

Summary of issues not taken to Priorities Panel for consideration

Date	Issue	Reason for not being taken to the Panel
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 is currently being investigated by Eastern and Coastal Kent (outcome advised by 22/02/10). LINK involvement is not appropriate at this stage however complainant advised to inform us of the outcome so that it could be reported in LINK's Annual Health Check Quality Account feedback.
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.
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.	Proposal to be put together
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
22/02/10	NHS West Kent would like the LINK to do some work on looking at the barriers encountered by women in the West of the county in accessing screening services for breast and cervical cancer.	Further information needed – template to be produced for next meeting

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 communities 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.	Further information needed
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	Further information needed