

# An Introduction to Healthwatch

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# 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.



## 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 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'.



# How do we Collect Views and Experiences?

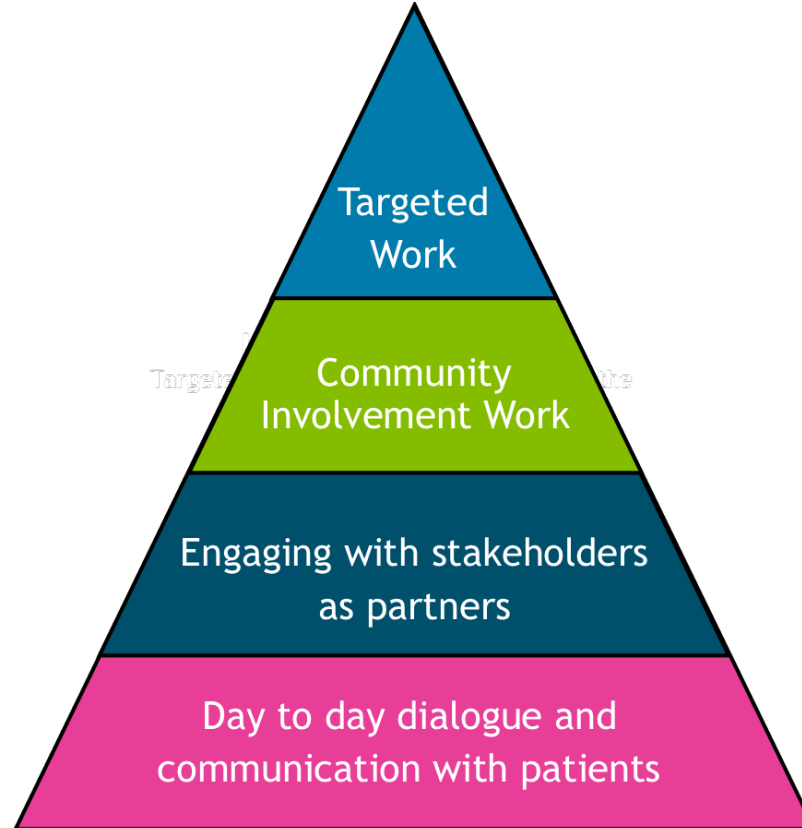
- ✓ Through distributing the 'Speak Out' forms across Derbyshire.
- ✓ Via the Website - click on the 'Speak Out' link.
- ✓ By email, phone, text or social media.
- ✓ Through the Voluntary and Community sector.
- ✓ Through Stakeholder Groups.
- ✓ Through Healthwatch Engagement Activity - ensuring inclusivity.



# 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.



## Signposting ...

- ✓ Remit to provide information and signposting services to the public about accessing health and social care services.
- ✓ Promote choice in relation to all aspects of these services.
- ✓ Currently mapping out information services across the County that we can signpost to.
- ✓ Ensure that people are directed to the service that can provide them with the most up to date information.
- ✓ Encourage feedback on our signposting service.
- ✓ Close links with the NHS Complaints Advocacy Service (POhWER).



## Enter and View ...

- ✓ Seeing and hearing for ourselves how services are provided.
- ✓ Views of users are collected at the point of service delivery - real time information.
- ✓ It is not an inspection.
- ✓ Visits are conducted by authorised representatives of Healthwatch Derbyshire, who are trained volunteers.
- ✓ Lay perspective.
- ✓ Visits can take place in any publicly funded health or social care service.
- ✓ Not possible for children's social care services.



# Get Involved with Healthwatch ...

- ✓ We promote and support the involvement of people in Healthwatch.
- ✓ Keep people informed through our quarterly newsletter – sign up and be added to our mailing list.
- ✓ Keeping a list of people who are willing to take part in Questionnaires, Surveys and Consultations.
- ✓ Healthwatch Champion:-
  - Attend meetings as a Healthwatch representative.
  - Gather comments from other Derbyshire residents.
  - Help with promotion and promotional events.
- ✓ Enter and View Representatives.



## Questions ...

