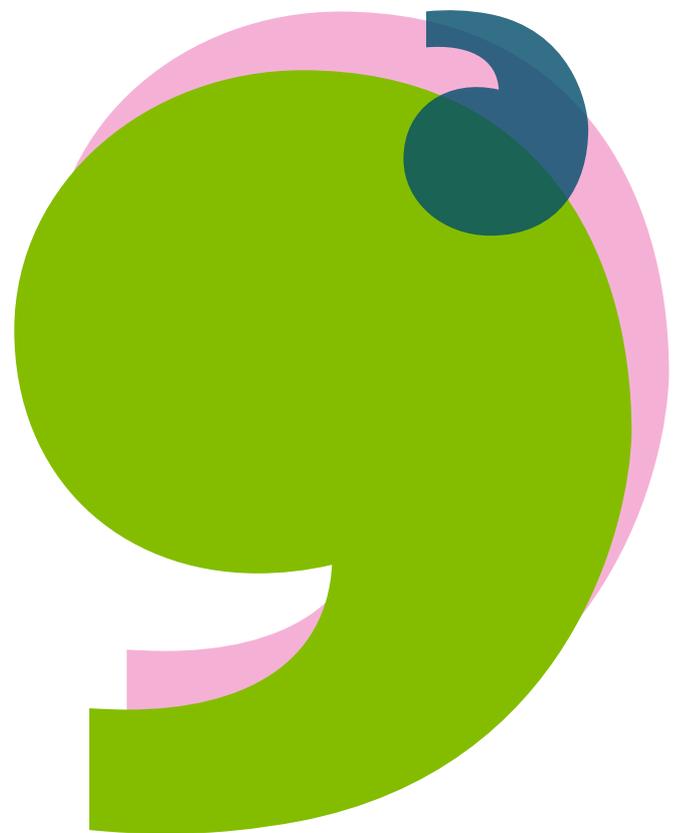




Draft Quality Statements

May 2015



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1 What is the purpose of this work?

A common understanding of how to approach the work of Healthwatch will bolster the effectiveness of the network, supporting local Healthwatch to exert its influence to help secure better experiences for people using health and care services.

For this reason, we have been working together to develop a set Quality Statements which outline what it means to be a local Healthwatch. Whilst this work was initiated by Healthwatch England, it is local Healthwatch who have developed these statements so that they can most usefully inform the daily work of local Healthwatch across England.

We hope the Quality Statements will:

- Enable local Healthwatch to understand how they are doing and identify areas for improvement and development.
- Provide a framework to help local Healthwatch and their commissioning local authority discuss impact, performance and effectiveness.
- Help Healthwatch England understand the quality of practice in the country and to direct its resources at areas that require support or improvement.
- Enable those leading innovative and influential areas of work to be identified and approached to share this to provide inspiration, leadership and support across the network.

Each local Healthwatch works in a different part of the country which has its own challenges and priorities. However, there are specific statutory activities which all are required to deliver, as local Healthwatch aim to exert their influence leading to improved experiences for people using health and care services.

Our aim is that these statements provide Healthwatch England, local Healthwatch and commissioners with a common understanding of who you are and what you do. Adopting a more consistent approach to our work will enable us to deliver the best possible service for the public, identify where we are making the biggest impact, and learn from one another.



How were the statements developed?

Healthwatch England appointed Leeds Beckett University and the Federation of Community Development Learning - an independent organisation with significant experience in this area and in working directly with local Healthwatch - to facilitate the development of the statements.

They were developed collaboratively across local Healthwatch with more than 40 contributing directly to this work. An advisory group of 20 local Healthwatch played a central role in sharing its ideas and experience in relation to this work, participating in four local workshops to which additional local Healthwatch were invited. In addition several local Healthwatch were interviewed and the emerging findings were discussed with a small sample of local authority commissioners and directors in councils.

Healthwatch England's role in this project has been to ensure that what was developed would enable you to grow and flourish within your limited resource in order to be more effective. Our role means that we have a strong understanding of the variations between each local Healthwatch in terms of size, focus and remit which means that we can ensure that the statements will meet the entire network's needs.

What happens next?

We want to work with as many of you as possible to test the statements to see how they will work in practice. We are therefore asking you to volunteer to take part in this testing phase. Please contact David.knight@healthwatch.co.uk to register your interest and we will then put you in contact with the team that is developing the resources and supporting local Healthwatch to test the Quality Statements.

The Quality Statements are based on the statutory activities which local Healthwatch are required to deliver, which are below. However, as there are additional aspects of the local Healthwatch function that are not adequately reflected in these activities - such as the work that local Healthwatch does to manage and influence strategic relationships - the Quality Statements incorporate these elements.



