

# Commissioning of Healthwatch Northamptonshire consultation 2023

## Overview

On behalf of Healthwatch Northamptonshire we would like to understand how you feel about health and social care services in Northamptonshire.

## Background

Healthwatch is an independent consumer champion for people who use health and social care services. Its job is to ensure that local voices are heard and that people's views and experiences are used to improve existing services and to help shape future services. Where issues are identified they will ensure that NHS leaders and other decision makers listen and use feedback to improve care.

Local authorities are required by the Health and Social Care Act 2012 to make arrangements to establish and maintain a local Healthwatch organisation in its area. Healthwatch Northamptonshire has been established since 2013 and its current contract ends 31 October 2023.

West Northamptonshire and North Northamptonshire Councils are re-commissioning Northamptonshire's Healthwatch services, with the new service being live from 1 November 2023. We would like to hear your views to help us explore and shape how Healthwatch in Northamptonshire will look in the future.

After the consultation has ended, we will consider the views of local people and organisations along with any other relevant information and will use these to develop the best model for Healthwatch in Northamptonshire going forward.

We will be looking for regular feedback over the next two years in which there will be chance to be part of further consultations to continually review and develop Northamptonshire's Healthwatch services.

## How to provide your views

We welcome your views and comments and ask that you complete a short survey, this should take approximately 10 to 15 minutes. It is very important to gain this feedback as it helps to shape future design and focus of health and social care services.

Please give us your views by completing the online survey using the link below.

Your feedback will be part of a report with many other people's feedback, so you will not be personally identified.

You do not have to answer all of the questions. If you don't want to answer a question, or don't know the answer, then move on to the next question.

If you have any queries, comments or would like a copy of this survey in another format (including paper, easy read or large print) you can contact us by email, post or telephone. Our contact details are as follows:

Email address: [DETAIL]

Telephone: [DETAIL]

Postal address: [DETAIL]

Q1. Are you responding to this questionnaire as an individual or an organisation?

- As an individual
- On behalf of an organisation or community group

## **Individual questionnaire**

### **Your experience of Healthwatch Northamptonshire**

Q2. Have you heard of Healthwatch Northamptonshire before now?

- Yes
- No (please go to question 7)
- Don't know (please go to question 7)

Q3. Have you ever contacted Healthwatch Northamptonshire?

- Yes
- No (please go to question 7)
- Don't know (please go to question 7)

Q4. What was the reason for contacting Healthwatch Northamptonshire?

- To get information and advice about health and care services
- To make a complaint or raise a serious issue about a health or care service
- To help improve health and care services by sharing my experience and knowledge
- Other (please state)

[Free text]

Q5. How would you describe your experience of Healthwatch Northamptonshire?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

Q6. Please provide a reason for your answer and let us know if there is anything Healthwatch Northamptonshire could have done differently to improve your overall experience?

[Free text]

## **Providing feedback on Health and Care Services**

Q7. How would you prefer to share your experiences of health and care services or report concerns? (select all that apply)

- Organised events
- Confidential telephone line
- Through existing forums or groups I am involved with
- Postal questionnaires / paper feedback forms
- Online questionnaires / online feedback
- Online blogs / forums
- Social media (for example, Facebook / Twitter)
- With a health or care professional
- Other (state below)

[Free text]

Q8. Do you think Healthwatch Northamptonshire could improve awareness of its services to local people?

- Yes
- No
- Don't know

If you answered 'Yes', how do you think Healthwatch Northamptonshire could improve awareness of its services to local people?

[Free text]

Q9. The following is a list of the different services that Healthwatch Northamptonshire is expected to provide. Which of these would be of most value to you? (select all that apply)

- Provide information and support people to find the right health and care service.
- Gather the views of local people on health and care services and use these to influence and improve services.
- Support people to give feedback on local health and social care services.
- Provide ways for local people to monitor the quality of local health and care services.
- Where concerns have been raised, make recommendations to national organisations for investigation or special review.
- Work with national organisations (e.g. NHS England, Care Quality Commission) to influence local and national health and care issues.

Q10. Do you feel there is anything that Healthwatch should be doing that is missing from the above list?

