

healthwatch Camden

Our big plan



nothing about us without us

nothing about me without me



Healthwatch Camden

is here to make sure that everyone who uses health services and social care services can have their say.



Our goals



We want to be trusted to stand up for people who use health services and social care services in Camden.



We want to help to make life better for everyone in Camden.

? healthwatch Camden what is Healthwatch here to do?



We will tell people about all the health services and social care services in Camden.



We will make sure people get a say about their health services and social care services.



We will tell the bosses of care services what people in Camden say about their services.



We will support our volunteers and other people in Camden to check up on services.



They will find out if services are doing a good job.



If we make sure that people can have a say



- it helps services to get better



- it helps people to get the most from their service



There is a **Healthwatch** in every part of England.



Healthwatch England covers the whole country.



It helps every **Healthwatch** in England to do a good job.

healthwatch Camden

People in Camden say they want **Healthwatch** to



- have its own voice



- tell everyone what it is doing
- let everyone see what it is doing



- show that it can be trusted



- understand and speak up for the needs of the people of Camden



- talk about the things that people in Camden say are the most
- important

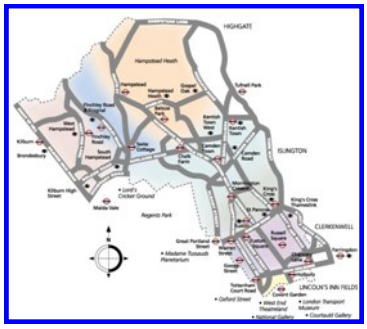


- speak to the right people and be listened to



- to make real changes happen in Camden and all of England.

our Camden borough



There are 220 thousand people living in Camden.

Camden is a very mixed borough.



There are more young people than in other places.



There are a lot of people with mental health needs.



There are people from lots of different cultures and family backgrounds.



Lots of people move in and lots of people leave Camden every year.



There is a big gap between the rich and poor areas of Camden.

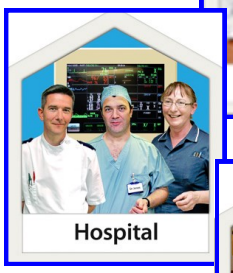


People live longer in the rich parts of Camden.



People have more health problems in the poor parts.







There are 35 GP surgeries and 9 hospitals in Camden.

There are community health services and social care services too.



Health and social care services try to join up as much as they can.



who do we work with?



Healthwatch Camden is part of

- the national **Healthwatch** network



- Camden's community services



- the **Health and wellbeing board**



Bosses from the council, health and social care services meet on this board to make sure that all people in Camden can be healthy.



How Healthwatch works

to make sure we do what we are set up to do



Giving out information

We give people information and advice about using services.



This helps them to make choices about services.



We tell people their rights about using services.





We give people answers
by phone
020 72 84 65 86
or email
info@healthwatchcamden.org.uk



What we want to do next



- give people information at places they already use, like Age UK or Citizen's Advice



- train volunteers to give out information



Finding out about services



We help people to check if
health services
and social care services
are doing a good job in Camden.



We find out what it is like for people
when they use the services.



We tell the bosses of services what
people have told us.



We tell the bosses how to make their
services better.



We look at what has already been
written about the service.







We talk to

- the bosses who pay for the service
- the people who deliver the service
- the Care Quality Commission
  who checks services



We find out about things that people tell us are important.



We talk to community groups to find out what their members think.



What we want to do next



- have strong links with service user groups



- use our powers to make their voices louder



- work well with the bosses who pay for the services and the people who deliver the services



- make sure they are listening to what people say and acting on it



We want to

- visit health and social care services as the law says we can



- make sure that people can have their say about all the plans and changes in services



Talking with the people of Camden



We have to make sure that we do the things that matter to the people of Camden.



We will make links with community groups and health projects to help us to do this.



We will train people to make visits to services, so they can find out what it is like for people using the service.



