HEALTHWATCH CAMBRIDGESHIRE AND PETERBOROUGH

Work Programme

April 2018 – March 2019

QUALITY STATEMENT 1	
Strategic context and relationships Having a strong understanding of the strengths and weaknesses of the local health and social care system is critical to the success of local Healthwatch. 1. Local Healthwatch develops priorities based on the experience and concerns of the public, whilst recognising the local health and social care context and priorities 2. Local Healthwatch has trusting, collaborative relationships with key local decision makers through regular formal and informal meetings where its role as a critical friend is understood 3. Local Healthwatch plays a clear and distinct role in key local decision making structures (going beyond its formal position in the Health and Wellbeing Board) and contributes to better local decision making 4. Local Healthwatch contributes to the development of decision making structures in the local health and wellbeing system and, where appropriate, their delivery.	
Activity	**Lead**
1.1 The work of Healthwatch Cambridgeshire and Peterborough is informed by reported experiences and concerns of local people and set out clearly in the organisation's Strategic Priorities and the Work Programme	SS
1.2 Work strategically to raise the profile of engagement and voice in the planning and governance processes with commissioners and providers	SS
1.3 Use soft intelligence to inform commissioners, regulators and providers of local experiences through formal and partnership structures and direct reporting.	SS

QUALITY STATEMENT 2	

Community voice and influence
Local Healthwatch enables local people to have their views, ideas and concerns represented as part of the commissioning, delivery, design and scrutiny of health and social care services.
 	
    5. Local Healthwatch has a clear action plan for reaching out to and informing local people of its priorities and activities
 	
    6. Local Healthwatch has made a distinct contribution to improving engagement with seldom heard communities
 	
    7. Local Healthwatch supports local people to share their experience and opinions of local services
 	
    8. Local Healthwatch involves local people in setting priorities and commenting on the quality of local Healthwatch activities
 	
    9. Local Healthwatch provides pathways for local people to become involved informally and formally in contributing to the delivery of local Healthwatch activities
 	
    10. Local Healthwatch contributes to the increased confidence and ability of local people to influence the local health and wellbeing system
 	
    11. Local Healthwatch encourages and enables local commissioners and providers of health and social care services to engage the public.	

Activity	Lead
2.1 Undertake a range of communications activities that raises awareness of the work of Healthwatch Cambridgeshire and Peterborough in wide range of formats	AR
2.2 Develop and deliver a range of community engagement activities, some of which will be led by Healthwatch Cambridgeshire and Peterborough and some working with partners	CTJ
2.3 Engage a wide range of people from different backgrounds and communities, particularly inclusive of those people whose voices are less heard, to work with Healthwatch Cambridgeshire and Peterborough working with existing networks and groups	CTJ
2.4 Promote opportunities for participation and giving feedback	AR

2.6 Work in partnership with the voluntary, statutory and independent sector to facilitate opportunities to participate and promote engagement	CTJ
2.7 Maintain an active and informed volunteer base	CTJ
2.8 Actively encourage the public to attend Healthwatch Cambridgeshire and Peterborough Board meetings have a regular item for Public Questions	AR
2.9 Involve local stakeholders in strategic planning and priority setting.	SS

QUALITY STATEMENT 3

Making a difference locally
A local Healthwatch needs to formulate views on the standard of health and social care provision and identify where services could be improved by collecting the views and experiences of the members of the public who use them.

12. Local Healthwatch captures the experience and aspirations of local people in its research and reports

13. Local Healthwatch collects public opinion on issues in a way that is appropriate and ethical

14. Local Healthwatch uses the opinions and experiences of the public, where appropriate, to produce recommendations for change

15. Local Healthwatch recommendations for change are heard and responded to by relevant decision makers.

Activity	Lead
3.1 Develop and implement one experience collecting, recording and reporting system	JMN
3.2 Deliver a programme of Enter and View visits and maintain a group of trained and DBS checked Authorised Representatives	CTJ
3.3 Develop and deliver project work as indicated by intelligence gathered from local people, with resulting recommendations for change fed through to commissioning and decision-making bodies.	SS

QUALITY STATEMENT 4	
Informing people A core part of the role of local Healthwatch is to provide advice about local health and social care services to the public. 16. Local Healthwatch provides the public with accurate, reliable, relevant and useful information about local services, when they need it, in a format that meets their needs 17. Local Healthwatch considers the needs of easily ignored and marginalised groups in the design, focus and delivery of the information and signposting service 18. Local Healthwatch has a clear map of signposting services and refers members of the public to appropriate services or to places they can access information and signposting services 19. Local Healthwatch provides members of the public with appropriate advice and support if they need to raise a complaint about any part of the health and social care system 20. Local Healthwatch systematically uses the intelligence it gathers in its advice and information role to inform its priorities.	

Activity	Lead
4.1 Deliver a health and social care Information and Signposting Service that collects experiences as well as directing people to suitable services	JMN
4.2 Collect data to inform trends of usage and referrals	JMN
4.3 Maintain relationships with other Information and Signposting Service providers to minimise duplication and ensure easier navigation of the system for local people	JMN
4.4 Gather intelligence on the implementation of the NHS Accessible Information Standard and feedback to commissioners, regulators and providers.	CTJ

QUALITY STATEMENT 5	
Relationship with Healthwatch England Local Healthwatch works with Healthwatch England to enable people's concerns to influence national commissioning, delivery, and the redesign of health and social care services. 21. Local Healthwatch learns from and shares their learning with other local Healthwatch 22. Local Healthwatch consistently shares the views and experiences of local people with Healthwatch England to be reflected in national work 23. Local Healthwatch understands how information about their local Healthwatch has been shared with Healthwatch England and how this information has been used 24. Local Healthwatch has given consideration to getting involved with national pieces of work, identifying the relevance of this work for their locality 25. Local Healthwatch has discussed any concerns and issues that Healthwatch England or other partners have raised about its effectiveness and reflected on how best to resolve the situation in a constructive manner 26. Local Healthwatch contributes its expertise to national policy development.	
Activity	**Lead**
5.1 Sharing project-based and routinely gathered intelligence with Healthwatch England	JMN
5.2 Escalation of concerns that cannot be resolved locally	SS
5.3 Supporting and contributing to regional and national Healthwatch projects and strategic development.	SS