

## **What is Healthwatch Norfolk?**

Healthwatch Norfolk's role is to champion the interests of ordinary people from across Norfolk in health and social care services.

Healthwatch Norfolk will work to help local people to bring about improvements in current services and to influence how future services are designed and delivered. Healthwatch Norfolk will champion fairness and equal access to information, services and treatment. It will strive to ensure that it represents as well as possible the views of the wide cross-section of people within our community across all parts of Norfolk.

## **How will Norfolk Healthwatch work?**

Healthwatch Norfolk's ambition is the best health and care services, shaped by local needs and experience.

The way we go about all our work is by being open, flexible, practical and most of all working 'from the ground-up'. Day to day work will include:

- Engaging with local people who use health and social care services and their carers to obtain their views on the services they receive;
- Analysing all sources of information from across social care and health services including complaints, customer surveys, as well as consultation and engagement with the local community;
- Working closely with local partners to inform the commissioning and delivery of social care and health services including the major hospitals, Norfolk County Council, Clinical Commissioning Groups and the Health and Wellbeing Board;
- Using its powers of 'enter and view' to gather evidence of service standards and identify good practice;
- Improving the way consultation and engagement activities are co-ordinated and learning is shared across social care and health services in Norfolk;
- Strengthening information, advice and signposting to help individuals choose appropriate local health and adult social care services;
- Healthwatch Norfolk will also be able to escalate areas of concern to Healthwatch England and the Care Quality Commission.

## **Get involved**

Every voice counts when it comes to shaping the future of health and social care, and when it comes to improving it for today. Everything that Healthwatch Norfolk does will bring the voice and influence of local people to the development and delivery of local services.

One of the key ways we will do this is through our membership. Members will be an important way of gathering grassroots intelligence of what's really going on and they will help shape Healthwatch Norfolk's strategy and priorities. Members will directly elect 4 of the board members that will lead Healthwatch Norfolk.

People need to feel that Healthwatch Norfolk belongs to and reflects them and their local community. So we need members from all walks of life.

You can join Healthwatch Norfolk online at [www.norfolkkrcc.org.uk/healthwatch](http://www.norfolkkrcc.org.uk/healthwatch)

Or for more information please call 01362 698216

## Immediate Release

# Join the new voice for Norfolk people in health and social care

Healthwatch Norfolk launches its membership campaign today with a mission to champion the interests of ordinary people from across Norfolk in health and social care services.

Although not formally starting its role until 1<sup>st</sup> April 2013, preparations are well under way to deliver Healthwatch Norfolk. A shadow board has been undertaking the key task of ensure that there was a robust and effective Healthwatch Norfolk by April 2013.

It has been a challenging, yet rewarding, process and the commitment, energy and drive of the 12 shadow board members means Healthwatch Norfolk is now ready to recruit members and appoint a permanent board.

Healthwatch Norfolk are seeking members from across the county, and are keen to stress every voice counts when it comes to improving health and social care. Members will play an essential role in keeping Healthwatch Norfolk routed in the views of ordinary people from all walks of life.

Established under the Health and Social Care Act 2012, Healthwatch Norfolk will work to help local people to bring about improvements in current services and to influence how future services are designed and delivered. Healthwatch Norfolk will champion fairness and equal access to information, services and treatment. It will strive to ensure that it represents, as well as possible, the views of the wide cross-section of people within our community, across all parts of Norfolk.

Jon Clemo Chief Executive of Norfolk RCC, one of the Healthwatch Norfolk shadow board members said :

“We are delighted to support Healthwatch Norfolk’s very important role in these challenging times of championing the voice of local people in Health and Social Care”

Those interested in joining Healthwatch Norfolk should go to [www.norfolkrrcc.org.uk/healthwatch](http://www.norfolkrrcc.org.uk/healthwatch) or call 01362 698216

## Notes to Editors:

### Further Comment:

For queries or to arrange further comment please contact Jon Clemo at Norfolk RCC, 01362 698216, [jonathan@norfolkrrcc.org.uk](mailto:jonathan@norfolkrrcc.org.uk)

### Background

Under the Health and Social Care Act 2012, the Government requires each local authority that provides social care to put in place a local Healthwatch. The role of these new, independent organisations is to improve the involvement and influence of local people who use social care and health services and their carers so as to:

- Improve the quality of social care and health services
- Improve access to information about social care and health services
- Influence strategies and the commissioning of social care and health services.

Local Healthwatches will be able to refer serious issues to Healthwatch England, a new national body.

#### What has happened so far in Norfolk?

Ten consultation events have been held around the county to get people's views about the priorities for Healthwatch Norfolk and about how it should deliver them.

A Shadow Board has been set up to lead the development of Healthwatch Norfolk in preparation for it becoming operational on 1 April 2013. The Healthwatch Norfolk Shadow Board comprises 4 community members (representatives of small organisations and individuals), 4 organisation members (organisations that will form the consortium that will deliver the work), 4 co-opted members (brought in to ensure that the board members among them have all the skills necessary to develop Healthwatch Norfolk) and an interim, independent chair.

Healthwatch Norfolk has been formally registered as a Company Limited by guarantee and is in the process of seeking charitable status.

Healthwatch Norfolk is in the process of appointing a Chief Executive and is currently advertising for a permanent independent chair.

Norfolk RCC has been contracted to develop the membership of Healthwatch Norfolk and manage the initial board elections to ensure Healthwatch Norfolk can be as effective as possible from day 1.