

# Participation Matters



...from the People's Network

News and updates

## April 2022

Welcome to a special edition of Participation Matters, a celebration of the participation and involvement work over the last two years.

To thank our KCHFT Participation Partners, we held an event on Thursday, 31 March 2022, featuring presentations, a marketplace of stalls and an awards ceremony to thank particular individuals and groups for the part they have played in progressing patient and carer participation.



**48 people** joined us for the event, including representatives from Healthwatch Kent, Imago, Carer's Support East Kent and Kent County Council.

## Guest speakers

### Our achievements

Jane Frith, Participation Partner, and Emily Bradford, Participation Manager, shared an overview of our achievements in patient and carer involvement over the past two years, including:

- signing up to the Triangle of Care
- developing the People's Network - read more [here](#)
- and creating our [participation recruitment film](#).



Interested in joining our **People's Network**? Email [kentchft.engagement@nhs.net](mailto:kentchft.engagement@nhs.net) for more information.

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## Patient experience

Sarah Ansell, Participation Partner, gave a fantastic presentation about the quality improvement project to increase patient feedback for the [podiatry](#) and [continence](#) teams.

Sarah and Karen Daniels, another volunteer involved in the project, have supported the teams massively, making a total of **971 calls** between June and December 2021.

Interested in becoming a **volunteer**? Email [kentchft.engagement@nhs.net](mailto:kentchft.engagement@nhs.net) for more information.

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## Research Champions

Carol Coleman, Lay Research Champion, and Dr Julie Hedayioglu, Health Psychologist Researcher, gave a presentation to explain the key aim of Research Champions - to raise awareness of health and social care [research](#) to patients, public and staff within an NHS trust.



Interested in getting involved in **research**? Email [julie.hedayioglu@nhs.net](mailto:julie.hedayioglu@nhs.net) for more information.

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## Beautiful technology

Peter Zein, Participation Partner, shared his experience of using technology and how it has supported him to communicate, especially with health and social care staff.

Pete uses a communication aid and said in his presentation: "Because I wanted the ability to communicate, I learned to love technology and that is how I'm talking to you here today."



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## Quality improvement (QI)

We heard from Sarah Donovan, Head of Service Improvement, about QI - looking at what we do as a trust and how we can do it better, using tools and techniques to improve the experience and outcomes for patients and carers.



Interested in supporting the trust's **QI** work? Email [kentchft.qi@nhs.net](mailto:kentchft.qi@nhs.net) or [check out the website](#) for more information.

## Our award winners ...

We were delighted to award particular groups and individuals for the fantastic involvement work they have been a part of.

Members of the People's Network and Patient and Carer Partnership Team sat on the panel to review all of the nominations. Awards were presented by Ali Carruth, Director of Participation, Experience and Patient Engagement.

### East Kent Mencap: group of the year

KCHFT and East Kent Mencap have worked together for over eight years, producing Easy Read materials to support our patients with learning disabilities and sensory impairments.

The group has worked particularly hard in the past year, taking part in other activities like the participation recruitment film and this newsletter.



## Bereavement packs: project of the year

The East Kent Community Engagement Group played a major role in the development of a new bereavement pack to support the loved ones of those who have died in our care.

The group is made up of patients, carers and colleagues from our community services and hospitals across east Kent.



## Health Visiting: service of the year

The Health Visiting Team were nominated by Public Health Engagement Manager Juliette Wales, for fully embracing the importance of parent and carer participation through listening events and co-design workshops.

The team are an excellent example of working with parents and carers as equal partners.



## Sarah Ansell: representative of the year

Our final award goes to Sarah, for her role in the patient experience project to increase survey completion for our podiatry team.

Sarah is a nurse by background and joined the People's Network in 2020 after retiring. She has an active role in many activities across the trust, including as co-chair for the Patient and Carer Council.



A massive congratulations to all our award winners!

### Our workplan

In the last session of our event, we asked attendees to tell us how we could develop our workplan and take forward new initiatives.

Some key points included:

- better **communication** between staff, patients, and with other stakeholder groups
- **volunteers** to be a link between clinical staff and patients and carers
- more opportunities for Participation Partners to present at **conferences and events**
- provide quick and easy access to **make a complaint** or ask a question
- work closely with groups with a **lived experience**.

We are so grateful to have so many fantastic Participation Partners, groups and services that are helping to drive forward patient and carer involvement.

We plan to hold more events like this in future and would welcome anyone who would like to get involved with us.

## Upcoming events

### Save the date

We are hosting a Carer's Conference on Thursday, 9 June for carers and families to share their experiences and access support from Kent and Medway services.

The conference will take place at Repton Connect Community Centre in Ashford. We will be sending more information about how to register soon.



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## Interested in getting involved?

Email [kentcft.engagement@nhs.net](mailto:kentcft.engagement@nhs.net) or phone 01233 667810 for more information about opportunities across the trust.

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## Thank you



Our values **Compassionate** **Aspirational** **Responsive** **Excellent**

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