

Our strategic direction: 2021-2026

Healthwatch is your health and social care champion. We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care.

We have updated our strategy to set out the difference we want to make in partnership with local Healthwatch.

Our vision

What is our priority?

A world where we can all get the health and care we need.

Our mission

What is our purpose?

To make sure people's experiences help make health and care better.

Our approach

What is important to us?



Listening to people and making sure their voices are heard



Including everyone in the conversation - especially those who don't always have their voice heard



Analysing people's experiences to learn how to improve care



Acting on feedback and driving change



Partnering with the Government, health and care services and the third sector to make care better whilst retaining our independence

Our objectives

What will we do?



Steps along the way

What will we focus on?

To build a sustainable and high-performing network of local Healthwatch services.

To find out the experiences of people needing or using health, public health and social care services.

To seek the views of those who are seldom heard and reduce the barriers they face

To act on what we hear to improve health and care policy and practice

To build on and share our expertise in engagement

To be strong, well-governed and use our resources for the greatest impact

Developing staff and volunteer knowledge and skills

Better digital access to our insight and data

Using equality and diversity to frame our work

Making our insight valuable to professionals

Identifying effective public engagement methods

Attracting and retaining the right talent

Sustainable funding for our services

High-quality advice and information

Addressing the barriers to participation in health

Being a critical friend to health and care services

Building partnerships with engagement professionals

Building a culture focused on learning and impact

Raising awareness of our impact

Impactful national, regional and local campaigns

Sharing our evidence to bring about improvements

Ensuring the system puts people at the heart of NHS and social care

Raising our profile as engagement experts

Being inclusive, accountable and transparent