

Ashford Health & Wellbeing Board (AHWB) – Item 9(f)

Partner Quarterly Update for Healthwatch Kent – Quarter 4: October to December 2016

<p>What's going on in our world</p>	<ul style="list-style-type: none"> • Support to the East Kent Case for Change (and wider STP) • Support to EKHFT with Patient groups seeking information about changes to services • Published our Best Practice Guide to Engagement • Offering free Engagement Healthchecks to all providers and commissioners to review engagement • Launched the Kent wide Physical Disability Forum
<p>Success stories since last AHWB</p>	<p>Reports published on the following:</p> <ul style="list-style-type: none"> • Complaints • CAMHS • Out of county beds for mental health patients • St Martins Hospital, Canterbury Enter & View report <p>All these reports are available on our website</p>
<p>What we are focusing on for the next quarter <u>specific to the key projects</u></p>	<ul style="list-style-type: none"> • Support for three PPG groups in Ashford • Engagement Healthcheck for Ashford CCG has been completed – awaiting feedback <p>We will be publishing our next reports on:</p> <ul style="list-style-type: none"> • Access to GPs • Hospital Discharge • Carers Assessments • Pharmacies and changes to repeat prescriptions <p>We are starting a new projects around Autistic services for children</p> <p>We will shortly be publishing updates on the feedback from the following services:</p> <ul style="list-style-type: none"> • Community Mental Health • Services for Eastern European communities • Accessible Information Standards • Services for Gypsy & Traveller communities <p>If you have feedback or information about any of these services do please get in touch.</p> <p>We will be continuing our programme of visiting seldom heard groups and communities to hear about their experiences of health & social care services.</p>

<p>Anything else relevant to AHWB priorities NOT mentioned above</p>	<ul style="list-style-type: none"> Ashford CCG have appointed a new Lay Member to their Governing Body (Chris Morley).
<p>Strategic challenges & risks including horizon scanning?</p>	<ul style="list-style-type: none"> We have had a significant budget cut which will mean we have to reduce the amount of activity we undertake. We are still available for commissioned work.
<p>Any thing else the Board needs to know</p>	<ul style="list-style-type: none"> We will be visiting large businesses and employers over the summer to hear about people's experiences of services.
<p>Signed & dated</p>	<p>Nicky Scott Healthwatch Kent 6th Jan 2017</p>