

# Commissioning of Healthwatch Northamptonshire consultation 2023 Results

Online responses: There are 120 online responses as of a download completed this morning. The above is made up of 72 fully completed responses and 48 incomplete responses. Incomplete means that the respondent has worked through some of the survey and not reached the final point where they can submit.

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

As an individual- **71**

On behalf of an organisation or community group **1**

## Individual questionnaire Results

### Your experience of Healthwatch Northamptonshire

Q2. Have you heard of Healthwatch Northamptonshire before now?

Yes **21**

No (please go to question 7) **44**

Don't know (please go to question 7) **1**

Not answered **1**

Q3. Have you ever contacted Healthwatch Northamptonshire?

No **58**

Yes **12**

Don't know **1**

Q4. What was the reason for contacting Healthwatch Northamptonshire?

To get information and advice about health and care services **4**

To make a complaint or raise a serious issue about a health or care service **4**

To help improve health and care services by sharing my experience  
and knowledge **10**

Other (please state) **8**

Not Answered **45**

[Free text]

**have never contacted Healthwatch**

**Never heard of it**

**Haven't used it**

**I didn't know of the organisations role**

**Silly question with respect to the 2 answers above**

**Volunteering**

**Not contacted**

**Not used**

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

Very good **7**

- Good 2
- Neither good nor poor 14
- Poor 2
- Very poor 3
- Don't know 21
- Not Answered 22

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]

- 1 Not aware of the service therefore cannot comment.**
- 2 Don't know about Healthwatch**
- 3 have never contacted Healthwatch**
- 4 I don't know anything about it??**
- 5 I was not aware that Healthwatch Northants existed. So am not able to answer many of these questions.**
- 6 Unaware of Healthwatch at GP surgery and its potential role in seeking to have a senior practice partner reprimanded for unsafe patient care.**
- 7 My views were put into a report.**
- 8 I have never heard of it before now. Perhaps letting people know about it would be a start**
- 9 I thought they would help to identify issues with a care home in Raunds**
- 10 Be more proactive in the community to ensure that residents understand and aware of its duties, responsibilities and function. That it has powers to take action if necessary to change matters for the better.**
- 11 Need to make the general public aware of your existence**
- 12 Thought about the questions being asked**
- 13 I haven't really thought about this kind of service. Just checked the Healthwatch Northamptonshire website and it looks like a good source of information on what is going on in Northamptonshire.**
- 14 I struggle to see independence from the top of the organisation.**
- 15 I have not known much about Health Watch and to date have not had cause to be in contact**
- 16 I needed assistance with some information regarding my GP surgery and the lady was very helpful and gave me the right information to help get my matter sorted**
- 17 My local experience, as an individual Town Cllr, is that the consultations & cooperation between the NHS ICBs, GP Fund-holding practices and local planning authorities need streamlining to improve the very necessary delivery of generally effective services - in areas where significant housing increases require increases in the size of GP Fund-holding practices' premises. Such requirements should be identified early on in the Planning processes. They were not so identified in Oundle.**
- 18 haven't contacted Healthwatch**

19 The staff are dedicated to getting as much customer feed back as possible to help advise health and social care givers what works well, what needs to be changed and what new needs to be introduced.

20 The independent work they do is invaluable to the people of Northamptonshire

21 Offer free BSL video chats - via such as SignVideo or Sign Live to communicate with deaf customers using BSL.

Make it clear on their website that they may/may not have any deaf awareness training to be able to communicate with deaf customers. Is there a text (SMS) service available?"

22 I got the impression that Healthwatch was happy to give information but reluctant to challenge, and was pretty toothless.

23 Not seemed interested in doing anything to improve existing NHS process

24 Greater viability for underrepresented communities and people with known poor health outcomes- i.e. Adults with Learning Disabilities, Elders from Black and Asian communities

25 It takes hours (2.10) on hold to get in contact with the surgery and when you do you get told there are no appointments left, then told to make appoint on line yet these are only for smears.

