



A success story led by the
Community Council of Devon

Introducing the presentation team here today:

- Elaine Cook, Chief Executive

Community Council of Devon



Healthwatch Devon

- Devon County Council had to procure a Local Healthwatch for the County, just as it had to procure a Local Involvement Network. The new organisation has to be in place by 1 April 2013
- This was a great opportunity to consolidate engagement and other activities into an effective, high profile 'consumer voice' for health and social care in the County



Consultation

- Surveys
 - Listening events
 - Stakeholder event in March
 - Drop-in for stakeholders in April
 - NHS and social care provider discussions
 - Stakeholder follow-up event
 - Various workshops on issues
- with findings published on our web pages



Healthwatch Functions

- 1. Gathering views and understanding the experiences of people who use services, carers and the wider community***
- 2. Making people's views known***
- 3. Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinised***



Healthwatch Functions



- 4. *Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission***
- 5. *Providing advice and information about access to services and support for making informed choices***
- 6. *Making the views and experiences of people known to Healthwatch England and providing a steer to help it carry out its role as national champion***

What is going on in the world that makes what we do important?

- As the needs of our population change, health and care services need to change too

Why do we feel that this is important?

- Services are only ever improved when they are informed by the needs and experiences of the people who use them

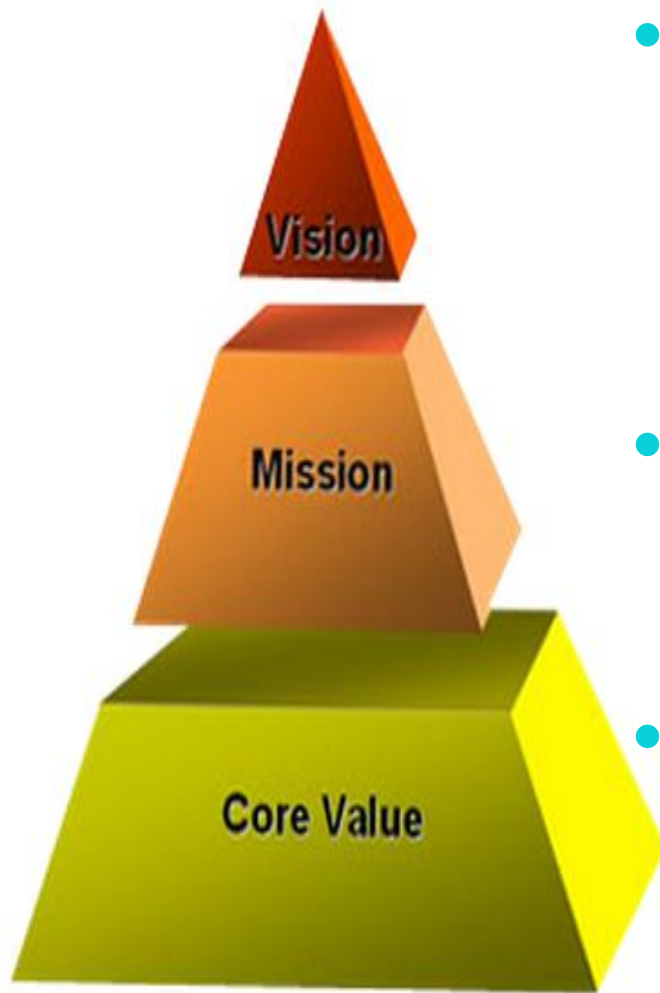
How are we solving these problems?

- We're working with people who want to improve their local services: local voices improving local health and social care services

How do we want people to respond?

- We'd like Statutory Bodies to feel comfortable working alongside us: we're here to provide support as well as a rigorous independent view

Our Aspirations for Healthwatch Devon



- **Vision:** For the people of Devon to be actively involved in shaping their health and social care services; to ensure HWD meets the public's aspirations of excellence in customer care, proficiency, equality and joined-up thinking.
- **Mission:** To be an independent, impactful and empathic consumer champion for health and social care services in Devon; to be run by the people, for the people...
- **Values:** The underpinning approach of HWD is non-discriminatory – it recognises, champions and works with diversity in all its forms.

Bringing it all together.....

Healthwatch Devon's priorities during the start-up stages of development



WHO ARE THE INTENDED BENEFICIARIES OF HWD?

All the residents of Devon – from the city estates of Exeter to the most remote rural farmstead, this will include:

- Children and Young People
- Carers, parents and guardians
- Older people
- People with limited access to IT and transport
- People who experience barriers to main stream services due to cultural and language differences, disability or debilitating illness
- People who experience mental health problems including alcohol and substance misuse
- Gypsies, travelers, migrant workers and other people of no fixed abode
- People in custody and residential institutions



PARTICIPATORY GOVERNANCE STRUCTURE



METHODS

Board Membership
Advisory Forum
Member Voting Rights
SLAs with User-Led Organisations
Sub Groups
Special Task Forces
Focus Groups
Citizen's Panels
Conferences
Road Shows
Public Meetings
Questionnaire Surveys
Interviews
PR Events
Displays
News Letters
Press Releases



**THANK YOU FOR THIS
OPPORTUNITY AND FOR
LISTENING TO US TODAY**

**WE WELCOME YOUR
QUESTIONS**