

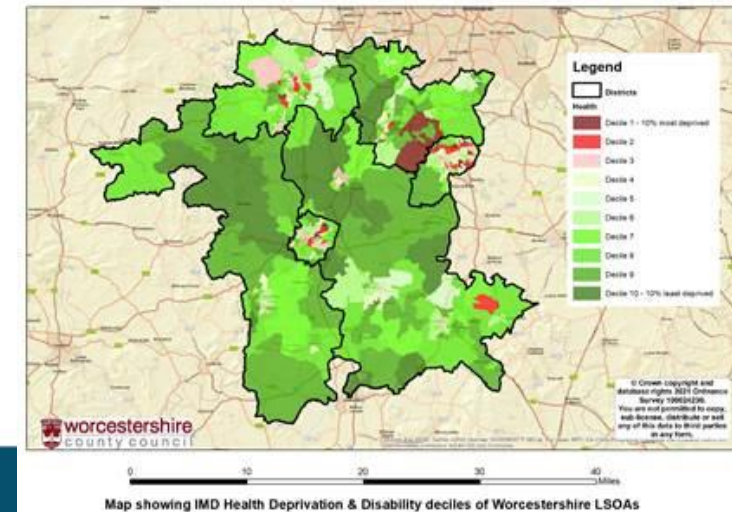


The experience of
Healthwatch
Worcestershire



1. Approach

- ❖ 2 workshops involving staff and peer support from HW Herefordshire and HW Warwickshire - facilitated by HWE
- ❖ Quality Framework Domains:
 - Enabler - Leadership and Decision making
 - Core Work - Engagement, Involvement and Reach
 - Purpose - Influence and Impact



2. Learning and Tips

Top Tips:

- Involve external critical friends in the process
- Involve whole staff and volunteers
- Maximise opportunity for scrutiny

Learning

- Quality Framework provides a systematic process of evaluation
- Highlights gaps and opportunities
- Provides reassurance of what you are doing well



3. Outcomes

- Self-assessment identified an opportunity to strengthen our work in EDI
- Resulted in us changing our EDI strategy
- Produced an action plan
- Identified ‘Next Steps’

