

Ashford Health & Wellbeing Board (AHWB)

Partner Quarterly Update for Healthwatch (Kent) Quarter 2: July – September 2016

What's going on in our world	<ul style="list-style-type: none"> • Sustainability & Transformation Plan (STP) - Healthwatch is keen to assist in ensuring as wide a public consultation as possible is achieved. • British Sign Language Cards – We are reviewing the success of these cards which are presented to health or social care service when a patient needs a ESL interpreter. • Physical Disability Forum – A new forum to raise the voice of people with physical disabilities launched this month in Maidstone. The aim is to ensure that their voice is heard regarding changes and improvements to services. • Carers - This month sees the start of a new project aimed at gaining Carers' views on the new Carer Assessments.
Success stories since last AHWB	<ul style="list-style-type: none"> • CAMHS – Healthwatch has been in touch with the Commissioners and the Report should be published within the next two weeks • Access to GP's in East Kent – We have identified interesting strategies which should result in the publication of a Report to be circulated to these practices prior to publication to all GP surgeries.
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 North Kent - This will continue the work carried out in East and West Kent • Patient Participation Group project – this remains a high priority we will be supporting up to 3 groups in each CCG area. This follows our in depth report on the challenges facing PPGs across Kent. • Access to GP's – A huge issue we will monitor methods adopted by surgeries in tackling increased numbers of patients. • Carers assessments – we will continue to monitor these. • GP closures in Thanet - we will endeavour to ensure better information and support for patients whose GP surgery has closed or is in danger of closing.
Anything else relevant to AHWB priorities NOT mentioned above	<ul style="list-style-type: none"> • Plans to continue working closely with CCG to identify PPGs who might need assistance • Looking at CCG forward action plans targets • Continued work with mental Health service providers
Strategic challenges & risks including horizon scanning?	
Any thing else the Board needs to know	
Signed & dated	John Bridle 10 th October 2016