



healthwatch
Coventry

Listening to local people

Our role and work

Good practice in public engagement


Findings of recent work about accessing services digitally





Our purpose

The independent champion for users of local NHS and social care services: listening to and representing the interests of patients and the public and working with others for change





How we work

- 151 local Healthwatch in England
- Gather views and feedback about NHS and social care services
- Use what we hear to influence and work with other organisations for this to be heard and acted on
- Provide information to the public to help them navigate services or raise concerns
- Supported by Healthwatch England
- Links with Care Quality Commission





- Visiting services to see how they work
- Running surveys and focus groups
- Going out visiting places in the community
- Working with other organisations eg voluntary groups
- Working with other Healthwatch
- Running social media campaigns
- Going to committees/meetings etc to represent the interests of patients/public
- Writing reports and making recommendations





Good engagement

Promoting good practice and working with other organisations on how to talk with local people about their services

- To gather views
- Involve people in setting priorities, outcomes, service design





Charter

1. Why - what is the purpose?
2. Are others doing it too?
3. How long will it take - *no really*, how long will it take?
4. What's the right way to do it?
5. What can and can't be influenced
6. Accessible information and communication
7. Feedback afterwards
8. What is the best practice to draw on
9. Evaluate the process

www.healthwatchcoventry.co.uk/engagement-charter





Findings about digital and non face to face

Public survey and focus group discussions to find out about:

- Views about non face to face methods of accessing NHS care and digital ways of communication
- Views about how communication and engagement with patients and the public is working in GP service.





Findings: digital agenda

- Different people have different needs
- Human factors - need for a conversation
- Barriers to digital access: poverty; language; disability; access to equipment; knowledge of how to use technology
- Concerns re: confidentiality, security and fairness in access to services;
- Awareness quite low eg about NHS App
- Support ideas: good information/explanation; help with use/learn how to use
- Ease of use/access





Findings: communication and involvement

More regular communication from GP practices reaching those who do not go to the practice often as well as those who do

Clearer and more ways to give views and feedback to GP practices at different times (after using services/ annually) using different methods (paper based and digital)





From this piece of work

- 4 reports published
 - *Summary*
 - *Detailed*
 - *Views of parents of children with Special Educational Needs and Disability (SEND)*
 - *Views of young people (sixth form students)*

Available at:

www.healthwatchcoventry.co.uk/using-technology-nhs-care





Some work to look out for

- Findings from joint survey with HW Warwickshire on impact of Covid-19 on local people
- Information we are gathering from care homes
- National Healthwatch and Care Quality Commission campaign #BecauseWeAllCare

www.healthwatch.co.uk/tell-us-about-your-experience-leaving-hospital-during-covid-19





More information

Read more about the work of Healthwatch Coventry - we have just published our Annual Report



See www.healthwatchcoventry.co.uk

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