



# What Does Healthwatch Do?

**healthwatch**  
North Yorkshire

# Introduction

*“We are the independent national champion for people who use health and social care. We’re here to make sure that those running services, and the government, put people at the heart of care.”*



# History

- Established following the Health and Social Care Act 2012 to replace Local Involvement Networks (LINKs)
- Every upper tier local authority must commission a Healthwatch organisation
- Healthwatch North Yorkshire moved to independence in 2016-2017
- Now located in the Centre @ Burnholme, in York



# What Do We Do?

1. Inform
2. Listen
3. Influence



# Inform

- Signpost to other services as necessary
- Run social media accounts to update individuals about ongoing activities in the health and social care sector
- Write reports that are accessible to the public about the work that we do



# Listen

- Gather information on people's views and experiences of health and social care
- Enable local people to directly monitor the standard of provision in their local health and social services (Enter and View)
- Bring together the views of local people into a report and making recommendations about the improvement of services





## Transforming Mental Health Services in Hambleton and Richmondshire

An Information Gathering Report



## What Does Healthwatch Do?



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# Influence

- Influencing health and social care providers
- Influencing health and social care commissioners (e.g., consultations)
- Operate as member of Health and Wellbeing Board
- Work collaboratively with the Care Quality Commission and escalate concerns where necessary
- Share intelligence with Healthwatch England

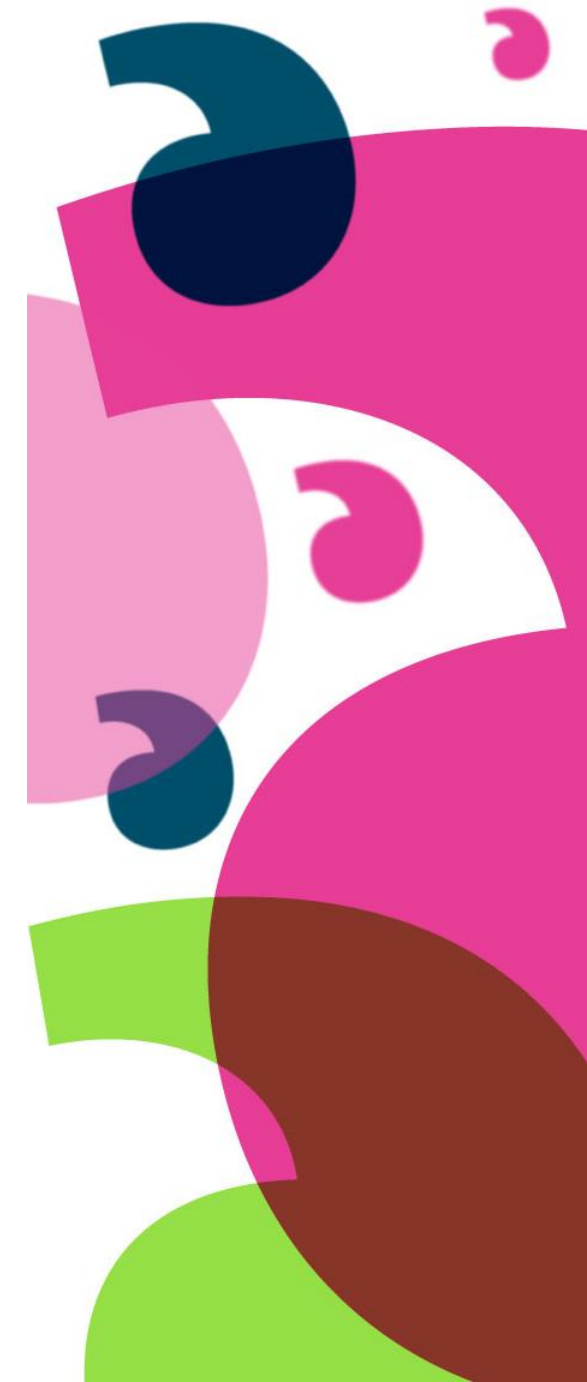




# Challenges



\*\* Does not align with health care commissioning or administrative boundaries



# Ongoing/Upcoming Projects

- Long Term Plan
- Care Plan Approach
- Do Not Attends at GPs
- What Matters to you Survey
- Scarborough Hospital
- Northallerton Hospital



# Contact Info

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**Talk  
to us...**

**Have  
your  
say**

