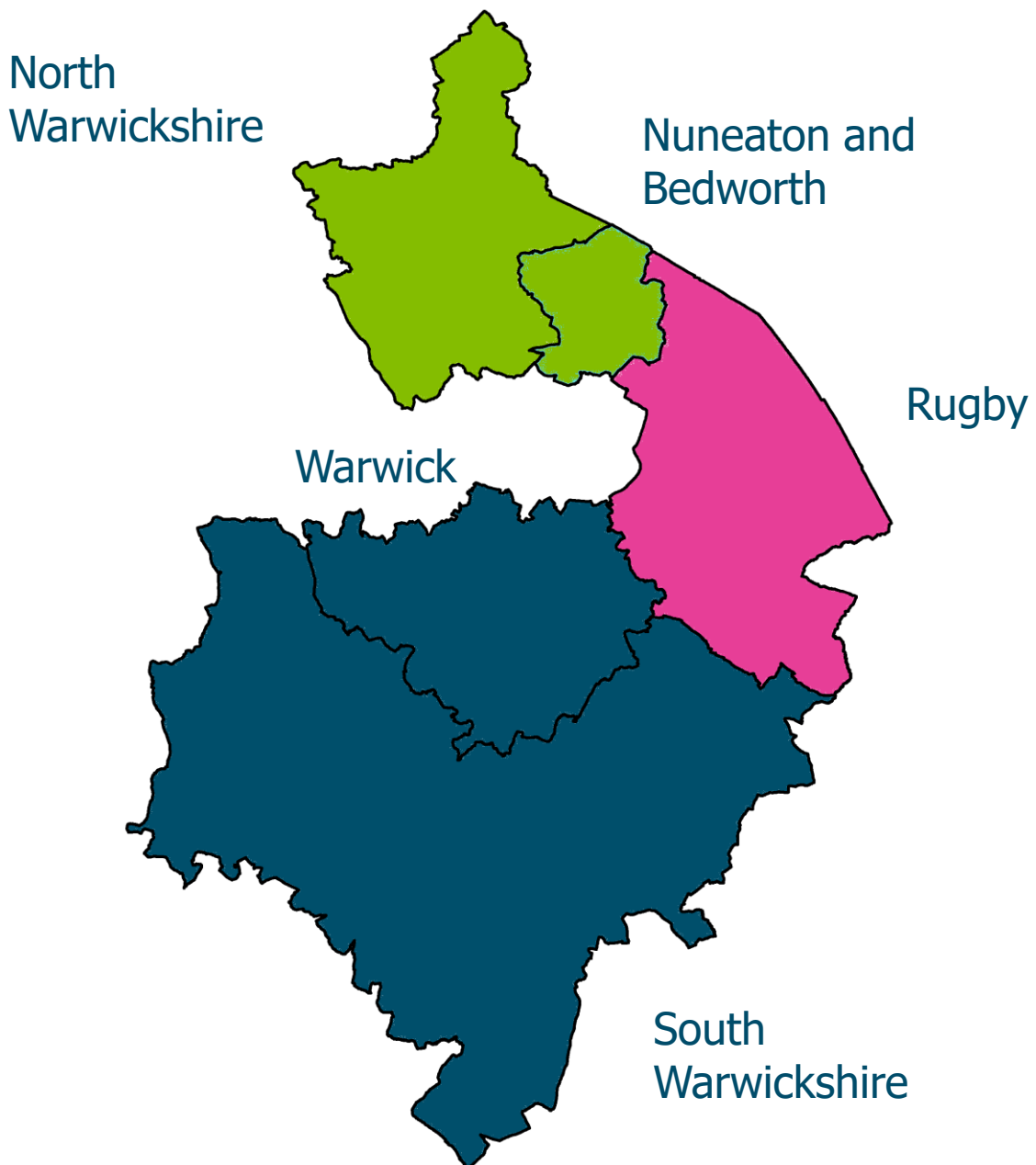


# Healthwatch Warwickshire

## Our work in 2022

Objectives and priorities



# About us

Healthwatch Warwickshire is your local independent service for everyone who uses publicly funded health and care services. From Shipston-on-Stour to Polesworth and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care.

