

Your LINK for improving health and social care

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Kent LINK Issues Log

Not taken to Priorities Panel as no further action required at present

DATE	ISSUE	OUTCOME	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
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 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. No further action.	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 without consultation, 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 and outlined consultation which had been undertaken.	SS
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 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
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