

healthwatch

Reading

Hosted by

the
advocacy
people

A statutory service

- Under the Health and Social Care Act 2012 Healthwatch must be commissioned in each area
- We have statutory obligations under the Local Government and Public Involvement in Health Act 2007
- Regulatory requirements include:
 - Political independence and independent of decision-making
 - Involvement of lay persons and volunteers
 - Enter and view (more on this later)
 - Transparency of conduct and integrity

Who are we? Our statutory obligations

1. We encourage **people to have their say** about the way services are planned and provided
2. We are **independent** and gather feedback from people who use local health and care services
3. We pass the feedback to local service planners and providers to **influence decisions** on how to improve services
4. We **comment** on the quality and availability of services based on people's experiences and make **recommendations** for service improvement

Who are we? Our statutory obligations

5. We provide **information** about available local health and care services to help people make informed choices
6. We review how service planners involve patients and the public in their decision making and **hold service planners to account**
7. With the other **150 local Healthwatch** we provide feedback to help Healthwatch England to get a nationwide picture and support them with their national campaigns
8. We ask **Healthwatch England** to talk to the Government to get big changes made



Your

Voice

Counts

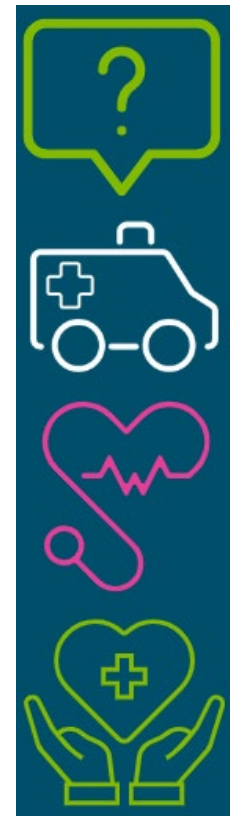
We want to hear from **people**

ALL experiences of local health & social care services
– complaints, concerns and compliments (the good
and the bad) – are welcome.

**We need YOUR help for the people of Reading to be
heard!**

We want to hear about

- Ambulance
- Care homes
- Dentists
- GPs
- Hospitals (inpatient and outpatient)
- Opticians
- Maternity
- Mental Health
- NHS 111/out of hours



Enter and View

- As a Local Healthwatch we have the *statutory power* to *Enter and View* any health or social care providers who receive funding from the public purse
- Only **Authorised Representatives** who receive specialist training can undertake Enter and View visits
- There is **legislation** surrounding the Enter and View process

Healthwatch and CQC

- Healthwatch is part of the Care Quality Commission (CQC) and works closely with the local team
- Enter and View is not an official inspection. However, we have a duty to inform CQC of any concerns raised
- Enter and View visits focus on speaking to service users (and their families/carers) to ensure their voices are heard

Our current workplan

1. Recruiting volunteers
2. Developing relationships with key stakeholders – NHS, local authority and voluntary sector organisations
3. Raising public awareness of Healthwatch
4. Localising and promoting maternal mental health survey run by Healthwatch England
5. Asylum seekers physical and mental health – raising with the relevant authorities
6. Working with Building Berkshire Together to engage the public in their consultation on the hospital development
7. Working with the West of Berkshire Safeguarding Adults Board to deliver a session on self neglect for the voluntary sector
8. Review reports undertaken by previous provider and plan follow-up

Our 'watchlist' for future work

1. Access to GP-led services
2. Access to NHS dentistry
3. Quality and inequality in maternity services
4. Cost of living crisis
5. Continuing Health Care funding
6. Support for carers
7. Mental health support for children and young people

Thank you for listening



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