

Implementing Local HealthWatch in - 2nd development session

The Riverside Early Years Centre

14 October 2011



Today

- Recap on what it's all about
- What we agreed last time
- What's happening nationally & regionally
- Developing our local model

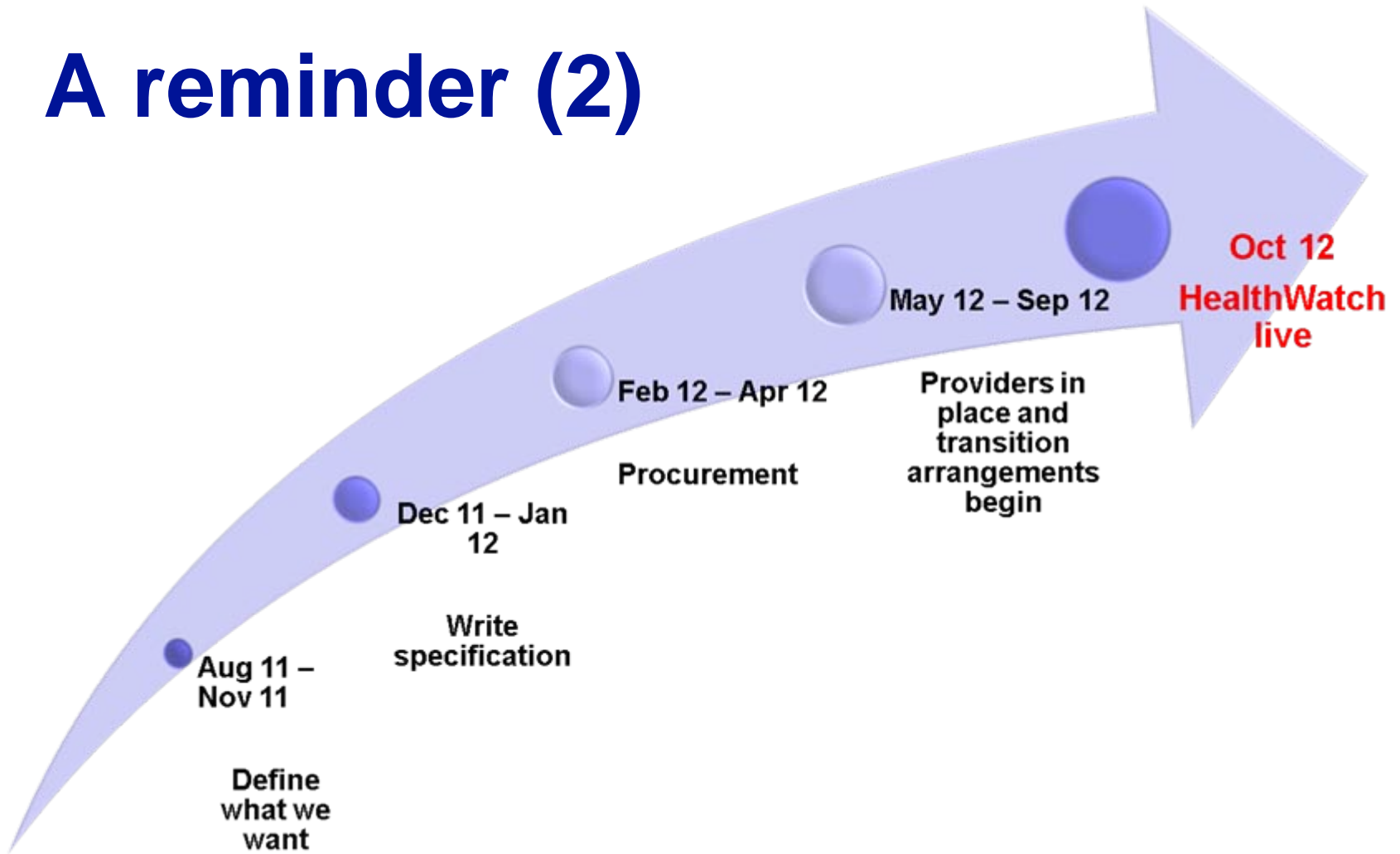


A reminder (1)

- Independent local consumer champion
- Take forward existing LINK functions
- Signpost to health and social care services
- Single point of contact for:
 - Individuals
 - Groups
 - Organisations



A reminder (2)



National / regional update

- **National consultation:**
 - Key issues / messages
 - North Tyneside view

- **Regional Steering Group:**
 - Issues
 - What others are doing



Previously we agreed...

- Local ownership
- Break down barriers
- Coordinate information
- A place where people can be heard
- A recognised brand and consumer champion



Previously we agreed...

- Mix of volunteers and paid employees
- Representative of local community
- Reach out to the wider community
- Flexible and responsive to 'new' issues
- Influence decision making
- Firmly rooted in and visible to the community



Models



Whatever the model...

- **There are some key tasks:**
 - Enter and view
 - Engagement
 - Concerns, complaints
 - Advocacy
 - Advice and signposting

- **What are the key skills needed?**
- **Who currently has the skills?**
- **What are the implementation or sourcing issues?**



Feedback

3 key

implementation or sourcing issues



Next steps

- **Establish a local working group:**
 - Communication
 - Designing the specification
- **Wider stakeholder engagement with LINK**
- **Keep you updated through the newsletter**
- **Further formal event next year**