26 More information available to users of health care of its availability

27 This is the first I have heard of Healthwatch

28 Very prompt response, which was also a considered response. They knew who to speak to, which was very helpful. They did speak to the relevant people and then came back to me with further information. I don't think that they could have actually done anything different, but I think it would have helped them to help me if they had more people and resources, they don't seem to have much money.

29 The signposting was helpful, background information was good.

30 They seem to be able to get answers about council services to questions, when as an individual I can not.

## 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 **14**
- Confidential telephone line **25**
- Through existing forums or groups I am involved with **12**
- Postal questionnaires / paper feedback forms **15**
- Online questionnaires / online feedback **53**
- Online blogs / forums **1**
- Social media (for example, Facebook / Twitter) **4**
- With a health or care professional **22**
- Other (state below) **9**

[Free text]

- 1 Through a complaints procedure
- 2 An online report form - that an issue can be reported or commented on
- 3 With the provider i.e Doctors Surgery manager/Hospital management
- 4 Enter and view is sometimes the only way to reach the elderly and those suffering with health challenges
- 5 Qualified person who knows how to communicate with deaf people
- 6 with an independent person/organisation that had resources to act, and that was prepared (and empowered) to challenge poor practice
- 7 An accessible website where comments can be recorded under headings of different headings, so as to highlight by the number of comments where changes are needed
- 8 I want to be able to report to someone independent, to take the necessary action. I think this is what Healthwatch is.

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

- Yes **57**
- No **3**
- Don't know **10**
- Not answered **1**

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

[Free text]

- 1 Let people know it exists, and what it can do for people?
- 2 Raise their profile
- 3 I don't think anybody knows about it
- 4 By doing leaflets informing them doing what you propose
- 5 Via the Parish & town councils - NCalc - and via the Health services (inc GPs operating in the county).  
Perhaps provide regular updates to parish and town councils for them to publicise in their websites and communications with the local population.  
Keep NCalc in the loop as they do a weekly update to their councils.  
An idea to consider is to post details to everyone, not everyone has internet access and in this way you guarantee reaching everyone. This maybe something you do once a year as a general update.  
Website with updates and a lot of people use social media - facebook in particular.  
People are desperate to give feedback on the services - some it if v poor (GPs especially where I live - Oundle).
- 6 More advertising on GP websites, or hold events in GP services, I was aware of healthwatch, before covid but since then thought they had folded
- 7 Promote their role better
- 8 Big posters in hospitals, GP surgeries and pharmacies.
- 9 Had never heard of it

**10 It needs to be funded properly so that it can employ more staff and be able to promote what it does.**

**11 More sharing via social media and perhaps an information stall in town centres**

**12 By highlighting results of their research, bad and good.**

**13 By letting people know of it's existence**

**14 Be more proactive in the community with leaflets placed on notice boards eg in all Doctors Surgeries, Libraries and every Council Buildings. Have its own web page and facebook page.**

**Write a piece in the annual information given out with the residential rate demands.**

**Go regularly on local Radio explaining your role and actions that you have taken recently that has changed the way healthcare provision has been improved.**

**Help residents gain treatment with National Health Dentists."**

**15 Via email addresses held by councils and /or local parish councils for those without such facilities.**

**16 Informing people about the organisation**

**Overseeing an independent complaints reporting system**

**17 Maybe regular press releases in free and paid newspapers (digital and paper), an article in (Council) Partnership Housing Associations newsletter, leaflets in libraries, care homes, and GP appointments waiting rooms. Attending local fairs and shows.**

**18 Meet people at local level. Including residents groups and our voluntary sector for older people services.**

**19 Media coverage**

**20 By letting more people know of it's existence and what it does. Until taking this survey I had never heard of it despite living in the area since 1998.**

**21 More focus on people who do not have computers at home ie The disadvantaged and the elderly**

**Information at elderly centres and groups and such places as educational in areas where parents visit for parents"**

**22 Needs to be a campaign to bring Healthwatch Northamptonshire into public awareness - I am a regular social media user & did not know of its existence**

