



**Redditch BC, 4 June 2013**



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# Healthwatch...

- **Healthwatch England**

*Guidance & Support but NOT direction and Control*

- **A Network of Local Healthwatches**

*Sharing a national brand*

- **Healthwatch Worcestershire**

*A Local Healthwatch - Arrangements the responsibility of WCC*

# Healthwatch Worcestershire...

- Social Enterprise Company Ltd by guarantee
- Board of Directors
- Reference & Engagement Group
- Volunteers
- Register for information
- Worcestershire's population

# Scope of Healthwatch Worcestershire...

- Local people
- Publicly funded health & social care services
- Out of county services
- Legislative & contractual arrangements determine what HWW must and can do

## Our Values...

- Independent
- ‘Consumers’ first
- Transparent
- Balanced & fair
- Partnership
- Mutual Respect
- Intelligence led
- Targeted activity
- Evidenced based
- Partnership
- Responsive
- Marginal gains

**Adding value, and making a difference...**

## Legislation says LHW must...

- Promote & support involvement of ‘consumers’ in commissioning and delivery of services
- Enable ‘consumers’ to monitor service provision  
.....service improvements
- Obtaining ‘consumers’ views & making them known to commissioners, providers and scrutinisers

## And...

- ‘Signposting’ incl referral to Independent Advocacy
- Formulate views on the standard of provision & whether/how local services could/ought to be improved
- Provide HWE with intelligence & insight
- Publish an Annual Report

## Legislation says LHW can...

- Involve persons/organisations to help carry out some activities
- Additional reporting to an overview & scrutiny committee of the Local Authority
- The power to ‘Enter & View’ as an engagement activity



## HWW's Influence...

- Statutory member of Health & Wellbeing Board
- Right to request information and to require a response to reports
- Reporting to HWE/CQC
- Annual Report
- Quality Accounts
- **Relationships with Commissioners & Providers**

## The How...

- Good Governance
- Reference & Engagement Group
- Volunteers
- Business plan - issues of priority to ‘consumers’ & ‘Signposting’
- Capacity to respond to unforeseen issues reported by ‘consumers’
- Marketing & communications activity to enable effective business planning and delivery

# Potential Risks...

- National/local promotion of LHW could raise unrealistic expectations of HWW
- Misunderstanding of roles
- Failing to connect effectively with all ‘consumers’, particularly those who need HWW services the most
- Single interest groups utilise disproportionate share of HWW resources