



August 2010

**Kent LINK External Representatives  
Meeting Report**

<b>Name of LINK Representative</b>	Cate Jackson
<b>Name of External Organisation</b>	Kent Community Healthcare NHS Trust (KCHT)
<b>Name of External Group</b>	Patient Experience Group (PEG)
<b>Name of lead contact of External Group</b>	Karen Edmunds
<b>Date of Meeting</b>	1 September 2011
<b>Venue of Meeting</b>	Trinity House, Ashford
<b>Summary of Meeting (If appropriate attach papers)</b>	<p><b>Matters Arising:</b> Discussion around the publicity and availability of Comment Cards as Patient Representatives had been involved with many of the KCHT services and had not been invited to participate.</p> <p><b>Item 6 - Report on Telephone Survey</b> Report talks of Waves - this is Research terminology and in this case refers to quarters of the year. This work at present is carried out by an external company, a previous West Kent decision.</p> <p>Problem in Kent with the Wheelchair service was highlighted, where expectations of the public cannot always be realised, eg a person needing a specialised chair would not necessarily be able to have a 'spare' of the same specification for breakdowns etc as the resources and budgetary cost would not allow for this as the 'spare' would be redundant for, it is expected, the majority of the time.</p>

	<p><b>Item 9 - Personalised Care Planning</b>  Understanding by all (staff and individuals concerned) that there is a difference between wants and needs. Still in its infancy.</p>
<p><b>Recommendations / Actions</b>  e.g.</p> <ul style="list-style-type: none"> <li>• Items for LINK bulletin</li> <li>• Items for individual interest group</li> <li>• Issue to Priorities Panel / Governors' Group</li> </ul>	<p>LINK Bulletin: please liaise with Karen Edmunds for Comment Card publicity</p> <p>Gay Lesbian and Trans Gender Group:</p> <ul style="list-style-type: none"> <li>• Officially launched at Kent and Canterbury Hospital (Post Grad.) Department on 2 September 2011</li> <li>• Adam Lott Equality and Diversity Manager KCHT is vice chair.</li> </ul>
<b>Date of Next Meeting</b>	Wednesday, 2 November 2011

**Recommendations / Actions**

<b><i>For Office Use Only</i></b>	<b><i>Recommendation / Action</i></b>	<b><i>Date of Action Taken</i></b>	<b><i>Who By</i></b>