and Swale to achieve the shared aim of strong and resilient communities supported by a thriving voluntary and community sector.

The framework aims to facilitate and support effective working relationships between the statutory and public sectors and the voluntary, community and social enterprise sectors at a time of decreasing resources. It builds on the positive partnerships seen during Covid where public sector health and social care staff worked alongside VCSE organisations and developed considerable trust and respect. It is now an essential part of how Medway and Swale H&CP recognise and support the skills and capacities of the VCSE, in order that organisations are acknowledged as having distinct features which enable them to make contributions to health and wellbeing within their local communities.

Owned by Medway & Swale Health & Care Partnership, but designed in collaboration with a range of stakeholders and VCS organisations, it confronts the historical organisational boundaries, structures and behaviours.

Early success stories include:

- Shared training resources to avoid duplication, spread learning and save resources, available to all organisations working in health and care, big and small. Including creation of open access for VCSE to apprenticeship levy.
- Focus on ensuring funding reaches VCSE organisations as active partners in work to address health inequalities
- Information Governance support around data gathering across health services and the VCSE to enable greater understanding of patient pathways and benefits across voluntary and statutory services

This MoU has been used by NHSE as an example of good practice and a progressive way forward.

The award team are all the signatories of the VCS Framework.

The awards in more detail

Medway Council Public Health Team, NHS Kent & Medway, Office for Health Improvement & Disparities and a whole range of brilliant community organisations across Kent & Medway for their commitment to reaching people who wouldn't normally visit a GP to get their blood pressure checked



If you live in Gillingham, Chatham, Folkestone or Gravesend you may have come across the Hypertension Heroes. They are a group of committed volunteers who are working within their communities to reach people who wouldn't normally go to their GP. They are empowering people to check their own blood pressure and helping them to understand why a healthy blood pressure is so important.

In just six months, volunteers helped 830 people to take their own blood pressure. 206 of these people had high, or very high blood pressure. Nearly 50% of participants classed themselves as being from a non-White ethnic background and nearly two thirds were from the most deprived areas of Kent & Medway.

“ I had no idea I have high blood pressure. I don't go to a GP, and I wouldn't have thought to check, so thank you for prompting me. Now I need to do something about it! ”

Healthwatch Kent has recently completed a Social Return on Investment to showcase the success of this approach to deliver health prevention through community partners. The evidence shows it is undoubtedly helping to reduce health inequalities within those communities.

The award team welcomes all the volunteer Hypertension Heroes, the VCS community partners as well as the ICB, OHID and Medway Public Health.



RECOGNITION FOR EXCELLENCE IN ENSURING EQUAL ACCESS TO SERVICES



Much of the work that we do is raising the voices of people who find it harder than most to access services. We hear every day from people who cannot access health and social care services because the support that they need to do that is not available.

This is a complex area, and one that we have been working on for many years. During our work, a few organisations have stood out and we want to recognise them tonight.

In this category, we recognise the following:

Kent Community Health Foundation Trust for their continued innovative approach to reduce health inequalities by taking services directly to people

Kent Association for the Blind for bringing their IRIS mobile van to rural communities to help people with sight loss

East Kent Mind for offering mental health support and signposting via barbers

The awards in more detail

Kent Community Health Foundation Trust for their continued innovative approach to reduce health inequalities by taking services directly to people Medway and Swale



NHS Healthchecks are routinely offered to people within GP surgeries. However, for many people this can be a barrier, so the Healthcheck team have been taking their service directly to people who would otherwise not benefit. For example, they've delivered Healthchecks to fishermen in Ramsgate.

Healthwatch Kent has also been working with this community, and fishermen told us that they are rarely able to access statutory services because they are always at sea when the GP phone lines open. We saw for ourselves how grateful the fishermen were to have a Healthcheck at a time that worked for them.

KCHFT have also been organising the Covid Bus which has been travelling to communities making it easier for people to get their Covid vaccine. The bus now also offers blood pressure checks, BMI measurements and healthy heart checks. With no appointment necessary and parked in busy public places, it's a great example of how services can reach people in a different way.

“ This bus is a great idea; it's very convenient especially for busy people. I spotted it as I drove through town, and I wanted a health check, so this is amazing for me ”

Coming on stage tonight are the NHS Healthcheck team, KCHFT's patient engagement team and those who have organised and worked on the Health & Wellbeing Bus.



