

Healthwatch Cambridgeshire and Peterborough

Priorities 2017/18

Source - June 2017 workshop involving directors and staff.

Background paper - Review of data on priorities considered by Healthwatch.

See also the within-year priority setting tool, to be used by staff, CEO, Chair and Board of Directors for decisions about allocation of Healthwatch resources.

HWCP will:

- Scrutinise the quality of patient and public engagement by the providers and commissioners of health and care services
- Promote the value of lived experience
- Encourage shared health and care decision making between people and professionals
- Review the impacts of service change on people's experience.

HWCP will gather and use information to highlight concerns regarding local health and services and escalate according to impact and ability to influence change.

HWCP will develop information systems that segment by:

- Localities that resonate with people's experience (border communities, cities, districts, new developments), and
- Community identity or group (migrant populations, older people, children and young people, ethnic groups, groups where inequity of care is more likely).

2017/18 priority issues in the provision of care:

- Access to and experience of primary care particularly in growth areas
- Access to social care assessments and experience of integrated support services
- Access to and experience of mental health services for children and young people and adults
- The promotion of health, self-care and independence
- Transforming pathways for urgent and emergency care services
- Engaging patients and the public with the Sustainability and Transformation Programme.

SS/VM 31/8/2017