Healthwatch Camden Final Year Strategy 2026 - 2027

Mission Statement

To provide a continued high-level service to Camden residents whilst supporting and challenging the system during significant change. To demonstrate HWC's vast impact and influence the future of local health and care, whilst seeking to preserve independence of resident and patient voice and transfer our learnings and services upon HWC's closure.

Comms and Impact

Communications, social media, end of tenure impact and sharing learnings

Strategic Development

Leveraging impact (Social value), future of patient voice, VCS positioning

Engaging and Elevating

Elevating past work, Future of patient voice (building structure), partnership working (co ownership)

Supporting People

Patient voice, signposting, guidance and connection, representation

What else will we be doing?

- Volunteer Training
- Working with partners
- Annual report and impact
- Digital and website refresh
- Press, media & Comms
- What have we learnt? Pamphlet
- Prevention and awareness
- Health events series
- Patient voice infrastructure
- Passing on expertise

How will we achieve this?

Strategic Influence

Advocate, connect and shape at the top via Camden Council, Primary Care, Acute, Community & Mental Health Trusts, emphasise the value that HWC leave behind positioning the voluntary community sector as a solution for the long-term provision of resident voice, engagement, and utilisation and delivery of integrated services. Providing access to residents and communities who experience health inequality, who have access challenges or may benefit least from integrated neighbourhood teams.

Resident and Patient Benefit

Engage and connect local groups, service providers and community benefit organisations to position themselves to respond to shifting health system and play a part in the future. Embed resident voice mechanisms in community settings around neighbourhood hubs. Work closely with partners at service delivery and community level, particularly with Primary Care Networks GP federations and Integrated Neighbourhood Teams (clinically) and with community led, faith and community infrastructure organisations to continue to bridge the gap between the resident and the health and social care system.

Community Influence

healthwatch Camden