

## Healthwatch Bucks Strategy 2017-2020

### What is Healthwatch Bucks?

Healthwatch Bucks is one of 148 independent local organisations set up by government to ensure that decision-makers and health and social care services put the experiences of people at the heart of their work.

### What does Healthwatch Bucks want?

**Our vision** is that your experiences, ideas and opinions make a positive difference to the way health and social care is provided in Buckinghamshire.

### How does Healthwatch Bucks help make that happen?

**Our mission** is to ensure that the collective voice of people using health and social care services is heard, considered and acted upon.

**Our three objectives** are:

To **listen** to you, the residents of Buckinghamshire, so we understand what you think about health & social care

#### You will know who we are and why you should talk to us

- We listen to you to understand what you think about health and social care provision
- We help other organisations engage effectively with you
- We partner with other organisations to understand the views of different groups
- We enable you to feed in your views on changes proposed for health and social care
- We work with others to make sure you know where to go when you need help

To **influence** the right people so your views make a difference to health and social care services

#### You trust us to represent your views independently and with integrity

- We celebrate success and recognise and share good practice
- We highlight areas for improvement and work with providers to understand how they will deliver improvements
- We attend the right meetings and work with providers in decision making
- We work with other organisations to extend the reach of our influence
- We make sure our influence is felt at a national level through Healthwatch England and the Care Quality Commission

To **change** the way health and social care services are commissioned and delivered for the better

#### You can see how we have made a positive difference

- We hold people to account in responding to the changes we have recommended
- Our projects, processes and reporting are designed to deliver and demonstrate impact
- We review and report on specific aspects of health and social care to provide detailed recommendations
- We ask for patient and service user representation in all aspects of decision making on health & social care
- We collaborate with others to make change happen

***We always ask ourselves.... "what difference does this make for patients and other service users?"***

## So how does the organisation work:

We will be:

- **Independent** – we are independent of those who buy, design or deliver health and social care services
- **Listening** – we focus on understanding what your views are on health & social care services
- **Active** – we get out and about and make things happen
- **Focussed** – our delivery will be targeted on our priority areas
- **Balanced** – we will work across the health, wellbeing and social care agendas
- **Volunteer based** – Volunteers will be at the heart of Healthwatch Bucks
- **Collaborative** – we will work with other people to extend our reach
- **Sustainable** – we will support our core business with additional income streams
- **Signposting** – helping you work out where you need to go to get the services you need

## What are your priorities for 2017-18?

Our priorities are:

- **Mental health and Wellbeing**
- **Prevention and Primary Care**
- **Transition to and within Social Care**

The priorities will guide our focus around key aspects of our activity such as:

- engagement with underrepresented groups;
- engagement with key healthcare developments (e.g. the Sustainability and Transformation plans);
- meeting attendance and stakeholder management; and
- project delivery.

## Our most recent projects have focussed on:

- **Partners in maternity - an experience report**
- **Community Transport – hospital parking for voluntary community drivers**
- **Dignity in Care – looking at care homes across Buckinghamshire**
- **Mental health peer support (with Bucks MIND) – an evaluation**
- **GP Patient Experience – looking at waiting rooms, websites and out of hours messaging**
- **Dentistry Mystery Shopping – availability of information about NHS dental provision**

To access our reports on the above projects please look at <http://www.healthwatchbucks.co.uk/category/results/>

## We are currently delivering projects on:

- **Patient Participation Groups Support**
- **Dignity in Care**
- **Access to services for the Deaf Community (with Action on Hearing Loss)**
- **Access to Annual Health Checks for those with learning disabilities (with TalkBack)**
- **Community Pharmacy Services Use**
- **Patient Experience of Telecare**

To find out more about what we do and how we deliver please visit our website: [www.healthwatchbucks.co.uk](http://www.healthwatchbucks.co.uk)  
You can also follow us on Twitter: [@HW\\_Bucks](https://twitter.com/HW_Bucks) or Facebook: [HealthWatchBucks](https://www.facebook.com/HealthWatchBucks)