



The national voice for LINKs' members

Key Objectives of the Transformation Board

Independence, Governance and Powers

- (1) To consider the governance, accountability and transparency arrangements for National HealthWatch and Local HealthWatch, including possible elections to the Board of National HealthWatch.
- (2) To consider arrangements and guarantees for the independence of National HealthWatch and Local HealthWatch.
- (3) To consider the statutory powers required by National HealthWatch and Local HealthWatch to carry out their roles effectively.

Commissioning, Funding and Staffing of Local HealthWatch

- (4) To consider the most effective arrangements for the commissioning, funding and accountability of National HealthWatch and Local HealthWatch.
- (5) To consider arrangements for the employment of National HealthWatch and Local HealthWatch support staff.
- (6) To consider the potential conflicts of interest in relation to the funding and accountability arrangements for both National HealthWatch and Local HealthWatch.

Communications and Influence

- (7) To consider arrangement for National HealthWatch and Local HealthWatch to be involved in and to influence the commissioning and provision of services to local, regional and national levels.
- (8) To consider arrangements for National HealthWatch to raise issue of public concern on behalf o Local HealthWatch with national health and social care bodies and their regulators, Ministers and parliamentary committees.
- (9) To consider arrangements for promoting and raising awareness of National HealthWatch and Local HealthWatch to the public and how information about the activities of National HealthWatch and Local HealthWatch can be effectively made known locally, regionally and nationally.
- (10) To consider the building relationships between NALM and National HealthWatch/Local HealthWatch.

Complaints Advocacy and Choice

- (11) To consider how best the complaints advocacy function can be provided within the arrangements of National HealthWatch and Local HealthWatch.
- (12) To consider access arrangements and publicity for complaints advocacy.
- (13) To consider how the proposed role of Local HealthWatch to provide information and assistance on choice of service providers can best be provided.
- (14) To consider how the effectiveness of Local HealthWatch can be enhanced and supported by National HealthWatch.
- (15) To consider how National HealthWatch should support Local HealthWatch in respect of their independence and the fulfilment of their duties.
- (16) To consider support arrangements by National HealthWatch for a poorly performing Local HealthWatch.
- (17) To consider arrangements for providing arbitration/mediation in case of disputes in or between Local HealthWatch, their members, local authorities, Host organisations and other bodies.