

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 Vision	Higher quality and more accessible health and social care services
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Our Mission & Objective	<p>To be an independent, influential consumer champion of health and social care that is understood and delivered. We will achieve this by:</p> <div><p>Understanding what matters most to people, especially those least included, by always starting with their needs & rights.</p><p>Developing evidence and insight, working with local partners and national insight.</p></div>
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Our Guiding Principles	<div><p>Engaging - listen to the views and experiences of the public.</p><p>Visible - within key groups and seldom-heard/hard to reach communities giving them a voice.</p><p>Strategically focused - keeping relevant and the provision of health and social care at the forefront of our work.</p></div>
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Priority Work streams 2014/15	<div><p>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.</p><p>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.</p><p>3. Gathering intelligence, evidence and scrutiny in Leicestershire and surrounding areas - national health and social care trends and reporting on behalf of people.</p></div>
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Success Criteria	<div><p>1. Reach and access - to be accessible by and communicate with the public, patients and communities.</p><p>2. Involvement - to actively involve volunteers in many areas of work within the delivery of services by Healthwatch Leicestershire.</p><p>3. Intelligence, evidence and insight - Healthwatch Leicestershire will be a credible and effective organisation that influences commissioning, provision and delivery of health and social care services.</p></div>
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Key Outcomes	<p>Equality and diversity - working with stakeholders and affected communities to ensure services are accessible and linked across the community, providing a safe and effective working relationship.</p> <p>Operations - accessible and linked across the community, providing a safe and effective working relationship.</p> <p>Governance and involvement - a credible and effective organisation that influences commissioning, provision and delivery of health and social care services.</p> <p>Relationships and partnerships - positive and effective working relationships with stakeholders and affected communities.</p> <p>Influence, evidence and insight - influences commissioning, provision and delivery of health and social care services.</p>
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social care services in Leicestershire where people's rights and responsibilities in health

vidence-based local insights to share
ers and Healthwatch England to inform

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.

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nt issues
n of health
t the
irection.

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
re's role of influence, challenge
- to be well informed of local and
h and social care initiatives, analysing
on intelligence gained from the local

**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 & Insight - an effective
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.

unities to reduce inequalities of health and social care
ingle point of access for advice, information and involvement
that supports active volunteering in all aspects of its work
nships that are collaborative, inclusive and transparent
and service development supported by evidence and quality information

Meet the Team

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Meet your Board

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If you require this information in another format
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.

Update published July 2014.