

Your LINK for improving health and social care

www.thekentlink.co.uk



a LOCAL INVOLVEMENT NETWORK

Welcome to the Kent LINK Community Engagement Event

Thursday, 25 February 2010

The Angel Centre, Angel Lane, Tonbridge

Your LINK for improving health and social care

www.thekentlink.co.uk



House Keeping

- Fire alarm and emergency exits
- Toilets
- Mobile phones
- Photography

Your LINK for improving health and social care

www.thekentlink.co.uk



Kent LINK

Governors' Group Report Update

John Fletcher, Governors' Group

Your LINK for improving health and social care

www.thekentlink.co.uk



Kent LINK

Priorities Panel Report Update

Lyn Gallimore, Priorities Panel

Your LINK for improving health and social care

www.thekentlink.co.uk



Kent LINK Project Updates

- **Stroke Services**
- **Access (transport) to Health Services**
- **Hygiene and Cleanliness in Hospitals**
- **Day Centre Services for Older People**

Your LINK for improving health and social care

www.thekentlink.co.uk



Stroke Services

A review of stroke services in Kent and Medway

A Stroke Audit in the South East was carried out in September 2008 by the Healthcare Commission and the Royal College of Physicians to investigate how stroke services in the region have improved.

Four hospitals in the South East, three in Kent were flagged as 'red lights'.
These hospitals were:

- Darent Valley Hospital
- Maidstone Hospital
- Kent & Sussex Hospital

Those in Kent awarded a 'green light' were:

- Kent and Canterbury Hospital
- William Harvey Hospital
- Queen Elizabeth the Queen Mother Hospital
- Medway Maritime Hospital

Despite these findings, the Audit showed an overall improvement in the region.

Your LINK for improving health and social care

www.thekentlink.co.uk



The Kent LINK's report shows progress and shortfalls since the Audit two years ago

- The findings of this report show improvements are already evident in Acute care with more people being treated for stroke as an emergency and more being cared for in specialist Stroke Units.
- Prevention and awareness has also come a long way with advice and information on healthier lifestyle, also boosting public awareness.
- Impression from speaking with stroke survivors and the Stroke Association is that 'After Stroke Care' has not made quite as much progress and there are still barriers to improvement in this area.

Particular issues:

- Discharge from hospital – lack of support, information and adequate assessment.
- Diagnosis on admission – not always clear that the patient has suffered a stroke so may not receive appropriate primary treatment on a specialist stroke unit. Improving speed of diagnosis is key.
- Communication – language barriers
- Joined – up working – services need to be operating with joint practice
- Speech Therapy – lack of access
- Cross border boundary issues.

Your LINK for improving health and social care

www.thekentlink.co.uk



Access (transport) to Health Services

- To find out what systems trusts have in place to minimise transport problems for their patients, particularly to the use of innovative approaches to addressing these problems, including working with partner organisations
- To see what level of consistency exists between trusts in the provision they make for patient transport, car parking, patients who are stranded at A&E, links with community transport schemes and the quality of travel information given out to patients
- To initiate a debate across Kent and Medway with a view to identifying best practice and promoting improved access to health services across the community of Kent.

Your LINK for improving health and social care

www.thekentlink.co.uk



Debates

Opportunity for local people to have their say about:

- What works, what doesn't work, what needs improving and make suggestions for improvements to patient transport
- Communication - what key information needs to be available, where and in what format
- Taking place at venues across Kent and Medway and are open to everyone, especially those with experience of Patient Transport Services

**More information available about the project and the debates on the
Access (transport) to health services project stand**

Your LINK for improving health and social care

www.thekentlink.co.uk



Hygiene and Cleanliness in Hospitals

To investigate hygiene and cleanliness at acute hospitals in Kent and Medway

LINK Authorised visitors make unannounced visits to high-risk wards in each hospital to:

- Carry out unobtrusive observations of the use of hand hygiene dispensers at entrance to ward/hospital
- Monitor surfaces for *Staphylococcus Aureus* and *Enterobacteria*
- Test concentration of available chlorine in the cleaning buckets
- Observe general cleanliness of ward

LINK participants are invited to comment on their experiences of hospital cleanliness in Kent hospitals through use of a questionnaire and online survey. These questionnaires are available today for completion.

Your LINK for improving health and social care

www.thekentlink.co.uk



To date LINK Authorised Visitors have visited the following hospitals:

- Queen Elizabeth The Queen Mother Hospital, Margate
- William Harvey Hospital, Ashford
- Darent Valley Hospital, Dartford
- Kent and Canterbury Hospital, Canterbury
- Medway Maritime Hospital, Gillingham

Several hospitals are yet to be visited due to restricted access as a result of Infection Control measures being in place. These are:

- Maidstone Hospital
- Pembury Hospital, Tunbridge Wells
- Kent and Sussex Hospital, Tunbridge Wells

The LINK has maintained contact with the relevant Trust and will visit at the earliest available opportunity.

Visits were originally timetabled for completion by the end of January but the timeframe has been extended due to infection and bad weather to early March.

Your LINK for improving health and social care

www.thekentlink.co.uk



Day Centre Services for Older People

The LINK was asked to carry out three pieces of work involving day care services which are commissioned by Kent Adult Social Services to identify how day services need to develop for the future to better meet the needs of service users and potential service users.

These three pieces of work comprised:

- **Part 1** A series of focus groups involving users of Age Concern day centres in West Kent
- **Part 2** Mystery Shoppers assessing the day centres and their services from the perspective of prospective recipients of day care services
- **Part 3** A survey of individual users and prospective users with regard to their expectations of future day care services

Your LINK for improving health and social care

www.thekentlink.co.uk



Stage 1 - A series of Focus Groups were held during Summer 2009 at the following Age Concern day centres:

- Dartford
- Gravesend
- Swanscombe and Greenhithe
- Gravesend
- Tonbridge (Town Lock)
- Tunbridge Wells (Wood Street)
- Northfleet
- Sevenoakes
- Maidstone (Harbledown House)

The summary report of the findings from the focus groups has been published and is available for viewing on the Kent LINK website

Stage 2 - A series of unannounced visits and telephone calls were made during January and February by three LINK participants to the same day centres which were used in the focus groups.

The summary report is to be published shortly and will be available for viewing on the Kent LINK website to accompany the first stage

Stage 3 - A questionnaire will shortly be distributed to a wide number of individuals in the community to find out their expectations of future day care services.

Your LINK for improving health and social care

www.thekentlink.co.uk



Questions and Answers