

## **STRATEGIC PLAN 2018 - 2020**

**OUR VISION:** Healthwatch Northamptonshire will be a strong, resolute and independent community champion. We will give local people a voice and work in partnership to influence the design and quality of health and social care provision so that all local people have an opportunity for an improved quality of life

### **OUR VALUES:**

- We will be accessible and visible
- We will be independent and objective
- We will be open, honest and transparent in all that we do
- We will be inclusive and embrace diversity and equality, reflecting the diverse needs of local people
- We will listen to and understand the views and needs of local people
- We will speak up for local people and enable people to speak for themselves
- We will be fair and credible
- We will seek out and use evidence, including from the public, to inform our work
- We will strive to make a positive difference and campaign for the best possible health and social care for local people

## Introduction:

The pressures on the NHS and social care services continue to be intense and the demand for health and social care is increasing at a time when budgets are being squeezed and health inequalities are increasing. Northamptonshire is no exception.

As in other areas, the NHS and Social Care in Northamptonshire has been tasked with setting out how it plans to achieve wide-scale changes that make the most of the funding available and improves care for patients. These ‘Sustainability and Transformation Partnerships’ (STPs) have been asked for by NHS England in response to the big challenges society faces when it comes to people’s health and the services that support them. Northamptonshire intend to transform four key strands of care: urgent care (such as emergency services); complex care (for people with multiple needs); scheduled care (such as planned operations and outpatient clinics); the prevention of ill health.

Local Healthwatch organisations were established under the Health and Social Care Act 2012 to act as a local consumer voice for people using health and social care services. Local Healthwatch came into force from April 2013. There are 152 Healthwatch regions in England and a national body, Healthwatch England, which provides advice, guidance and a national profile for Healthwatch.

The Connected Together Community Interest Company (CTCIC) is commissioned by Northamptonshire County Council to deliver the role and functions of Healthwatch in Northamptonshire. CTCIC is a social enterprise and a partnership between the University of Northampton and Voluntary Impact Northamptonshire.

The CTCIC is the responsible body with legal, financial and contractual responsibility for the organisation. The Healthwatch Northamptonshire (HWN) Board is the public face of the organisation and ensures delivery of the agreed vision, values and strategy involving and empowering the local community.

Our strategy is regularly reviewed to respond to external developments and challenges and this update (February 2018) revises and supersedes previous versions and will be completely reviewed when the Healthwatch Northamptonshire contract is retendered July 2020.

## **Healthwatch Northamptonshire has five strategic priorities:**

1. To deliver our statutory functions
2. To champion the views of all people who live in or use health, social or wellbeing services in Northamptonshire
3. To recruit and develop staff and volunteers in Northamptonshire to continue to build the capacity of Healthwatch Northamptonshire as an independent consumer champion of health and social care
4. To work for improved health and social care outcomes for adults, including vulnerable adults, carers and those with mental health issues
5. To work for improved health and social care outcomes for children, young people and families and those with mental health issues

## **Healthwatch Northamptonshire's five strategic priorities:**

### **1) To deliver our statutory role and functions**

**Healthwatch Northamptonshire is required to deliver eight statutory functions by:**

1. Promoting and supporting the involvement of local people in the commissioning, provision and scrutiny of local care services
2. Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved
3. Obtaining the views of local people regarding their needs for, and experiences of, local care services and, importantly, to make those views known
4. Producing reports and making recommendations about how local care services could or ought to be improved. These should be directed at commissioners and providers of care services and people responsible for managing and scrutinising local services and shared with Healthwatch England and others, e.g. the Care Quality Commission (CQC)
5. Providing advice and information about access to local health and care services so choices can be made about local care services
6. Formulating views on the standard of provision and whether and how local care services could and ought to be improved, and sharing these views with Healthwatch England
7. Making recommendations to Healthwatch England to advise the Care Quality Commission (CQC) to conduct special reviews or investigations (or where the circumstances justify doing so, making such recommendations direct to the CQC), and to make recommendations to Healthwatch England to publish reports about particular issues

8. Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively

**In addition:**

- Annual report - Healthwatch must produce a report in relation to their activities at the end of each financial year submitted to Healthwatch England by 30<sup>th</sup> June
- Transparency and governance - Healthwatch must have a procedure in place for making relevant decisions, which should include who makes the decisions and how we involve lay people or volunteers
- Public admission to meetings - we currently hold four public Board meetings per year, including an annual meeting, plus bi-monthly planning group meetings, task and finish groups to work on projects, and Young Healthwatch
- We have the powers to refer matters to the overview and scrutiny committee
- We have the power of enter and view
- Other requirements, e.g. responding to NHS provider Quality Accounts
- To manage our financial resources effectively striving to work within our budget
- To continue to develop and deliver our communications plan so that local people know about Healthwatch Northamptonshire; what we do and the impact we are having in making a positive difference to people's lives
- To continue to develop our Information and Signposting function so that local people can easily access information and advice about health and social care working closely with other information providers to share information and avoid duplication

