Presenter: Jacqui McLaughlin

Jacqui.McLaughlin2@wolverhampton.gov.uk

Job Title: Commissioning Officer; Strategic Directorate, People

Wolverhampton.gov.uk

CITY OF
WOLVERHAMPTON
C O U N C I L

Help shape your local Healthwatch organisation

Engagement 1 April – 24 June 2021

wolverhampton.gov.uk

Healthwatch (Wolverhampton) - Have your say….

➢ The current Healthwatch (Wolverhampton) contract expires on 31st March 2022 – a tender exercise will be carried out to appoint a 'new' service provider to deliver the service from 1st April 2022.

➢ To inform the development of the service specification, we have invited the views of stakeholders and individuals through:

– A 12-week on-line engagement exercise (1 April to 24 June 2021) promoted through press releases, various websites and media platforms including CCG, WVSC and the current Healthwatch (Wolverhampton) service in addition to individual communications aimed at all social care providers.

– Four on-line workshop meetings

– Working with CYP to support input specifically from young people through an on-line workshop

wolverhampton.gov.uk

Healthwatch (Wolverhampton) - Have your say….

The overarching purpose of Healthwatch (Wolverhampton) is:

To improve local health and social care service
Through……..

➤ Championing the views of local people who use health and social care services by ensuring that their (collective) voices are heard and views and experiences are used to improve existing services and to help shape future provision at both an operational and strategic level.

➤ Ensuring that action is taken to resolve concerns and problems in relation to services and to prevent them from arising again.

➤ Signposting individuals to the most appropriate service/s

wolverhampton.gov.uk

Healthwatch (Wolverhampton) - Have your say….

The role and influence of Healthwatch England….

Healthwatch England set the operational parameters for all local Healthwatch organisations (stated below). These parameters must be complied with to be granted Healthwatch England's trademark licence.

➢ Promoting and supporting the involvement of people in the commissioning and scrutiny of local services
➢ Enabling people to monitor the standard of provision of local services and to influence improvements
➢ Obtaining peoples' views of local services and making them known to relevant organisations
➢ Reporting/recommending improvements to services
➢ Providing advice and information about access to local services
➢ Making recommendations to Healthwatch England to advise the Care Quality Commission
➢ Providing Healthwatch England with the intelligence and insight needed to enable it to perform effectively

wolverhampton.gov.uk

Healthwatch (Wolverhampton) - Have your say….

To avoid conflicting with Healthwatch England's operational and trademark licence requirements, the focus of engagement encompasses local aspects of service delivery as follows:

- The means of raising local awareness - promotion and understanding of the service.
- The means of local engagement to gather views, 'report back' and establish (annual) priorities.
- Membership of various local and regional boards, committees and networks etc. to optimise the ability to influence meaningful changes, both operational and strategic.
- Local performance measures to support the achievement of the above aspects of the service.

wolverhampton.gov.uk

Let's start……

Healthwatch (Wolverhampton) - Have your say….

Do you think that Healthwatch (Wolverhampton) could improve awareness and/or understanding of its services to local people?

If 'yes', how ?

wolverhampton.gov.uk

Healthwatch (Wolverhampton) - Have your say….

How you would prefer to communicate your views and experiences in respect of health and care services and priority setting in addition to receiving feedback from Healthwatch (Wolverhampton)?

❑ Organised face-to-face events
❑ Confidential telephone line
❑ Existing forums/groups
❑ Postal - paper questionnaires/feedback forms
❑ Online - questionnaires/feedback; forums
❑ Social media - Facebook / Twitter
❑ Other (please state)

Any further details….

wolverhampton.gov.uk

Healthwatch (Wolverhampton) - Have your say….

Healthwatch (Wolverhampton) is expected to be an active member of various local and regional boards, committees and networks etc. to optimise the ability to influence change at operational and strategic levels.

Which boards, committees and networks do you feel that Healthwatch (Wolverhampton) should be members of and why in terms of the impact that this would make?

wolverhampton.gov.uk

Healthwatch (Wolverhampton) - Have your say….

In terms of local performance measures, are there any specific indicators that you feel should be set for the new service ?

wolverhampton.gov.uk

Healthwatch (Wolverhampton) - Have your say….

Do you have any other useful comments that you would like to add?