

The logo for Healthwatch, featuring the word "healthwatch" in a bold, lowercase sans-serif font. The letters "h", "e", "a", "l", "t", "h", "w", "a", "t", "c", "h" are in a dark blue color. The letter "h" is replaced by a pink shape, and the letter "a" is replaced by a green shape.

**healthwatch**

A large, abstract graphic composed of various overlapping shapes in shades of green, blue, pink, and purple. The shapes are rounded and organic, creating a sense of movement and interconnectedness. The colors are vibrant and saturated.

# Healthwatch in Yorkshire & Humber Experiences from commissioners and York

Autumn 2013

# What is Healthwatch?

- It is the new consumer champion for health and social care
- The aim is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided in each local authority area
- It is independent from the council and NHS, so can employ its own staff and involve volunteers and become the influential and effective voice of the public



## What will it do?

- It has a seat on the Health and Wellbeing Board, ensuring the views and experiences of patients, carers and other service users are taken into account when plans and strategies are prepared and important investment decisions are taken. So Healthwatch has a role in promoting public health, health improvements and in tackling health inequalities.
- It will enable people to share their views and concerns about their local health and social care services and understand that their contribution will help build a picture of where services are doing well and where they can be improved.



# What will it do?

- It will alert Healthwatch England to concerns about specific care providers
- It will provide people with information to help them make choices about health and social care services and what to do when things go wrong
- It will provide authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services



# How is it different from LINks?

- **Move from influence to decision making** - collation of views and experiences and bring to the Health and Wellbeing Boards, to influence decision making
- **Views and experiences to be used nationally-** as well as locally
- **Holding providers to account-** report on services and make recommendations
- **Signposting-** information on accessing health and social care services and promoting choice
- **NHS complaints advocacy function**
- **Escalation to HWE-** where appropriate



# It went live on 1<sup>st</sup> April but things still aren't crystal clear

“There are known knowns; there are things we know we know.

We also know there are known unknowns; that is to say we know there are some things we do not know.

But there are also unknown unknowns - there are things we do not know we don't know.

United States Secretary of Defense,  
Donald Rumsfeld, February 2002



# For example

- Transition ... from LINKS to LHW... (the legacy)
- Children and young people
- Scrutiny and responsibility- conflict of interest?
- Where does “signposting for choice” stop and advice/casework start?
- How does LHW gather local intelligence without sufficient infrastructure?
- Less money
- High expectation of Healthwatch (especially after the Francis Inquiry)



# The role of the local authority

- Be responsible for funding LHW (not ring fenced!)
- Commission a LHW organisation and monitor the contract
- Be responsible for ensuring accountability and value for money of LHW





# Contribution of the VCS

- Existing (strong) relationships with health and social care providers and patients and the public
- Longstanding involvement in health and social care networks
- Experience of engagement and involvement
- Experience of volunteer recruitment and retention
- Presence and access points throughout the area



# Contribution of older people

- *Wiser with age*: Older people are assets and have a huge amount of experience, expertise and insight to bring to Healthwatch
- There are a range of ways older people can get involved, depending on their interest and capacity
- We are all consumers of health services (and social care) so we can speak from a personal perspective on many ‘professional’ issues
- There are many examples of how things go wrong when clinicians don’t listen - this is your chance to make your voice heard



# Looking ahead - what can we expect?

## Challenges

- Meeting the very high expectations of Healthwatch
- Accessing enough new, skilled volunteers
- Making an impact / evidencing its success
- Using its influence to achieve service improvements
- Ensuring the patient and public voice is heard and acted on with CCG's and council services

## Opportunities

- Use its position on HWB to present the patient experience and challenge the dominance of commissioners
- Champion the benefits of CCG's and commissioners working more closely with the VCS
- Generate new income streams from the new operating environment
- Target new people to get involved as volunteers



# Some examples of issues people have raised in Kirklees

- GP practices continuing to use premium phone lines in Kirklees
- How does 111 work for people with sensory impairments? What are the new facilities for online chat or texting instead of the old minicom service?
- People who are Deaf or hard of hearing experience barriers in accessing NHS services (GP appointments, hospital appointments, NHS eye tests) with a lack of BSL signers
- Problems for people who use wheelchairs or special equipment and hospital visits. Wheelchairs don't fit in Patient Transport and are often not taken. Can we do better when people use this service so that their kit goes with them?



