

The Way Forward

Our plans for the future, people's rights and the things they should do

Please tell us what you think about them.
You need to tell us by Monday 10th March 2014.



This is an EasyRead version



What is in this paper?

page



About this paper

1



What we want, our job and how we plan to do it

3



Our plans, the most important things to do

5



What we believe in

8



About Healthwatch

12

What is in this paper?

page



Our rights to health and care

14



The things we should do

17



What's next?

18



Some questions we have for you

19



Telling us what you think

23

About this paper



We are Healthwatch England.



Healthwatch England is the new, powerful and independent organisation that helps people speak up about both health and care.



This EasyRead paper sets out our plans so far on what we want to do and how we are going to do it.



If you would like more details please see the EasyRead version of our annual report or the full versions, all on our website:

www.healthwatch.co.uk



This paper includes a list of rights to care and things people should do themselves. We want to know what you think about our work so we can make the best plans possible.



At the end of this paper in Part 9, there are some questions about our plans, people's rights and the things they should do.



Please tell us what you think about them by Monday 10th March 2014.



Details about how to get in touch are at the end of this paper in Part 10.



What we want, our job and how we plan to do it



What we want

We want everyone to understand their rights to health and care and also what they should be responsible for .



Our Job

We stand up for people's rights and needs in health and care.



How we will do this

We will find out what matters most to people, especially people who are often left out.



We will start by looking at people's needs and rights.



We will work with the people in charge of health and care services to get them to change to meet people's needs and rights.





We will lead all local Healthwatch organisations to make sure what they find out is listened to and makes changes.



The most important things to do

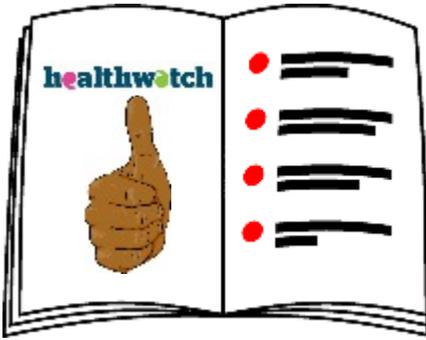
Find out what people are worried about and the risks, and get people to do something about them.



Getting people rights to health and care and also what they should do.



Getting services to change to meet the needs of a person.



Our plans, the most important things to do

There are 4 main areas of work in our plans that we think are most important.



1) Safer services

When we find out about a risk we will tell the people who can do something about it.



We will:

- check to see if problems are happening in one place or lots of places



- make sure complaints are properly listened to



- help the checking of services to get better.



2) Our rights and things we all should do

We will make sure more people know about and get their rights to care.



We will make sure people who are often left out are not forgotten about.



3) Making sure services meet the needs of people

We will work with organisations to make sure they talk with people, including people with difficult needs, and make their services meet people's needs.



We will help local Healthwatch organisations talk about how services are planned to make sure they are best for local people.

4) Making Heathwatch stronger



Heathwatch is made up of lots of people and organisations. This is called our **network**.

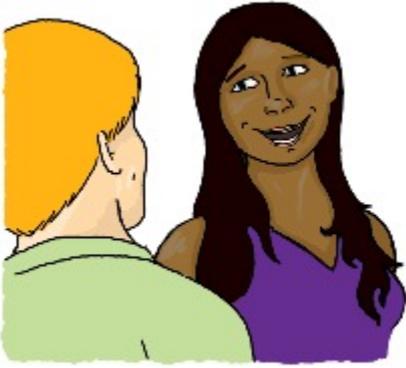


We will work to make sure:

- we can do more
- services are doing things in the best ways
- we give extra support when that is right
- we are better at finding and sorting information
- that when we get good information from our network we will use it to do more.



What we believe in



Including everyone

We start with people first.



We work for children, young people and adults.



We work across health and care.



We work for everyone, not just the people who shout the loudest.



Making change happen

We tell people what's right or wrong and make change happen.



