



Annual General Meeting 2018

Healthwatch England

- Independent national champion for people who use health & social care services
- Ensures services & government put people at heart of care
- Understands needs, experiences & concerns of people who use services - speaks out on their behalf
- Ensures people's worries and concerns about current services are addressed
- Works to get services right for the future

Healthwatch City of London statutory duties

- Promote & and support involvement of local people in the commissioning, provision and scrutiny of local care services
- Enable local people to monitor standard of local care services & whether and how they could or ought to be improved
- Obtain local people's views on their need for, and experiences of, local care services *and importantly make these views known*

Statutory duties continued

- Report on and recommend how local care services could or ought to be improved
- Direct reports to commissioners, providers and people responsible for managing or scrutinising local care services & share with Healthwatch England
- Provide information to public about local health and social care services
- Formulate views on standard of provision and whether and how local care services could and ought to be improved & share views with Healthwatch England

5 minute poll

How are we doing?

- Use the score sheet to score us 1-10 where 10 is excellent and 1 is poor
- Marked us low? Tell us how we can improve...
- Doing a great job? What should we do more of?

Our objectives

Outcome A: Strategic context and relationships: Have a strong understanding of the strengths and weaknesses of the local health and social care system. **How will we do this?**

Outcome B: Community voice and Influence: Enable local people to have their views, ideas and concerns represented as part of the commissioning, delivery, re-design and scrutiny of health & social care **What needs to happen?**

Outcome C: Making a difference locally: Formulate views on the standard of health and social care provision and identify where services need to be improved by formally or informally collecting the views and experiences of the members of the public who use them. **How will we take on challenge?**

Outcome D: Informing people: Provide advice about local health and social care services to the public. **How are we doing now?**

Outcome E: Relationship with Healthwatch England. Work with Healthwatch England to enable people's experiences to influence national health and social care service commissioning, delivery, and re-design. **How will we strengthen our voice?**

What does that really mean?

- Ensure residents' views feed into strategic decision-making
- Make sure people using services have their say
- Involve people in partner-led events and consultations
- Shape co-production, particularly in adult social care
- Promote benefits of public involvement
- Support a wider range of people to get involved including families who have children with special educational needs and disabilities (SEND)

What else?

- Advise partners on effective consultation & coproduction
- Support public feedback on health and care integration
- Work with the new East London Health and Care Partnership
- Work collaboratively with Local Healthwatch on City borders
- Increase membership and volunteering
- Improving care for those who work in the City

5 minute brainstorm

Each table take one 'objective' .

Share how we can go about meeting our goals

Our response

- Strengthen the board; make it more inclusive, diverse and more reflective of local community including those who use SEND services and City Workers
- Develop 'associate board members' & 'user experts'; inclusive not exclusive
- Greater contact with the board & more influence shaping priorities: working together not at a distance
- Focus activity on what matters: e.g. Neaman practice; phlebotomy, transport to the Homerton, early discharge, co-ordinating social care
- Ensuring a voice for people who use Barts Health and UCLH
- Greater and more organised participation in meetings, giving feedback that doesn't go into a black hole
- Widen participation in developing responses to all City objectives
- Greater scrutiny of changes providers and commissioners are planning; make our views known eg ELHCP;
- Ensure Healthwatch provides a structured and meaningful response to the health needs of City workers

What does that mean ?

- Recruit remaining board roles to reflect resident and working population
- Focused volunteering: Recruit and train a broader base of volunteers for Enter and View/ PLACE/ PPI.
- Increase our scrutiny of local services through greater contact and input from volunteers working with other Local Healthwatch (Tower Hamlets and Camden)
- More input on local developments through a local panel
- Develop a communications and engagement strategy with you (not just for you). Workshops in development
- Find out what really matters locally and make a difference

Invitation

- Join the board: job role descriptions available at the back
- Put your name down/find out more about associate board membership & volunteering
- Help shape our engagement & communication strategy – join the workshops starting in November
- The more of us, the greater our voice, the greater our impact!

Share your views & concerns

Email: info@healthwatchcityoflondon.org.uk

Website: www.healthwatchcityoflondon.org.uk

Phone: 020 7923 8358 or 07713474109

Outreach: Events in City of London



**Talk
to us...**