



Healthwatch was established as part of the Health & Social Care act 2012 and has a statutory function, Healthwatch Wiltshire having a seat on Wiltshire Council's Health and Wellbeing Board, along with the CCG (Clinical Commissioning Group) and other key stakeholders. Regular meetings are held with the Care Quality Commission.

Healthwatch Wiltshire was set up as a CIC (A form of Social Enterprise called a Community Interest Company, it has a Chair: Chris Graves and 4 directors and will launch officially on 3rd October.

Healthwatch is the independent consumer champion for health and social care, it does not deal with individual patient complaints, this is the role of Swan Advocacy. Their role is focused on promoting, monitoring and inspecting the quality of services. They have a powerful position within the Health structure, ultimately having the ability to call in the secretary of state if necessary but the method of working would be to liaise initially with the organisation under scrutiny.

More info on their [website](#) or watch this short [film](#)

Healthwatch needs to work with all sectors of Wiltshire to ensure it represents all views and can be an advocate for all people. From the bringing in of Healthwatch England, the Wiltshire body, as it has developed, has regularly consulted throughout the county, using public and voluntary sector bodies. This event again involved consultation and evaluation, this time directed at those priority questions that have emerged from previous meetings and the feedback is below:

wfcap 30/09/2013

www.wfcap.org

together we can



Priority: Healthwatch needs to validate the intelligence it's provided with.
Action: Must ensure all data it uses is credible
What works well?: Use data and knowledge from established organisations who have relationships with NHS users
How can we build on this?: More efficient signposting between organisations, awareness of who each other is and roles
How can we improve working?: Share data that is relevant to others

Priority: Reach the hard to reach.
Action: ensure equal access support services
What works well?: current initiatives like LINK and befriending
How can we build on this?: Get people talking
How can we improve working?: More trust – a change of culture

Priority: The role and relationship with the public
Action: Engage with people, make them aware of difference they could make
What works well?: vibrant voluntary sector, good networks established
How can we build on this?: have one clear message about what Healthwatch does
How can we improve working?: publicise Health in various ways, use all methods of communication, different media, attract all audiences & have a protocol of information sharing

Priority: Engaging volunteers
Action: Make people aware of the importance of the role and the long term engagement needed for improving future services
What works well?: strong sense of community
How can we build on this?: promote the healthwatch board and their roles
How can we improve working?: reach into everyone's lives

Priority: How do we know who has the intelligence
Action: there must be a clarity of purpose, stories must be valued as much as numbers
What works well?: good networks
How can we build on this?: make use of networks rather than work in silos
How can we improve working?: be aware of the unique influence

Healthwatch Wiltshire Launch Event

Thursday 3rd October

12.15 till 15.00

Assembly Room, Town Hall, St John's Street, Devizes, Wiltshire SN12 1BN