**23 Most people that I mentioned this to had never heard of healthwatch**

**24 Via flyers, Facebook, notices in the appreciate places.**

**25 Listen to clients**

**26 By regularly reminding people that Healthwatch Northamptonshire exists.**

**27 I have never heard of it and I have lived in Northampton over 10 years,**

**28 Send posters and or leaflets to Doctors Surgeries, Dental Practices, Opticians, Charities that Support People, Libraries etc.**

**29 in what ever way is going to be the most effective and cost effective**

**30 Social media**

**Email alerts**

**31 I was completely unaware of the service.**

**Maybe more promotion through social media, posters at pharmacies and surgeries would make the service more high profile.**

32 With additional funding they could launch a publicity campaign.

33 There needs to be much more publicity, including large and varied posters. Also potentially targeting groups - like patient forums at GPs if they don't already. Could also have questionnaires available in hospital for those using that - or doctors' surgeries.

34 Advertise locally

35 have stands at public events and shopping centres

36 Articles in local magazines and newspapers eg Jigsaw

37 Since I had no knowledge of Health watch or it's service a general information pamphlet delivered to doors would be of use .

38 Local press.  
Leaflets in GP surgeries, dentists and other providers and public places.

39 Social media  
Intranet/Internet  
GP surgeries noticeboards  
Part of local brochures such as Duston magazine

40 Just about anything to alert patients and members of the public that it exists, and that it will represent them in putting forward their concerns. Information in hospitals, health centres, council offices, etc, articles in local papers, magazines, etc  
By doing stuff that makes a difference, and word will get around from people's good experiences

41 Wasn't awareness it existed

42 Posters in prominent public places.

43 Posters in the facilities they monitor

44 I had never heard of this before and currently have no idea what it actually does or has already done in specific terms so some kind of summary on exactly what it does and what it doesn't do as well would be helpful

45 Have regular slots or surgeries on local radio BBC Radio Northampton and Inspiration FM  
Monthly Drop ins at Northampton Hub at West Northamptonshire Council buildings

46 Oxfordshire Healthwatch is very engaged but I have heard nothing from Northamptonshire. As a councillor for Middleton Cheney all my constituents get their services from Oxford and I am not aware of any communication from Northamptonshire Healthwatch looking after our services.  
The present Healthwatch seems totally Northampton centric.

47 Logo and access link to website on all partner web/app pages (front page)

48 Better marketing, never heard of you before.  
Ensure all Gp Surgeries display your details as a route for concerns/ complaints"

49 Do a letter drop.

50 I have never heard of it. We live in Deanshanger, right at the bottom of West Northants and are sometimes missed out on information.

51 information given out in leaflet form whenever someone uses healthcare

52 Parish Magazines

53 I think they need the money to be able to have a bigger team. There is a lot for them to do, and a lot of people to support and they don't seem to have much money. They do seem to do very well with what little they have, so I think a bit more would help them and a lot.

**54 By including information about Healthwatch on Council Tax demands which are sent to every household.**

**55 I understand the money the government allows for Health Watch is not ring fenced so I know they do not have the money to do what I believe will help, spending more time at community events and putting news in the local papers about the work they are doing.**

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. **52**
- Gather the views of local people on health and care services and use these to influence and improve services. **58**
- Support people to give feedback on local health and social care services. **52**
- Provide ways for local people to monitor the quality of local health and care services. **45**
- Where concerns have been raised, make recommendations to national organisations for investigation or special review. **55**
- Work with national organisations (e.g. NHS England, Care Quality Commission) to influence local and national health and care issues. **50**

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

- Yes **24**
- No **17**
- Don't know **26**
- Not answered **4**

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

[Free text]

- 1. All?**
- 2. Budget awareness and raise profile of priorities**
- 3. Make organisations accountable: If they have set out a plan for better healthcare make sure that the plan is followed through**
- 4. Make it a separate point to monitor the quart of local GP services.**
- 5. Reward and shame poorly performing GPs and GP practices.**
- 6. Ensuring NHS England deliver the health and care that residents require.**
- 7. Overseeing an independent complaints reporting system**
- 8. Independently investigate any health care complaints**
- 9. Listen to the replies**
- 10.help people to make complaints**
- 11.more public engagement but I know they do not have enough staff to do this.**
- 12.Publicise the results of any monitoring exercises**

