



“Statistics and reports were preferred to patient experience data, with a focus on systems, not outcomes” “...patients were routinely neglected by a trust that was preoccupied with cost cutting, targets and processes and which lost sight of its fundamental responsibility to provide safe care.”

Robert Francis QC



Background to ECS



- March 2009:** First Mid-Staffs Investigation report published
- November 2009:** Initial Public and Patient Involvement project in Staffordshire
- July 2010:** “Liberating the NHS” sets out plans for Healthwatch, influenced by the thinking around ECS
- December 2011:** Public consultation to confirm support for ECS concept
- March 2012:** Launch of ECS
- July 2012:** ECS hosts Staffordshire LINK
- February 2013:** Francis Inquiry report
- April 2013:** ECS starts delivering Healthwatch Staffordshire
- July 2014:** ECS wins HW England award
- April 2016:** ECS starts delivering Healthwatch Wolverhampton
- July 2016:** ECS starts delivering Healthwatch Walsall



What is ECS?



Repository Evidence
Subscription service Consultation Social Enterprise
Community Engagement
Independent
Information and signposting Consumer advice Network of volunteers
Voluntary and Community Sector Statutory Healthwatch
Bespoke services Complaints Community Interest Company
Customer Feedback Healthwatch Champions
Central Intelligence Bank
Consultancy work **User Experience**

healthwatch
Walsall



How we will deliver Healthwatch Walsall



- Central Walsall office with locally based staff
- Freephone number for easy contact, and accessible website
- Focus on community engagement including with those whose voices are less heard
- Make maximum use of statutory roles – Health and Well Being Board, Enter and View etc.
- Healthwatch Champions and Healthwatch Members the key



How Healthwatch Walsall will be governed (1)



Role of ECS Board:

- Sets the vision and strategy for the company
- Overall responsibility for the company, its finances, staff, volunteers, business plan and future development
- Public accountability for delivery of ECS contracts, including Healthwatch and Advocacy
- Champions for the voice of the public in the delivery of public services
- Spokespeople for the company
- Ensures ECS is an exemplar of good practice



How Healthwatch Walsall will be governed (2)



Role of Healthwatch Walsall Advisory Board:

- Decides on Healthwatch priorities and activity such as the Enter and View programme, informed by public feedback
- Advises Healthwatch rep to Health and Well Being Board
- Decides community engagement plans
- Signs off Healthwatch Annual Report
- Represents Healthwatch at public engagement and strategic level meetings
- Spokespeople for Healthwatch
- Follows up on Healthwatch reports to ensure impact



Communication – Making ourselves known

Further Developments



If you would like to share your recent experience at your local healthcare provider then visit our new feedback platform; Experience Exchange.

Choose from a range of health & social care organisations in your local area. Including:

- | | | |
|----------------------------------|------------------|--------------------------------|
| >Care Homes | >Dentists | >Hospices |
| >Care In Your Own Home Providers | >GP Surgeries | >Hospitals/Community Hospitals |
| >Walk In Centres | >Hearing Centres | >Mental Health Hospitals |
| >Nursing Homes | >Opticians | >Pharmacies |



Further Developments



How would you rate the following areas of your experience, on a scale of.... Positive, Neutral and Negative? (please circle)

Cleanliness of staff & facilities	😊	😐	😞	N/A
Staff attitudes	😊	😐	😞	N/A
Convenience of arranging an appointment	😊	😐	😞	N/A
Waiting times	😊	😐	😞	N/A
Explanation of treatment	😊	😐	😞	N/A
Quality of care received	😊	😐	😞	N/A
Quality & variety of food received	😊	😐	😞	N/A
Confidence in the ability of staff	😊	😐	😞	N/A
Staff communication	😊	😐	😞	N/A
The physical environment	😊	😐	😞	N/A
Feeling safe	😊	😐	😞	N/A
Convenience & accessibility of location	😊	😐	😞	N/A
The range of services on offer	😊	😐	😞	N/A

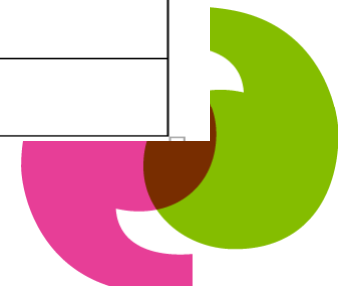
If you have any other comments to make, please use the comment box overleaf.

Would you recommend the service to your friends or relatives?

☐ Yes ☐ No

Where would you like your feedback recording?

☐ On Experience Exchange ☐ On our Database System



What difference can we make?

healthwatch
Walsall



Engaging Communities
Inspiring Change, Improving Outcomes

