



National voice for LINKs' members

A VISION OF SUCCESS FOR HEALTHWATCH

Mission Statement for Healthwatch:

“Healthwatch is the consumer champion for health and social care services, giving a voice to local people, community and voluntary groups to influence the way their services are planned, purchased and provided.”

Successful local HealthWatch will be:

Influential: HealthWatch will be - and be seen to be – a key, valued and respected player working in partnership with local providers, commissioners, health and wellbeing boards, public health services and communities, to co-design and scrutinize local services on behalf of local people. Its credibility will be enhanced through the knowledge and experience gained in supporting individuals. HealthWatch will have good and effective links with local communities and with the voluntary sector and will have a duty to engage and involve. It will add value to local efforts to promote active citizenship, public health and community engagement.

Independent and well-resourced: HealthWatch will be – and be seen to be – independent and strong, *and will be effectively managed, supported and equipped to reach into the community.*

Supportive: Visible, accessible, and responsive, and providing valued support to individuals seeking help to understand and navigate local services, or to obtain redress. HealthWatch will clearly cover and be seen to cover both health and social care

Built on success: HealthWatch will not be a complete departure from current arrangements, but will build on local strengths in LINKs, scrutiny, community engagement, advocacy and public involvement. It will draw on the expertise and commitment of LINKs volunteers, while widening the pool of those involved. HealthWatch will add value to – and not undo - things that are already working well at local level. HealthWatch will continue to evolve in response to local

needs, opportunities and circumstances, and not have imposed on it a fixed set of arrangements.

Supported: HealthWatch will thrive in an environment where there is a collaborative approach to the design, delivery and monitoring of services at local level and where commissioners and providers actively seek to involve patients, service-users and communities.

A successful National HealthWatch will be:

Independent, democratic and credible - and seen to be.

Intelligent – in its ability to gather, marshal and deploy local intelligence

Influential – with key national players, in particular the National Commissioning Board and CQC, based on its intelligence and connections.

Well-connected – to local HealthWatch *whose work it will promote at a national level.*

Valued by local HealthWatch – as a result of the support and guidance it provides and its influence with national players.

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