## How we work

If you use GPs, hospitals, dentists, pharmacies, care homes or other support services in your area, we want to hear about your experiences. We can also help you to find reliable and trustworthy information and advice through our signposting service.

Healthwatch Warwickshire is part of a network of over 150 local Healthwatch across England. Last year, the network helped nearly 1 million people have their say and get the support that they needed. We are here to listen to issues that really matter to people in Warwickshire about their experiences of health and care. We are independent and impartial, anything you share with us will remain entirely confidential.

It's really important that you share your experiences - whether good or bad, happy or sad. If you've had a negative experience, it's easy to think there's no point in complaining, and that 'nothing ever changes'. Or, if you've had a great experience, that you 'wish you could say thank you'. Remember, your feedback is helping to improve people's lives. So, if you need advice, or you're ready to tell your story - we're here to listen.

## Our approach

- Listening to people and making sure their voices are heard
- Including everyone in the conversation - especially those who don't always have their voice heard
- Analysing different people's experiences to learn how to improve care
- Acting on feedback and driving change
- Partnering with other local health and care services, local support services and providers, and the voluntary and community sector to make care better whilst retaining our independence

## Our objectives

- 1) To find out the experiences of people needing or using health and social care services.
- 2) To seek the views of those who are not always heard and reduce the barriers that they face in accessing health and care services.
- 3) To act on what we hear to improve local health and care policy and services.
- 4) To ensure that the resources that we receive are used for the greatest impact.

## Introduction

Over the next year, we will work harder than ever to amplify the voice of those who are not being heard and make sure people's views and experiences lead to solutions that improve care for everyone.

Last year, we heard from 2,711 people who shared their experiences of health and care. Alongside our engagement and outreach work we used this information to recommend cases for change, and highlight where things were working well to the NHS and local providers of services.

Since publishing our [annual report](#), we have undertaken an extensive piece of work asking unpaid carers about their vital role in our communities and what support they receive as a carer for their own health and wellbeing. This attracted over 230 responses and the findings have been used in the review of carers strategy and dementia strategy by Warwickshire County Council. We have also gathered the views of over 500 people in the south of the county about community beds in both Stratford-Upon-Avon and Shipston-On-Stour. These figures illustrate our strong links with communities and that people value our role as an independent advocate.

We want to build on the work we have undertaken and the links that we have within communities in the coming year. Unequal access to health and care can have many contributing factors; where people live, their income, ethnicity, and the health conditions they have. This means that we will have to work harder to understand how best to involve different sections of the community in our work and share our knowledge with other organisations so they can learn from our approach. In addressing health inequalities in our work we believe that access and outcomes for everyone will be improved.

## **Objective 1: To find out the experiences of people needing or using health and care services**

- Continue to provide a high-quality information and signposting service about health and care to the public.
- Ensure that the ways in which we receive feedback are accessible to all members of the public.
- Continue to go out into our local communities to listen to and involve people in our work.
- Strengthen our relationships with other local groups and communities to ensure that our work is representative of the people needing or accessing health and care in Warwickshire.

### **Signs of success**

- People who access our information and signposting service find it useful.
- We have explored and understood the challenges that the public might face in accessing our service and implemented actions to ensure fairer access.
- High-quality feedback from a cross-section of local people.

## **Objective 2: To seek the views of those who are not always heard and reduce the barriers that they face in accessing health and care services**

- Identify the barriers that result in certain groups going unheard and how we can play a role in addressing these barriers. This could include getting feedback from individuals or groups with protected characteristics or could be specific to their health and care needs.
- Improve our understanding of which groups in Warwickshire are not having their voices heard and develop work to look at how we can include feedback from those groups in our work, and the work of others.
- Grow our skills base to ensure that we use the appropriate engagement techniques to match the needs of the individual.

### **Signs of success**

- We receive a higher proportion of feedback from the groups/people identified and have successfully developed relationships to ensure that their feedback influences decision makers and results in changes to services.
- That our work represents a cross-section of society and addresses health inequalities in Warwickshire.

## **Objective 3: To act on what we hear to improve local health and care policy and services**

- Influence local policy and practice to improve health and care, based on what we hear from the public and key stakeholders.
- Ensure that patient and public voice is represented in the new Integrated Care Systems.
- Continue to respond to the feedback we receive from the public, carrying out research/focussed projects, ensuring that changes to services have people at the heart of them.
- Work with local policymakers, commissioners, and health and care professionals to access and act on the evidence that we provide.

