



STRATEGIC PLAN 2014 - 2018

**“your voice for health and social
care in Bedford Borough”**

What is Healthwatch Bedford Borough?

Healthwatch Bedford Borough is the independent consumer champion created to gather and represent the views of the public. Healthwatch Bedford Borough seeks to ensure that the views of the public and people who use health and social care services are taken into account

Our vision is that

Healthwatch Bedford Borough will be:

- *a critical friend in challenging service providers to ensure that their services are person-centred and responsive to local community needs.*
- *seeking to empower all patients with confidence to make an informed choice about their health and social care needs.*

Our Mission is that

Healthwatch Bedford Borough will consult, engage and empower the wider community in a fair, transparent and realistic way. It will:

- *provide positive influence and encourage improvements in local health and social care services, acting as a critical friend to service providers and establishing valid outcomes against which changes can be measured.*
- *act as the voice of the public, providing a bridge between the commissioners and providers of Statutory Health and Social Care”.*

We will be:

"A Strong Voice for local people".

1 Introduction:

Healthwatch Bedford Borough is registered as a Community Interest Company (CIC) Company No 8385413. As part of its company registration it has had to satisfy the CIC Regulator by way of confirming:

- an asset lock - which in essence means the CIC is “owned” by the local community
- a Community Interest Test which means it has to dedicate its services to the benefit of the local community.

The CIC Management Group consists of three Directors who are the original subscribers to the Company, which is limited by guarantee. They are as follows:

Anne Bustin - Chair. Linda Hiscott - Strategic. John Weetman - Finance.

The Management Group is supported by the Healthwatch Reference Group which consists of Healthwatch Ambassadors nominated by respective organisations from within Bedford Borough.

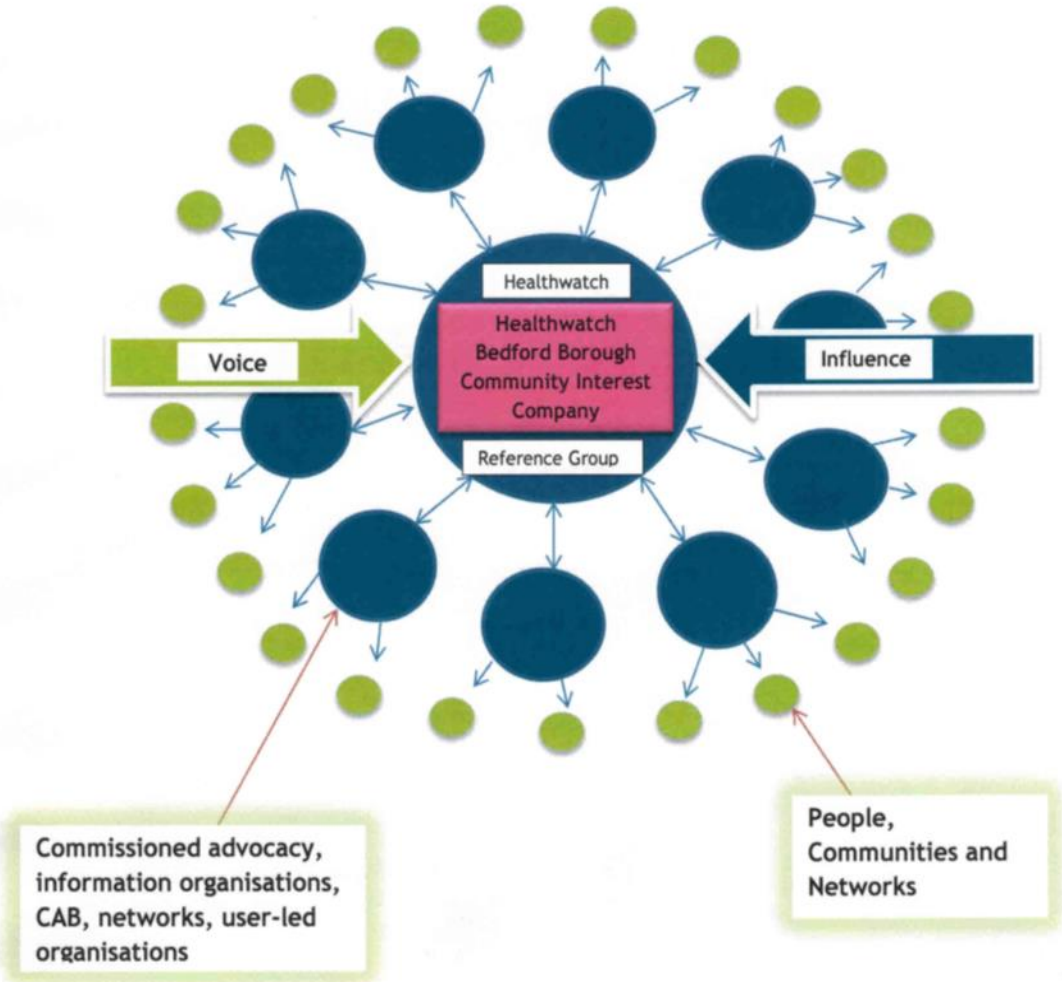
2 Healthwatch Bedford Borough’s functions will:

- Enable all people of all ages to share their views and concerns about local health and social care services such as GPs, dentists, pharmacists hospitals, day care services and care homes.
- Signpost from an enquiries helpline.
- Promote public health, health improvements and help tackle health inequalities.
- Have a seat on the Bedford Borough Health and Wellbeing Board, ensuring that the views and experiences of patients, carers and other people who access services, are taken into account when local needs assessments and strategies are prepared.
- Help and support Bedfordshire Clinical Commissioning Group to make sure that services really are designed to meet the local community’s needs.
- Provide authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services.
- Listen to people and organisations who have concerns about NHS services or other health and social care provision.
- Alert the Care Quality Commission or Ofsted to concerns about specific care providers
- Be inclusive - we know that people can feel excluded from services and we know that access to services is not always equal. Healthwatch will reflect the diversity of the community it serves.

3 How we will hear your voice through our Network of Networks. Illustrative diagram is on next page:

A network of networks

A hub of community intelligence for health and social care



4 How we will Champion your views:

The network of networks around Bedford Borough, will be providing information and help with how to make good health and social care choices.

Local people will feel well connected, have easy access to information and ample opportunity to have their say.

Healthwatch Bedford Borough will listen and work to improve health and social care services for everyone.

5 Healthwatch Bedford Borough's strategic priorities are to:

- Establish Healthwatch Bedford Borough as the local consumer champion for both health and social care for adults and children living in Bedford Borough.
- Campaign for improved health and social care outcomes for children and young people by enabling the views and voices of children and young people to be heard.
- Champion the views and voices of the most vulnerable and least heard members of our community by effectively influencing the quality of care for adults and support for carers.
- Build the capacity of Healthwatch Bedford Borough as a thriving organisation which has a permanent future as an independent consumer champion of health and social care delivering on our vision, values and strategy.

September 2014.

“A strong voice for local people”