



**Healthwatch Kent**  
**Quality & the Health & Wellbeing Board**

**Steve Inett**  
**Chief Executive**



## Last time...

- Avoid duplication of existing performance monitoring
- Use what's already known
- High level, system wide issues
- Inform planning
- Strengthen links between HWBB, HOSC and QSG



## Since then...

Confirmed that the report should:

- Provide priorities for focussed work by Kent HWBB
- Be intelligence based but focussed and accessible
- Identify existing issues with the health and social care system that are barriers to providing effective services
- Be an opportunity for existing mechanisms such as QSG, HOSC, HWBB network, Pioneer and Quality in Care to contribute
- Be lead by Healthwatch Kent



## Healthwatch role

- The public report personal experiences, not concerns about a wider system problem
- Organisations are responsive to addressing improvements internally
- Organisations raise concerns about addressing issues involving partners in the system
- Healthwatch is about intelligence and talking to people



## Process

- Stage 1
- Healthwatch Kent contact key stakeholders
- Bring together the known issues affecting the system
- Compare with themes raised by the public
- Highlight the shared themes
- Present to HWBB and suggest 3 areas that the board might treat as priority
- Agree membership of working group



## Process

- Stage 2
- Working group will:
- Investigate what work is underway to address the 3 priorities
- Identify gaps
- Identify indicators that might demonstrate improvement
- Present to HWBB and agree what additional work could be undertaken



## Process

- Stage 3
- Board review progress and whether issues are improving
- Review any new issues raised from QSG, HOSC etc
- Review priorities





## Next steps

- Healthwatch Kent will contact a range of stakeholders and ask them to:

Identify 3 issues that affect the quality of health & social care, specifically issues that are complex and involve the interaction of more than one part of the health and social care system.



## Stakeholders

- Kent HWBB members
- Local HWBB chairs
- Providers
- Pioneer Team
- Quality in Care Team



THANK YOU FOR YOUR TIME