## **2) To champion the views of all people who live in or use health, social or wellbeing services in Northamptonshire**

The Sustainable Transformation Partnership (STP) for Northamptonshire's vision is to deliver better health, better care and better value. We must be immersed in the full detail of this work and will deliver this priority by:

- Ensuring we have effective and significant influence with the STP Board, continuing to research and report on patient, service user and carer experiences to help shape the redesign of services
- Holding the STP to account on key principles including person centred services; equity of access; transparency of decision making; consistency of quality; best use of resources; effective joint working and best practice

- Continuing to develop ways of finding out more about people's use and experience of primary and community healthcare and identifying ways in which care can be improved
- Working with partner organisations representing users and carers, including Age UK and Northamptonshire Carers, to ensure there is robust monitoring from a service user, patient and carer perspective of the new Plan being delivered to support older people to avoid crisis situations in health and social care
- Continuing to work in partnership with patients and the public, the wider voluntary and community sector, the NHS, Social Care and partners to test new ways of supporting people to manage their health more effectively and use services more efficiently.

### **3) To recruit and develop staff and volunteers in Northamptonshire and continue to build the capacity of Healthwatch Northamptonshire as an independent consumer champion of health and social care**

We will:

- Continue to develop a top performing staff team which strives for excellence in all our work
- Building on the current volunteer base, recruit, train and develop a growing Healthwatch Northamptonshire community of volunteers reflecting the diversity of the local population
- Gain Investors in Volunteers accreditation
- Grow our membership numbers and improve our database so that we can identify which members may be interested in which aspects of health and social care services
- Ensure the Healthwatch Northamptonshire management board strives to reflect the diversity and needs of Northamptonshire communities
- Ensure that we have all the necessary policies and procedures to ensure we are fully compliant with contractual and legal requirements

### **4) To work for improved health and social care outcomes for adults, including vulnerable adults, carers and those with mental health issues**

Healthwatch Northamptonshire will deliver this strategic priority by:

- Ensuring that together with service users and carers, we are fully involved in the commissioning and monitoring of adult health and social care services

- Improving the way we involve mental health service users so they are engaged in all areas of our work
- Researching and reporting on experiences of people and making recommendations for improvement
- Promoting a model of user and carer engagement and involvement that represents best practice

## **5) To work for improved health and social care outcomes for children, young people and families and those with mental health issues**

Healthwatch Northamptonshire needs to ensure that we are involved in all aspects of service improvement and that we have ways of enabling the views and voices of children and young people to be heard. We will deliver this strategic priority by:

- Continuing to develop ways to involve and mobilise children and young people so their views and voices are heard directly e.g. through Young Healthwatch.
- Ensuring we are effectively involved with the wide range of involvement activity throughout the county
- Ensuring Healthwatch Northamptonshire is effectively influencing decision making about services and actively empowering children and young people to influence health and social care provision using best practice
- Ensuring CYP and families going through the transition to adult services have their voices heard



This strategy sets out five clear strategic priorities for Healthwatch Northamptonshire. As well as having clear priorities to focus our work and activity, we will also be an organisation that is responsive and reactive to local issues so the strategy is not intended to exhaustively include all areas of work. We regard this document as a living, breathing strategy, which will require regular review and comment. We believe that a robust, independent consumer champion which works positively and effectively will raise the quality of local health and social care. Where we find examples of great care and effective involvement we will celebrate those. We will be constructively critical when necessary - highlighting the problems but also being part of the solution. We are passionate about the right to good quality health and social care - we regard those rights as fundamental human rights.

We hope you will want to get involved with Healthwatch Northamptonshire and support our work. We want to know what you think of our strategy. Have we got it right for now? What is missing? Are we trying to do too much? Have we got the balance right? There are lots of ways to let us know:

Send us your comments on Twitter, Facebook or by email to [enquiries@healthwatchnorthamptonshire.co.uk](mailto:enquiries@healthwatchnorthamptonshire.co.uk)

Write to us at Lakeside House, 3<sup>rd</sup> Floor, The Lakes, Bedford Road, Northampton, NN4 7HD

Phone us on 0300 002 0010 - talk to us!

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Many thanks

Kate Holt

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CEO