# For more information

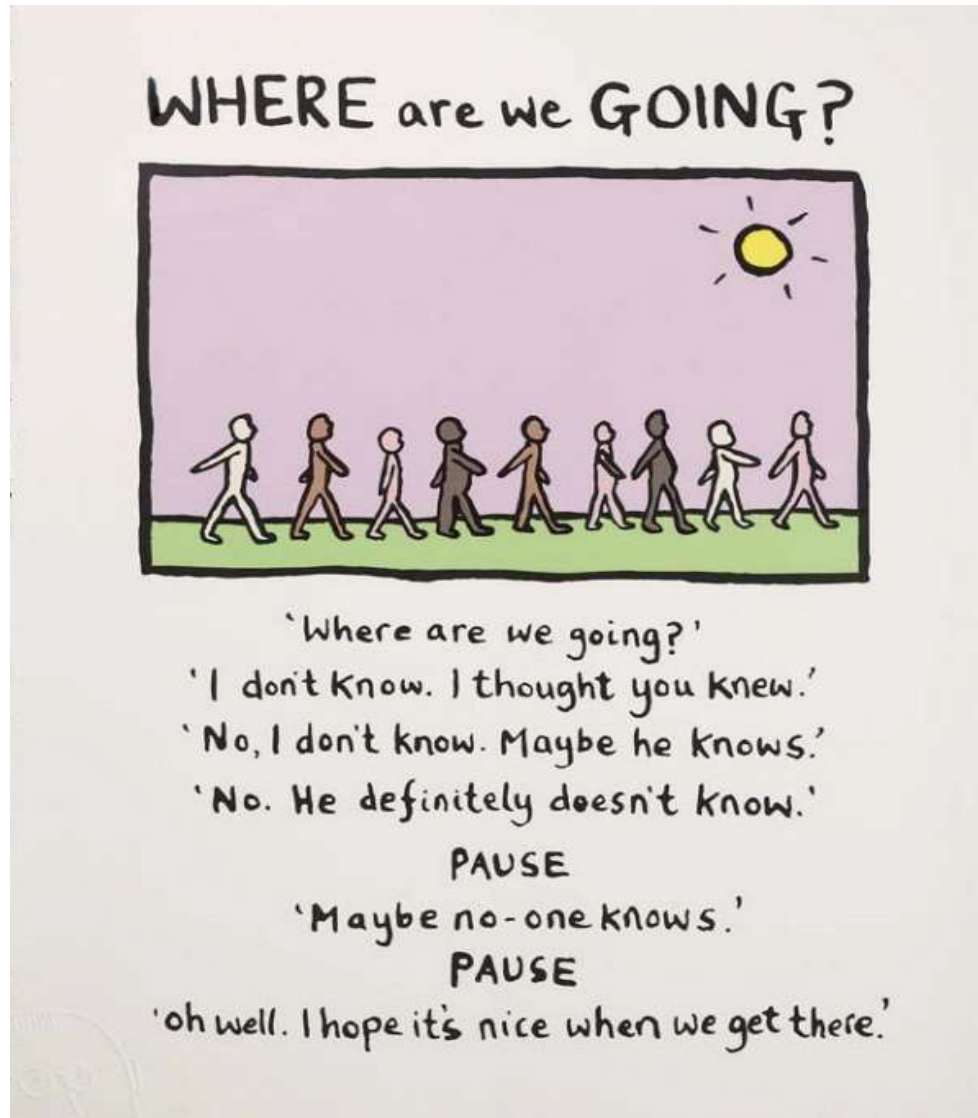
[www.healthwatch.co.uk](http://www.healthwatch.co.uk)

[Trudi.wright@kirklees.gov.uk](mailto:Trudi.wright@kirklees.gov.uk)

Tel: 01484 226371 / 07980 911654



# Healthwatch York - a local perspective



# What do we do?

We;

- help people share their views and concerns about health & social care
- provide information and signposting
- signpost people to independent complaints advocacy



# The team





# Our ways of involving people

Volunteers -

we can't do this without you!



Fill in an application form and come  
and have a chat with us



# Our ways of involving people

- Healthwatch Leadership Group
  - concerned with the strategic direction of Healthwatch York
  - helping shape our activities
  - taking a lead on a key area, such as patient and public engagement, marketing and communications, finance, contract delivery, volunteering



# Our ways of involving people

- Healthwatch Readability Panel
  - committed to helping people access good information
  - reviewing our reports, newsletters, publicity materials
  - reviewing publications for other agencies, such as York Hospital and Vale of York Clinical Commissioning Group



# Our ways of involving people

- Healthwatch PLACE Assessors
  - taking part in Patient Led Assessments of the Care Environment
  - in partnership with service providers



# Our ways of involving people

- Healthwatch Enter & View volunteers
  - visiting providers of health and social care services
  - engage with service users and staff at the point of delivery
  - must have a purpose in visiting
  - leads to reports and recommendations
  - aims to improve services



# Our ways of involving people

- Healthwatch Community Champions
  - the face of Healthwatch York in the community
  - raising awareness, hearing people's issues, signposting and information
  - flexible role - monthly drop in at a community venue
  - updating Healthwatch York about local services and local issues



# Our ways of involving people

- Healthwatch Representatives
  - attending strategic and partnership meetings
  - taking a lead on a particular area
  - providing the 'Healthwatch York' view
  - keeping Healthwatch York informed on issues discussed



# Healthwatch Internal Meetings

- Healthwatch Community Champions monthly meetings
- Leadership Group - quarterly meetings
- Healthwatch Assembly - quarterly meetings
- Contract monitoring meetings





# Healthwatch Meetings

- We come to you!
  - Community events
  - Community Champion drop-ins
  - Partner events
  - City events
- Issue based drop-ins



# Healthwatch Meetings

We've been out and about this summer getting lots of people to make feelgood flags



# Healthwatch Meetings

We meet lots of interesting people!



# Involving the Voluntary Sector

- Healthwatch York Partner Programme
- 15 signed up so far
- Formal acknowledgement of existing vital role of voluntary groups
- Commitment to complementing not competing with existing services



## Achievements to date

- successful transfer of former LiNk staff
- produced 3 monthly updates and published our first quarterly newsletter
- logged over 100 health and social care issues
- started to provide case studies to ground City of York Partnership Boards strategic debates in people's experiences



# Achievements to date

- held our launch event, first assembly meeting and first leadership group meeting
- Established our volunteer programme
- Attended a wide range of events -
- Completed our work plan consultation
- Drafted our first report



# Our workplan so far

3 areas identified

- Who's who in health and social care
- Loneliness
- Discrimination against disabled people

Plus, a new area emerging

- Mental health services



Any questions?





## Get in touch

Healthwatch York, Priory Street Centre

15 Priory Street, York, YO1 6ET

Tel: 01904 621133

Email [healthwatch@yorkcvs.org.uk](mailto:healthwatch@yorkcvs.org.uk)

Website: [www.healthwatchyork.co.uk](http://www.healthwatchyork.co.uk)

Twitter: @healthwatchyork

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