

HealthWatch development

Three main functions:

- Collective engagement
- Advice for individuals
- NHS complaints advocacy for individuals

Possible HealthWatch models

- A local independent organisation could offer to provide all the HealthWatch services in its area as a natural extension of its existing remit.
- A group of local people could set up a local independent organisation to offer all HealthWatch services in their area. This could be a charity or a community interest company.
- The Local Authority could decide the HealthWatch functions into two or three contracts and commission each separately from independent suppliers, requiring each to operate a service under the HealthWatch brand, and each to collaborate with the other.
- A regional or national body could offer to provide HealthWatch services in a locality – they would need to have a distinct local identity, so that people could relate to them; the regional or national body could provide expertise and infrastructure, but there would still need to local management work plan. The ‘host’ body could be a charity, a social enterprise or a private sector organisation.