



## An Introduction to Healthwatch

Karen Ritchie and Jas Dosanjh

15<sup>th</sup> July 2013

## Staff and Board ...

- ✓ Manager - Karen Ritchie (newly appointed in April 2013)
- ✓ 4 Community Involvement Workers:
  - Jas Dosanjh
  - Helen Hart
  - Amy King
  - Tanya Nolan
- ✓ Co-ordinator - Tammi Wright
- ✓ Communications Officer - Lee Mellor
- ✓ Administrator - Sharon Buels
- ✓ 8 Directors on the Executive Board



# What is Healthwatch?

- ✓ The Health and Social Care Act 2012 makes provision for Healthwatch.
- ✓ Independent Consumer Champion.
- ✓ People can have their say on health and social care services.
- ✓ Represent Children, Young People and Adults.
- ✓ Came into operation on the 1<sup>st</sup> April 2013.
- ✓ Replaced Local Involvement Networks (LINKs).
- ✓ Local and National bodies.



## Healthwatch England ...

- ✓ Funded by the Department of Health.
- ✓ Provide leadership, support and advice to Local Healthwatch.
- ✓ Single, recognisable brand.
- ✓ Can seek change to policy, regulation and delivery of health and social care policy.
- ✓ Those who plan and run health and social care services have to listen and respond to what Healthwatch England.



## Healthwatch Derbyshire ...

- ✓ Funded via Derbyshire County Council.
- ✓ Accountable to the local people of Derbyshire.
- ✓ 5 year contract.
- ✓ One of 152 local Healthwatch organisations across the Country.
- ✓ Office is based at Milford, Belper.
- ✓ Company Limited by Guarantee.
- ✓ Applied for Charity Status.



## What do we do?

- ✓ We HEAR what people have to say about health and social care services: praise, criticism or ideas for improvement.
- ✓ We COLLECT individual comments and record them on our information hub. This hub collects information from all Healthwatch across the Country.
- ✓ We make these views known to those involved in the commissioning, provision and scrutiny of health and social care services.
- ✓ Our POWER comes from the COLLECTIVE voice of the people of Derbyshire, the more people who ‘speak out’; the more we are able to ‘speak up’.



# Healthwatch Derbyshire Model

## Local, Regional and National Priorities

Influence the work plan



## Voices of Patients and the Public

Influence the work plan



## Children and Young People ...

- ✓ Action plan for working with Children and Young People developed.
- ✓ High quality tools for effective engagement will be put in place.
- ✓ A programme of engagement to collect comments from children and young people will be planned.
- ✓ We will work closely in partnership with others.
- ✓ Development opportunities for C&YP to get involved in Healthwatch Derbyshire will be available in the future.

