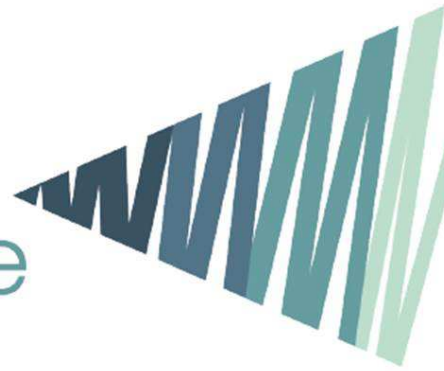


East Sussex
Community Voice



delivering

healthwatch
East Sussex

Healthwatch East Sussex

16th January 2014

What is Healthwatch?



- Created as part of the NHS Reforms
- ‘Consumer’ champion for Health & Social Care
- Independent
- ‘Corporate Body’
- Statutory powers – added value
- Additional functions – strengthening the consumer voice
- Healthwatch England
- Health & Well-being Board



Seven key functions...



1. **Gathering views and understanding** the experiences of patients and the public
2. **Making peoples' views known**
3. **Promoting and supporting the involvement** of people in the commissioning and provision of local care services and how they are scrutinised
4. **Recommending investigation or special review of services** via Healthwatch England or directly to the Care Quality Commission (CQC)
5. **Providing advice and information** about access to services and support for making informed choices
6. **Making the views and experiences of people known** to Healthwatch England and providing a steer to help it carry out its role as national champion
7. **NHS Complaints Advocacy**



Consumer Rights

Our vision for rights in health and social care

Explore our eight proposed rights below to find out what they are and how they could work in the real world. You can also [find out how and why we developed these rights](#). Join the conversation on rights and [responsibilities](#) below.



Healthwatch England

Leading the Way



- This national conversation will shape Healthwatch England's strategy over the next two years and create a rights based framework that has been shaped by the public and so help to put people at the heart of health and care.
- In relation to the NHS, there are already some legal rights which are enshrined in the NHS constitution, there is nothing similar in care. Healthwatch England's consumer rights will describe what people expect from the services they need and they will be used to challenge services to do more to meet public expectations.
- In October we published a framework to help us all get the safe, dignified and high quality care we deserve. Healthwatch England will be using its rights framework to challenge the system to become more consumer focused.
- And this is especially relevant to older people as consumers

Healthwatch England

Leading the Way



- Introducing the concept of people who use health and care services as consumers
- Drafting a framework of what rights people can expect
- Talking about rights – you can't have a discussion about rights without talking about responsibilities
- Challenges for older people who cannot take responsibility for their health and care, or need help to take on full responsibility
- Join the conversation



What have we done locally?