The awards in more detail

Kent Association for the Blind for bringing their mobile sight centre to rural communities to help people with sight loss.



Fundraising in this current climate is not easy, but KAB have raised the money they need to get Iris on the road from summer 2021. She is a community vehicle packed full of equipment and information that is now travelling to communities across Kent to help people with their sight impairment. Visiting schools, libraries, community groups and events, she has already helped hundreds of people not only to deal with their own sight impairment, but also to learn more about their eye condition and how to keep eyes in good health.

Working in partnership with a range of other voluntary and community organisations KAB are reaching deeper into communities. Manned by both staff and volunteers, Iris is helping to reduce health inequalities by going directly to communities.

Tonight we recognise the team of staff and volunteers from KAB for making this happen.

East Kent Mind for offering mental health support and signposting via barbers



Visitors to some barbers in East Kent are now lucky enough to benefit from mental health support thanks to the Barbershop project run by East Kent Mind.

Barbers have been trained to spot signs of anxiety and depression in their customers and offer non-judgemental listening and important signposting.

The project is based on the success and learning from similar projects in other areas which shows that men are statistically more likely to discuss mental health issues with their barber than with their GP. Barbers also see their customers every four weeks, so they are well placed to spot any changes in people, or to follow up with people.

The award team includes staff from East Kent Mind as well as barbers from Canterbury.

RECOGNITION FOR EXCELLENCE IN COLLABORATION



Collaboration is key, but it's not always easy.

All of us can achieve more when we work successfully together. But good partnerships take work and can never be taken for granted.

Strong ground rules, experienced facilitation, and honest conversations are all essential. Good collaboration can enable you to save resources, whilst reaching more people.

Here at Healthwatch we are proud of our strong track record of partnership working. We know from experience that a good partnership is something to be celebrated and we know a good one when we see it!

In this category, we recognise the following:

IC24 and Kent Community Health Foundation Trust for working together to share their learning about working with patient partners and avoid duplication

Folkestone District Council, East Kent Health & Care Partnership, Social Enterprise Kent and Kent Community Health Foundation Trust for working together to create the Winter Well event in Folkestone.

The awards in more detail

IC24 and Kent Community Health Foundation Trust for working together to share their learning about working with patient partners and avoid duplication



Kent Community NHS Trust have a very successful Peoples Network which brings together a range of different people who all work together to improve their many services. Everyone gets involved in the areas that interest them, sharing their experiences and co-producing solutions. Members of this group, including Healthwatch volunteers, have worked together to co-produce a training resource which staff can use to help them learn how to engage with patients and hear their thoughts.

The same Healthwatch volunteers, also work with IC24 and when they too were planning to create training packs for their staff to help them involve patients more, then a new partnership was born.

KCHFT are rightly very proud of their Peoples Network and the success of the training that they have developed for staff. However, they have happily shared all their materials and their learnings to help IC24 to develop a similar resource for their own staff. Not only has it saved on valuable time and resource, but volunteers feel their time as been valued and well used.

We are recognising the joint work of the Patient Experience teams at both KCHFT & IC24, as well as Healthwatch Kent volunteers Lyn & John Gallimore.



The awards in more detail

Folkestone District Council, East Kent Health & Care Partnership, Social Enterprise Kent and Kent Community Health Foundation Trust worked together to create the Winter Well event in Folkestone.



20 different organisations worked together to put on the brilliant Winter Well event in Folkestone. A whole range of services were on offer to help Folkestone residents to stay well during the cold winter months.

Over 300 members of the public took part and many of them benefited from a health intervention. Highlights include:

- 28 children got a flu vaccine
- 30 people received support from a respiratory nurse
- 3 people were referred to the homelessness service
- 4 families referred to the food bank
- 30 people benefitted from a health intervention
- Over 60 families got healthcare advice for their children
- 200 people got a new (to them) winter coat

The event was a great example of collaboration between a range of NHS, statutory and voluntary organisations with everyone working together with a clear aim to support people in Folkestone.

We are recognising the unique partnership which involved the East Kent H&CP along with KCHFT, Folkestone District Council and Social Enterprise Kent for working together to make this happen.



RECOGNITION IN EXCELLENCE CONSULTATIONS & ENGAGEMENT



Changing a service can be daunting.

