

Ashford Health & Wellbeing Board (AHWB)

Partner Quarterly Update for Healthwatch Kent – Quarter 1: April to June 2016

What's going on in our world	<ul style="list-style-type: none"> • Healthwatch Kent contract extended for a further 2 years • Completed project on dentists and have produced information leaflets for patients advising about costs, rights etc. • On line survey of CAMHS completed with over 200 responses -report to be published shortly. • Annual Report published on website. • Quality Accounts – part of our role is to provide comment on the Quality Accounts that all NHS Providers have to produce and publish.
Success stories since last AHWB	<ul style="list-style-type: none"> • Red Bus Tour -We visited every District in Kent over 8 days talking to people about their experiences of any health and social care service. Over 300 people stopped to give us in depth feedback about services and we reached over 40,000 people in total. • EKHUFT Outpatients visits – Improvements to signage, new appointments system to prevent overbooking from December.
What we are focusing on for the next quarter <u>specific to the key projects</u>	<ul style="list-style-type: none"> • Patients experience of the discharge process in East and West Kent. • Patient Participation Group project – committed to supporting up to 3 groups in each CCG area. This follows our in depth report on the challenges facing PPGs across Kent. • End of life Care. • Carers assessments. • GP appointments, triaging.
Anything else relevant to AHWB priorities NOT mentioned above	<ul style="list-style-type: none"> • Plans to work closely with CCG to identify PPGs who might need assistance • Looking at CCG forward action plans targets • Identifying carers groups in Ashford to take part in Carers Assessment project • Continued work with mental Health service providers
Strategic challenges & risks including horizon scanning?	<ul style="list-style-type: none"> •
Any thing else the Board needs to know	<ul style="list-style-type: none"> •
Signed & dated	Theresa Oliver July 2016