

Strategy and Annual Work Programme 2016/17

Purpose

1. This report presents the refreshed Healthwatch Cambridgeshire Strategy and a new Annual Work Programme for 2016/17.

Key issues

2. Sections 6 - 10 explain the process that has been used to determine Healthwatch Cambridgeshire's priorities.
3. The new Healthwatch Cambridgeshire Strategy is attached as Appendix 1.
4. The new Healthwatch Cambridgeshire Annual Work Programme is attached as Appendix 2.

Action required by the Board

5. The Board is asked to:
 - Approve the refreshed Strategy
 - Approve the new Annual Work Programme.

Author

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6. In 2015 the Healthwatch Cambridgeshire Board of Directors agreed a three year Strategic Plan. This Plan set our objectives, values and identified priority areas for work.
7. In early 2016 we consulted stakeholders asking for feedback about how the organisation is doing and if we are looking at the right topics. 78 people responded; 53 individuals and 25 representatives of organisations. This was almost double the response from the previous year.
8. The findings of the survey are available on the website:
<http://www.healthwatchcambridgeshire.co.uk/about/docs>
9. The findings of the survey were largely positive and gave many helpful suggestions for what we should be looking at. The findings were considered at a workshop attended by staff, Non-Executive Directors and some of our volunteers. This workshop also assessed the themes of the feedback we have received in the past year. The new Strategy and priority areas of work have been developed directly from these discussions and evidence.
10. The Strategy introduces Healthwatch England Quality Statements as a way of assessing our effectiveness. The Work Programme explains what work we need to do to meet these outcomes.