

Local Healthwatch Quality Statements

Informing people

- We provide the public with accurate, reliable, relevant and useful information about local services, when they need it, in a format that meets their needs.
- We consider the needs of easily ignored and marginalised groups in the design, focus and delivery of the service.
- We have a clear map of signposting services and refer members of the public to appropriate services or to places they can access information and signposting services.
- We provide 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.
- We systematically use the intelligence we gather in our advice and information role to inform our priorities.

Community voice and influence

- We have a clear action plan for reaching out to and informing local people of our priorities and activities.
- We have made a distinct contribution to improving engagement with seldom heard communities.
- We support local people to share their experience and opinions of local services
- We involve local people in setting priorities and commenting on the quality of local Healthwatch activities.
- We provide pathways for local people to become involved informally and formally in contributing to the delivery of the local Healthwatch activities.
- We contribute to the increased confidence and ability of local people to influence the local health and wellbeing system.
- We encourage and enable local commissioners and providers of health and social care services to engage the public.

Making a difference locally

- We capture the experience and aspirations of local people in our research and reports.
- We collect public opinion on issues in a way that is appropriate and ethical.
- We use the opinions and experiences of the public, where appropriate, to produce recommendations for change.
- Our recommendations for change are heard and responded to by relevant decision makers.

Strategic context and relationships

- We develop priorities based on the experience and concerns of the public, whilst recognising the local health and social care context and priorities.
- We have trusting collaborative relationships with key local decision makers through regular formal and informal meetings where our role as a critical friend is understood.
- We play a clear and distinct role in key local decision making structures (going beyond our formal position in the Health and Wellbeing Board) and contribute to better local decision making.
- We contribute to the development of decision making structures in the local health and wellbeing system and, where appropriate, their delivery.

Relationship with Healthwatch England

- We learn from and share their learning with other local Healthwatch.
- We consistently share the views and experiences of local people with Healthwatch England to be reflected in national work.
- We understand how information about our local Healthwatch has been shared with Healthwatch England and how this information has been used.
- We have given consideration to getting involved with national pieces of work, identifying the relevance of this work for their locality.
- We have discussed any concerns and issues that Healthwatch England or other partners have raised about our effectiveness and reflected on how best to resolve the situation in a constructive manner.
- We contribute our expertise to national policy development.

Local partners...

Informing people

- We feel that the signposting, information and advice service provided by local Healthwatch has a clear and distinct role that complements those provided by other local health and social care information and advice services.
- We feel that the signposting, information and advice service provided by local Healthwatch makes a clear contribution to ensuring that the voice and experience of easily ignored and marginalised groups is heard.
- We feel that the signposting, information and advice service provided by local Healthwatch is delivered to high standards through the quality of information and advice provided, referral to other providers, and the way in which personal information is recorded and used.
- We feel that the signposting, information and advice service provided by local Healthwatch is used to provide an insight into gaps in local information and advice services so that they can be addressed.

Community voice and influence

- We feel that local Healthwatch demonstrates added value through its work engaging local people.
- We feel that local Healthwatch pays particular attention to seldom heard groups.
- We feel that we can confidently promote local Healthwatch through our own media channels.
- We feel that local Healthwatch bases its insight on the experiences of local people.
- We feel that local people are involved in the delivery of local Healthwatch as volunteers, spokespeople and committee members.
- We feel that the work of local Healthwatch enables local people to actively participate in commissioning, delivery and scrutiny of local health and social care services.

Making a difference locally

- We feel that the activities of local Healthwatch bring added value through the incorporation of strong public voice - particularly from seldom heard people and communities.
- We feel that local Healthwatch feedback and reports are constructive, independent and clear about the rationale for the evidence used.
- We feel that we have been involved in the production of local Healthwatch insight reports in an appropriate and timely way.

Strategic context and relationships

- We feel that we understand the rationale behind local Healthwatch priorities.
- We feel that local Healthwatch brings added value to our work thanks to its unique perspective.
- We feel that key decision makers within our organisations have collaborative relationships with local Healthwatch that allow information to be shared and concerns to be addressed.
- We feel that local Healthwatch brings a distinct contribution to decision making structures in the local system.

Relationship with Healthwatch England

- We feel that when local Healthwatch has escalated an issue to Healthwatch England this has helped the local health system improve.
- We feel that local Healthwatch has helped place local concerns into a national policy and practice context through their relationship with Healthwatch England.
- We feel that local Healthwatch has used its relationship with Healthwatch England to strengthen the development of good practice internally, within the local Healthwatch network and within the local health and social care system.