

## Aims

**Support local people to have their say.**

**Bring voice and influence to existing health & care commissioners and providers as well as to emerging local partnerships.**

**Build capability and capacity across local health & care services to effectively involve local people.**

## Knowledge

### Evidence

- Feedback increased by 50%
- Rate and Review online platform
- #SpeakUp listening events
- Targeted engagement
- Patient experience committees
- Healthwatch England briefings & guidance
- Best practice from the Healthwatch Network

### Grassroots engagement

- Healthwatch Local - presence in communities
- Young & Student Healthwatch
- #SpeakUp small grants
- Bi-annual engagement to set priorities

### Stakeholder relationships

- Alliance Partnerships
- Advisory Network
- Voluntary, Community & Faith Sector Health & Wellbeing Forum
- Local Healthwatch network
- Project partners
- Quality assurance/impact assessment



## Influence

### Impact

- Demonstrated by citizen, patient and service user voice shaping health & care.
- Improvements in health & care as a result of using the views of local people - at strategic and operational level.

### Outputs

- 3 Significant Projects - Health/Social Care/Access & Equality
- 3 Briefings - in response to topics raised in year
- 6 Enter and View Reports - focused on day centres and care homes
- Quarterly intelligence reports
- Quarterly Voluntary, Community & Faith sector Health & Wellbeing Forums in partnership
- Annual report and portfolio of documented outcomes
- Bi-monthly newsletters & blogs and fortnightly e-bulletins
- Information & signposting

### Key strategic relationships

- Sheffield Health & Wellbeing Board
- Healthier Communities and Adult Social Care Scrutiny Committee
- Sheffield Accountable Care Partnership
- NHS and Social Care Providers and Commissioners
- Care Quality Commission
- Healthwatch England
- Communities

## Infrastructure

Effective information & relationship management system, accessible website, clear governance through Strategic Advisory Group and host organisation Voluntary Action Sheffield.



## People

Effective team, well trained & engaged volunteers, increased brand awareness/visibility, creative & flexible approach to involving people, focus on seldom heard groups, inclusive stakeholder mapping.



## Strategies

Volunteer Strategy, Communications Strategy, Community Engagement Strategy, Enter & View Strategy.

