

Your LINK for improving health and social care

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Last updated: 30/04/10



Summary of issues not taken to Priorities Panel for consideration

DATE	ISSUE	REASON NOT TAKEN TO PANEL	LEAD
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 LINK is unable to respond to individual complaints and that it is not uncommon for an elderly person in need of care which was not medical to be placed in a home. Advised to contact PALS and ICAS to make a complaint and requested update on outcome to establish if LINK has any further part to play.	GH
11/02/10	Problems with access at Kent and Canterbury Hospital – issue of design of disabled toilet, entry being restricted through wheelchairs being piled in front of it and equipment being stored in corridors.	Complaint was initially investigated by Eastern and Coastal Kent (outcome advised by 22/02/10). Further LINK involvement has been requested as participant still does not feel that issue has been addressed. Awaiting further information as to what action LINK is being asked to take.	LM
17/02/10	Following discussion at last Governors Group meeting about End of Life care and LINK's relationship with the Hospice movement in Kent and Medway, a proposal will be put forward as to 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.	To be put 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. NFA.	LM
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, and concerns that budget cuts will hit mental health services first.	HOSC briefing by NHS West Kent on 26 March identified changes to service provision, concerned participants notified and awaiting feedback as to any further action required by LINK.	SS

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01/03/10	In one area the Local Involvement Network (LINK) has committed to having HIV as an integral part of their work by setting up a specific workstream on sexual health and HIV, with a Sexual Health representative on the LINK steering group. This means that the local community have the opportunity to feedback on what they think about HIV health and social care services and influence future service development, including services funded through the ASG. Referrer is interested to see if something similar could be set up in Kent.	Meeting to discuss how LINK could work with this proposal.	ChB
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 she raised have not been fully addressed and would like the LINK to take action to address these.	PP member has reviewed correspondence as to what issues remain outstanding and what action participant would like taken in order to establish what, if anything, the LINK may be able to do. Template to follow if appropriate.	CB
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.	SS
22/03/10	Waiting times for follow up appointments for the Community Paediatric Service in West Kent, particularly in the Dartford and Gravesend locality have been highlighted as an issue by West Kent Community Health. Request to arrange groups of patients, parents and carers to gather feedback in order to ensure that service redesign relates to user priorities.	Evidence of the extent of the issue requested from West Kent Community Health, awaiting response.	SS