

Ashford Health & Wellbeing Board (AHWB)

Partner Quarterly Update for Healthwatch Kent – Quarter 3: October to Dec 2017

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| <p>What's going on in our world</p> | <ul style="list-style-type: none">• Working closely with EKUHFT re plans to improve A&E performance• We are part of the Stroke Programme Board which will launch a public consultation on stroke services in the New Year.• In our scrutiny role, our trained volunteers are scrutinising the process of the stroke review. Their findings will be published in the New Year.• Our Chief Exec, Steve Inett, has been confirmed as Chair of the Patient & Public Advisory Board for the STP. In that capacity we will be raising concerns about the lack of public involvement and communication around the changes to strategic commissioning in Kent• We've published three reports since the last meeting:<ul style="list-style-type: none">○ Hospital Discharge in West Kent. Our recommendations are relevant to East Kent○ Accessible Information Standard progress○ Experiences of Eastern European communities○ You can find all the reports on our website• We've held 4 Enter & View visits to East Kent Hospitals to talk to patients about hospital discharge. We are returning to all 3 hospitals in the New Year to talk to patients whose discharge has been delayed. We are visiting Community services in the New Year.• We held 3 Enter & View visits to East Kent Hospitals in partnership with East Kent Mencap. The purpose was to review how a patient with learning difficulties would be supported to attend an appointment. Our report is currently with EKUHFT. We will be visiting KCC services in Jan/Feb to do the same exercise.• We are visiting 24 Care Homes in Jan/Feb across Kent (2 per District). The purpose is to talk to residents about their experience and to assess homes using the national criteria for what makes a good care home as defined by Independent Age• We have launched a public survey to understand how people would like the NHS to communicate with them. The findings will be used to determine how the NHS could improve its communication and methods. Please share our survey: https://www.surveymonkey.co.uk/r/NHStalktome |
| <p>Success stories since last AHWB</p> | <ul style="list-style-type: none">• We have launched a Checklist for all CCGs and GPs who are considering closing or merging. The checklist is based on feedback from the public and is designed to help plan and support patients better during what can be a difficult time. The Healthwatch network are also using our Checklist.• 4,000 Healthwatch Help Cards have been distributed across Kent with great feedback. You can see all the organisations who have pledged on our website. |

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| <p>What we are focusing on for the next quarter <u>specific to the key projects</u></p> | <ul style="list-style-type: none"> • Visiting Care Homes in the Ashford area • Visiting East Kent Hospitals to talk to patients about discharge • Visiting the Ashford District Nursing team to talk about discharge • Visiting Westview, West Brook and Community Hospitals to talk to patients about discharge • Starting a new project around neurological services |
| <p>Anything else relevant to AHWB priorities NOT mentioned above</p> | <ul style="list-style-type: none"> • We have some slots available on consultation & engagement training which is being delivered by the Consultation Institute on 29th & 30th Jan. It is a 2 day course. We can offer professionals a slot for £100 each. Please contact nicky@healthwatchkent.co.uk if you need more information • We are visiting the 111 service based in Ashford in Jan to better understand the service. IC24 now provide that service for all of Kent. The Urgent Care review will involve the re-procurement of 111 across Kent in 2019. |
| <p>Strategic challenges & risks including horizon scanning?</p> | <ul style="list-style-type: none"> • Changes to strategic commissioning |
| <p>Anything else the Board needs to know</p> | <ul style="list-style-type: none"> • The Healthwatch Kent contract has been extended for a further 2 years |
| <p>Signed & dated</p> | |