

Healthwatch Harrow

Your Voice Counts



April 2021

Healthwatch Harrow is 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.

Healthwatch Harrow has been the residents local voice and consumer champion for health and social care across the London Borough of Harrow since 2013.

However, like other organisations, a combination of continued cuts in funding, the challenges posed by COVID-19 and the evolving complex health and social care system across North West London mean that Healthwatch Harrow is no longer in a position to meet its wide range of statutory obligations or sustain a comprehensive level of service from April 2021 to March 2023 the period of our current contract.

In the current climate the increasing challenge is how do we get the patient and resident voice into a system that is new and complex and in a somewhat crowded arena, where there are several different organisations all claiming to represent the patient and resident voice.

We are currently all in a period of change, which provides the opportunity to re-shape how we do things, consider resources, and refocus activities to where Healthwatch Harrow can have the most impact and improve outcomes.

Therefore, it has been agreed with Harrow Council, who commission the Healthwatch Harrow service that the priority for the service between April 2021 to March 2023 will be around the following:

- Integrated Care Programme & Integrated Care System - ensuring the voice of Harrow Residents is heard at North West London level
- Impact on communities of Covid, long Covid and the vaccination programme
- Health & Social Care inequalities faced by the residents of Harrow
- Access to services - including digital inclusion.

The drivers for the next 12 months are:

- White Paper setting out legislative proposals for a Health & Care Bill - “Integration and Innovation: Working together to Improve Health and Social Care for All”
- Harrow partners’ recovery plan out of the pandemic and building resilience.

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.



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 Healthwatch Forums / Engagement Outreach
- 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 other Commissioning Governing Body meeting 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.

Your Voice, Your Harrow - have your say on local health and social care services, [click here](#).



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

Our aim is to concentrate resources and capacity towards the big issue facing Harrow at any one time to maximise impact and avoid spreading limited resource too thinly.

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. Particularly in relation to the:

- Integrated Care Programme & Integrated Care System - ensuring the voice of Harrow Residents is heard at North West London level
- Impact on communities of Covid, long Covid and the vaccination programme
- Health & Social Care inequalities faced by the residents of Harrow
- Access to services - including digital inclusion.

Monitoring & Scrutiny

Monitor and scrutinise specific aspects of Health & Wellbeing Board, Clinical Commissioning Group and the Integrated Care Programme priorities & targets via:

- Attendance at 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 up to date news 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 Integrated Care Programme priorities and targets.



Healthwatch Harrow
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