

# Healthwatch in Bath and North East Somerset

## Aims Vision and Principles

### 1 Introduction

In response to recent government policy a vision for Healthwatch is being developed in Bath and North East Somerset. A provider for Healthwatch will be commissioned through an open procurement process and will be in place at October 2012. A public consultation exercise has been in operation during May and June and is now drawing to a close.

This paper presents the agreed vision for Healthwatch and summarises the key points to be taken forward in drawing up a specification for the procurement exercise.

### 2 Aim for Healthwatch procurement

To secure a suitable service provider that will:

Establish and deliver an energetic and proactive local involvement infrastructure fully embracing modern and creative communication and engagement methods to quickly emerge as:

*The consumer champion for health and social care for people using services, carers and the public in Bath and North East Somerset.*

### 3 Agreed Vision for Healthwatch

Bath and North East Somerset Healthwatch will:

1. Undertake the 3 core operational functions
  - Influencing
  - Signposting
  - Advocacy
2. Act as a network or brand bringing together the existing infrastructure of engagement and support and extending it
3. Proactively outreach in communities to be inclusive and accessible to all groups e.g. adults, children, minorities, users, carers & patient groups
4. Deliver information & choice through signposting
5. Establish a common agenda of priorities & work alongside partners
6. Participate in a triangle of relationship with commissioners and O&S

## **4 Principles for procurement**

### **1 Establish and manage**

Fulfil all procurement requirements

- Satisfy all financial managerial and operational criteria

Fulfil regulatory requirements

- Demonstrate ability to respond to final operational regulations

- Demonstrate ability to deliver all existing Link duties and responsibilities

Operate an appropriate and proportionate organisation

- Put in place a lean but effective core administration

- Identify the mechanisms for wider involvement

- Identify the mechanisms for an operating structure

Ensure localism

- Be able to demonstrate ability to deliver local knowledge

Create an effective and inclusive brand

- Clear confidence of role as champion of people using services

- Ensure equal weighting for social care

- Include wellbeing and prevention

Quickly establish professional working relationships

- Achieve proactive relationships with all key commissioner and provider partners

- Identify mechanisms for sustaining these as ongoing relationships

### **2 Promote and communicate**

Actively Publicise

- Identify promotion strategy and methods for continuous public communications

Innovation of approach

- Major emphasis on internet communications and modern social media

- Proportionate emphasis on print and broadcast media

- Identify new mechanisms for distribution through public venues

Inform

- Regular communication on purpose

- Regular communication on opportunities for public access

- Regular communication on achievements

### **3 Involve and engage**

Act as a local network

- Coordinate and draw together existing H & SC involvement structures
- Identify methods for ensuring the participation of all partners

Ensure inputs from network participants

- Proactively gain inputs from individual's and specialist groups

Extend and increase membership

- Embed GP patient participation groups
- Include foundation trust members
- Include parish and town councils
- Increase public participation

Proactively reach out to all communities

- Establish continuous links to children and young peoples structures
- Identify how to have a presence or access points in community venues
- Identify how to promote involvement in non traditional venues or events

### **4 Empower and enable workforce**

Build on existing work

- Continue to support and include existing Link members
- Review existing streams of work and continue where appropriate

Establish effective workers and leaders

- Identify how volunteers will be selected for key roles
- Identify how volunteers will be trained and have continuous development

### **5 Perform and deliver**

Justify public mandate

- Articulate aims and priorities
- Be accountable and report on activity and achievements

Work to a common agenda

- Identify how priorities for annual work plan will be sourced
- Identify how priorities will be negotiated and agreed with local partners

Advocacy

- Identify methods for advocacy and how group and individual issues will be pursued with providers

### **6 Develop and Grow**

Extend scope of involvement

- Identify how the health and wellbeing network can be delivered through health watch
- Identify vision for growth of healtwatches local influence and activity

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