

# healthwatch

## Health and care that works for you



### Our strategy for 2018-2023



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# Our strategy 2018 – 2023



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



This strategy explains what we want to do by 2023 working with local Healthwatch groups.



In 2017 we asked people to help us to make our strategy.



We asked people what health and social care services should be like.

We asked people how we could help to make this happen.



This strategy uses the ideas and views from the people who took part.

# Healthwatch



Healthwatch was set up in 2012 after the government made a law that said that people should be at the centre of health and social care.



Healthwatch England is the national organisation and there is a local Healthwatch group in every area of England.



We were set up to:

- Understand the needs and ideas of different people



- Make sure these views are heard by the people who decide things about health and social care



- Support local Healthwatch groups to do this locally all over the country



## Looking ahead

More people want to use health and social care services because:



- People are living longer

There are many more older people living with long term health conditions.



- There are more people living with health conditions caused by:

- Poor diet and how they live their lives



- Not getting good opportunities in their lives



It is more important than ever to:

- Find out more about what people need and



- Use this information to provide the right care for people



People want to help by taking control of their own health and care.



People want to be involved in decisions that affect them.

# Our vision



Our **vision** is about how we would like to see the future.



People want health and social care support that helps them to:

- Stay well



- Get the best out of services



- Manage any conditions they face



This means a future where:

- You are in control of your own health, care and wellbeing



- You can get the information you need to look after yourselves



- You can get high-quality care when you need it, on an equal basis with others



- Services work with you to do the things that matter most to you and your family



- Communities help to decide the important health and social care issues for you

# Our purpose



Our **purpose** is about what Healthwatch should be doing about things.

We believe our job should:



- Help you to have a greater say in your own care and the services that support you



- Help to make sure that your views are used to improve health and care



- Encourage services to work for everyone equally

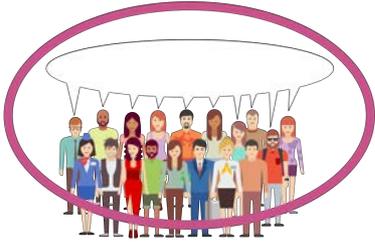


- Support your community to speak up when services are not good enough
- Help local Healthwatch to work as well as they can

# Our approach



Our **approach** is about how we do things.



The way we work is:

- Putting the views of people at the centre of everything we do



- Making sure people from every community have their say about health and care



- Speaking clearly so that people can understand us and do the right thing



- Make things better by working with others



- To be independent and not afraid to speak up when services are not good enough

# A changing world

Things are changing for health and social care organisations:



- People are living longer



- Many people don't live a healthy lifestyle



- More people need a health or social care service.



- Health services don't always have all the money or staff that they need



- People don't always know how to take control over their own health and care



For Healthwatch there are opportunities to work in a better way:



- Using new ways to communicate with people



- Health and care services are wanting to listen to the views of people more

# 2018 – 2023 - Our future focus



Over the next five years, we want to make the biggest difference by:



- Supporting you to have your say
- Providing a high quality service
- Ensuring your views help improve health and care



## 1. Supporting you to have your say

We want to support twice as many people over the next 5 years.



We will do this by:

- Finding and involving people who are not having their say
- Providing the information people need
- Working more with other organisations



By 2023, we want more people to know:

- Their rights
- How to control their own health and care



## 2. Providing a high quality service

We want to help make sure that local Healthwatch groups provide you with a high quality service.

We will do this by:



- Finding a good way of making sure all Healthwatch groups are working well



- Making sure we have all the money we need



- Training our staff and volunteers more

By 2023 we want:



- To make sure that our staff and volunteers come from all parts of their local community



- We can show that we are doing a good job



- More people are saying that Healthwatch does a good job



### 3. Ensuring your views help improve health and care

By 2023 we want to see twice as many ideas you share with us taken up by the health and social care authorities.



We will do this by:

- Giving good information to people who make decisions



- Show how people's views can help managers make the right decisions



By 2023 we want:

- The NHS and social care to use people's views as a way of knowing if they are doing a good job



- Doctors and Health care staff to learn about how to involve people in decisions



- Every part of local communities are involved in deciding what is important for health care services

# How will we get there?



We will produce a yearly plan setting out:

- What we are going to do and
- Telling you how well we are doing



Over the next five years, there are six areas that we will focus on to achieve our aims:



## 1. Research

We will look into things more so we can understand our communities better.



We will use the things we find out to improve the way we work.



## 2. Communicate

We will work to make sure that all Healthwatch groups are saying the same things.

We will work to make more people know about Healthwatch.



## 3. New technologies

New technologies are the new ways of using computers, phones and other gadgets to communicate and do things.

We want to use these new technologies to communicate better with more people.



## 4. Working with others

We want to work more closely with many different organisations so we get better at changing how health and social care managers make their decisions.



## 5. Check things are working

We want to find ways that all Healthwatch groups can show that they are working well.



## 6. People and money

We want to make sure we get the best volunteers and staff.

We want to make the most of the money that we have to:



- Find new ways of working



- Make sure we don't do things twice



- Work together with other organisations better

# For more information

If you need more information please contact us by:



Web: [www.healthwatch.co.uk](http://www.healthwatch.co.uk)



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