Community voice and influence:

- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.
- Enabling local people to monitor the standard provision of local care services and whether and how local care services could and ought to be improved.
- Getting the views of local people regarding their needs for, and experience of local care services and importantly to make these views known.

Making a difference locally:

- Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services and shared with Healthwatch England.
- Formulating views on the standard of provision and whether and how the local care services could and ought to be improved. Share these views with Healthwatch England.

Informing people:

- Providing advice and information about access to local care services so choices can be made about local care services.

Relationship with Healthwatch England:

- Making recommendations to Healthwatch England to advise the Care Quality Commission (CQC), to conduct special reviews or investigations direct to the CQC; and to make recommendations to Healthwatch England to publish reports about particular issues.
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.



2 What do the Quality Statements say?

The Quality Statements fall into five groups. Each has been explained below, including why it was chosen and how local Healthwatch can evidence that it has fulfilled this statement.

- Strategic context and relationships.
- Community voice and influence.
- Making a difference locally.
- Informing people.
- Relationship with Healthwatch England.

2.1 Strategic context and relationships

Why was this Quality Statement chosen?

Having a strong understanding of the strengths and weaknesses of the local health and social care system is critical to the success of local Healthwatch. Our credibility is rooted in our knowledge of local services, their impact on local people, and ability to establish effective working relationships with key stakeholders and sharing this insight to inform their priorities. Local Healthwatch will work with existing networks to form relationships and ensure that the voice of the public is heard and, if needed, establish additional networks to ensure that lesser heard groups are also engaged and listened to.

What does success look like?

Local Healthwatch:

- Develops priorities based on the experience and concerns of the public, whilst recognising the local health and social care context and priorities.
- Has trusting collaborative relationships with key local decision makers through regular formal and informal meetings where its role as a critical friend is understood.



- Plays a clear and distinct role in key local decision making structures (going beyond its formal position on the Health and Wellbeing Board) and contributes to better local decision making.
- Contributes to the development and, where appropriate, delivery of the local architecture for local decision making on health and wellbeing.

Local commissioners and providers of health and social care services feel that:

- Local partners understand the rationale for local Healthwatch priorities.
- Local Healthwatch brings added value to their work thanks to its unique perspective.
- Local Healthwatch has collaborative relationships with key decision makers in their organisations that allow information to be shared and concerns to be addressed.
- Local Healthwatch brings a distinct contribution to decision making structures in the local system.

2.2 Community voice and influence

Why was this Quality Statement chosen?

Local Healthwatch plays a central role in enabling local people to have their views, ideas and concerns represented as part of the commissioning, delivery, re-design and scrutiny of health and social care services. In each local setting Healthwatch enable and support local people to understand how the health and social system works, express their views and share their experience. Local Healthwatch has a particular role to play in ensuring that the voices of people and communities who are easily ignored or excluded are heard.

Depending on the work it is undertaking, as well as the resources available, local Healthwatch level of engagement with the public will vary. In some instances it may just provide information to the public, whereas in others they may consult, collaborate or fully engage local people in decision making.



What does success look like?

Local Healthwatch:

- Has a clear action plan for reaching out to and informing local people of its priorities and activities.
- Has a clear approach to ensuring engagement with seldom heard communities.
- Supports local people to share their experience and opinions of local services.
- Involves local people in setting priorities and commenting on the quality of services that local Healthwatch provides.
- Provides pathways for local people to become involved informally and formally in contributing to the delivery of the local Healthwatch service.
- Contributes to the increased confidence and ability of local people to influence the local health and wellbeing system.

Local commissioners and providers of health and social care services feel that:

- Local Healthwatch demonstrates added value through its work engaging local people.
- Local Healthwatch pays particular attention to seldom heard groups.
- They can confidently promote local Healthwatch through their organisations' media channels.
- Investigations conducted by local Healthwatch are built on the experiences of local people.
- Local people are involved in the delivery of local Healthwatch as volunteers, spokespeople and committee members.
- Local Healthwatch enables local people to actively participate in commissioning, delivery and scrutiny.

2.3 Making a difference locally

Why was this Quality Statement chosen?

A local Healthwatch needs to formulate views on the standard of health and social care provision and identify where services need to be improved - whether through



formal investigations or through informal intelligence gathered through its networks. It has an important role play in raising issues that are important to members of the public, and which otherwise commissioners and providers may not give due attention to. It is also vital that the evidence it presents to stakeholders following formal investigations is credible i.e. does not duplicate the work of other agencies, and uses a coherent methodology.

What does success look like?

Local Healthwatch:

- Capture the experience and aspirations of local people in its investigations and reports.
- Investigates issues in a way that is appropriate and ethical.
- Investigates, where appropriate, producing recommendations for change that are heard and responded to by relevant decision makers.