- 13.more public engagement but I know they do not have enough staff to do this.
- 14.Investigate the growing difficulty in obtaining timely local NHS dental services
- 15.Ability to impact all types of people and how this is communicated to them
- 16.pro-actively seeking people's views
- 17.Acting in a way that empowers patients and get things changed
- 18.Check accessibility of local health and care services ( accessible information, physical access, ease of getting to location etc, translation options including common languages spoken in West Northamptonshire and BSL
- 19.Work with the health providers to improve services. What about the LAPs
- 20.Power to step in and investigate
- 21.How to reach the elderly who do not use the internet/Get the Healthservice to use wide use of email.text anjd emails to inform all organisations about peoples issues at the moment the patient ambulance service cannot send a text to say when the patient is actually on the was from the hospital.
- 22.I think that they should support kids in schools to help them understand the services which are available, and also to learn from them which services need improving or are missing.
- 23.Work with local health and care organisations to improve local services.
- 24.more public engagement but I know they do not have enough staff to do this.

### 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.	34	15	8	2	2	8
Works positively and in partnership with local people and commissioners.	35	15	6	2	1	9
Reaches out to individuals and groups who find it difficult to express and communicate their views and choices.	35	12	8	2	2	9
Works closely with other local organisations for mutual benefit.	28	18	9	2	2	8
An active organisation which is recognised as a	38	13	6	1	38	7



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.	7	1	0	1	1	1
Demonstrates that it can get things done and get things changed for the better.	6	1	0	0	1	1
Is able to influence decision makers.	40	7	5	3	3	9
Has local knowledge and relationships and is able to reach out to individuals and groups cross Northamptonshire.	5	2	0	0	1	1
Is seen as independent from health and social care planners/commissioners and providers.	42	4	8	0	4	9

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

1. **Raise awareness of their existence**
2. **Get the main bit right and concentrate on other issues later. You have to make that positive impact immediately - people are crying out for what you can offer and support them.**
3. **As I know nothing about Health Watch Northamptonshire I have had to say don't know to everything**
4. **Who are you?**
5. **See above comments**
6. **Listen to the answers**
7. **Is Healthwatch really necessary and cost effective?**
8. **Is properly funded (ring fencing the money provided for Health Watch by the government)**
9. **It nerfs to show it is acting on one major issue at a time, interim updates and final outcome. Otherwise patients will, if they know it even exists, decide it's another useless costly excuse to fob customers off**
10. **It is not clear to me what real influence this body can have as it appears to be advisory only with no real powers**
11. **Needs to reach across borders**
12. **Whilst all are important, I do not think that Healthwatch locally is effective**

**Further comments**

Q12. Please provide any other comments you would like to make about Healthwatch

Northamptonshire

[Free text]

**1 Need more doctors**

**2 It sounds good but can it deliver?**

People are desperate to provide effective feedback on our health services - in particular the local GP services which have dropped dramatically in terms of quality of service. also, they do not listen to local people and so having a body that can directly get involved with them would make a tremendous difference. I would suggest prioritising the GP services in local communities as a priority - I think people are generally happy with the emergency services

There is also the issue of long-term care and cancer and other critical illnesses. I have had issues with my eyes and had a very good service from Kettering Hospital's eye clinic. so there are good stories to tell and we should remember to praise where it is due and highlight the areas where a good service is being demonstrated.

Communication is the key and today it crosses a wide range of areas - twitter and facebook are extremely popular - first of all use the most used media and expand as you get used to doing social media posts. Talk to some councils - we have an excellent social media person at Oundle Town council - talk to NCALC - they are excellent at gaining opinions and spreading the word.

I think it is a great idea, much needed but you have to prove yourself first.

Is that OK?

