

Getting ready for HealthWatch

CQC's plans to set up HealthWatch





About this leaflet



This EasyRead paper tells you about the work CQC is doing to set up HealthWatch England.



HealthWatch will take over from local involvement networks or LINKs.



October 2012

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HealthWatch starts in October 2012, as long as the new Health and Social Care law is passed. We won't know that for sure until May 2012.

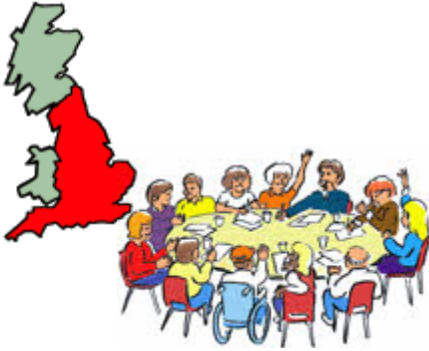


You can find out how the law is going on the parliament website:

www.tinyurl.com/HSCareBill



A few words from Patrick Vernon, the Chair of the group giving advice about setting up HealthWatch



HealthWatch England is the name of the new organisation that will speak up for people using health and social care.



We have had a lot of different people on the group.



We now have some strong ideas about what HealthWatch should look like and feel like.



We want HealthWatch to include and be open to everyone.



For HealthWatch to work we know it will have to help make services better, and for people to feel they are better.



Healthcare in England is some of the best in the world. We want HealthWatch to stand up for the people who use services and be seen as the best as well.



**Patrick Vernon,
Chair of the HealthWatch Advisory
Group**



Introduction

HealthWatch will be the new group speaking up for people using health and social care in England.



There will be 2 separate parts, local groups that are paid for by local authorities called local Healthwatch, and the national organisation called Healthwatch England.



HealthWatch England will be based in CQC and will be able to use their information. It will have its own Chair, someone who is in charge.



HealthWatch England will have 3 main jobs, it will:

1. Guide, help and support local HealthWatch groups.



2. Tell CQC about worries local HealthWatch groups have about health and social care. CQC will have to reply.



3. Give advice to the government Minister, local authorities and others who have to reply saying what they will do about it.



HealthWatch England will have to write a report for parliament each year.



CQC is leading the work to set up HealthWatch England.

Getting started

October 2012

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We need to get some things in place to make sure HealthWatch England is able to properly start in October 2012.



The dates we want to do the main things are:

Now

We are finding the best place for the headquarters to be.

November 2011

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November 2011

Department of Health will start to find the right Chair person.

December 2011

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December 2011

Print a plan of what HealthWatch England will do

January 2012

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January 2012

Start looking at who should be on the committee, ask people about the draft rules

February 2012

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February 2012

Look at what staff we need, plan the information local HealthWatch needs.

March 2012

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March 2012

Talk with CQC about how we work together.

April 2012

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April 2012

The Chair's job is given to someone by the Minister, they agree staff we need and start to look for managers.

May 2012

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May 2012

The new law is should be passed

June 2012

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June 2012

- local HealthWatch information about how they talk to people ready
- managers in their jobs.
- plans about how HealthWatch England works agreed.
- CQC start to find committee members.

July 2012

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July 2012

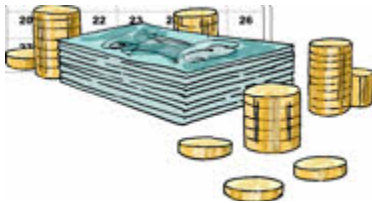
- main rules about how HealthWatch England works agreed by chair
- draft Website starts
- events start across England getting people involved.

June 2012

July 2012

August 2012

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Summer 2012

Money needed to run HealthWatch England and how it is looked after should be agreed.

September 2012

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September 2012

- rules about how CQC and HealthWatch England work together agreed
- office equipment arrives
- most staff in their jobs. Committee members given jobs.

October 2012

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October 2012

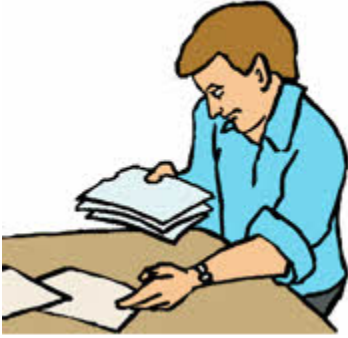
- healthWatch England starts!
- main Website starts.



Local HealthWatch



HealthWatch England should work well and talk with local HealthWatch.



CQC will help with ways to get information from local HealthWatch England and check how important it is.



CQC will use some of the ways they work with LINKs at the moment. CQC's local staff will:

- keep in touch with local HealthWatch



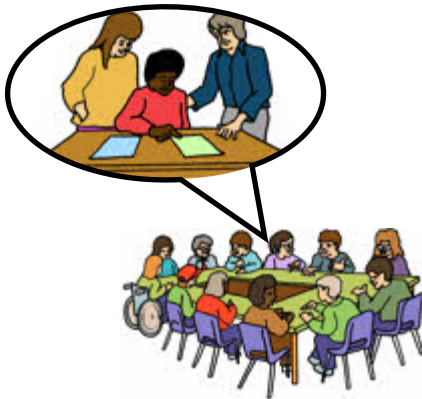
- ask them about how good local services are



- be there to hear about any worries about services.



HealthWatch England will check these worries and pass them on to CQC if needed.



As well as giving advice to organisations about care services HealthWatch England will also say how services are working with people and giving them more choices.



To do a good job HealthWatch England will need to use the things CQC knows about care and the good ways they have in looking at how good services are.



When HealthWatch England managers are in their jobs they will need to work with new local organisations getting ready for the changes to the NHS from 2013.



The Chair of HealthWatch England will be a national leader. They will meet LINKs and other groups telling them about what HealthWatch England will do.

Supporting local HealthWatch



A main job for HealthWatch England will be to be leaders for and support local HealthWatch.



CQC will work with the Department of Health (DH) and others on the information local HealthWatch will need as they get going.



They will use the things the test areas have found out. DH will carry on supporting LINKs until they finish.



HealthWatch England will give support and training to help local HealthWatch.

This will help them in giving information, being part of the new Health and Wellbeing boards and as advocates in some complaints cases.

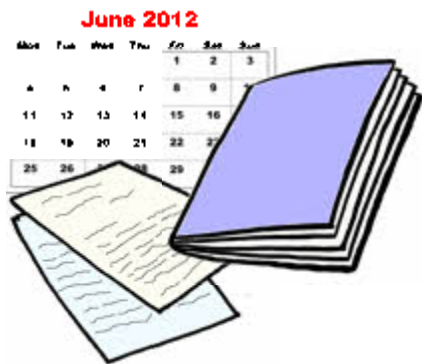


Over the winter CQC will work with LINKs and others to look at the details of what is needed so they can do it in the best way possible.

Telling people about HealthWatch



We want to be telling people the same things at local and national HealthWatch so everyone can see it is the same organisation.



We will have a pack of information for local HealthWatch to use in June 2012.



CQC and DH want to work with as many people as possible to help set up HealthWatch.

We have set up an on line group to help. If you would like to join that group please email



healthwatch@nunwood.com



Other information is on the LINKs and DH websites.

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The HealthWatch will launch its own website in October 2012. We will make sure that it works with local HealthWatch websites before then.

Credits



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