



**A better health and social care**

**experience for everyone in Rochdale**

**Our strategy 2020–2023**

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# An Introduction

## The journey so far

Healthwatch Rochdale is the independent champion for people who use health and social care services in the Rochdale borough. Our role is to collect and listen to local people's experiences and views of health and care services and use this feedback to help improve services. We have been operationally independent for over 4 years.

Healthwatch Rochdale is one of 152 local Healthwatch organisations established throughout England on 1 April 2013 under the provisions of the Health and Social Care Act 2012. The remit of local Healthwatch covers all publicly funded social care and health services for both adults and children. There is a dual role to champion the rights of users of social care and health services and to hold the system to account for how well it engages with the public.

## Our purpose

- ▶ Gathering views and understanding the experiences of people who use services, carers and the wider community
- ▶ Making people's views known
- ▶ Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinized
- ▶ Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC)
- ▶ Providing information (signposting) about access to services and support for making informed choice
- ▶ Making the views and experiences of people known to Healthwatch England (and to other Healthwatch organisations) and providing a steer to help it carry out its role as national champion.
- ▶ Referrals to NHS Complaints Advocacy

We also have a statutory role on the Strategic Place Board



# An Introduction

## Making a difference

Over the last 4 years Healthwatch Rochdale have had many key achievements, in which some of our successes have been in partnership with other organisations.

### Internal

- ▶ Introduced volunteers into the organisation
- ▶ Developed and implemented an annual Enter and View programme
- ▶ Completed our 360-degree stakeholder reviews
- ▶ Developed and implemented an updated website and database for improved user experience and reporting
- ▶ Developed fit for purpose procedures and policies, following the development of our independent organisation
- ▶ Provided internal and external board, volunteer and staff development to ensure our people are equipped and trained to the highest standard
- ▶ Production of transparent external work programmes to enable and ensure accountability to those we serve

### External

- ▶ Big alcohol conversation engagement work in partnership with the GMCVO
- ▶ Red Bag scheme engagement in partnership with Heywood Middleton and Rochdale Clinical Commissioning Committee
- ▶ Youth engagement in partnership with Hopwood Hall College
- ▶ Health and social care college placements in partnership with Hopwood Hall College
- ▶ Diabetic Retinopathy Service reinstated in partnership with NHS England and Heywood residents
- ▶ Youth events in partnership with The Challenge, Youth parliament, Young advisors, Greater Manchester Youth Network
- ▶ Healthwatch Rochdale care home forums in partnership with Rochdale borough Council, Springhill Hospice and Advocacy
- ▶ NHS long term plan engagement and reporting in partnership with Healthwatch in Greater Manchester, Healthwatch England and NHS England.
- ▶ CAHMS engagement and reporting in partnership with Healthwatch Bury, Oldham, Stockport and Trafford
- ▶ Maternity services patient review in partnership with Sure Start
- ▶ Supported in the development and chaired the Betterhealth4Middleton user group

### We have become more efficient and effective and have done this by:

- ▶ Operating public board meetings
- ▶ Introducing sub-committees to the full Board
- ▶ Developing our Board, staff and volunteers
- ▶ Developing our website
- ▶ Implementing a new CIVI CRM system which links to Healthwatch England to highlight national trends
- ▶ Supporting the Healthwatch in Greater Manchester development
- ▶ Developing a better research function which feeds into the Greater Manchester Healthwatch's and Healthwatch England.
- ▶ Moving our offices to be more accessible for everyone.
- ▶ Gathering 360-degree stakeholder input

# Our People



We have a board of Directors made up of people who live and/or work locally. All board members have knowledge and experience of health and social care services as well as strategic knowledge. The Board is responsible for the overall governance of the organisation including setting strategy, agreeing policy and overseeing delivery of the work plan. The board has two sub-committees, HR and Finance, they report into full board on a quarterly basis and are chaired by board members.