Local commissioners and providers of health and social care services feel that:

- Local Healthwatch investigations bring added value through the incorporation of strong public voice - particularly from seldom heard people and communities.
- Local Healthwatch investigations and reports are critical, independent and clear about the rationale for the evidence used.
- They have been involved in investigations in an appropriate and timely way.

2.4 Informing people

Why was this Quality Statement chosen?

A core part of the role of local Healthwatch is to provide advice about local health and social care services to the public. Members of the public are only likely to share their experiences with local Healthwatch if they receive a good quality of advice, information and signposting services and believe that the organization will seek to address any concerns that they raise about local health and social care services. It important that local Healthwatch is aware of other organisations that also provide these services so that they can avoid duplication.



What does success look like?

Local Healthwatch

- Provides the public with accurate, reliable, relevant and useful information about local services, when they need it, in a format that meets their needs.
- Considers the needs of easily ignored and marginalised group in the design, focus and delivery of the service.
- Has a clear map of signposting services and refers members of the public to appropriate services or to places they can access information/signposting services.
- Provides members of the public with appropriate advice and support if they need to raise a complaint about any part of the health and social care system.
- Systematically uses the intelligence it gathers to inform its priorities.

Local commissioners and providers of health and social care services feel that the signposting, information and advice service provided by local Healthwatch:

- Has a clear and distinct role that complements those provided by other local health and social care information and advice services.
- Makes a clear contribution to ensuring that the voice and experience of easily ignored and marginalised groups is heard.
- Is delivered to high standards through the quality of information and advice provided, referral to other providers, and the way in which personal information is recorded and used.
- Is used to provide an insight into gaps in local information and advice services and so that they can be addressed.

2.5 Relationship with Healthwatch England

Why was this Quality Statement chosen?

Local Healthwatch works with Healthwatch England to enable people's concerns to influence national commissioning, delivery, and the re-design of health and social care services. Sharing reports, recommendations and issues identified at a local level enables a national perspective to be developed, incorporating local views from across the network.



Escalation allows resolution issues that cannot be resolved locally.

Local Healthwatch also works with Healthwatch England to identify areas for organizational development and growth, to raise awareness of and protect the Healthwatch brand, and publicly demonstrate the effectiveness of the network.

Healthwatch England has a statutory role to raise concerns about local Healthwatch with the local council. Healthwatch England is committed to having an open relationship with local Healthwatch where concerns about a local Healthwatch can be raised and a joint approach to address these agreed. It would only wish to use its advisory powers over councils as a last resort.

What does success look like?

Local Healthwatch

- Learns from and shares their learning with other local Healthwatch.
- Consistently shares the views and experiences of local people with Healthwatch England to be reflected in national work.
- Understands how information about their local Healthwatch has been shared with Healthwatch England and how this information has been used.
- Has given consideration to getting involved with national pieces of work, identifying the relevance of this work for their locality.
- Has discussed any concerns and issues that Healthwatch England or other partners have raised about its performance and reflected on how best to resolve the situation in a constructive manner.
- Contributes its expertise to national policy development.

Local commissioners and providers of health and social care services feel that:

- When local Healthwatch has escalated an issue to Healthwatch England this has helped the local health system improve.
- Local Healthwatch has helped place local concerns into a national policy and practice context through their relationship with Healthwatch England.



- Local Healthwatch has used its relationship with Healthwatch England to strengthen the development of good practice with regard to local Healthwatch itself and the local health system.



3 How do I get involved?

We want to work with you to test different approaches to using the Quality Statements, to see how they will work best for you, and to identify if they need to be refined.

There are a number of approaches that could be taken when using the Quality Statements and we are about to pilot the resources to support these different approaches including:

- Self-reflection.
- 360 Degree feedback of appraisal.
- Peer challenge.
- Satisfaction surveys.

We also recognise the Quality Statements could be used with a number of different audiences including:

- Local Healthwatch Boards.
- Local Healthwatch staff teams.
- Health and social care leaders including members of the Health and Wellbeing Board.
- Local authority commissioners of local Healthwatch.
- Commissioners and providers of local Health and Care services.

Based on the feedback from you, we will then publish the final set of Quality Statements in the autumn, along with the tools and guidance to enable the network to make most effective use of the Quality Statements.

We want to work with as many of you as possible in order to identify which approach works best for us. So please do contact David.knight@healthwatch.co.uk to get involved, stating your preference for both the audience (e.g. Healthwatch Board) and the approach (e.g. self-reflection) you are most interested in testing. We will then put you in contact with the team that is developing the resources and supporting local Healthwatch to test the Quality Statements.

