

Healthwatch Worcestershire Strategy 2026–2027

Vision	The experiences of people in Worcestershire help shape safe, accessible and fair health and social care services
Mission	<p>Healthwatch Worcestershire is the independent voice for people using health and care services. We will continue to:</p> <ul style="list-style-type: none"> • Listen to people’s experiences of health and social care • Share what we hear with organisations responsible for delivering and improving care • Highlight where services work well and where improvements are needed • Ensure that local people’s experiences influences decisions about health and care services • Work openly and responsibly with partners across Worcestershire to shape future arrangements
Values	<ul style="list-style-type: none"> • Independent – we provide an independent voice for people who use health and care services • Transparent – we are open about what we do and the impact of our work • Inclusive – we actively seek to hear from people from all local communities • Evidence-led – our work is based on people’s real experiences and the insight we gather • Impact focussed – we use people’s feedback to support continuous improvement of health and care services
Objectives	
<ol style="list-style-type: none"> 1 Work with patients, carers and communities to understand their experiences and involve them in shaping improvements to health and social care services 2 Provide clear insight about people’s experiences by gathering and analysing feedback from patients, carers and communities, identifying themes and highlighting areas where services could work better 3 Influence improvements in services by sharing what people tell us with those who plan and deliver services, so that local experiences help shape decisions and improve care 	
Our work:	
<ol style="list-style-type: none"> 1. Core Healthwatch services - we will continue to deliver our core services that help people understand and navigate health and care services. This includes: <ul style="list-style-type: none"> • Providing information and advice about health and social care services • Signposting people to the right support • Gathering feedback from patients, carers and the public and carrying out analysis to identify trends and themes • Reaching communities through engagement and outreach • Carrying out service visits, listening to and observing patients where appropriate 	
<ol style="list-style-type: none"> 2. Monitoring Services and Listening to Communities - we will listen to people’s experiences and monitor how services are working across Worcestershire. Areas of focus include: 	

- Primary care – including access to GP and dental services
- Hospital services – including urgent and planned care
- Children and young people’s services, including mental health support
- Community hospitals and local services
- The role of voluntary organisations in supporting health and care

3. Supporting Improvement and Learning - we will work with partners across the health and care system to highlight opportunities for improvement and share learning from people’s experiences. Areas of interest include:

- Child and Adolescent Mental Health Services
- Information and support for patients and carers following a dementia diagnosis
- Access to adult social care services
- Digital Access to Health Care

4. Focused Reviews of Key Issues - where feedback highlights significant concerns or emerging issues, we will carry out deeper reviews to help us provide detailed insight and recommendations to improve services. These may include topics such as:

- Corridor Care
- Patient and Carer experience of living with a serious and enduring mental health condition
- Special Educational Needs and Disabilities Support
- Prevention and early diagnosis of cancer
- Support for people receiving care at home, including end-of-life care

Cross cutting priorities – across all our work we will pay particular attention to:

- Health inequalities – ensuring all communities are heard
- Supporting carers
- Safeguarding and protecting vulnerable people
- Working with volunteers and community groups
- Accessibility

Objective 4: Embed learning by ensuring that people’s knowledge, experience and ways of working continue to support continuous service improvement.

Healthwatch Worcestershire will support the long-term use of patient insight across the health and care system by:

- Ensuring that data, insight and learning gathered through Healthwatch Worcestershire are preserved, accessible and used to support future service improvement
- Supporting the sharing of knowledge of knowledge, resources and good practice with future arrangements
- Working with partners to identify ways to gather and use people’s experience to improve services
- Communicating transparently with stakeholders during organisational transition, ensuring continuity and responsible management

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