

"Who we are and what
we do"

Joanna Parker Chair
SWCS Citizens' Assembly

What is Healthwatch England?

- Statutory body
- National Independent champion for consumers and users of health and social care in England
- Provides leadership and support to 151 local Healthwatch
- Advises NHSE, LAs, SoS
- Recommends actions to be taken by CQC
- Established Health and Social Care Act 2012, taking effect April 2013
- Chair Sir Robert Francis, since September 2018
- LINK 2008 -2013
- PPI Forum 2003-2008
- Community Health Council 1974 -2003

What is Healthwatch at local level?

- Healthwatch is about people power
- Actively consults with the public
- Listen to what people have to say and pass these views on to those who provide and commission services
- Make sure people's voices are heard and taken into account and bring about real and positive change
- Supports Healthwatch volunteers

Healthwatch Volunteers

- Point of contact between Healthwatch and a community group
- Representing Healthwatch at meetings
- Reaching out in to the community
- Enter and View
- Nolan Principles
- Training/development
- Keeping up to date
- Examples of work to date

SWCS Citizens' Assembly (CA) and Healthwatch

- CA = 2 members from each of 13 Healthwatch across the SWCS footprint
- Nolan Principles
- Training/development
- Link with Clinical Networks
- Participate in Clinical Reviews
- Meetings prior to SWCS Council, gather and agree any findings to present

Effective?

- Positives
- Constraints
- How best to use the Healthwatch voice?
- Characteristics of high impact recommendations?