Care Quality Commission

The role of Healthwatch England

Championing people's voices

Care Quality Commission

The White Paper **Liberating the NHS** says:

"We will strengthen the collective voice of patients and the public through arrangements led by local authorities, and at national level, through a powerful new consumer champion, Healthwatch England, located in the Care Quality Commission."

Background

Care Quality Commission

- Healthwatch - the consumer champion for people who use services
- Health and Social Care Act:
  - CQC to establish Healthwatch England as statutory committee
  - Department of Health leading work to establish local Healthwatch organisations
  - Local Healthwatch launching in April 2013
  - Local authorities commission and performance manage local Healthwatch organisations
- CQC, DH and LGA working together to implement Healthwatch

Healthwatch England will…

Care Quality Commission

- Be a function of CQC
- Have a distinct identity
- A statutory committee
- Speak with an unedited voice

Healthwatch England – key dates

Care Quality Commission

- Quality framework for local Healthwatch organisations, developed in partnership – May onwards
- Healthwatch England chair announced - June
- Healthwatch England basic website – July
- Healthwatch England brand toolkit shared with local authorities – July
- Committee recruitment begins - July
- Public recruitment for Healthwatch England posts begins – July
- Healthwatch information system and repository – first phase - October

Healthwatch England Chair

- Secretary of State appointment
- Announcement expected in June
- Will be a CQC board member
- Two/three days per week role

Healthwatch England Committee

Care Quality Commission

- A statutory committee of CQC
- Strategic role
- DH consulted on regulations on committee membership
- CQC will appoint on basis of transparent criteria:
  - Up to 12 members
  - Ensuring spread of interests

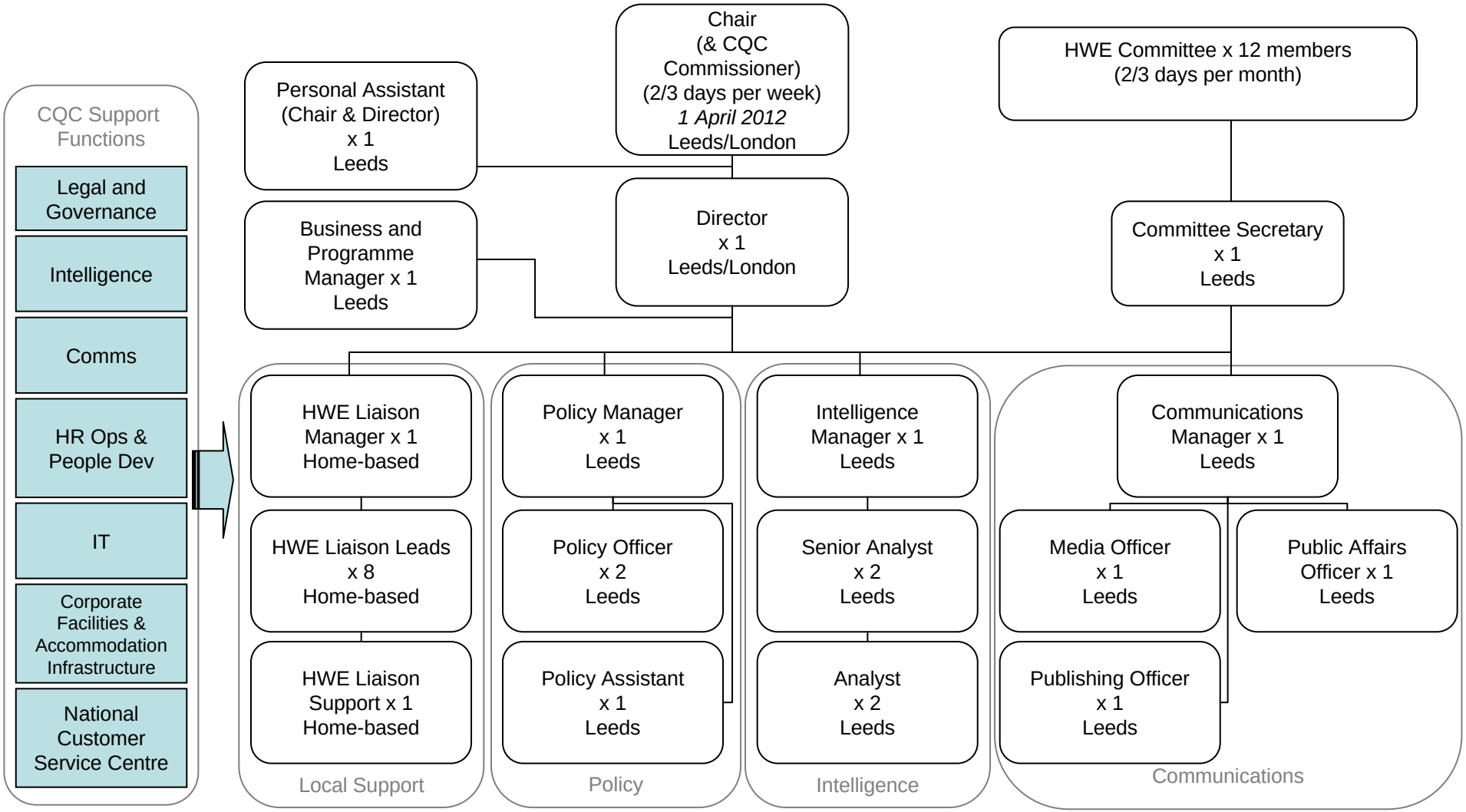
Healthwatch England functions

Care Quality Commission

- Operating model must support delivery of Healthwatch England functions:
  - leadership and support to local Healthwatch
  - escalate local Healthwatch concerns to CQC
  - advise Secretary of State, NHS Commissioning Board, Monitor and local authorities
  - make an annual report to Parliament

Healthwatch England
Draft outline structure – 1 October 2012

Care Quality Commission



Healthwatch England and local Healthwatch

Care Quality Commission

Local Healthwatch		Healthwatch England
The local voice - for individuals, community groups, vol orgs	↔	Empowerment, support and leadership, regional presence
Local views on commissioning on Health and Wellbeing Boards	↔	Local data informs national view on commissioning
Gather local info on views and experiences from all sources	↔	Local info reflected in dealings with SofS, NHSCB, Monitor etc
Enter and view, hold providers to account, report and recommend	↔	Support through tools and methodologies, CQC intelligence
Signpost and info, access and choice	↔	Regional presence in support
NHS complaints advocacy	↔	For LAs to determine

Healthwatch England: core activities

Care Quality Commission

- Support to local Healthwatch –
  - regional networks
  - advice, tools and guidance, training
  - Healthwatch information system and repository sharing intelligence and best practice
  - conduit between local voice and Healthwatch England
  - supporting relationships with local CQC operations staff

Healthwatch interim team

- Amanda Hutchinson – Head of future of care and Healthwatch England lead
- Ian Forsyth – Project Manager
- Graham Booth – Intelligence Manger
- Susan Robinson – Regional Manager
- Cate Quinn – Policy Manager
- Sara Cain – Senior Communications Manager
- Maulin Fisher – Business Coordinator

Questions

- Questions?