### **Signs of success**

- Public and patient voice is represented in the new Integrated Care System and there are clear routes for feedback.
- More people and stakeholders are aware of our service.
- More people value our organisation both in local communities and nationally.

## **Objective 4: To ensure that the resources that we receive are used for the greatest impact**

- Ensure that we have strong and robust governance processes.
- Ensure that we review our work and ensure that we deliver the key objectives of a local Healthwatch.
- Continue to invest in our board, staff and volunteers to create an inclusive culture that promotes learning and allows others to lead on projects.
- Continue to provide an inclusive organisation that supports people who work and volunteer with us, ensuring that the wellbeing of the person is considered in their role.
- Refresh our values and continue our commitment to equality and diversity issues.
- Raise our profile in Warwickshire and nationally.

### **Signs of success**

- We publicly demonstrate our impact and where we are making a difference.
- That all representatives of Healthwatch Warwickshire feel involved in our projects and understand that their role makes a difference.
- Public equality and diversity policy with steps on how we plan to address local issues.

## Priority areas as identified at our strategy day

- **GP access** - this remains one of the top reasons why the public contact Healthwatch Warwickshire. As such, this means it is very much part of our everyday work. We will continue to feedback experiences, both positive and negative, to providers and inform people of the correct ways in which to raise concerns or complaints. If we have concern about a specific practice we will raise concerns through the Care Quality Commission, and the Coventry and Warwickshire Clinical Commissioning Group. We plan to explore NHS administration as a wider theme within this work.
- **Learning Disabilities** – we will work with other organisations to identify good practice and main challenges of people with learning disabilities in getting their health and care needs met, understanding their experiences, and seeking solutions with them. This will include the promotion of health passports and looking at Accessible Information.
- **Integrated Care Systems** – this work will be integral in ensuring the voice of patients and the public are at the heart of the development of the new Integrated Care System across Coventry and Warwickshire.

## Other areas of work we plan to develop and deliver

- **Carers** – further work to be developed capturing the experiences of carers. This work will be used to influence local providers and key stakeholders in order to achieve positive changes to services.
- **Deafness and Hearing Loss** – we are looking to gather feedback about how people who experience deafness and hearing loss find accessing health and care services, working together to share those experiences with commissioners and health and care providers.
- **LGBT+ communities** – we plan to work with Warwickshire Pride to understand the experiences of people within the LGBT+ community and how they access health and care.
- **Mental Health** – we plan to work with Making Space to assess the adequacy of services and understand the support available to people experiencing an eating disorder.
- **Topic work** – we are looking to develop areas of work to help us start a conversation with the public and increase our awareness and feedback. These include:
  - Feedback about Accident and Emergency (A&E)
  - Feedback from people living in supported housing schemes
  - Raising our profile in pharmacies

## Glossary of terms

Term	Explanation
Integrated Care System (ICS)	<p>Are partnerships that bring together providers and services in Health and Care in order to meet the needs of their local population. There will be 42 across England. For this area our ICS will cover Warwickshire and Coventry. For more information:</p> <p><a href="https://www.kingsfund.org.uk/publications/integrated-care-systems-explained">https://www.kingsfund.org.uk/publications/integrated-care-systems-explained</a></p>
Care Quality Commission (CQC)	<p>Are the independent regulator of health and social care in England. They register, look at and monitor services like GPs, hospitals and care homes to make sure they are giving good health and care to people. More information:</p> <p><a href="https://www.cqc.org.uk/about-us/our-purpose-role/who-we-are">https://www.cqc.org.uk/about-us/our-purpose-role/who-we-are</a></p>
Clinical Commissioning Group (CCG)	<p>Commission most hospital and community NHS services. They decide on what services are needed and ensure that they meet the needs of the local population. They will become the integrated care board, which will directly pay for services and form part of the ICS. More information about what our local CCG:</p> <p><a href="https://coventrywarwickshireccg.nhs.uk/about-ccg/">https://coventrywarwickshireccg.nhs.uk/about-ccg/</a></p>



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