

Issue for consideration of Priorities Panel

For official use only:

Issue ID Number: ID 031

Date received by Operational Director

02/02/10

Date to Priorities Panel

10/02/10

Office use:

Name:

(JJ, RA, KT, All)

Date completed and initials:

Date of referral to LINK	25/01/10
Date issue arose	
Title (Headline/short title of issue)	Transforming Community Services in West Kent <i>Patient and public engagement proposal</i>
Nature of interest/standing of person in relation to issue:	
Recipient of service	Family Friend Advocate/Campaigner Other
X	
If other, please state what their standing is in relation to the issue: Commissioner of project	
Is the person raising the issue a:	
LINK participant?	
Member of the public?	
Priorities Panel Member?	
Governor Group Member	
LINK Development Worker	

Part of an organisation X	
If raising issue on behalf of an organisation, state name and brief details of what they do	West Kent NHS, the local Primary Care Trust commissioning health and care services for the population. A significant part of those services are those delivered by a range of “community services”.
Summarise issue (no more than 100 words). If necessary, a more detailed account may be submitted on page three with additional pages attached if necessary	West Kent NHS would like feedback on its commissioning strategy through engagement with key stakeholders and the public at all stages of each review process. In 2009 the Kent LINK worked with NHS Eastern and Coastal Kent to engage local people in East Kent about community health services from an independent perspective. Now NHS West Kent are keen to do the same in the West of the county.
<p>Please use this space to give a detailed account of the issue to be raised with the Priorities Panel. (N.B: Form will expand to accommodate additional text – other documentation can be appended, as necessary)</p> <p>NHS West Kent’s <i>Transforming Community Services Strategy</i> consists of six key areas of healthcare:</p> <ol style="list-style-type: none"> 1. Health and Well Being 2. Children, Young People and their Families 3. Long Term Conditions 4. Rehabilitation Services 5. Acute Care Closer to Home 6. End of Life Care <p>The local community’s views will be directly sought in a number of ways to give them the chance to have input on each of the six key areas, creating a discussion on the PCT’s plans to highlight areas of concern within the local population and whether there is agreement to the innovations being proposed.</p>	
<p>Is the issue currently under investigation, via a complaint or inquiry or being dealt with by somebody else (this includes being part of a wider campaign on the issue)?</p> <p>Yes No X</p>	
<p>If yes, give details of actions already taken including contact details of others dealing with the issue:</p>	
<p>Is there a timescale/deadline/circumstance affecting this issue which may mean the LINK will have to act quickly, e.g. closure of a unit, change of service, a particular urgency?</p> <p>Yes X No</p>	

If yes, what is that circumstance and what is the timescale by which action has to be taken?

The anticipated timings are as follows:

Engagement planning commenced	January 2010	Stakeholder Engagement and Kent LINK
Engagement processes in place and workshops begin	February 2010	Stakeholder Engagement and Kent LINK
Feedback to be collated and fed into strategy throughout engagement	February – March 2010	Stakeholder Engagement
Engagement finish	March 2010	Stakeholder Engagement and Kent LINK
Feedback to stakeholder involved	March 2010	Stakeholder Engagement and Kent LINK
Final Transforming Community Services Strategy to NHS West Kent Board	30 March 2010	NHS West Kent

What expectation does the person raising the issue have of the LINK, i.e. what does that person want the LINK to do/what action does it want it to take?

NHS West Kent would like to adopt a similar approach used by Kent LINK and NHS Eastern and Coastal Kent to engage the local population in discussions about NHS West Kent's *Transforming Community Services Strategy*.

This would consist of:

1. **Workshops open to everyone**
A series of workshop venues booked across West Kent open to established groups and individuals from anywhere in West Kent.
2. **Workshops or informal discussions with a specific group**
Facilitator delivered workshops at established group meetings in the group's usual meeting place e.g. church group.
3. **Paper version of the workshop**
A questionnaire developed from the workshops emailed or posted to people who are unable to attend a workshop but want to participate.
4. **Online questionnaire**
A questionnaire developed from the workshops made available on the PCT website and publicised in e-newsletters and bulletins.

What would be a good outcome from the perspective of the person raising the issue?

- A pan-Kent approach to engagement for *Transforming Community Services Strategy*

- Potential for a Kent-wide provider of community services
- The opportunity to work proactively and constructively with Kent LINK.

What evidence does the person raising the issue have to support the case they are putting for the LINK to take action? List or attach evidence and sources, if available.

See attached proposal and the report from the exercise which the Kent LINK carried out in 2009 with Eastern and Coastal Kent PCT on their East Kent Transforming Community Services Strategy.

How widely does this issue affect other people?

All LINK participants in the West Kent area would be invited to comment on the strategy and have the opportunity to get involved in shaping the future of services.

In what ways are other people affected by this issue.

Users of services in West Kent area will benefit from the community having the opportunity to comment on the strategy prior to it being implemented.

Signed Sophie Swain

Date 26/01/10

**Recommendation proforma
ID 031**

No	Recommended action	Please tick	If additional information required, please specify	Additional comments, if any
1.	No further action			
2.	Watching brief			
3.	Letter to Trust/Social Care calling for comment before taking any further			
4.	Urgent action as issue concerns patient/client safety			
5.	Further information required, please specify			
6.	Consult/ survey participants to check level of interest/concern before proceeding to any other action			
7.	Start discussion on LINK web site/through LINK Bulletin			
8.	Question to Citizen Jury			
9.	Topic for local meeting			
10.	Urgent unscheduled visit –specify purpose of visit in comments column			
11	Refer to regulator, e.g. Care Quality Commission, Ofsted, Health and Safety Executive, Royal Colleges, etc –please specify			
12	Potential to develop as possible LINK project			
13	Any other recommended actions			