

Introducing **Healthwatch Leicestershire**

Healthwatch Leicestershire is an outcome and evidence focused service, championing health and social care, working on behalf of local communities to understand what matters most to people and ensure their views and experiences are heard and acted upon.

Our Mission & Objective

To be an independent, influential consumer champion of health and social care that is understood and delivered. We will achieve this by:

Understanding what matters most to people, especially those least included, by always starting with their needs & rights.

Developing evidence and insight with local partners and national insight.

Our Guiding Principles

Engaging - listen to the views and experiences of the public.

Visible - within key groups and seldom-heard/hard to reach communities giving them a voice.

Strategically focused - keeping relevant issues and the provision of health and social care at the forefront of our direction.

Priority Work streams 2014/15

1. Listening to the local population, consumers and stakeholders - engaging with the public and targeting seldom-heard/hard to reach communities to understand what matters most.

2. Advice & information - delivering an effective helpline providing high quality advice and information that is supported by an extensive information bank developed with key stakeholders.

3. Gathering intelligence, Leicestershire and scrutiny - national health and reporting on people.

Success Criteria

1. Reach and access - to be accessible by and communicate with the public, patients and communities.

2. Involvement - to actively involve volunteers in many areas of work within the delivery of services by Healthwatch Leicestershire.

3. Intelligence, Evidence and Insight - Healthwatch in Leicestershire

Key Outcomes

Equality and diversity - working with stakeholders and affected communities

Operations - accessible and linked across the community, providing a single point of contact

Governance and involvement - a credible and effective organisation that is understood and delivered

Relationships and partnerships - positive and effective working relationships with stakeholders

Influence, evidence and insight - influences commissioning, provision and delivery of services

Health and social care services in Leicestershire where people's rights and responsibilities in health and social care are supported by:

Evidence-based local insights to share with commissioners and Healthwatch England to inform service development.

Influencing those who have the power to change the design and delivery of services to better meet the needs and rights of users are better.

Focused on key issues of health and social care at the local level.

Partnership - develop a credible working style that provides the right service, effectively with the public, commissioners and stakeholders.

Influence - the design and delivery of services by commissioners and health and social care professionals.

Challenge - drive for change on issues that matter the most to the public, taking into account the experiences of users and stakeholders.

Intelligence to inform Healthwatch Leicestershire's role of influence, challenge and scrutiny

Intelligence - to be well informed of local and national health and social care initiatives, analysing and acting on intelligence gained from the local community.

4. Influence on key stakeholder committees to inform commissioning and service delivery

- to have representatives on key strategic boards and committees and develop collaborative partnerships that will influence health and social care services.

5. Challenge and scrutiny - an Enter & View programme delivered by authorised and trained volunteers who will report findings and recommendations to commissioners and providers.

Evidence, Evidence & Insight - an effective service for information and signposting service

4. Influencing change - key stakeholders know that Healthwatch Leicestershire is effective in two key areas:

- Contributing to commissioning and influencing change
- Engaging with the public

5. Challenge & Scrutiny - health and social care services are reviewed as a direct result from reports and recommendations made by Healthwatch Leicestershire. The Health and Wellbeing Board have been engaged and influenced to inform commissioning and service provision.

Communities to reduce inequalities of health and social care
A single point of access for advice, information and involvement
That supports active volunteering in all aspects of its work
Relationships that are collaborative, inclusive and transparent
And service development supported by evidence and quality information

Meet the Team

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for example, large print, audio or a different
language, please call us.

Healthwatch Leicestershire was established in April 2013 as part of the Government's health and social care reforms centered on the fundamental principle that patients and the public must be at the heart of everything our health and social care services do. The Health and Social Care Act 2012 set out the powers and duties of Healthwatch. The Healthwatch Leicestershire Board is accountable to the people of Leicestershire and was established in March 2014, comprising of up to 12 members (appointed chair, up to 6 members locally elected by the membership, Healthwatch Director, a nominated member from VAL Trustees Board and up to 3 co-opted members).

This is the Board's first strategic plan covering April 2014 – March 2016.

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