

# Morden Community Forum

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2019

# What is Healthwatch Merton?

- Part of a nationwide network with 152 other local Healthwatch
- Here to gather and represent the views of the public
- Health and social care
- Physical and mental health services; primary and secondary care
- Children, young people, adults and older adults
- Link between people and service commissioners/providers
- Improving services with your insight



# What isn't Healthwatch?

- A provider of health or social care services
- The NHS, Social Services, the Government, the Department of Health or the Police – we are independent
- Complaints forum or advocacy programme

**POhWER – is the NHS Complaints Advocacy service**



Website - [www.pohwer.net](http://www.pohwer.net)

Email - [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

Phone - 0300 456 2370



# Why engage with us?



Find out about opportunities to volunteer on strategic reference groups

Find information about services

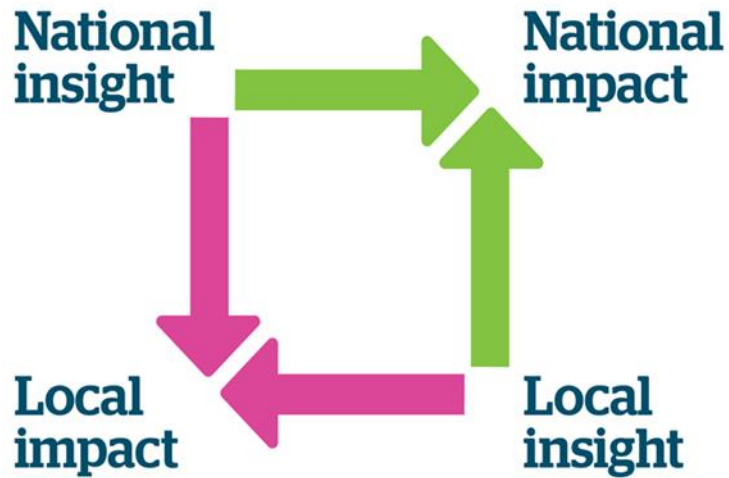
Find out what's happening locally in the near future in Health and Social Care

Show us your areas of concern

Contribute to positive change in the services you use



# Where we put information to use



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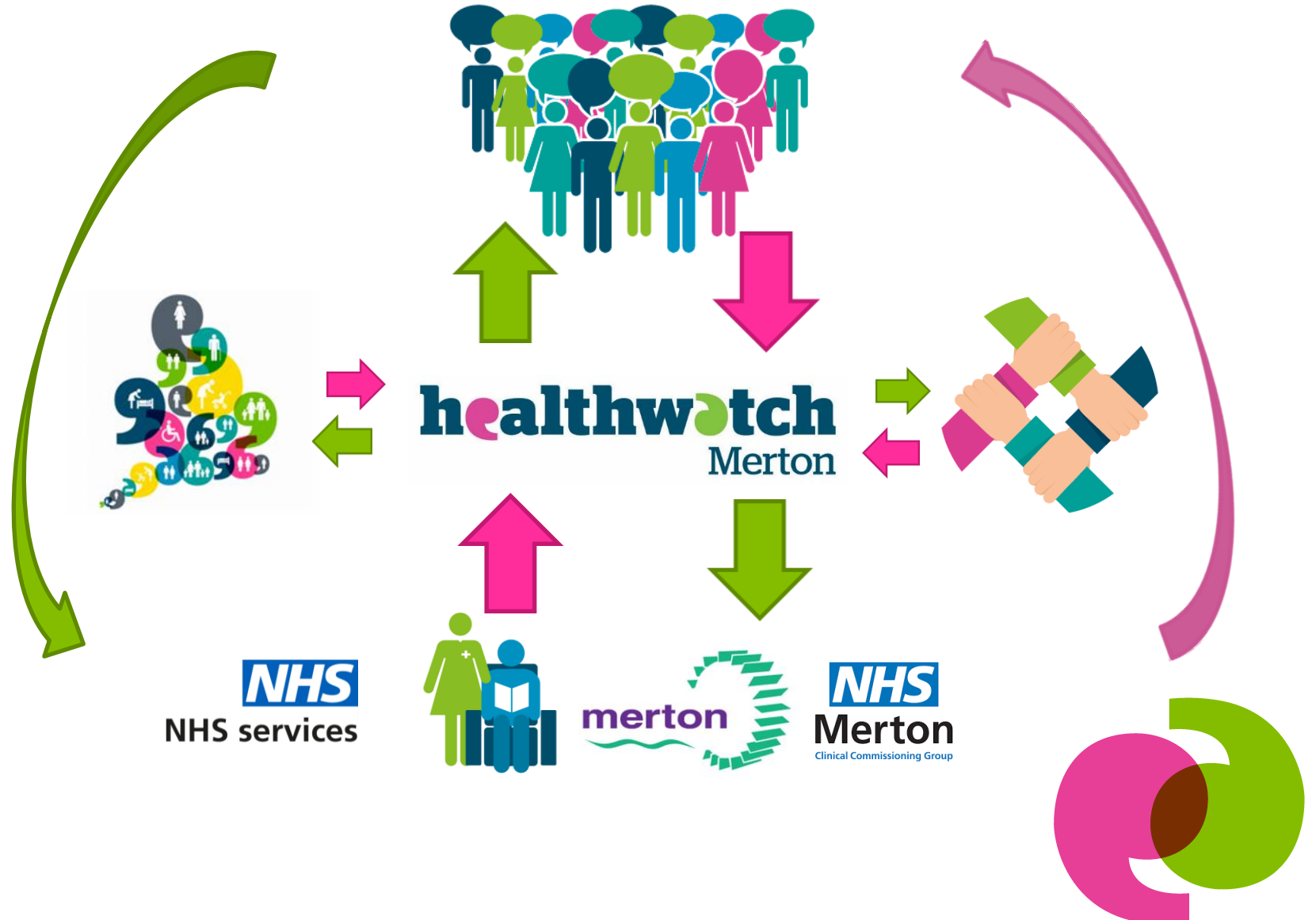


