

Agenda item 5(b)

Healthwatch Brighton & Hove Strategy 2024

Summary

Preparation work for the Healthwatch contract retender highlighted that we would benefit from a Healthwatch Brighton and Hove (HWBH) strategy i.e. a positive set of statements setting out our vision, mission, aims and values for the coming years. This version is a draft which reflects staff team discussions.

Many Local Healthwatch (LHW) simply replicate Healthwatch England's (HWE) national strategy but this means locality is often lost. It is possible for LHW to produce their own strategies however there is little similarity across those which do. Some examples are:

- [Salford; Hertfordshire; Derby; Milton Keynes; Oxfordshire; Suffolk](#)

We applied the following principles when developing the HWBH strategy. That:

- It is personal to us and reflects our ways of working and ambitions
- It reflects our core contractual obligations
- It reflects the Council's Health and Wellbeing strategy
- It reflects system level priorities
- It reflects the latest HWBH stakeholder survey results
- It reflects our emerging Engagement Strategy and revised Decision-Making and Prioritisation policy
- It reflects earlier team development sessions held last year where shared ambitions were discussed and agreed
- It reflects a Board SWOT analysis also conducted last year
- It is simple to understand, for people to engage with and repeat, and is meaningful.

Next steps

- Board discussion on the development of the draft strategy, Board involvement and sign off.
- To determine whether a more detailed document is warranted (using other LHW examples to guide us – these range from one-pagers to 10-page documents)
- A selection of HWBH volunteers will be involved once we have an agreed draft.

Background

- In June, Steve Innet was asked to lead a team discussion to support the development of a HWBH strategy. He was provided with a range of information to support this (see above) and our starting point was to build on the Healthwatch England Strategy 2021-2026 which sets out the difference they want to make by 2026 in partnership with local Healthwatch ([on a page](#) and [in full](#)):

"Our vision

To bring closer the day when everyone gets the care they need.

Our mission

To make sure people's experiences help make health and care better.

Our approach – what is important to us?

- Listening to people and making sure their voices are heard.
- Including everyone in the conversation – especially those who don't always have their voice heard.
- Analysing different people's experiences to learn how to improve care.
- Acting on feedback and driving change.
- Partnering with the Government, health and care services and the voluntary and community sector to make care better whilst retaining our independence.

Our objectives

1. To build a sustainable and high-performing network of local Healthwatch services.
 2. To find out the experiences of people needing or using health, public health and social care services.
 3. To seek the views of those who are seldom heard and reduce the barriers they face.
 4. To act on what we hear to improve health and care policy and practice.
 5. To build on and share our expertise in engagement.
 6. To be strong, well-governed and use our resources for the greatest impact.
- In 2024, HWE conducted a series of workshops with LWH network exploring "values" and HWBH was part of these discussions. The revised values settled upon by HWE will be as follows: equity, collaboration, independence, truth and impact.
 - As a team, we did not feel that the HWE vision, mission and values fully reflected what we want HWBH to achieve. They do not reflect place or Sussex-wide priorities or what our stakeholders have said about us in our stakeholder survey (January 2024). We therefore produced our own, cross-referring these against the HWBH core contractual obligations, which are:
 - Function One: gathering views and understanding the experiences of people who use services, carers and the wider community.
 - Function Two: making people's views known.
 - Function Three: promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinised
 - Function Four: Recommending investigation or special review of services via Healthwatch England or directly to the CQC.
 - Function Five: providing information and signposting about access to services and support for making informed choices.
 - Function Six: Making the views and experiences of people known to Healthwatch England (and to other local HW organisations) and provide a steer to help it carry out its role as national champion.
 - Function Seven: NHS Complaints Advocacy.

Healthwatch Brighton and Hove draft strategy

Vision

Everyone in Brighton & Hove has access to the [best] [quality] health and social care services they need, when they need them, to live a healthy life.

Mission

To **listen** to Brighton & Hove residents to understand their experiences of health and social care services. To **act** by raising their feedback with those responsible for delivering services. To make a positive **impact** on residents' health and wellbeing by challenging services to improve.

Aims

To Listen:

- Providing opportunities so anyone can share their stories with us.
- Ensuring we reach out to those who often feel as though their voices are not heard.
- Using a range of research methods to hear from as many people as possible.

To Act:

- Working in partnership yet maintaining our independence.
- Scrutinising services using our legal powers.
- Holding health and social care services to account.

To make a positive impact, by:

- Providing help and information to residents.
- Sharing feedback and recommendations to improve health and care services.
- Empowering residents to live healthy lives.

Our Values

- **Inclusive:** we make sure that everyone's voices are included when decisions about health and social care services are made.
- **Collaborative:** we work together with other groups and organisations to build strong relationships and have the most impact we can.
- **Independent:** we are separate from the NHS and Local Authority enabling us to hold services to account.
- **Open:** we are clear and honest about our work and priorities.
- **Compassionate:** we understand that everyone's experience is different, and we respond with humanity and kindness to each person's story.