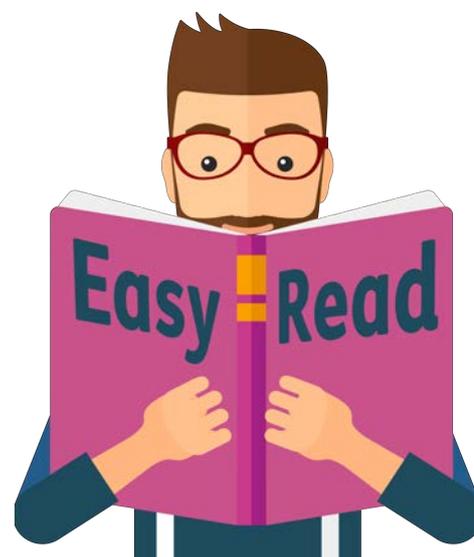


healthwatch



**Our strategy for
2018-2023**



Contents

Page



Introduction

3



Our journey

4



Looking ahead

5



Our principles

6



Our ambitions

8



Our role

10



Our opportunities and challenges

12



Our future aims

14



Have your say

16



Thank you

18

Introduction



Healthwatch England is the organisation that helps people speak up about health and social care.



We find out what people think about services and how to make them better.



This year we spoke to many different people including health professionals and local Healthwatch groups about how we can make things better in the future.

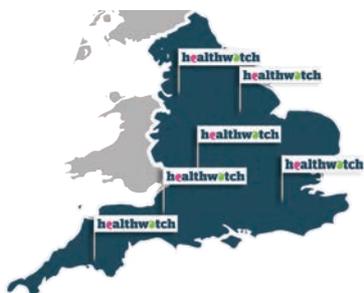


This document is about their ideas and how we can make them work.



We would like to know what you think. Please answer the questions on page 16 and send us your answers by Wednesday 3 January 2018.

Our journey



Healthwatch England was set up in 2012 with locals groups across the country.



We want to make people the centre of health and social care.

We help people talk about the services they use and make sure they are heard by service providers.



Our first **strategy** was made in 2013.

We are now making a new **strategy** about how to make things better over the next 5 years.



A **strategy** explains the main things that we want to do over a long period of time.

Looking ahead



We found that more people need support from health and social care services.



This is because more people have long term health problems and unhealthy lifestyles.

It is important that service providers understand exactly what is needed.



We want to:

- Help people to speak about what they want from health and social care



- Provide a high quality Healthwatch service



- Make sure that people's ideas help to improve services

Our principles



Principles are the most important things to think about when we make decisions.



When we started in 2012 we asked people what they expected from health and care services.



From what you told us we wrote our 8 Principles:

1. You should get the important services you need



2. You should be able to use services



3. You should get respect and a good safe service



4. You should have information and learn



5. You should be able to choose



6. You should be listened to



7. You should be involved



8. You should be able to live somewhere safe and healthy

Our ambitions



Ambitions are the main things we want to do.



We spoke to people about what would make health and social care better for them in the future.

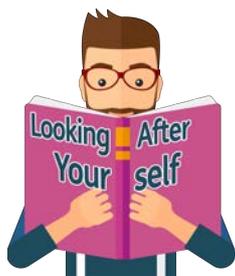


The main things were:

- Being in control of their own health, care and **wellbeing**



Wellbeing is when you feel happy about yourself in your mind and body.



- Being able to get the information they need to look after themselves



- Being able to get care when they need it



- Having services that work with individuals so they get the best outcome



- Having local communities decide what is most important for service providers to do



We want to make these ideas clear in our new **strategy**.

Our role



Our role is our job. It is the work that Healthwatch England should do.



People said our role should be to:

- Help people to have more say about their own care and the services they use



- Make sure that people's ideas are being used to improve health and social care



- Talk to service providers about doing more to include the people who use their services



- Support communities to communicate with service providers



People also said that it is important for Healthwatch to make its own decisions and not be controlled by other organisations.



We have used these ideas to look at how we can improve in the future.

Our opportunities and challenges



The way that people are getting health and social care is changing.

This gives us:

- An opportunity to make things better
- A challenge, because there are new issues to deal with



We spoke to people about the opportunities. They said:

- Use **new technology** to help people share their ideas



New technology means computers, mobile phones, tablets and electronic gadgets.



- Work with charities, universities and other groups

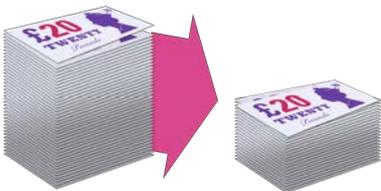


- The law says that services should listen to people. We should make sure they do.

We also spoke to people about the biggest challenges we face. These include:



- More people need health and social care services



- Health and social care services have less money



- Not enough people know about how to take control of their health



- Some health professionals do not think it is important to involve people in making decisions



- People cannot always get the care they need

Our future aims



We spoke to people about what would make the biggest improvements. They said:

- Making sure that care is better and that everyone who needs it can get it



- Improving mental health care and care for older people



- Making it easier for people to have a say in decisions about health and social care



- Making sure communities are involved in improving services

- Improving the service people get from Healthwatch England and local Healthwatch



- Making sure Healthwatch England stays independent

People said we can achieve these things by:



1. Working with charities, universities and other groups to find out more about people's needs

And telling public and health professionals what they are.



2. Using **new technology** to share ideas with people and health professionals



3. Finding new ways for organisations to involve the people who use their services



4. Doing more to help local Healthwatch support their local communities



5. Showing how Healthwatch is helping to improve health and social care

Have your say



We would like to know what you think before we complete our new strategy. We want to hear your views on our future plans.

1. Supporting people to speak out



Question 1: If more people spoke up about health and social care - how would services improve?

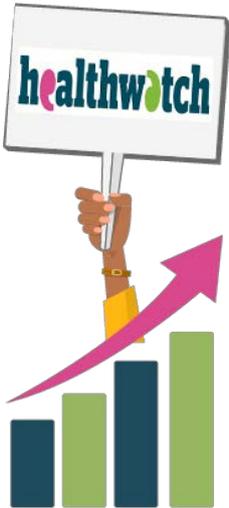


Question 2: What does Healthwatch England have to do to help more people speak out about health and social care services?



2. A better Healthwatch service

Question 1: If Healthwatch was stronger, how would we provide a better service?



Question 2: What do we have to do to help Healthwatch England and local Healthwatch groups improve?



3. Making health and social care services listen to people

Question 1: How would health and social care services improve if they listened to people more?



Question 2: What does Healthwatch England have to do to help services listen to people?



Thank you

You can send your answers to us by post:



**Your say
Healthwatch England
National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA**



Please send them to us by 3 January 2018.



For more information:

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