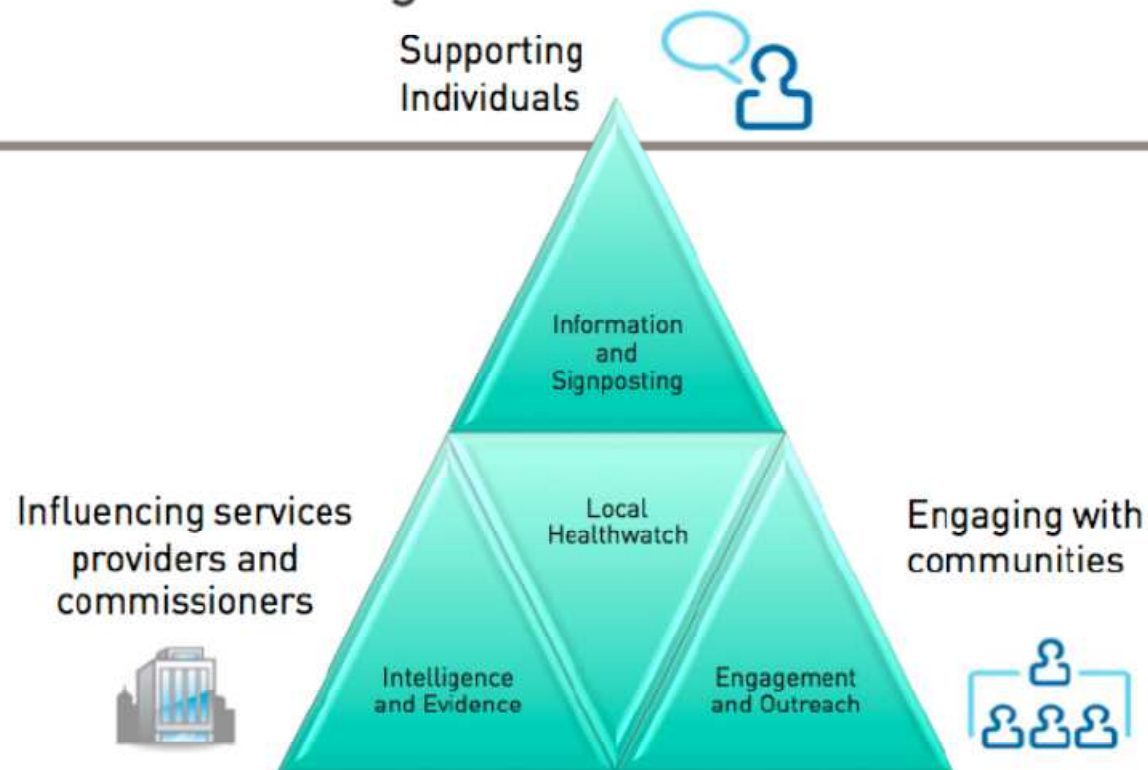


Bringing it to life...

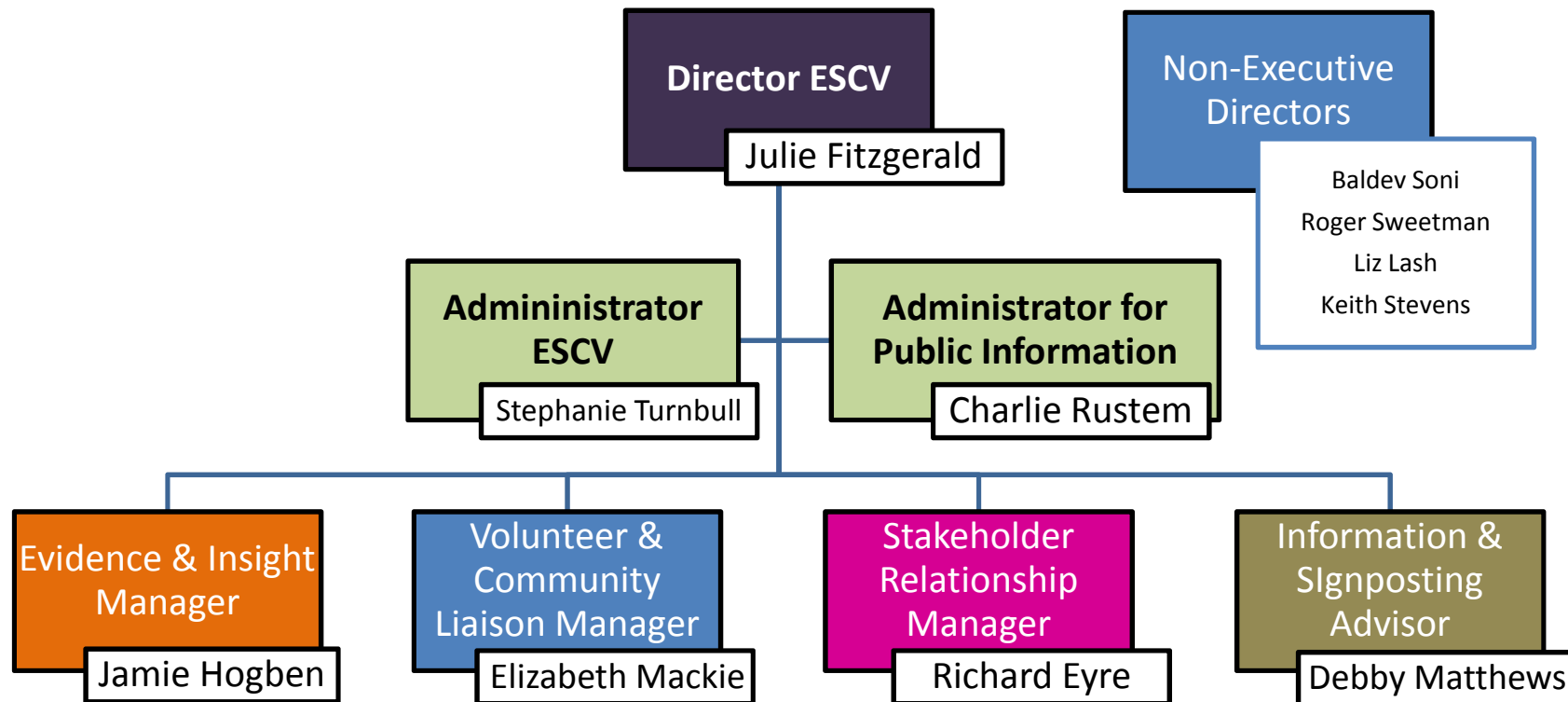
- Pathway to Urgent Care
- Responding to feedback, comments & insight...
- Use skilled volunteers to visit treatment centres and A&E departments to talk to patients
- Particular focus on older people
- Produce a report
- Work collaboratively to improve access to services, by better understanding patient experiences

