



Developing effective VCS engagement - the role of Local Healthwatch-

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No one realises what a revolution this is ... all of a sudden you've got this extraordinary set of partnerships that never previously occurred, and they need to get out of this professional mindset and service mindset into health, into populations, into people, into co-production.

Kings Fund- GP commissioner



Healthwatch the big picture

- EM-approx £5m allocated to LHW and NHS Complaints Advocacy.
- Focus on Quality; personalised care; patient and public involvement;
- No Decision About Me Without Me; Prevention; Choice and Control
- Greater accountability and more transparent decision making
- Provide opportunities for volunteers in influencing Health and Social Care



LHW functions

Independent, volunteer-led organisation

- **Voice of local people-** Adults and Children
- **Consumer champion-** Health and Social Care
- Provide assurance – Quality Accounts; Local Accounts (?)
- **Provide evidence,** intelligence- OSC; HWB; HWE; CQC
- Provide challenge- Francis Report
- Join things up- **Network of Networks;** identify patterns
- **Signpost and inform**
- **Influence decisions/commissioning-** JSNA, Health and Wellbeing Strategy



A part of NOT apart from

- Healthwatch is independent but not alone- it is part of a system.
- It should not duplicate what already exists but build on what has worked well (LINK legacy); focus on the gaps.
- Prioritise- it cannot do everything
- Finite resources- use them most effectively
- Outcomes not activity
- Work programme that does not replicate but adds value
- Volunteer capacity effectively utilised.
- Develop and work with other parts of the voluntary and independent sector



LHW+VCS=HWB

- LHW providing VCS with a clearer route to decision makers
- Clarity of roles; an enabler not a barrier
- LHW- chair a VCS panel- sub- group of HWB
- HWB/ OSC/ LHW work programmes consultation and co-production with VCS
- LHW consult with VCS on key HWB items
- VCS support LHW in providing evidence.
- LHW commission VCS to lead on particular areas.