- Yes
- No
- Don't know

If you answered 'Yes', please tell us what else should be included:

[Free text]

**Healthwatch Northamptonshire in the future**

Q11. To what extent do you agree or disagree that the following are important to ensure an effective, local Healthwatch?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly Disagree	Don't know
Well known and trusted in local communities.						
Works positively and in partnership with local people and commissioners.						
Reaches out to individuals and groups who find it difficult to express and communicate their views and choices.						
Works closely with other local organisations for mutual benefit.						
An active organisation which is recognised as a statutory route for patients and the public to express their views.						
Has a good understanding of the local NHS, public health and social care priorities, and is sensitive to local issues.						
Demonstrates that it can get things done and get things changed for the better.						
Is able to influence decision makers.						
Has local knowledge and relationships and is						

able to reach out to individuals and groups cross Northamptonshire.						
Is seen as independent from health and social care planners/commissioners and providers.						

Q11a. If you feel there is anything missing from the above list, please tell us below:  
[Free text]

### Further comments

Q12. Please provide any other comments you would like to make about Healthwatch Northamptonshire  
[Free text]

### About you

Q13. Please tell us in what capacity are you completing this questionnaire?

- I currently / have used health or social care services in Northamptonshire
- I am a friend, relative, or carer of someone who currently / has used health or social care services in Northamptonshire
- I am a volunteer with Healthwatch Northamptonshire
- I am a volunteer with another organisation
- I am an elected Councillor
- Other (state below)

[Free text]

Q14. Which area of Northamptonshire do you live in?

- Corby Area
- Daventry Area
- East Northamptonshire Area
- Kettering Area
- Northampton Area
- South Northamptonshire Area
- Wellingborough Area
- Other (state below)

[Free text]

[Equality questions]

### Organisation questions

Q1) Please tell us the name of your organisation and your job title/role:

Name of organisation: [Free text]

Job title/role: [Free text]

### **Your experience of Healthwatch Northamptonshire**

Q2) Prior to this consultation have you heard of Healthwatch Northamptonshire?

Please tick (✓) relevant answer

- Yes
- No
- Don't know

Q3) If applicable, how would you describe your experience(s) of working with Healthwatch Northamptonshire?

Please tick (✓) relevant answer

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know
- Not applicable

Q4) Please provide a reason for your answer and let us know if there is anything Healthwatch Northamptonshire could do differently to improve the impact of their work with your organisation?

[Free text]

Q5) Do you think Healthwatch Northamptonshire could improve awareness of its services?

Please tick (✓) relevant answer

- Yes
- No
- Don't know

If you answered 'Yes', how do you think Healthwatch could improve awareness of its services, both within your organisation and to local people?

[Free text]

### **Healthwatch Key Functions**

Q6) The following is a list of the different services that Healthwatch Northamptonshire is expected to provide. Which of these are most valuable in helping your organisation to deliver an effective service?

- Provide information and support people to find the right health and care service.
- Gather the views of local people on health and care services and use these to influence and improve services.
- Support people to give feedback on local health and social care services.
- Provide ways for local people to monitor the quality of local health and care services.

- Where concerns have been raised, make recommendations to national organisations for investigation or special review.
- Work with national organisations (e.g. NHS England, Care Quality Commission) to influence local and national health and care issues.

Q7) Do you feel there is anything that Healthwatch should be doing that is missing from the above list?

Please tick (✓) relevant answer

- Yes
- No
- Don't know

If you answered 'Yes', please tell us what else should be included and how it would be of benefit:

[Free text]

Q8) What can your organisation do to support the development of Healthwatch Northamptonshire and ensure it has a positive impact on health and care services?

[Free text]

### Healthwatch Northamptonshire in the future

Q9)

To what extent do you agree or disagree that the following are important to ensure an effective, local Healthwatch?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Disagree	Don't know
Well known and trusted in local communities.						
Works positively and in partnership with local people and commissioners.						
Reaches out to individuals and groups who find it difficult to express and communicate their views and choices.						
Works closely with other local organisations for mutual benefit.						
An active organisation which is recognised as a statutory route for patients and the public to express their views.						

Has a good understanding of the local NHS, public health and social care priorities, and is sensitive to local issues.						
Demonstrates that it can get things done and get things changed for the better.						
Is able to influence decision makers.						
Has local knowledge and relationships and is able to reach out to individuals and groups cross Northamptonshire.						
Is seen as independent from health and social care planners/commissioners and providers.						

Q9a) If you feel there is anything missing from the above list, please tell us below:  
[Free text]

Q10) Do you have any other comments you would like to make about Healthwatch Northamptonshire?  
[Free text]