



**Healthwatch Norfolk 2017 - 2020**

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**April 2017**

# Healthwatch Norfolk is...

The local consumer champion for health and social care.

An independent organisation with have statutory powers - Health and Social Care Act 2012 (Section 182).

The people who make decisions about health and social care in Norfolk have to listen to you through us.



# Mission and vision

## Our vision

- We are working to shape a community where people's health and social care needs are heard, understood and met.

## Our mission

- **To listen** to people, especially the most vulnerable, to understand their experiences and what matters most to them.
- **To influence** those who have the power to change services so that they better meet people's needs now and into the future.
- **To inform** local people and help them to get the most from their health and social care services.



**Your voice can make  
a difference...**

**healthwatch**  
Norfolk

**Healthwatch Norfolk works with health and social care services  
in Norfolk to make sure that your views and experiences  
make a difference to the services we all use.**



Call us on 0808 168 9669

Website: [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk)

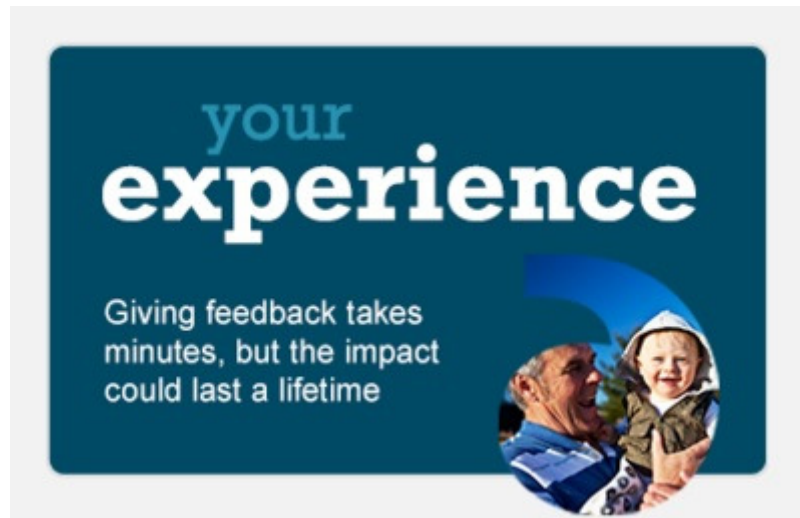
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# The strategy for 2017-2020 is....



- Inclusive
- Influential
- Independent
- Credible
- Collaborative



# Our strategic priorities

- Representing local people
- Meaningful engagement
- Real service improvements
- Provision of sustainable services
- Influencing locally and nationally



# Testing strategic priorities

- Public consultation - October 2016 to January 2017
- Fit for purpose: our role and statutory remit
- How much the issue matters to local people - it must be something *they* care about as we are here to be *their* voice
- Choosing areas where we can have the greatest impact, delivering the greatest return for our budget
- Could others do it more easily? Avoiding duplication
- Getting the balance of priorities right



# Current projects 2017-2018

- Services for people with autism
  - Dentistry in West Norfolk
  - Primary Care: Out-of-Hours Services
  - GP Phase 2
  - CAMHS Tiers 1&2
  - Social Care Telephone Assessments
  - Feedback Kiosks & Widgets
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- SNCCG - Dementia Training Evaluation
  - Urgent and Emergency Care Network - Mental Health Crisis
  - Swaffham Provider Partnership
  - Stand Easy

**Have your say on  
Health and Social  
Care in Norfolk.**







## Representation in 2017-2018

- HWN represents patients, services users and the public at regional, county, provider and commissioning fora
- This can only be achieved due to the commitment of its volunteers, board members and dedicated staff team



[www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk)

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