Model

Healthwatch Triangle

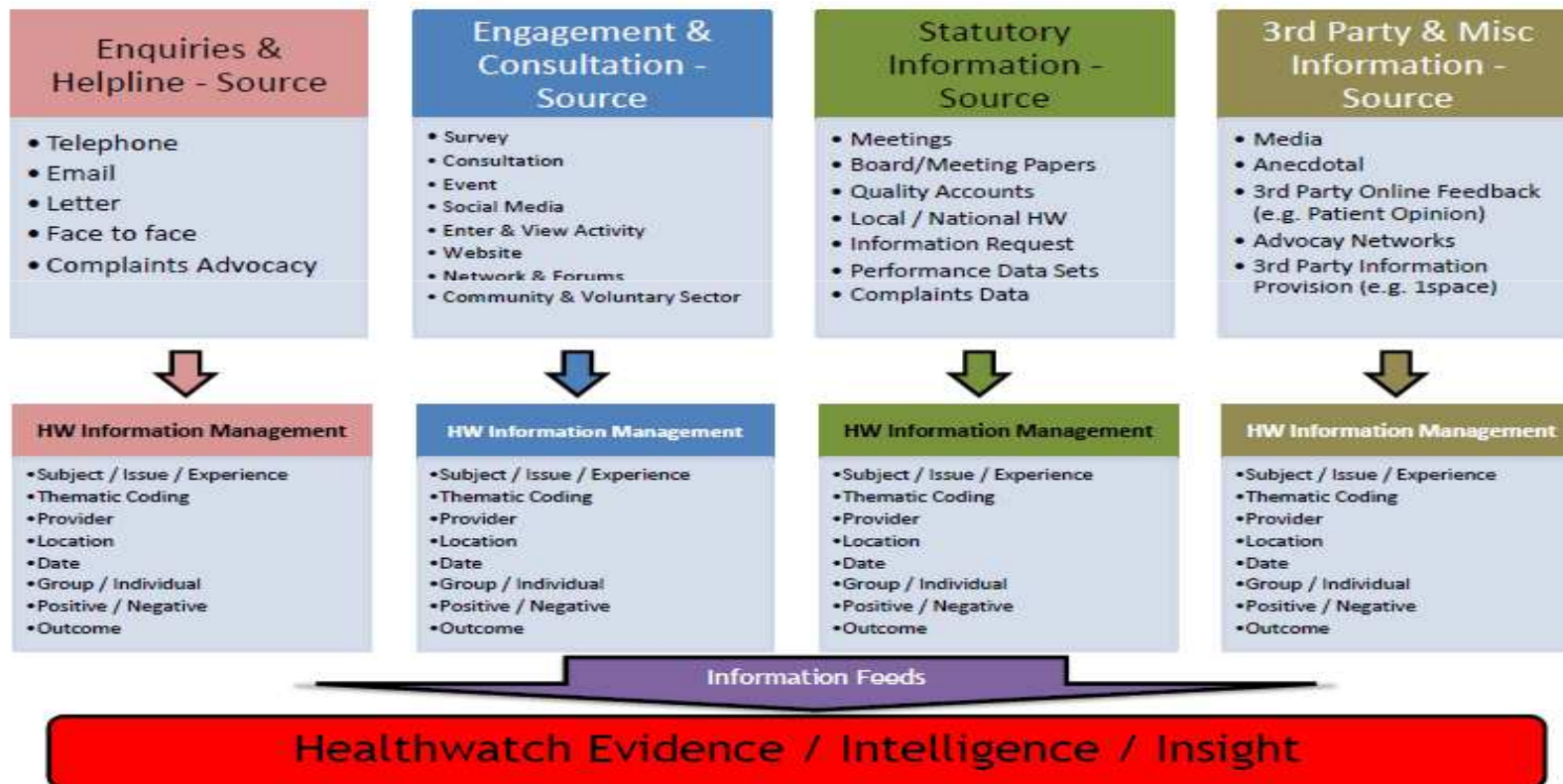


Structure



Managing information

Healthwatch Information and Evidence Management



Contact...



Contact Details

Healthwatch helpline (for member of the public)	0333 101 4007
Healthwatch email address	info@healthwatcheastsussex.co.uk
Healthwatch textphone (for member of the public)	07826021114
Healthwatch website	www.healthwatcheastsussex.co.uk