



Kent LINK Issues Log

DATE	ISSUE	ACTION	LEAD	STATUS
04/02/10	Patient taken into Maidstone Hospital following a fall and not requiring treatment, was then discharged into a private nursing home for recuperation as no beds available. Referrer was concerned that no steps were taken to ensure the patient's safe return from hospital and wanted the LINK to investigate the discharge pathway at the hospital and find out whether it is their policy to place patients in a nursing home bed.	Referrer advised that it is not uncommon for an elderly person in need of care which was not medical to be placed in a nursing home. Advised of relevant complaint procedure and requested update on outcome to establish if LINK has any further part to play.	GH	No further action at present
11/02/10	Problems with design of disabled toilet at Renal Unit at Kent and Canterbury Hospital. Concern that during one visit access was further restricted through wheelchairs being piled in front of it and equipment being stored in corridors. Complaint was initially investigated by East Kent Hospitals University NHS Foundation Trust but participant feels that issue has still not been resolved.	Drawn to attention of wider LINK participants via email distribution list and bulletin.	LM	To be fed into LINK Access Audit of East Kent Hospitals University NHS Foundation Trust
17/02/10	Discussion at Governors' Group meeting about end of life care and LINK's relationship with the hospice movement in Kent and Medway raised the issue of what action the LINK could take particularly with regard to improving the voluntary sector's involvement in improving the commissioning of end of life care services.	Proposal on hold until further notice.	SS	

18/02/10	Hot water tap out of order at Royal Victoria Hospital, Folkestone	Patient Experience Team at William Harvey Hospital confirmed hot water fixed on 04/02/10.	LM	Completed
27/02/10	Concern from LINK participant regarding newspaper article about the closure of mental health ward in Tunbridge Wells and the implications of taking services away from the local area without consultation, and concerns that budget cuts will hit mental health services first.	HOSC briefing by NHS West Kent on 26 March 2010 identified changes to service provision and outlined consultation which had been undertaken.	SS	Completed
04/03/10	Participant has made a serious complaint about William Harvey which has been taken to ICAS and Health Ombudsman who have refused to take any further action. Participant feels that many of the concerns raised have not been fully addressed and would like the LINK to take action to address these.	PP member reviewed correspondence as to what issues remain outstanding. It was felt that LINK was not able to take any action on the majority of issues, however the participant was invited to feedback concerns relating to transport to the LINK transport project.	CB	No further action at present
12/03/10	Several participants in West Kent have raised concerns that Foundation Trust board meetings are being held in private which they feel takes away the accountability to the local public.	Participant advised that there is a project on the LINK work programme regarding Foundation Trusts which is yet to commence and invited to feed concerns into this.	ND	Completed
22/03/10	NHS West Kent Community Health have highlighted that waiting times for follow up appointments for the Community Paediatric Service in West Kent could be improved, particularly in the Dartford and Gravesend locality. Request to arrange groups of patients, parents and carers to gather feedback in order to ensure that service redesign relates to user priorities.	Drawn to attention of wider LINK participants via email distribution list and bulletin, feedback passed on to NHS West Kent Community Health.	SS	Evidence of the extent of the issue requested from NHS West Kent Community Health, still awaiting response due to uncertainty over what data is available in the public domain.

06/05/10	<p>The need to gender assign children through genital surgery has been raised as an issue with the LINK. The referrer raises a serious concern for children's rights to genital integrity and the need for a resolve to make sure adults are correctly informed of the various non-invasive treatments without outdated bias that presently exists. The referrer feels that issue of Male/Female Genital Mutilation is not being treated as an issue of equality of human rights and that NHS funds and resources are being wasted in carrying out unnecessary genital surgery which is acknowledged to create high levels of both short term and lifetime suffering. The LINK is being asked to facilitate or help promote equality on this issue and support the referring organisation on a local basis to educate all concerned.</p>	<p>Drawn to attention of wider LINK participants via email distribution list and bulletin, Freedom of Information request submitted as to how extensive the issue is within Kent.</p>	CB	<p>Awaiting Freedom of Information Request/further evidence</p>
13/05/10	<p>The following issues have been raised with regard to the Fracture Clinic at Darent Valley Hospital:</p> <ul style="list-style-type: none"> • Staffing / resourcing, particularly to anticipate peaks / flows in demand • Holiday cover for clinical staff • The length of appointments due to the process by which the patient's X-ray request is raised • The environment of the Fracture Clinic and keeping patients better informed about the progress of the clinic. 	<p>Drawn to attention of wider LINK participants via email distribution list and bulletin.</p>	CMB	<p>Issue to be raised with the Patient Experience Group at Darent Valley Hospital via LINK External Representative.</p>
10/06/10	<p>Request for support from West Kent Deaf services (Social Services) for support for two service users with hospital visits to St Thomas' hospital in London.</p>	<p>Request circulated to relevant participants via email.</p>	GH	<p>Completed.</p>

23/06/10	Outpatient appointment letters at East Kent Hospitals University NHS Foundation Trust - the participant cites several occasions where there was some confusion as to where to report to for a clinic, creating the potential for delayed appointments and undue stress for the patient which could be avoided if the hospital included in the letter which entrance to access.	Letter to Patient Engagement Lead at the Trust with suggestion that letter pro forma document could be amended to make it clear which entrance to access for that particular unit. Response received and fed back to referrer.	LM	Completed
27/06/10	Complaint about treatment of elderly patient at Kent and Canterbury Hospital in relation to waiting time for diagnosis and communication both prior to and during appointments. Complaint directed to East Kent Hospitals University NHS Foundation Trust by participant.	Participant requested to inform LINK of outcome of investigation.	SS	Ongoing
15/07/10	Complaint about treatment of elderly patient at Kent and Canterbury Hospital including personal care, nutrition and poor falls prevention.	Complaint directed to Healthcare Commission (now defunct) and Health Ombudsman who have not upheld the complaint, however referrer does not feel that the Trust have adequately addressed the concerns.	SS	Ongoing
21/07/10	Problems with 'Choose and Book' system reported by patient in Sheppey. Appointments are not being allocated further than two weeks in advance so when an appointment is sent through there is no choice as to where the patient can be treated.	Circulated to LINK email distribution list and ICAS requested feedback as to whether this is a widespread issue.	CB	Ongoing
23/07/10	Complaint about treatment of elderly patient at Queen Elizabeth the Queen Mother Hospital in Margate relating to levels of staffing, resulting in poor falls prevention and delayed treatment.	Complaint directed to Patient Experience Team at East Kent Hospitals Trust.	SS	Ongoing
27/07/10	Concerns over the quality of care received by a patient at a private care home relating to treatment by care management staff and conditions at the home.	Enquiries made with KCC and CQC in relation to the home in question.	LM	Ongoing