

## Ashford Health & Wellbeing Board (AHWB)

### Partner Quarterly Update for Healthwatch Kent – Quarter 1: April to June 2017

What's going on in our world	<p>Healthwatch Kent continues to engage with the public and react to their feedback about local health and social care services.</p> <p>We recently published reports on repeat prescriptions, access to GP's and delayed discharge from hospital. You can find the reports on the 'Projects' page of our website. Our work on delayed discharge is ongoing and our steering group recently agreed several new projects (start dates are to be confirmed).</p> <p>If board members (or anyone else) would like to receive regular updates on our work they can email <a href="mailto:info@healthwatchkent.co.uk">info@healthwatchkent.co.uk</a> or call 0808 801 0102 and ask to be added to our newsletter mailing list.</p>
Success stories since last AHWB	<p><b>Patient and Public Advisory group</b> Healthwatch Kent has created a Patient and Public Advisory group to support and drive forward conversations about the Sustainability and Transformation Plan (STP) for Kent and Medway. The group consists of staff responsible for engagement with the public, lay members from Kent and Medway's Clinical Commissioning Groups, representatives from voluntary groups, patient representatives and members of the public. The group has already made several recommendations (including the need for more public to be involved in every workstream of the STP) and will continue to meet regularly. A series of public events focusing on the STP will take place across Kent over the coming weeks. The Ashford event will take place on 6 July from 1pm to 4pm at the Holiday Inn Central Hotel. Please email <a href="mailto:nelcsu.engagement@nhs.net">nelcsu.engagement@nhs.net</a> for more information or to sign up to attend.</p> <p><b>The KCC People's Panel.</b> Healthwatch Kent have developed a 'People's Panel'. The panel meets monthly and provides the opportunity for all Kent County Council (KCC) colleagues to discuss ideas and issues with members of the public. This month the panel discussed the Health and Wellbeing Strategy being developed for Kent; next month they will review KCC's core standards for social care.</p>
What we are focusing on for the next quarter <u>specific to the key projects</u>	<p>Our priorities for the next quarter include:</p> <ul style="list-style-type: none"> <li>• Actively supporting engagement on the STP for Kent and Medway whilst exercising our statutory responsibility to act as a critical friend.</li> <li>• Working directly with organisations to improve their mechanisms for dealing with complaints.</li> <li>• Gathering feedback from people who have experienced delayed discharge from hospital and sharing it with the trusts.</li> </ul>

	<ul style="list-style-type: none"> <li>Working with other founding members to develop a forum that will ensure that organisation engage effectively with young people.</li> </ul>
Anything else relevant to AHWB priorities NOT mentioned above	
Strategic challenges & risks including horizon scanning?	
Anything else the Board needs to know	
Signed & dated	