We quickly learn things and make changes.



We do things in new ways because the old ways are not good enough.



We work with our local Healthwatch to make changes in their areas and across the country.

We are independent



This means we are not a part of government, so we are not afraid to speak up for everyone or say when things are wrong.



We listen to people and speak up for them.



We ask the people in power to make health and care better.



People believe what we say

It's important to know what we are talking about.



We find out facts and figures so we can argue what's right.



We tell people about good services.

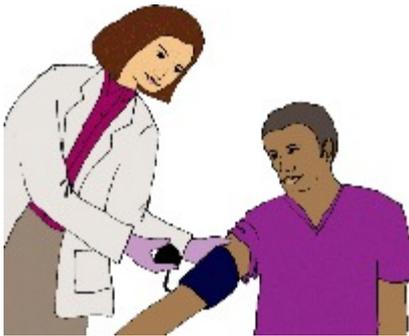


We expect to do the best.



Working with others

We make change happen.



We work together with all other health and care organisations.



We learn from experts so we do not waste time going over things that others have already found out .



About Healthwatch



Healthwatch England is the new powerful and independent organisation that helps people speak up about both health and care.



Independent means we are not a part of government, so we are not afraid to speak up for everyone.



We make sure health and care services listen to us and the people who use them.



Health and care services are not always good at listening and sometimes this means they give care that is not good.



We are not afraid to say when things are wrong.



Healthwatch England has local organisations everywhere so we can find out what is happening in your area. We make sure we know what we are talking about.



We find out what health and care services are like for the people who use them. We understand what people need.



We then use this information to talk to services about getting better. If they don't do anything we can go to the Government and tell them.

Our rights to health and care



There is a law that gives us a list of rights already. This is called the NHS **constitution**. There is an EasyRead version on the internet here:

www.tinyurl.com/DHnhsCons



We asked people about the rights they thought they should have

We came up with a list of 8 easy to understand rights:

1)The right to services you need

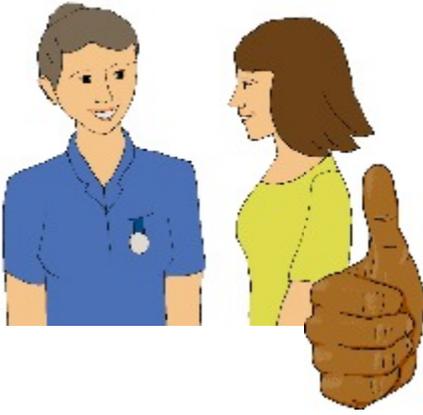


I have the right to important treatment and care.

2)The right to use services



I have the right to use the same care services as anyone else in a way that works for me and my family.



3) The right to respect and a good, safe service

I have the right to good safe services that help me feel better or make life easier.



4) The right to have information and learn

I have the right to know about what I should get from health and care services.



5)The right to choose

I have the right to choose between several good services.



6)The right to be listened to

I have the right to have my complaints or views taken seriously. I also have the right to support to take it further if they are not.



7)The right to be involved

I have the right to be involved in decisions about my care and about services in my area.



8) The right to live somewhere safe and healthy

I have the right to live somewhere that keeps me healthy and safe.



We will stand up for people's rights.
There is more about our rights on our website:

www.heathwatch.co.uk/rights

The things we should do



As well as having rights we found people want to have a list of things we should all do to use services properly – we call these responsibilities.



At the moment these are things like:

- taking medicines when we should



- treating staff properly



- treating other people properly



- not using services too much or when we don't need to



- letting other people with higher needs use a service first.

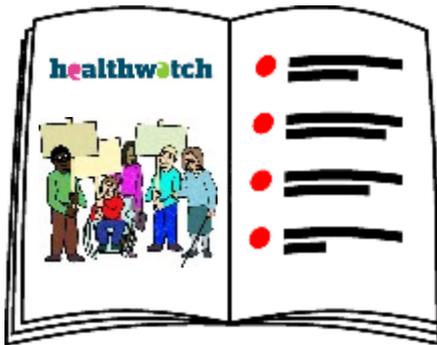


We have only just started to talk to people about this. We will talk to people more before we make a firm list.



