



Healthwatch England - a platform for action

Patrick Vernon OBE, Committee Member

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Healthwatch England

Our focus:

- Consumers: All children, young people and adults in England
- Both health and social care, enabling us to look at the whole person

Our powers:

- Powers to escalate concerns
- Powers to advise a formidable range of organisations and the Secretary of State directly
- Powers to conduct special inquiries/reports

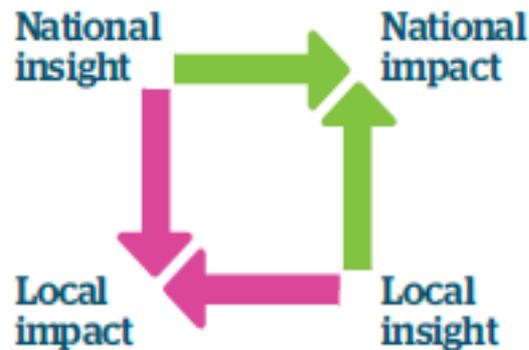
The Healthwatch network

152 local Healthwatch across the country - everyone in England is covered

Providing information and signposting

Healthwatch have a statutory place on the local Health and Wellbeing Board

...working together to deliver change for people who use health and social care.





Healthwatch Accountability

Accountability to Healthwatch England

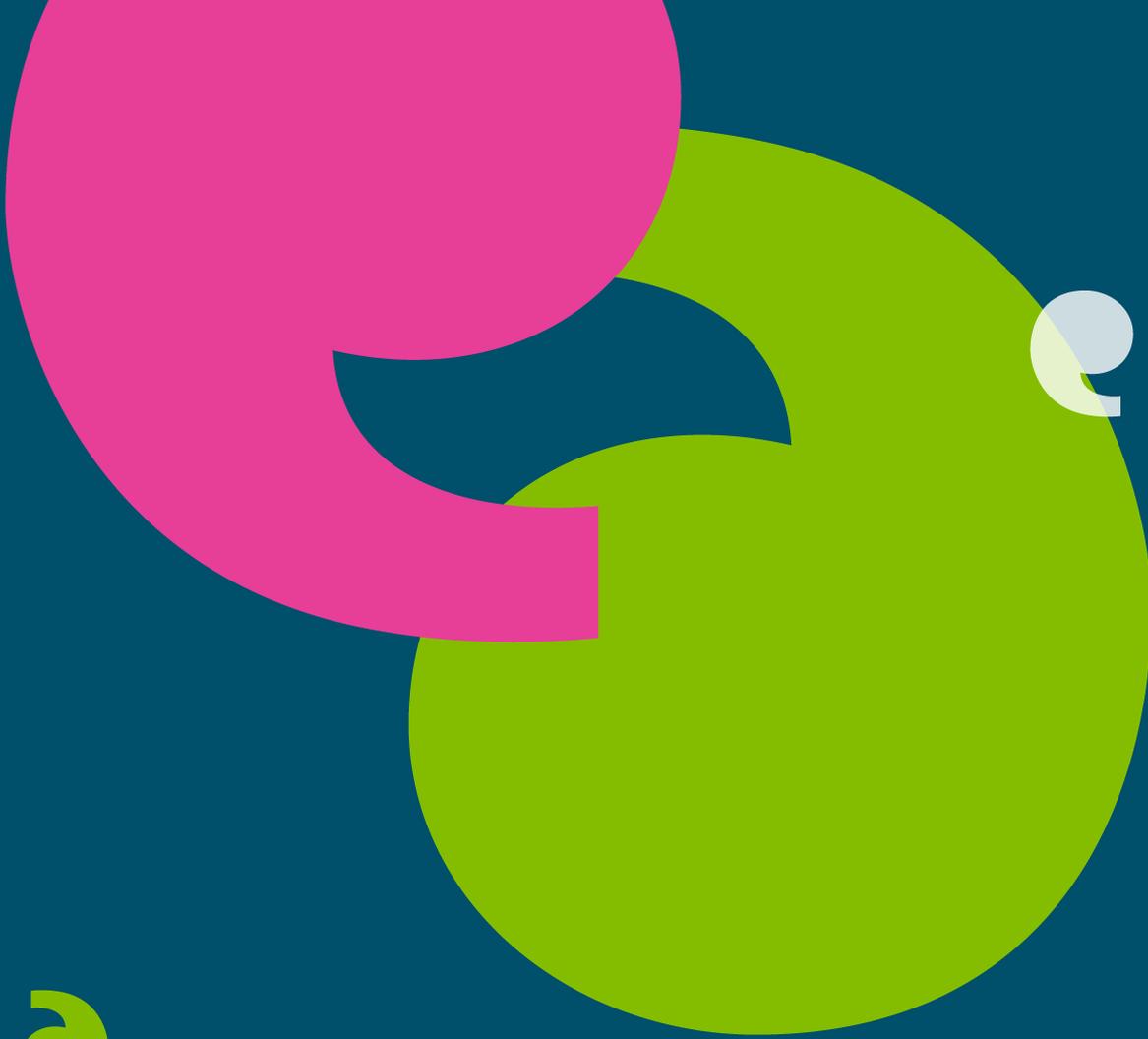
- The Secretary of State
- NHS Commissioning Board
- Monitor; and
- Care Quality Commission

