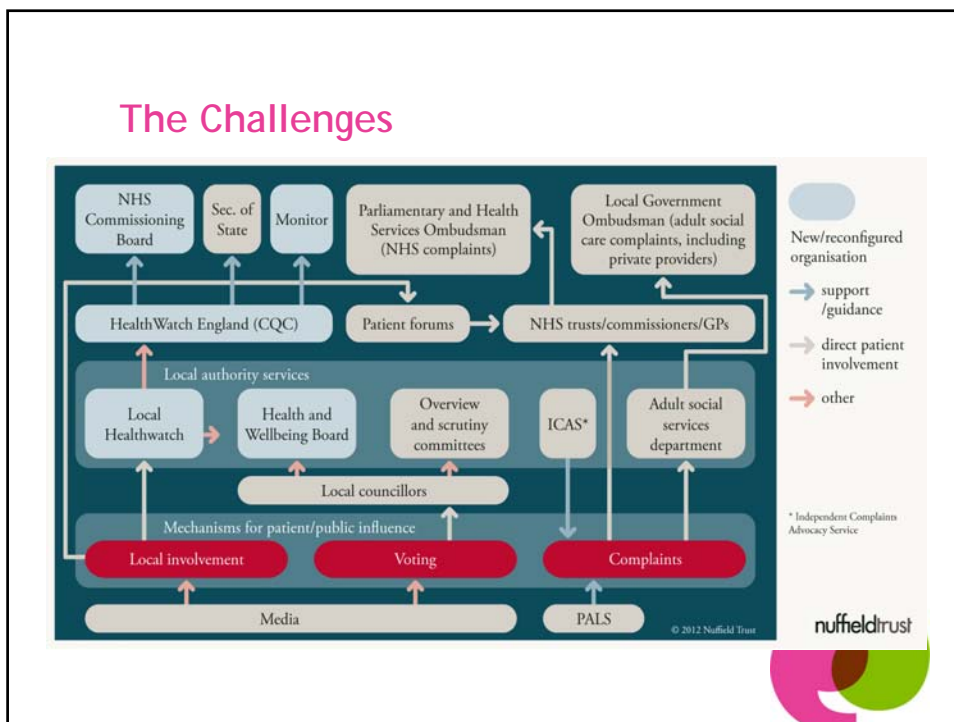


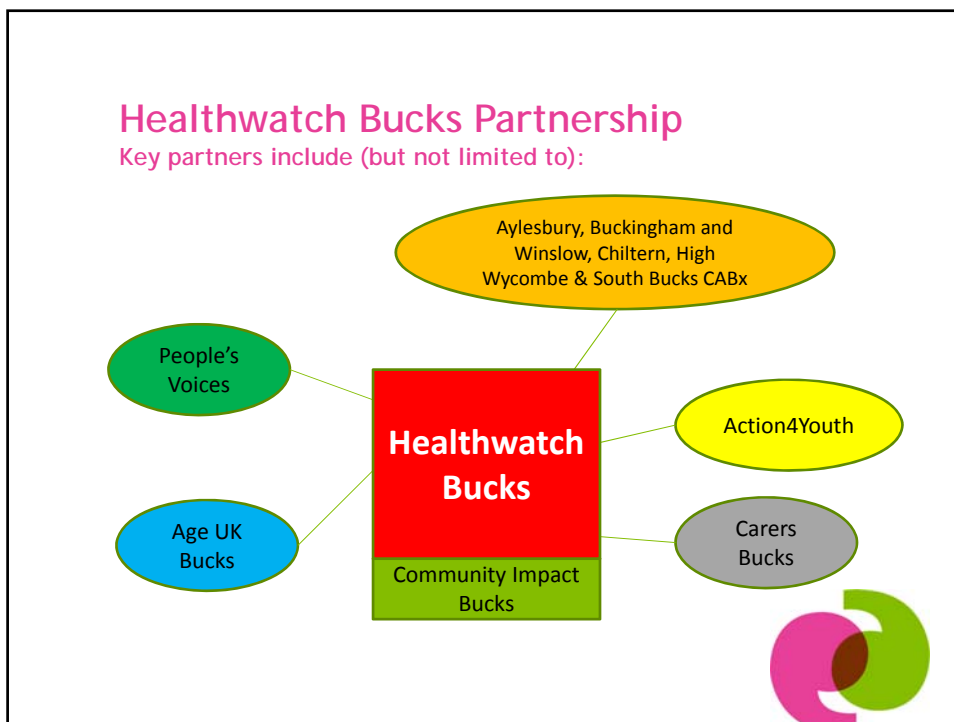
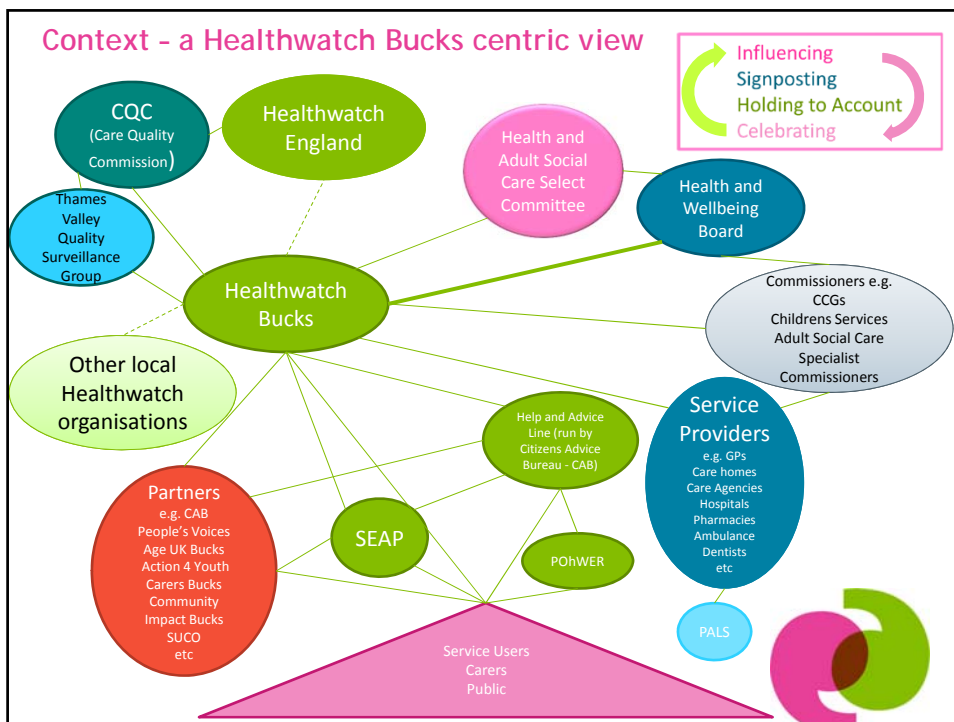