It can be very tempting to come up with the answers before you've actually asked the public what they want or understood what they need.

All public services have a legal duty to involve and inform the public in any service change. In addition any significant changes to a service require a formal public consultation before any decisions can be made.

At Healthwatch we have an important role to play as a critical friend.

We can advise and guide you to ensure you are involving and engaging people in the best way possible. We will also scrutinise consultations and our feedback is often used as part of the decision making business case and regularly within Judicial Reviews. You can read our Best Practice Guides to consultation and engagement on our websites.

Tonight we are recognising just one piece of excellent engagement.

**Maidstone Borough Council and
West Kent Health & Care
Partnership** for listening to what
residents wanted and adapting
their plans

The awards in more detail

Maidstone Borough Council and West Kent Health & Care Partnership for listening to what residents wanted and adapting their plans



It's not always easy to hear feedback from the public, especially if it's not what you expected. When West Kent H&CP started talking to residents in Parkwood and Shepway about how they could best support people to tackle obesity, they heard feedback that they didn't expect.

Rather than a focus on eating healthily, people were more concerned with food insecurity. Many families told them that they were struggling to feed their family.

So rather than implement a range of health interventions as planned, the H&CP worked with Maidstone Borough Council to set up the Shepway Community Larder. Launched in January, the larder supported 173 local people in its first three weeks and provided 272 bags of food.

The awards team includes representatives from West Kent Health & Care Partnership along with Maidstone Borough Council.





RECOGNITION IN EXCELLENCE IN INFLUENCING BEYOND OUR BORDERS

Sometimes the issues we hear cannot be resolved within Kent & Medway.

We often hear stories that require input or influence at a national level. This always takes time and extra input to get a conversation going (and keep it going).

In this final category, we recognise one organisation who has worked with us to influence change on a national scale.

In this category, we recognise:

**Healthwatch England for
working with us for YEARS to
generate changes to the
dental system**

The award in more detail

Healthwatch England for working with us to generate changes to the NHS dental system.

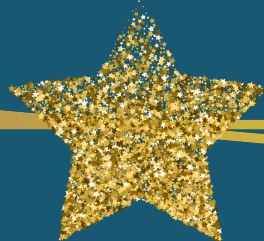


We've been working with Healthwatch England and the Kent & Medway Local Dental Committee for years to influence much needed changes to the NHS dental system. Everyday we, and other Healthwatches around the country, are hearing from people who are left in pain because they can't get NHS dental treatment.

Thankfully Healthwatch England have worked tirelessly on our behalf, using the feedback we've heard to illustrate the reality for people and the constraints of the current system. NHS England have now made several changes to the NHS dental contract which should benefit patients including:

- increased payments for dentists when they treat people with complex needs
- all dentists are now required to update the national directory to clearly show if they are taking on NHS patients
- dental practises who are under-performing will lose resources

Coming up to collect the award is the Chief Executive of Healthwatch England, Louise Ansari.






**Thanks for helping us
to celebrate the best
of health & social care
in Kent & Medway**



**We hope you are
leaving us with new
ideas for your own
organisation**



**Hopefully you have also
learnt more about
Healthwatch and how we
can work together**

Our volunteers are our lifeblood

They help us with every aspect of Healthwatch from making decisions about our priorities, listening to patients and ensuring peoples' voices are heard.

People volunteer with us for a whole range of reasons and we strive to create roles for them which are meaningful as well as enjoyable. Top of the list is ensuring that they know how valuable and valued they are.

“It is clear that both the NHS and their patients trust Healthwatch to be fair, accurate and passionate. I love being part of that because it really matters.”



“I can't ignore the feeling of pride that being a Healthwatch volunteer gives me”



“It makes me feel good that I am helping people”



“I'd worked most of my life in 'people' focussed work and still wanted to make meaningful 'social' contributions in my 'retirement'. Healthwatch hit the spot”



Maybe you'd like to be a volunteer and help us improve services for people like you?
Drop us a line at volunteer@healthwatchkent.co.uk

Congratulations to all our winners!

Here's a reminder of last years celebrations



How could you work with Healthwatch this year?

Get in touch.
We'd love to hear from you!



Online:
www.healthwatchkent.co.uk



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By Text:
Text us on 07525 861 639. By
texting 'NEED BSL', Healthwatch's
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