

# healthwatch

Milton Keynes



## Healthwatch Milton Keynes Strategy 2018-21

# A message from our Trustees

Healthwatch Milton Keynes has been empowering the people of Milton Keynes to have a say in how health and social care services are planned and delivered for five years.

We have a statutory role, legislated in the Health and Social Care Act 2012, to provide an independent voice on people's experiences of health and care.

An emphasis on joint commissioning, integrated working, budgetary pressures and an increasing demand on services has transformed the health and social care landscape around us. Healthwatch Milton Keynes aims to ensure that decisions about health and social care are made with the patient, their family and friends, and services remain focused on the patient.

This strategy sets out how we will fulfil the dual role of both engaging with our local population and ensuring that those who pay for, and provide services listen, respond to their needs and design services alongside them.

We will use our platform to inform and involve the public in changes to the way health and social care is delivered locally and we are more passionate than ever, in these challenging economic times, to make sure that the people of Milton Keynes, receive high quality, appropriate health and social care services.

That passion will underpin all our actions. We invite you to read our Strategic Plan for 2018-21 and look forward to hearing from you.



# Our Mission

To be an independent organisation, providing an effective local voice for people in Milton Keynes, influencing and shaping Health and Social Care services to meet their needs.

## Our Values

### Inclusive

- We start with people first.
- We work for children, young people and adults.
- We cover all health and social care services.
- We work for everyone, not just those who shout the loudest.

### Influential

- We set the agenda and make change happen.
- We are responsive. We take what we learn and translate it into action.
- We are innovative and creative. We know that we can't fix things by sticking to the status quo.
- We work with the national Healthwatch network to make an impact both locally and nationally.

### Independent

- We are independent and act on behalf of the people of Milton Keynes.
- We listen to people and speak loudly on their behalf.
- We challenge those in power to design and deliver better health and social care services.
- We like to highlight what works well but are not afraid to point out when things have gone wrong.

### Credible

- We value knowledge.
- We seek out data and intelligence to challenge assumptions with facts.
- We celebrate and share good practice in health and social care.
- We hold ourselves to the highest standards.

### Collaborative

- We keep the debate positive and we get things done.
- We work in partnership with the public, health and social care sectors and the voluntary and community sector.
- We learn from people's experiences and from specialists and experts.
- We build on what is already known and collaborate in developing and sharing new insights.

# Our Strategic Objectives



## Engage

To give all people in Milton Keynes the opportunity to engage on matters relating to their health and social care needs and experiences.

## Empower

To bring patients and providers together, empowering the community to evaluate and shape health and social care services.

## Influence

To use local people's experience and insight of health and care services to influence the way they are designed and delivered, now and in the future.

## Inform

To be the organisation of choice for information that advises commissioners and providers to understand what local people need from health and care services.

## Develop

Through good governance, develop a workforce and volunteer team, with a shared set of values, that provides a strong, independent and influential voice for the people of Milton Keynes.

## Grow

To increase our capacity to provide a high quality, sustainable and responsive service to the people of Milton Keynes.

# What will be the impact?

More people in Milton Keynes come to Healthwatch to share their experiences.

More people ask Healthwatch for help and get the answers they need.

Increased contact with a wider cross section of the community.

Increased patient, service-user and public involvement in the work of those paying for and providing services, advised and supported by Healthwatch.

Commissioners and service providers work with Healthwatch to ensure they get engagement approaches right.

Health and care service leaders have the evidence to help them make informed decisions and understand how their decisions affect people.

People experience improvements to services, from our recommendations for change.

The volunteers and staff we have are experienced, confident and effectively represent the patient voice.

People trust Healthwatch to use their information safely and uphold their rights.

We demonstrate effective use of our resources.



## Funding and Governance Structure

HWMK is a Charitable Incorporated Organisation (CIO), governed by a Board of Trustees. The Trustee Board sets the strategic direction of the organisation and is responsible for governance.

The Health and Social Care Committee (HSCC) develops and monitors the activities that support HWMK to achieve its strategic aims and objectives. The HSCC also provides a hub for reflecting on the health and care issues the public inform us about, and acting on that evidence. It is made up of elected and co-opted Healthwatch members.

Our funding comes from central government to Milton Keynes Council, who commission us to provide an independent service.

## Healthwatch England

Healthwatch England is a national body, with a remit to interpret the intelligence gathered by the network of local Healthwatch across England, and use that information to inform the government, national healthcare commissioners and NHS England what's working well and where improvements could be made. We inform Healthwatch England about issues local to Milton Keynes, so national trends can be observed as they emerge, and can be raised at a national level.

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Milton Keynes

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