

A Draft HealthWatch Vision Statement and Strapline

18 March 2011

From the HealthWatch Advisory Committee

A vision for HealthWatch England

HealthWatch England will be the national champion for people's rights in health and social care. It gathers and uses people's experiences and evidence from local HealthWatch organisations to promote better outcomes in health and social care at local, regional and national levels.

HealthWatch England will be a national, independent, statutory committee. It will have public trust to drive improvements in the quality, safety and regulation of health and social care services based on effective analysis of local people's experiences, trends, and formal reviews of care.

HealthWatch England will use evidence from local HealthWatch and local people as the foundation to present the public's views to improve health and social care services - strengthen the regulation of services - drive up standards of care - promote dignity - and show how it has helped to improve services and policy.

A vision for local HealthWatch

Local HealthWatch will be an independent and inclusive local champion for people. It will be a democratic organisation, well known to patients, users and carers and members of the public in its locality - and be accessible to all in its area. Local HealthWatch will work in partnership with local service commissioners and providers of health, public health, and social care services - listened to and routinely involved - transparent and built on public trust - ensuring that individuals and communities can effectively and efficiently influence the planning and the delivery of services. Local HealthWatch will be part of a network made up of local individuals and community groups, supported by its peers and monitored by those it works with.

Local HealthWatch will reach out to all those in the community to hear whether services meet their different needs. By creating opportunities for people to seek service improvements, Local HealthWatch will work in partnership with local commissioners and providers as their 'critical friend' to encourage them to use a range of ways to engage with patients, carers and services users - particularly for those who suffer most disadvantage - so as to make improvements in services.

Local HealthWatch will be transparent and will continually review its effectiveness to gain and sustain public trust and confidence.

Straplines for HealthWatch

"Your champion for [rights in] health and social care"

'Your voice in health and social care, locally and nationally'