



**Healthwatch across the Southeast
South-East Network of Disabled People's
Organisations (SENDPO) October 2015**

Welcome to the Healthwatch Community



About Healthwatch East Sussex - BSL



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What is Healthwatch?

- Created as part of the NHS Reforms
- ‘Consumer’ watchdog for Health & Social Care - championing patient user voice
- Independent
- ‘Corporate Body’
- Statutory powers
- Additional functions - strengthening the consumer voice
- Healthwatch England
- Health & Well-being Board



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Seven Key Functions...

1. Gathering views and understanding the experiences of patients and the public
2. Making peoples' views known
3. Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinised
4. Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC)
5. Providing advice and information about access to services and support for making informed choices
6. Making the views and experiences of people known to Healthwatch England and providing a steer to help it carry out its role as national champion
7. NHS Complaints Advocacy



Providing advice and information about access to services and support for making informed choices

The Role of Healthwatch

- they must provide advice and information about access to local care services: and
- about choices that may be made with respect to aspects of those services



Not forgetting advocacy...

- links to Healthwatch commissioning NHS independent complaints advocacy
- local Healthwatch developing relationships with other advocacy providers
- Involving advocates to help stop problems before they start...early days

Also relevant to Healthwatch...talking to the local authority about developing an **Information and Advice** plan...



How to plan to give local people the type of information they need...

Coordination with other statutory bodies with an interest in care and support including:

- local Healthwatch
- local CCGs Health and Wellbeing Boards and
- neighbouring local authorities

Engagement with people, carers and family members, to understand:

- what is working and not working for them
- their preferences and how their information, advice and advocacy needs can best be met



The Information and Advice plan should include...

Adopting a 'co-production' approach to their plan, involving:

- user groups and people themselves
- other appropriate statutory community and voluntary sector service providers: and
- make public the plan once finalised

Mapping to understand the range of information, advice and advocacy services, including:

- independent financial advice and different providers already available
- building into the plan, opportunities to record measure and assess the impact of information and advice services rather than simply recording service outputs



What information services Healthwatch across the southeast provide...

Providing information and signposting for people who use health and social care services

Helping people get what they need from health and social care services

- Healthwatch West Sussex, along with our service providers Help & Care and the Citizen's Advice Bureau - **030300 012 010122**
- Healthwatch Surrey in partnership with Citizens Advice Bureau **0303 303 0023**
- Healthwatch Brighton and Hove - helpline **01273 234040**
- Healthwatch East Sussex - delivered as a commissioned service
- **0333 101 4007**



Conclusions

- Lots of cross over
- Lots of opportunity for client/user involvement
- Lots of opportunity to share information!

Thank You

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