The Advisory Group is to ensure that the views and experiences of Rochdale residents in relation to health and social care are communicated to the Healthwatch Rochdale Board so that its decision-making processes can be built upon and enhanced.

Our staff deliver the work programme. They have a wide range of skills and experience in engagement and involvement, health and social care delivery and health service commissioning.

Our volunteers support the operational team in the delivery of the work programme. The volunteers are local people who use health and social care services and who have a passion to help us improve patient experience.

Our service users are at the heart of everything we do. We use their feedback to ensure there is a better health and social care experience for everyone in Rochdale.

We have built strong partnerships with a wide range of stakeholders while still maintaining our independence. **Our key partners are:** Commissioners of services, Providers of services, Local Authority, Voluntary and Third sector, Education and Local businesses

# Our strategy 2020–2023

## Our Vision

A better health and social care experience for everyone in Rochdale.

## Our Mission

We are the independent voice of local people in challenging and influencing health and social care provision in the Rochdale borough.

## Our Values

**Inclusive:** We start with local people first. We work for everyone.

**Independent:** We are independent and act on behalf of all local people. We challenge and influence those in power.

**Credible:** We hold ourselves to the highest standards through openness and transparency.

**Collaborative:** We work with other locally, regionally and nationally and we learn from peoples experiences.

**Responsive:** We take what we know and translate it into actions.

## Our Strategic Objectives

1. Remove barriers so that choices can be made by all residents about their own and family's health and social care needs
2. Work with others to achieve the best outcomes for the provision of health and social care
3. Deliver innovative ways of working, new opportunities, positive outcomes and value for money.

# Steps to achieving our aims

Key Priorities	Strategic Objective Area	How we will achieve this
<p><b>Looking after our people</b></p> <p>We value all our people and commit to support, develop and train staff and volunteers to deliver on the core statutory functions of Healthwatch Rochdale</p>	<p>Deliver innovative ways of working new opportunities, positive outcomes and value for money</p>	<ul style="list-style-type: none"> <li>▶ Develop volunteer strategy to improve process</li> <li>▶ Board development sessions</li> <li>▶ Staff development sessions</li> </ul>
<p><b>Remain viable and sustainable</b></p> <p>Healthwatch Rochdale will provide value for money and will work effectively within budget. We will look for opportunities for income generation and ensure financial probity</p>	<p>Deliver innovative ways of working new opportunities, positive outcomes and value for money</p>	<ul style="list-style-type: none"> <li>▶ Review organisational structure</li> <li>▶ Bid for funding</li> <li>▶ Partnership working</li> </ul>
<p><b>Every voice counts</b></p> <p>We recognise Rochdale borough is a diverse community and so through innovative engagement we will empower people across the Rochdale borough to provide feedback on Health and Social Care services. We will provide accessible information to remove all barriers and include everyone</p>	<p>Remove barriers so that choices can be made by all residents about their own and family's health and social care needs</p>	<ul style="list-style-type: none"> <li>▶ Public consultations</li> <li>▶ Seldom Heard engagement</li> <li>▶ Information, advice and signposting services</li> </ul>
<p><b>Liaise with local, regional and national stakeholders</b></p> <p>We will partner with stakeholders to raise awareness of Healthwatch Rochdale and share relevant information</p>	<p>Work with others to achieve the best outcomes for the provision of health and social care</p>	<ul style="list-style-type: none"> <li>▶ 360 degree review</li> <li>▶ Partnership engagement events</li> <li>▶ Work with Healthwatch in Greater Manchester and Healthwatch England</li> </ul>
<p><b>Improving infrastructure</b></p> <p>We will review and invest in our infrastructure to ensure continuous improvements so that we can provide an effective service for all.</p>	<p>Deliver innovative ways of working, new opportunities, positive outcomes and value for money</p>	<ul style="list-style-type: none"> <li>▶ Contingency planning</li> <li>▶ Review organisational structure</li> <li>▶ Volunteer and Finance Strategies</li> </ul>



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