We will ask people to tell us their stories on our website.
www.healthwatchcamden.co.uk



What we want to do next



- work with service user groups to help us check how well people are being involved with services in Camden



- make sure we include everybody and give them all chances to speak up



- support bosses to make sure people get a good service



- work with projects in Camden to make services better



How we tell you what we are doing



We need to let people know we are here and share information about what we do.



We have a website
www.healthwatchcamden.co.uk
a Facebook page
healthwatchcamden
and a Twitter account
@healthwatchcam



We send out a newsletter by email every month.



We go to community events



What we want to do next





- have a really good website and talk on twitter



- go to more events and service user forums



- have stories in the Camden newspapers

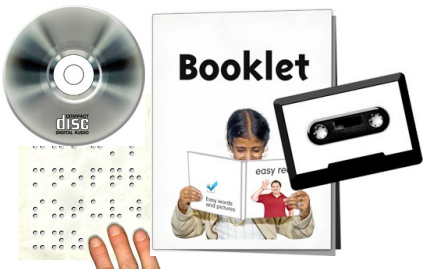




- set up groups for people to tell us what they think



- have a great group of volunteers who can tell us what people in Camden are saying



We will make our information easy for everyone to use



We want to make services better.





We will write reports that are clear and full of facts.

We will give good talks at meetings and events.



We will share what we know with people in London and the rest of England.



Working well with others



Our job is to make services better and fair for everyone.







We need to work well with

- people who plan services
- people who deliver services
- people who check services



We will do this by speaking up at the Health and wellbeing board.



We will share what we find out with health bosses at the **Clinical Commissioning Group** or **CCG** and other service bosses too.



We will be clear about how we share information.



We will work with community projects and groups who will help us to do our job well.



We will make sure that people know the director and the chair in charge of **Healthwatch Camden**.



We will make the most of our right in the law to be asked about what people think.



We will keep in good contact with the council, health trusts and the **CCG**.



We will take part in networks in London and across the country.



How can you make sure we do what we say?



We are here for the people of Camden.



We must tell them what we have done.





We will answer their questions.

Every year we will write a report about what we have done.



We will go to meet people in their groups and meetings.



We will have meetings where people can say what they think and ask about our work.





We will reports to the people who give us our money,
and to the Charity commission.



We will work well with others and share our work with **Healthwatch England**.



our future

Healthwatch Camden

has a 2 year work plan.



Money



Healthwatch Camden gets its money from Camden Council.



They give us 257 thousand and 4 hundred pounds each year.

We don't know how much they will give us after **March 2015**.





2013 to 2014 is our first year and we are busy starting up all our work.



In **2014** we will



- carry on this work
- make good changes in Camden
- find ways to get more money
- make big plans for what we can do in years 3, 4 and 5





Looking ahead

By the end of **2016** we will be



- linked up with groups and projects all over Camden so that we can make changes happen



- leading the way on making sure that everyone can take part in Camden



- making sure that there really is **nothing about us without us** in health and social care services



- telling people about new ways to help people to have a real say in how services are planned



Healthwatch Camden

started in **April 2013**.



Healthwatch was set up by law in the **Health and social care act** of 2012.

The law says what **Healthwatch** must do.



Healthwatch Camden
is independent.

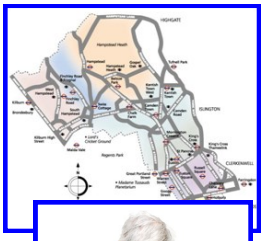
We are not part of Camden council, or health services, or social care.



We are a charity.



We have a board of trustees who help us to work well.
They all live or work in Camden.





Healthwatch Camden
is open to everyone in Camden.

They can join our mailing list and take part in what we do.



We have a paid staff team of 5 people.



We have volunteers who help us with our work.



This plan was made easier to read by the **Camden easy info team** at the Advocacy project.

The Advocacy Project