



Health Scrutiny
July 2019

Our Unique
Purpose

Healthwatch Nottingham & Nottinghamshire is the independent patient and public champion that holds health and social care services more accountable to their communities for the services they commission and provide.

Our unique overview across the whole of Nottingham and Nottinghamshire, includes commissioning, public health, health inequalities, social care, children and young people. We listen, collect experiences and share insights with those with the power to make change happen.

Our
Strategic
Approach

To achieve our unique purpose, we fulfill five key roles locally:

- **Facilitate Engagement** by supporting and bringing together early, effective and widespread involvement of communities
- **An Independent Voice** providing the means for people, particularly those who are seldom heard, to express their views and concerns
- **Evidence based Insight** being a local hub for collecting and analysing intelligence and data
- **Influence Change** by linking with and providing compelling feedback to system leaders on sustained improvements
- **Raising Awareness** to information that allows individuals to make informed choices

We are a values based organisation and adhere to our core principles of:

- Being **representative**, enabling all communities have to a meaningful voice
- Supporting the long term **sustainability** of **quality** health and social care services
- Being **responsive** to current concerns and issues raised
- We are accountable to the public by ensuring we are **transparent** in everything we do
- We **add value** by adopting best practice approaches and ensuring our professional standards at all times

The
difference
we make

- We facilitate targeted improvements in health and social care design and delivery
- We influence care to be patient and public centred
- We support collaboration, co-operation and integration; bring communities and systems closer together
- We facilitate shared aims and promote openness and transparency of change agendas

Key aims of Healthwatch Nottingham and Nottinghamshire are:

1. Making the views and experiences of members of the general public known to health and social care providers;
2. Enabling local people to have a voice in the development, delivery and equality of access to local health and social care services and facilities;
3. The promotion of high standards by health and social care providers
4. Providing training and the development of skills for volunteers and the wider community in understanding, scrutinizing, reviewing and monitoring local health and care services and facilities
5. Hold commissioners and service providers to account



A reminder of why Healthwatch was formed in 2012 and still remains essential

- Healthwatch was created in 2013 under the Health and Social Care Act 2012 to ensure service users are at the heart of health and social care delivery.
- This Act stipulates that local Healthwatch must be independent organisations that are not-for-profits and for run community benefit only.
- They were set up specifically to support the stated intention of increasing patient and public centred care, generating world leading health outcomes, enhancing collaboration and co-operation between health and social care bodies.
- We are an effective, powerful, representative and independent local public and patient voice for all aspects of health and social care services within a community. The local Healthwatch bodies also act to support local views in influencing national policy and practice through Healthwatch England.



Our Priorities 2019-20

1. Priorities of frail elderly and mental health, introducing a focus on young people. Plan and carry out a project on each of these areas in 2019/20

- Frail elderly - support to manage at home
- Mental health services for young people

2. Short focus

- Domestic violence/sexual abuse survivors (Recommissioning)
- Homeless - access to primary care
- Mental health and drug/alcohol use (Opportunity Nottingham)
- Opticians



Presentation will cover the following:

- Projects - what we have completed and what are we working on.
- Activity - what we are currently active in, what our volunteers are participating in.
- Impact - what we are achieving and what difference is it making.



Healthwatch Nottingham & Nottinghamshire

Strategic aims 2019-21

Strategic aims

1. Measure and demonstrate our impact to others
2. Extend our reach, representing our local communities, especially the seldom heard
3. Build a responsive and sustainable organisation recognised as a leader in best practice engagement

