

## HEALTHWATCH Fact Sheet

### **Background**

Healthwatch was established as part of the reforms of The Health and Social Care Act 2012 and was formally established nationally on 1 April 2013. Healthwatch replaced Local Involvement Networks (LINKs).

Healthwatch Sutton is the consumer champion in Health and Social Care for the residents of Sutton.

Healthwatch Sutton has a clear set of functions. These are:

1. Gathering views and experiences from local people
2. Influencing the set-up, delivery and commissioning of services
3. Representing the community voice
4. Providing information, signposting and support
5. Providing a complaints advocacy service

### **The Local Picture**

In Sutton, Healthwatch has been set up as a company limited by guarantee and as a charity. Healthwatch has a Board of Directors responsible for the strategic delivery of the functions listed above. The operational activities are delivered by contract by local charitable organisations. Healthwatch Sutton's core funding is provided under contract by the London Borough of Sutton.

From 1 October 2016, Sutton Centre for the Voluntary Sector (SCVS) delivers functions 1 to 3 listed above. The ALPS Partnership provides the Information & Advice service (4) and Citizens Advice Sutton deliver the complaints advocacy service (5).

Healthwatch Sutton is a membership organisation. Members can either be individuals or voluntary/community groups. As of 1 April 2016, we have approximately 750 members. Membership is free and members receive regular e-bulletins and bi-annual printed newsletters. Members are invited to take part in engagement activities, for example sharing their views about health and social care and/or attending engagement events both organised by Healthwatch or other key organisations.

You can find out how to access our services through the Healthwatch Sutton website at [www.healthwatchsutton.org.uk](http://www.healthwatchsutton.org.uk). You can also find up-to-date information about our work, projects and reports.

Healthwatch Sutton is represented on a wide range of groups and committees. These include two voting members of the Health and Well Being Board (one representative also being the Vice Chair).

Healthwatch Sutton is able to provide services under separate contracts to the core functions delivered for the Local Authority. From 2013, Healthwatch Sutton has delivered support to GP practices in Sutton to establish Patient Participation Groups (PPGs) through a contract with Sutton Clinical Commissioning Group (CCG). This contract was extended to support the CCGs Patient Reference Group that comprises representatives of all the PPGs in Sutton. Healthwatch Sutton can accept commissioned work to deliver engagement work for any organisation that is looking to capture local people's views about health and social care in order to improve local services.

Healthwatch Sutton has a dedicated team of volunteers who support our work through a variety of activities, included 'authorised' volunteers who have been specifically trained to use 'enter and view' powers.

### **Links to further information**

Email general: [info@healthwatchsutton.org.uk](mailto:info@healthwatchsutton.org.uk)

Website: [www.healthwatchsutton.org.uk](http://www.healthwatchsutton.org.uk)

Healthwatch England: [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

Tel: 020 8641 9540