



Healthwatch England

What is
Healthwatch?
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What does Healthwatch England do?

We are the independent champion for people who use health and social care services.

We're here to make sure that those running services, and the government, put people at the heart of care.

Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

We focus on ensuring that people's worries and concerns about current services are addressed.

We work to get services right for the future.






How we work?

We support local Healthwatch to find out what people want and to advocate for services that meet local communities' needs.

Healthwatch around the country act as our eyes and ears on the ground, letting us know how people's care could be improved.

In addition to sharing what we hear from Healthwatch about people's views of services, we also encourage those running services to involve people in changes to care.






What does Local Healthwatch do?

We also provide information to local communities regarding

- how to access health and social care services
- how to make complaints
- their rights in relation to health and social care
- services and publish reports about those services (Enter and View)


We provide information to service providers and commissioners regarding

- what local residents tell us
 - key themes that are raised by them
 - any recommendations residents suggest
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What does Local Healthwatch do?


We also encourage local residents to get involved in shaping services by

- facilitating our own consultations
 - highlighting other agencies' consultations
 - holding focus groups
 - attending local community group meetings
 - support "Experts by Experience" to contribute
 - encouraging and supporting local people to volunteer
 - conducting Enter and View visits and putting forward recommendations to those providers
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What do we cover?

We cover all publicly funded health and social care services such as

- Hospitals
 - GP surgeries
 - Chemists
 - Health clinics & other community services
 - Dentists
 - Children and adolescent mental health services (CAMHs)
 - Care and nursing homes (even private ones if they have some publicly funded residents)
 - Home help
 - Services for those who are disabled
 - (But not children's homes)
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Our approach - Participation

People's views come first - especially those who find it hardest to be heard.

We champion what matters to you and work with others to find ideas that work.

We are independent and committed to making the biggest difference to you.

We work just like Parent Forums - why not work together!?





Healthwatch making change

Working at North Bristol NHS Trust, South Glos and Bristol volunteers (including learning disabled volunteers/experts by experience) did an Enter and View visit:

- Patients with Learning Disabilities to improve access for patients with Autism and other Learning Disabilities.
- Made suggestions and recommendations to improve facilities in A&E, quiet areas, ear defenders
- Rolling out of Autism Awareness training
- Other Trusts around the country are also doing this.

We can only do this in partnership and by gathering intelligence from our SEND Partners!






Long Term Plan SEND

There is a strong focus on improving care for people with learning disabilities and autism.

Commitments include:

- increasing access to support for children and young people with an autism diagnosis,
- developing new models of care to provide care closer to home and investing in intensive, crisis and forensic community support.


The aim is that, by 2023/24, inpatient provision for people with learning difficulties or autism will have reduced to less than half of the 2015 level.





Long Term Plan & SEND

Commits to a significant expansion of services for children and young people in line with the proposals outlined in the Green Paper on young people's mental health -

- the creation of 'mental health support teams' in schools.
 - To support these changes, the plan mandates that investment in children and young people's mental health provision will grow faster than the overall NHS budget and total mental health spending
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Long Term Plan SEND


Integrated care and population health

The plan confirms the shift towards integrated care and place-based systems which has been a defining feature of recent NHS policy.

ICSs will be the main mechanism for achieving this - the plan says that ICSs will cover all areas of England by April 2021 - and will increasingly focus on population health.

Reducing Health inequalities:

The plan commits to a 'more concerted and systematic approach to reducing health inequalities', with a promise that action on inequalities will be central to everything that the NHS does





Long Term Plan SEND

Participation..Participation...

The LTP states a need to create genuine partnerships between professionals and patients, it commits to training staff to be able to have conversations that help people make the decisions that are right for them.

Nothing new to the Healthwatch Network

It is what we do and it is what Parent Forums do!





A case for collaboration

In Enfield the PCF:


work really closely with their local Healthwatch who champion “Co-production” and both have ensured

the Forum’s voice is heard by involving them in all their consultations

Have taken on parents to be volunteers and sessional workers

Parents/Carers are working with local providers such as the North Middlesex University Hospital Trust to deliver disability awareness sessions to staff

Involved local adults with LD/ASD/ADHD and other disabilities as well as parent/carers and young people in sharing their experiences of health services as part of the Long Term Plan initiatives





A case for collaboration


In Rotherham PCF:

work really closely with Healthwatch and meet regularly.

“One particular HW employee was nominated by one of our families at our recent “You Believed in Me” Awards, this person works tirelessly to support families of children and young people with SEND, particularly those accessing CAMHS”

In Somerset Local Healthwatch - Emily Taylor Healthwatch Manager:

“Ruth (Somerset PCF) is another member of the board, where she feeds intelligence from Parent Carers and local issues, which we can elevate both locally and nationally via our reporting.”





A case for collaboration


Where things didn't work:

One Parent Carer Forum reported working with their local Healthwatch had been good, because of an individual champion who then left. The relationship was not the same afterwards so it needed some continuity of working together.

Solution: Local Healthwatch to work with the PCF to identify new relationship, better handover of partnerships

“We don't have time for this!”

Solution: If time is made, the time needed is minimal in the longer term, a regular update report, two way flow, ensuring data intelligence is highly valuable and not missed.





How Healthwatch can help?


By maintaining pressure on local providers at local level, and at national level with NHS England

We don't know what we don't know - where the public comes in.
If you are refused an assessment- have you told Healthwatch?

If you have had poor treatment - of any kind - have you told Healthwatch?

If you have had excellent treatment - we like to tell providers to compliment them, helping other patients know.

Our intelligence goes to NHS England, Local Authorities, Care Quality Commission (CQC) so the more we know about things, the more we can do something about it.






Get in touch / get involved

Contact Details of your local Healthwatch can be found here:

<https://www.healthwatch.co.uk/your-local-healthwatch/list>

- Become a Volunteer for Healthwatch - Enter and View visits, Champion, Ambassador roles
 - Advisory Groups/Steering Groups where PCF can have a voice at local level
 - “Have you told Healthwatch?” Leaflets and referral to local Healthwatch helpline.
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