What's next?

There are lots of other lists of what services should do or what we should expect.



We want to bring all of these lists together so people know what their rights are.



We want to know what you think about this.



We will also be testing out how we work with children, young people and people with mental health issues to see if it works for them.

Some questions we have for you



Our Rights and the things we should all do

1) What do you think about your rights in Part 6?



2) Do you or others you know get these rights already?



3) Do you think your services would be better if you knew about these rights? Please tell us how?



4) What does using health and care services properly mean?



5) Can you think of times you or someone you know used a service properly and when you or others used it wrongly?



6) How can we make sure everyone knows about these rights and using services properly?



7) Is there anything else you would like to tell us about rights and things people should do when using care services?

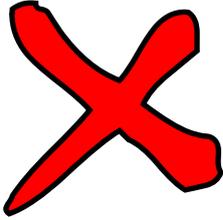


Our plans

1) What do you think about our plans in Part 3?



2) What is most important?



3) Is anything missing?



4) What else should Healthwatch England stand for?



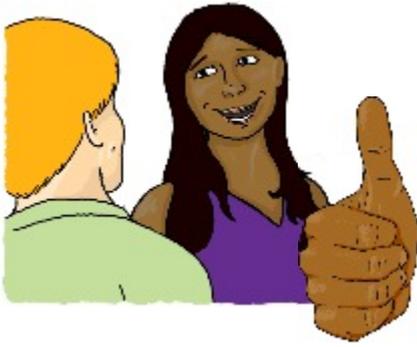
5) Will our plans help us work with you?



6) Is there anything else you want to tell us about our plans?



7) How can we help local Healthwatch get even better?



We hope these questions are just the start of us talking and working together.

March 2014						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

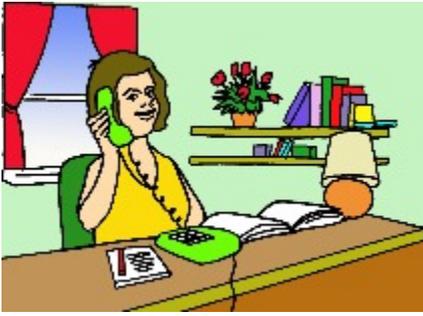
We will be talking more about these rights on 15th March 2014 - World Consumer Rights Day.



We will let people know more about what work we are doing in our plans early in 2014.



Our full plans will then be in our annual report out in October 2014.



Telling us what you think

How to get in touch

To answer the questions or tell us anything about:



- our plans

healthwatch



- our work



- your services



- anything else about health and care.



We want to hear from you

You can pick up the phone and talk to us on:

03000 68 3000

(These calls cost the same as any other ordinary call from a mobile or fixed line.)

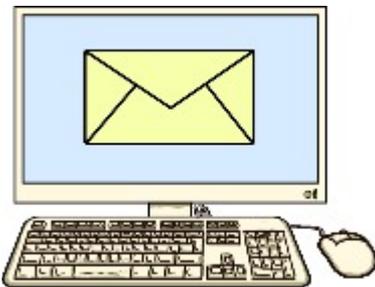
You can write to us at:



**Healthwatch England
Skipton House
80 London Road
London
SE1 6LH**

You can email us on:

rights@healthwatch.co.uk



Or you can use our website at:

www.healthwatch.co.uk



We will listen to anything you have to say and think about it for our work next year.



Credits

This paper has been designed and produced for Healthwatch by the EasyRead service at Inspired Services Publishing Ltd.
Ref ISL 180/13. January 2014

www.inspiredservices.org.uk



Artwork is from the Valuing People Clipart collection and cannot be used anywhere else without written permission from Inspired Services Publishing Ltd.

www.valuingpeopleclipart.org.uk