Are all required to respond to any advice provided to them by Healthwatch England

Accountability by Healthwatch England

But Healthwatch England must also have regard to any recommendations made by any recipients of their reports

Healthwatch England must also have regard to any recommendations on health or social care matters made by Local Healthwatch



Digging deep - what consumers really think about health and social care



People's experiences are mixed

On the surface, 7 out of 10 of us believe we get a good quality service from the NHS and social care services

But digging deeper with the public we found that:

- A shocking 1 in 3 of us have experienced, or know someone who has experienced, a serious mistake or abuse whilst accessing health and social care, leaving many of us with a deep concern over basic safety standards.
- Despite this, more than half of us who have experienced a problem with health or social care in the last three years did nothing to report it.
- Almost one in four people say that professionals aren't really interested in what they have to say or do not actively listen.

People know change is needed

An overwhelming majority of the public (94%) think NHS and social care services could be improved



Almost **9 in 10** think the healthcare system needs to change



A fresh approach: Consumer Rights

We recognise that a fresh approach is needed that focuses on what consumer's want and need.

- After an extensive conversation with consumers we drafted a consumer rights-based framework.
 - This incorporates the NHS Constitution but goes wider - looking at health and social care and drawing on international consumer rights (including the UN Guidelines on Consumer Protection)
 - Will help policy makers and service providers understand where health and social care services need to go further in order to satisfy public expectations.
 - In the event that an expectation set out in the consumer rights-based framework becomes the norm in terms of service delivery, it might inform future updates to the NHS Constitution.
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Our vision for rights in health and social care

We have been working with the public, and people who use services, to apply consumer rights to health and social care for the first time.

1. The right to essential services
 2. The right to access
 3. The right to a safe, dignified and quality service
 4. The right to information and education
 5. The right to choose
 6. The right to be listened to
 7. The right to be involved
 8. The right to live in a healthy environment
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Responsibilities

When we were talking to people about rights, it was made clear that consumers believe that **with rights comes responsibilities**.

The issues of individual responsibility is currently a live issue:

- Should people who fail to turn up to GP appointments be fined?
- Should we be charging to attend A+E to reduce the burden on the service?
- To what degree should people be responsible for keeping themselves fit and healthy

But the underlying issue for Healthwatch is **ensuring that there are not adverse consequences to decisions on responsibility**:

- If we are charging for A+E, how will this affect the health seeking behaviour of people who are on lower incomes (and their children)?
- If we are fining people for missing GP appointments, how will this affect people who have more chaotic or complex lives?
- How does individual responsibility affect people living with HIV e.g. disclosure?

Healthwatch Consultation

Healthwatch England is currently holding a public consultation (until 10th March 2014). The aim is to gather views on:

- The draft rights-based framework: What do you think? What is missing? What are your experiences of these rights?
- Responsibilities: What is responsible and irresponsible behaviour in relation to health and social care? How should we promote responsible behaviour?

How to be part of the conversation:

- **Work with Healthwatch to organise a focus group with people living with and affected by HIV and AIDS**
- Email us on rights@healthwatch.co.uk
- Pick up the phone and talk to us on 03000 683000
- Write to us at Healthwatch England, Skipton House, 80 London Road, London SE1 6LH
- Follow us on Twitter @HealthwatchE and join the #thinkrights debate
- Leave comments on our rights, responsibilities or strategy webpages
- Submit a formal consultation response on our rights and responsibilities and/or our vision, mission and strategic priorities



Special Inquiry into unsafe discharge

- Launch our first Special Inquiry into unsafe discharge with focus on: older people, those using mental health services and homeless people.
- Not traditional Inquiry - include site visits and 3 consumers on panel.
- We will add value by -
 - Exploring broader picture
 - Ensure ideas of those experienced UD part of solution
 - Bring together concerns of consumer groups to ensure improvement
 - Consolidate existing evidence
 - Increase visibility of UD in national policy making
- Launch at end of Feb with final report event in September 2014



Working together

We want to ensure that we hear the voice of people living with and affected by HIV and AIDS in the work that we do.

Immediate actions:

- Get involved in the Healthwatch consultation on rights and responsibilities - work with us to hold a focus group and consider submitting a formal response (and let us know what you think of our draft organisational strategy)
 - Get involved in our special inquiry on unsafe discharge
 - Keep Healthwatch up to date with the issues facing people living with HIV and AIDS (Debbie Laycock is your primary contact deborah.laycock@healthwatch.co.uk)
 - Get involved in your local Healthwatch and influence local commissioning and service delivery
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Thank you!

www.healthwatch.co.uk

@healthwatchE #thinkrights

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