

Healthwatch Harrow are the independent local champion for people who use health and social care services in Harrow.

We are here to find out what matters to people and to help make sure their views shape the support they need.

We are contracted by the Local Authority to listen to what people like about services and what could be improved.

We share their views with those with the power to make change happen.

People can also speak to us to find information about health and social care services available locally or access to help to make a complaint.

We have the power to make sure that those in charge of health and social care services hear people's voices.

As well as seeking the public's view ourselves, we also encourage health and social care services to involve people in decisions that affect them.

We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

Healthwatch was established under the Health and Social Care Act 2012 (an Act of Parliament) to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

The statutory activities of a local Healthwatch

- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services
- Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved
- Obtaining the views of local people regarding their need for, and experiences of, local care services and importantly to make these views known
- Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services and people responsible for managing or scrutinising local care services and shared with Healthwatch England
- Providing advice and information about access to local care services so choices can be made about local care services
- Formulating views on the standard of provision and whether and how the local care services could and ought to be improved, and sharing these views with Healthwatch England
- Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC): and to make recommendations to Healthwatch England to publish reports about particular issues
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

Vision and approach

Every local authority area in England has a Healthwatch. At Healthwatch Harrow, our vision, purpose and approach are built around the needs and aspirations of local people.

Our vision is simple

To provide an independent voice and source of information and influence for the residents of Harrow.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.

“Improving and shaping local health and social care”

Our approach

People’s views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People are at the heart of everything we do....



We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- Holding quarterly Healthwatch Forums
- Running surveys and focus groups
- Going out in the community and working with other organisations
- Undertaking outreach activities
- Attending stakeholder meetings, such as the Health & Wellbeing Board and Clinical Commissioning Group Governing Body amongst others



Our main job is to raise people's concerns with health and care decision makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.



Our mission

“Healthwatch Harrow are here to champion your concerns about health and social care provision in Harrow by making sure your views on local health and social care services are heard and fed back to the people who commission these services to ensure they improve.”

Our priorities

Engagement

To engage at a local level to gather intelligence and be the voice for local people around issues relating to health and social care in Harrow to influence commissioning of services:

- Healthwatch Forums
- Stakeholder Engagement
- Intelligence Reports
- Outreach/surveys.

Signposting

Provision of signposting service for queries/ complaints and information sharing:

- Signposting services for queries and complaints
- Capturing intelligence in our Community Insight CRM
- Information Sharing & scrutiny meetings.

Monitoring & Scrutiny

Monitor and scrutinise specific aspects of HWBB, CCG and STP Priorities & targets:

- Policy, Strategy & Scrutiny Meetings
- Healthwatch Annual Report
- Quality Statement Accounts
- Local Intelligence to CQC
- Trend Analysis Report.

Our objectives

- To capture local intelligence via organised bespoke on-line surveys, focus groups, outreach, community events and workshops. Using our Community Insight CRM produce quarterly trend analysis reports, highlighting trends and disseminate findings via our website and newsletters
- To provide a signposting service to local people via our website and newsletters using the Community Insight CRM and other information sources
- To monitor and scrutinise specific aspects of Health & Wellbeing Board, Clinical Commissioning Group, and Health and Social Care Scrutiny Sub Committee. Also looking at STP priorities and targets being delivered through the Integrated Care Programme.



Our delivery plan

We are contracted by the Local Authority to deliver the following activities to meet Statutory Duties.

Statutory Duty	Activity
1. Obtaining views of local people regarding local care and services	General Outreach in the community
	Hard to reach groups outreach
	Case Studies development
	Events - promoting Healthwatch
	Online feedback obtained
	Volunteer recruitment
	Newsletters - produced every 2 months
	HWH Forums - held quarterly
2. Enable local people to monitor the standard of local care provision	Patient Experience Panels - held twice monthly
	Community Insight Database - Trend Analysis Reports
3. Promote and support local people involvement in commissioning of local care and services	Representation at local statutory boards/ committees
	Representation at regional board / committees
	Representation at provider and community meetings
4. Reports & Recommendations on how local care and services could be improved	Quarterly Trend Analysis Reports
	Bespoke Trend Analysis Reports
	Set - piece research project - one per year

Statutory Duty	Activity
5. Provide Advice & Information about how to access local care services	Signposting service which captured in our Community Insite Database
	Website showing the flowchart of what do when you wish to complain
	Social Media
6. Formulate views on standard of provision, sharing views with stakeholders and statutory partners	Quarterly Trend Analysis Reports
	Bespoke Trend Analysis Reports
	Stakeholder meetings
7. Recommendations to HWE / CQC	CQC inspectors for Primary, Acute and Social Care
8. Shared Intelligence to HWE	Quarterly Trend Analysis Reports
	Bespoke Trend Analysis Reports
	Newsletters
9. Produce an Annual Report	Annual Report

How we are run

Healthwatch Harrow is an Independent Body, contracted by the Local Authority to carry out Statutory Duties as laid down on page 3 of this document. The Contract is managed by Enterprise Wellness Ltd, part of HM Partnership and the day to day operations and strategic engagement are managed by the EWL Operations Manager, who reports to the HMP Board.

Quarterly Performance Monitoring meetings are held with the Local Authority Commissioners and EWL Operations Manager.

The Outreach Manager is responsible for all outreach activities and manages the team of volunteers who support both outreach and engagement in Stakeholders meetings representing Healthwatch.

Our Community Insight Database, Trend Analysis Reports, Newsletters and Website are all managed by our Associate Information Manager.

We are a small team supported by our team of passionate volunteers.

Healthwatch Harrow
Contact us

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