healthwatch
Bucks

Healthwatch Bucks Context, Aims and Partners

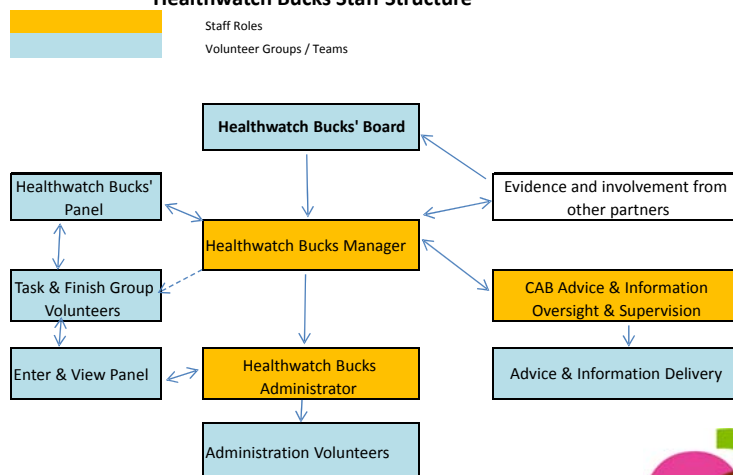
Alex Hannaford





The structure - a 'virtual' organisation

Healthwatch Bucks Staff Structure



About Healthwatch Bucks

Healthwatch Bucks is the independent consumer champion for health and social care in Buckinghamshire. We ensure that the voices of those who use services reach the ears of the decision makers.

Aims:

Influencing
 Signposting
 Holding to account
 Celebrating good practice

We will do this by:

- Collecting data and stories about the good and the bad, so we can use evidence based criteria to influence commissioning and policy
- Helping individuals to navigate their way through the system - giving advice and information
- Using powers to 'Enter and View' to be influential in achieving service improvements, through partnership with: service providers; the local health and social care voluntary sector; the Health Overview and Scrutiny and Committee; the Health and Wellbeing Board; Healthwatch England; Clinical Commissioning Groups and the local authority.

Partners:

Healthwatch Bucks is developing partnerships across a variety of sectors to:

- Drive awareness of Healthwatch among all care users and groups everywhere
- Use the knowledge and experience that partners have to paint a picture of health and social care across the county
- Increase diverse involvement in local Healthwatch and ensure improvement in services
- Affect policy change for local health and social care
- Provide Healthwatch England with evidence to affect policy change for health and social care nationally

Types of issues/queries the LAF could forward to Healthwatch:

Local area concerns about any social care service

Local area concerns about any NHS provided service

Local area feedback on social care and health services which are working well (to help influence future policy)

e.g. concerns re service quality, lack of access to services, feedback on successful new services



For individuals:

For help and advice call: 0845 2606216

Have your say about the local health and social care services in your area via the website at

www.healthwatchbucks.co.uk

healthwatch
Bucks



Volunteering:

Interested in volunteering for Healthwatch Bucks?

We have a variety of interesting roles for people with many skills.

For more information and role descriptions have a look at our website.

Please get in touch with us.



Glossary:

HWB Health and Wellbeing Board

CQC Care Quality Commission

CCG Clinical Commissioning Group

HASC Health and Adult Social Care Select Committee

CAB Citizens Advice Bureau

SEAP Support Empower Advocate Promote - has the contract for NHS complaint advocacy

POhWER Has the contract for Mental Health advocacy and Social care complaint advocacy

