

Healthwatch and Integrated Care Boards Creating Excellence

Achieving excellence

- Builds on collaborative toolkit
- Recommendations to agree/debate
- No one size fits all and will change over time

Three key areas

- Healthwatch as a **delivery partner** (operational)
- Healthwatch as a '**critical friend**' (independence)
- Healthwatch as a **strategic partner** (strategic)

Delivery partner

- Healthwatch have a key part to play in supporting engagement work
- This needs to be done in collaboration with the ICB and the VCSE
- Insight needs to be used across sectors and pieces of work (not just standalone programmes)

Delivery partner – what good looks like

- **Agree a workplan with ICB for engagement**
 - Includes commissioned work for the future
- **Agree programmes of work that needs Healthwatch involvement**
 - Understand the long-term level of involvement needed in programmes
- **Agree how can feed into and work within wider pieces of work**
 - How can collaborate with VCSE for commissioned work

Critical friend

- Important Healthwatch maintains independence and ability to scrutinise
- Fine balance between critical friend and a critic - have to make sure issues are being heard
- Have to make sure there is collective understanding of context and what actions are already being taken

Critical friend

This is what you hear...

Dentistry

Critical friend

This is what the NHS hears...



Critical friend – what good looks like

- **Established mechanism for raising issues / concerns**
 - Regular senior contact in ICB (operational and strategic)
- **Healthwatch reports aligned to ICB programmes and ‘locked in’ to governance**
 - Establish from the start, not the end
- **Work with system partners on media stories**
 - Get full picture and no surprises

Strategic partner

- Healthwatch is now a key system partner involved in the formal governance of ICS (ICP, place-based partnerships, HWB, programmes)
- Ability to be part of decision-making and assurance processes
- Cannot just act as a delivery partner or critical friend – need to establish clear role as a system partner

Strategic partner – what good looks like

- **Agree role on ICP / Place-based partnerships / programmes**
 - Representation / accountability / responsibility
 - Part of decision-making and assurance process (not just a commentator / critic)
- **Independent check and challenge of engagement process**
 - Be part of engagement reporting assurance process (e.g Sussex Population Involvement Panel)
- **Formal reporting (not representation) is the key to public / patient voice being heard**
 - Ensure Healthwatch insight and engagement informs formal reports and pieces of work

Questions for your tables

Do you agree with the three areas of what good looks like?

Is there anything missing?

What do you need to strengthen/change to make it happen?