

# Ashford Health & Wellbeing Board (AHWB)

## Agenda Item No. 7(g)

### Partner Quarterly Update Template – Healthwatch

Update from	Healthwatch Kent
Quarter concerned	October to December 2014
What's going on in our world	<p><b><u>Healthwatch Kent – Ashford focus</u></b></p> <ul style="list-style-type: none"><li>➤ Monthly meetings with Monitor regarding the East Kent Hospital University Foundation Trust (EKHUFT) CQC Action Plan. We have a team of dedicated volunteers who are working with us on this project.</li><li>➤ Linked to the above, we are organising Enter &amp; View visits to William Harvey A&amp;E and Outpatients. We will return again in Spring to chart their improvements.</li><li>➤ Developing an action plan with Kent and Medway NHS &amp; Social Care Partnership Trust (KMPT) following our reports into the experiences of mental health carers and the transfer of patients from Medway into Kent.</li><li>➤ Holding Public Voice Feedback events throughout Kent.</li><li>➤ Working as a Partner on the KCC Integration Pioneer Project.</li><li>➤ Enter &amp; View visits to Learning Disability services and Care Homes (reports to be published early Jan).</li></ul>
Success stories since last AHWB	<p><b><u>Healthwatch Kent – Ashford focus</u></b></p> <ul style="list-style-type: none"><li>➤ Established an Ashford Area team that will be pro-actively looking at issues within the Ashford Borough. Members will be visiting Ashford GP surgeries to talk to them about Healthwatch and check they are displaying Healthwatch info</li><li>➤ Signatories to the Kent and Medway Crisis Care Concordat.</li><li>➤ Meeting with SECamb at the Make Ready Centre Ashford and a visit / tour of NHS 111 Call centre Ashford.</li><li>➤ Attended the first meetings of the Stakeholder Community Network in the Ashford CCG.</li></ul>
What we are focusing on for the next quarter <u>specific to the key projects</u>	<p><b><u>Healthwatch Kent – Ashford focus</u></b></p> <ul style="list-style-type: none"><li>➤ Looking at ways of building patient / public awareness of Healthwatch Kent in the Ashford Area,</li><li>➤ Continue to look at ways of establishing pro-active working partnerships with ABC, KCC, CCG and Voluntary Sector in the Ashford Area</li><li>➤ Starting a project around hospital complaints processes</li><li>➤ Continuing to support EKUHFT's Action Plan</li><li>➤ Publishing reports around Dementia and Care Plans for mental health patients</li><li>➤ Starting a project around Access to GPs – will be focusing on one CCG area and sharing findings with all CCGs</li></ul>

Anything else relevant to AHWB priorities NOT mentioned above	
Strategic challenges & risks including horizon scanning?	
Any thing else the Board needs to know	
Signed & dated	Nicky Scott, Communications, Healthwatch Kent 13 December 2015