



# Healthwatch Milton Keynes Activities Plan 2026-27



# Introduction

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## Our focus for 2026–27

Healthwatch Milton Keynes exists to make sure local people's experiences of health and social care shape how services are designed and delivered. Plans are in place to disband the Healthwatch network from early 2027. In the interim, we remain committed to representing your voice throughout 2026–27.

## Where we are now

For the year ahead, we will continue to deliver our statutory role—listening to residents, highlighting issues, and working with local services to improve care. Our priority this year is to achieve impact where we can for residents, with the limited time we have left.

## What we're focusing on

Instead of longer term projects, we'll deliver work that can add value quickly and leave a strong legacy for the future. We will:

### 1. Champion resident experiences in health and care

We will continue to gather feedback from the public and present this evidence to NHS and social care leaders, so they understand what is working, and what isn't.

### 2. Maintain strong partnerships

We will continue to work with GP practices and primary care forums, NHS and social care commissioners, and community and voluntary organisations. These relationships ensure that resident insight influences decisions at every level.

### 3. Support adult social care improvement

We will focus on areas like day services, community support and non-regulated care, helping Milton Keynes City Council to understand what great care looks like from a resident perspective and inform future commissioning.

### 4. Prepare for the future role of patient voice

If the Healthwatch network is closed from sometime in 2027, residents will be left with just a few alternatives if they want to feedback about their care. Options will include existing community advocacy providers, local community groups, voluntary organisations, and Patient Participation Groups (PPGs).

We will use our final operating year to strengthen these structures so that people know where to go and can continue to be heard long after Healthwatch is gone.

# Introduction

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## What residents can expect from us

We will continue to:

- Listen to your experiences of health and social care.
- Push for improvements where concerns are raised.
- Work with decision-makers to ensure your needs shape local services.
- Promote clear communication so people know their rights and where to get help.
- Make sure the issues you raise don't get lost during the transition.

## How we measure our impact

We will track how your feedback leads to:

- Better oversight and accountability in local services.
- Stronger involvement of residents in planning and decision-making.
- Improved quality, safety and responsiveness in care.
- Clearer communication and better access to information.
- A stronger culture of listening across local health and care organisations.
- Our goal is simple - to ensure your voice continues to drive improvements in health and social care, now and into the future.

## Our one-year strategic priorities in a nutshell



**Information** – Making sure that, when Healthwatch Milton Keynes closes, you still know exactly where to go for help and support if your health or social care isn't working for you.



**Impact** – We will concentrate on the projects that matter the most to you, that will leave lasting improvements to health and care services and patient participation in Milton Keynes.



**Insight** – We'll ensure your insights become the foundation for the future work of local agencies who are responsible for acting on patient feedback and improving health and care services.

# Our key projects

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## Listening to what matters most

Because Healthwatch may have only a short time left to operate, we are concentrating on issues where residents consistently report the biggest challenges such as **waiting times, poor health prevention, mental health support and access to primary care and dentistry.**

We will continue to monitor improvements where change is already underway and highlight where progress is still needed.

**Outcome for residents:** Your concerns continue to be heard, shared with NHS and social care leaders, and used to influence decisions.

## Relationships with health & social care partners

We will keep working with key NHS and social care partners, particularly in primary care, frailty and end of life care, neighbourhood and community services, and adult social care.

We will champion resident engagement and involvement throughout the year with a clear aim that formal engagement, involvement and feedback structures are embedded in our communities.

**Outcome for residents:** Your views continue to be represented in decisions that affect local services, even during system changes and after local Healthwatch services close.

## Supporting improvement in adult social care

We will focus particularly on:

**Supported living for care leavers** – Working with young adults leaving care, and alongside Milton Keynes City Council, to identify what “good” support looks like as young people move onto independence.

**Outcome for residents:** Clearer standards for high-quality supported living, better understanding of young people’s needs and improved experiences of support during critical life transition.

**Day opportunities for adults with support needs** – We will work with people who use day services to understand whether current provision is meaningful, person-centred and safe.

**Outcome for residents:** Adult social care can improve current services, future services better reflect what people want and need, and residents are empowered through better information about what good support should look like.

## Visiting health & care services (Enter and View)

We will continue visiting care homes, home care services, GP practices and NHS Trusts focusing on settings where persistent concerns are raised.

**Outcome for residents:** Services are held to account when poor experiences are reported, providers demonstrate how they are improving, and residents see clear action where issues are identified.

# Our key projects

## Laying the groundwork for patient voices after Healthwatch

National plans mean that Healthwatch may be abolished from 2027. To protect local patient voices, we will:

- Support Patient Participation Groups (PPGs) to strengthen their networks.
- Help PPGs develop the skills and connections needed to represent patients in the future.

**Outcome for residents:** Continued community-led influence on GP services beyond 2027 and stronger local structures to raise concerns and shape improvements

## Across all activities, our aim is to make sure that:

**You experience real improvements in care because your voice shapes decisions.**

**People who rely on adult social care will see services that better reflect their needs and daily realities**

**Service users, families and carers get greater reassurance that services are safe, responsive and held to account.**

**Residents know that even as national systems change, their views won't be lost.**

**Those who face the greatest barriers to good care are heard first.**

**Residents can have more confidence navigating health and care.**

**Insight collected this year will be used to improve services long after Healthwatch ends.**

# Engagement strategy

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## Our vision

That the lived experience of people using health and social care is used to change services for the better.

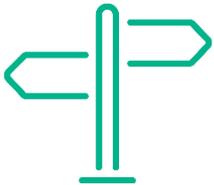
## Our mission

To champion people's rights to, access to and influence on high-quality health and social care now, and into a future beyond Healthwatch.



## How we will engage with you

- In your community – through face-to-face outreach and group visits.
- Online – via our website, social media and newsletters.
- Through surveys and conversations – focusing on priorities and lived experience.
- Via volunteers – expanding our reach and including lived experience in our work.



## What this means for residents in our final year

- You will still have an independent voice.
- You will still be able to share your story.
- You will not be left without support.
- You will receive clear, reliable communication.
- Your voice will help shape future services even after Healthwatch ends.



**This may be the final year there is an independent organisation speaking up for your care. Share your experience today:**

**Visit:** [www.healthwatchmiltonkeynes.co.uk](http://www.healthwatchmiltonkeynes.co.uk)

**Phone:** 01908 736005

**Whatsapp:** 07759 298450