**3 Who are you and how do you operate?**

**4 Need to enhance quality of GP service and provide effective vehicle for complaint. Currently GP partners can act with impunity and disregard patient concerns especially when the partner is the source of the problem.**

**5 I believe Healthwatch Northamptonshire has done the best that it can considering that the local authority has decreased its annual budget year on year since 2013. Its statutory remit and expectations have remained the same but no consideration has been given to cover inflation, which has resulted in office moves and reduced staffing. The population of Northamptonshire has also grown considerably and staff and volunteers are still expected to be the voice of everyone without the supporting resources e.g. increased costs in volunteer and staff support, training and expenses. It has been an award winning Healthwatch and the first to get Investing in Children recognition for its Young Healthwatch too. It also holds Investing in Volunteers and Cyber Essentials accreditation, which supports its ambition to be a quality service, a difficult thing to achieve and maintain without proper funding.**

**6 Never heard of it. Why haven't I? Surely something like this should be more widely known of?**

**7 In my experience the service is not recognised by receptionists at GP surgeries resulting in rudeness by these individuals.**

**8 I believe that Healthwatch Northamptonshire should be more proactive in the community as I have never heard or seen anything about this organisation , which in my 40 years plus experience of local authorities throughout the County is somewhat strange to say the least,**

**9 How aware is this organisation about consultants lying to patients? And then GP's covering it up?**

How aware is this organisation about GP's not giving feed back to patients about rests that have been done?

Why are people being recorded by GP's as dead when they are still alive - and what happens about that?

How come my younger partner is offered preventive medicine before me their elder partner

10 This may be covered elsewhere - but I am generally highly satisfied with my local health provision - BUT there are important "tweaks" & fine tuning to improve provision - I would hope that Healthwatch Northamptonshire could be that portal

11 1st time i heard of this

12 ever contacted Healthwatch....that I know of!

13 Never heard of Healthwatch before. Concerned that this might be another quango formed to present questionnaires such as this, that ultimately makes no difference and the funding would be better used elsewhere. Most people know how the public feels about NHS provision and the difficulties within it.

14 My only comment can be, that as someone who has been unaware of the service until now, I feel that somehow, better promotion of the service needs to undertaken.

15 As a Health Watch volunteer for several years, I have noticed we are doing less and less enter and view visits, due to lack of proper funding, there are not enough staffing hours to cover organizing and reporting the visits at the same rate as previously.

Getting in to care homes and having private one to one conversations is the only way to establish exactly what type and what quality of care is actually being received by the service users.

16 Not enough information in the public domain!

17 If they had all the funding government allocated to them, they would be able to do far more. you can only abuse volunteers so much before they say no this is asking too much.

18 Provide more information via all methods.

19 I am 82 years old, living with my 84 year old husband. We manage although my health is poor. I have never heard of your organisation but I imagine that you would be overwhelmed if you made yourself more public. Many people of our age worry about what will happen when we fall ill and we haven't got a clue who to contact to help us. This is in spite of me taking note of any health information and being aware of current situations

20 To do an effective job, it needs resources

It does seem that this is currently the case

How does Healthwatch demonstrate what it does and how it provides value to the public

I suspect that service providers and government do not want a strong independent advocate, a cheaper figleaf is their preferred option

21 Just that until I read this email, I had never heard anything about Healthwatch.

22 Just to confirm it's currently toothless paper tiger

23 Is it going to split between west northants and North northants. Public health and Integrated care need a more local and engaged focus.

- 24 Unless you have a grievance and search it out, it is invisible.
- 25 All GP surgeries should have an answer phone after 3 minutes. Hospital phones should all have voicemail not say Goodbye.
- 26 I think that they do some great work, and the people they have are very kind and considerate and responsive. I wish they had more, to be able to do more.
- 27 It is unfortunate that the 2 councils were not able to agree to having 1 organisation for Healthwatch Northamptonshire, as the costs are greater with having a West and a North Healthwatch, rather than a Healthwatch Northamptonshire.
- 28 I feel up to this point Health Watch has been trying to give a high quality service with less and less income in which to do it, I know this because I read the annual reports. I fear if this starvation of funding is not sharply turned around they could end up unfit for purpose, with so few staff they would be unable to for-fill their obligations.

