

5.3 Appropriate Access to Care Records

Project Aim	Start Date	Testing End Date	Progress Scale
Increase the % of children, young people and adults who report that they feel supported when accessing their records by 2022 Project Manager: Gaynor Clarke (ACC) Project Charter Approved December 2019	Dec 2019	Dec 2022	5 – Designing Changes

Changes Being Tested (Specify location/ test group)	Are our changes resulting in improvement?
<ul style="list-style-type: none"> Onboarding cycle to ensure multi agency and cross cluster representation Accessing records is not solely right to access (RTA) cases; the reduction in RTA may be attributed to an increase in potential insurance claims, advanced payment applications and the forthcoming financial redress scheme. Review of feedback methodology – care experienced people at the end of the journey 	<ul style="list-style-type: none"> Project approved in December, currently designing changes Feedback is critically low, review of whole feedback system

Improvement Data

