



**Healthwatch: the national perspective**  
**19 October 2017**

Jane Mordue, Chair  
Healthwatch England

# Healthwatch England - who we are



- Independent national champion for people who use health and social care services;
- We have the power to ensure that people's voices are heard by the government and those running services.
- Local Healthwatch in each Local Authority area across England



## Support we give to local Healthwatch

- Training
  - Conference
  - Network meetings
  - Governance
  - Day to day support
  - Speaking at events/ meetings
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# Our journey so far

Last year, 152 local Healthwatch...



- Spoke to over 385,000 people to find out their views.
- Made over 3,500 visits to find out if local services work for people.



We have used this to inform the future planning of care






# Highlights for October

- CQC publication of the ‘State of Care’ report
  - using a 20<sup>th</sup> century model of care which needs to be moved into the 21<sup>st</sup> century
  - Two key factors leadership & culture
- Issue of Annual Report from Healthwatch England
  - gives update to Parliament and the public on how we find the state of public experience.
  - Mental Health top of list where we hear most views and experiences





# Healthwatch England strategy

- Aspirations which have emerged:
  - People and communities coming first and having more control
  - A focus on people doing more for themselves & services helping people to stay healthy & happy
  - People having access to the information they need to look after their own health & care
  - Different culture of care when people and services would work in partnership to achieve best outcomes
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# Local Healthwatch

- **Funding**
- **Working with Commissioners**
- **Visits to Local Healthwatch**





Any questions?



**Talk  
to us...**