### About you

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

- |   |           |
|---|-----------|
| <input type="checkbox"/> I currently / have used health or social care services in Northamptonshire   | <b>33</b> |
| <input type="checkbox"/> I am a friend, relative, or carer of someone who currently / has used health or social care services in Northamptonshire | <b>15</b> |
| <input type="checkbox"/> I am a volunteer with Healthwatch Northamptonshire   | <b>2</b>  |
| <input type="checkbox"/> I am a volunteer with another organisation   | <b>6</b>  |
| <input type="checkbox"/> I am an elected Councillor   | <b>5</b>  |
| <input type="checkbox"/> Other (state below)  | <b>7</b>  |

[Free text]

1. I am a Northamptonshire resident
2. Being a member of North Northamptonshire Panel.
3. I live in Northamptonshire but get my healthcare support from Market Harborough, Leicester , and Kettering hospital
4. received questionnaire as email
5. Just a resident
6. I am a spouse carer (unpaid)
7. Just an interested and curious citizen

Q14. Which area of Northamptonshire do you live in?

- |  |           |
|--|-----------|
| <input type="checkbox"/> Corby Area                  | <b>2</b>  |
| <input type="checkbox"/> Daventry Area               | <b>1</b>  |
| <input type="checkbox"/> East Northamptonshire Area  | <b>28</b> |
| <input type="checkbox"/> Kettering Area              | <b>8</b>  |
| <input type="checkbox"/> Northampton Area            | <b>11</b> |
| <input type="checkbox"/> South Northamptonshire Area | <b>6</b>  |
| <input type="checkbox"/> Wellingborough Area         | <b>14</b> |
| <input type="checkbox"/> Other (state below)         | <b>1</b>  |

[Free text]

**Oundle**

[Equality questions]

## Organisation questions

### 1 questionnaire was completed

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

Name of organisation: [Free text] **SENDS 4 Dad**

Job title/role: [Free text] **Founder**

### Your experience of Healthwatch Northamptonshire

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

Please tick (✓) relevant answer

- Yes **1**
- 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 **1**

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]

**On an organisational level, there has been no work between us. We would be more than willing to work with them as we feel dads and male carers views are often overlooked especially those with child/adult with special educational needs and/or a disability.**

**Mental health services are much needed to be improved especially in the areas of disability and we will be fast approaching a serious matter if these are not looked into.**

**We have use of a facility every Sunday 11am to 12 pm in the Eastern district that could be used reaching out to not just dads but also an area that has high deprivation.**

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

Please tick (✓) relevant answer

- Yes **1**  
 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]

**Get out in person, drop-ins in local areas, work with more of the grass roots community groups and charities that really get the true reflection of what is happening, go out to places where families frequently go to, make better use of social media and other electronic methods**

### **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. **1**  
 Gather the views of local people on health and care services and use these to influence and improve services. **1**  
 Support people to give feedback on local health and social care services. **1**  
 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. **1**  
 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 **1**  
 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]

**More work on mental health.**

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]

**Can feedback throughout this process, work on a form of partnership, provide drop in services, help to gather input from Dads and male carers.**

**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.	<b>1</b>					
Works positively and in partnership with local people and commissioners.	<b>1</b>					
Reaches out to individuals and groups who find it difficult to express and communicate their views and choices.	<b>1</b>					
Works closely with other local organisations for mutual benefit.	<b>1</b>					
An active organisation which is recognised as a statutory route for patients and the public to express their views.		<b>1</b>				
Has a good understanding of the local NHS, public health and social care priorities, and is sensitive to local issues.	<b>1</b>					
Demonstrates that it can get things done and get things changed for the better.	<b>1</b>					
Is able to influence decision makers.	<b>1</b>					
Has local knowledge and relationships and is able to reach out to individuals and groups cross Northamptonshire.	<b>1</b>					
Is seen as independent from health and social care planners/commissioners and providers.	<b>1</b>					

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

**Shows an active presence in the community**

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

[Free text]

**Need a greater presence. Very few people know of Healthwatch Northamptonshire**