- National – HWE and network
- Local – Merton and SW London level
- Individual – Services and providers



# Where we sit

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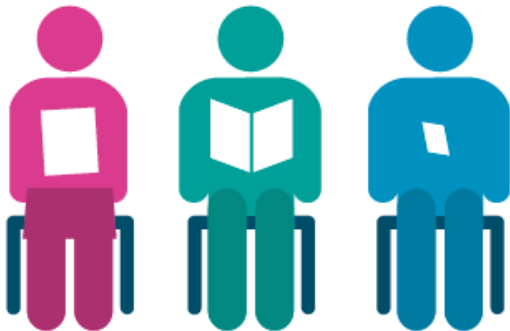


# Types of information we get

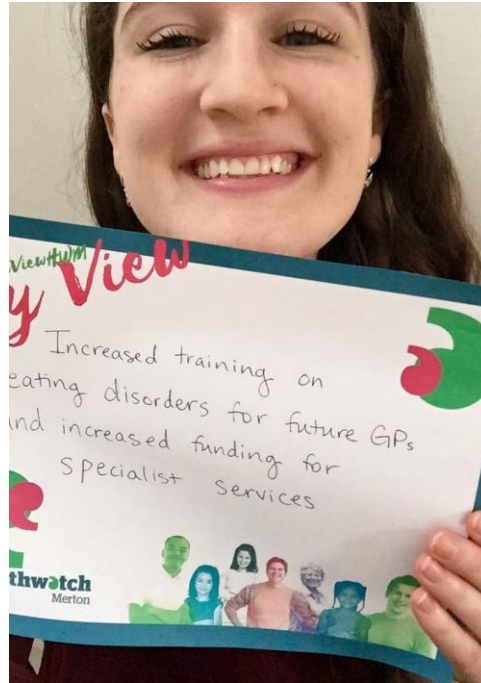
Experience

Opinion

**WAITING ROOM**



# #MyViewHWM





# Our day-to-day

- **Signposting service**  
Getting information out there - helping people
- **Meeting with local groups**  
Looking for unheard voices and stories
- **Attending public events**  
Raise the profile of Healthwatch Merton
- **Going where H&SC are being talked about**  
Keeping in the loop – both ways!



# Previous Projects and Impact

- **Enter and View reports**
- **St Helier Engagement**
- **Adult Social Care Report**
- **GP Services Report**



# Information & Communication



- **Newsletter**  
Goes out to over 2000 people (please sign up!)
- **Leaflet Library**  
We keep a stock of current information about services relevant to the Health & Wellbeing of people in Merton
- **Infoline/Info inbox**  
Enquiries, suggestions, complaints, requests for escalation - from public \*and\* professionals
- **Social Media**





# What's happening locally?



- **Wilson development – our Chair is on the CRG**
- **Enter and View on Beecholme (and others)**
  
- **Local Health and Care Plan**
- **Merton Health and Wellbeing Strategy Refresh**
  
- **Improving Healthcare Together 2020-2030**



# Local story

## Start well

Services for children, young people and families

## Live well

Mental health and managing long-term conditions

## Age well

Dementia care, joined up care for people with multiple conditions, and integration of Health and Social Care

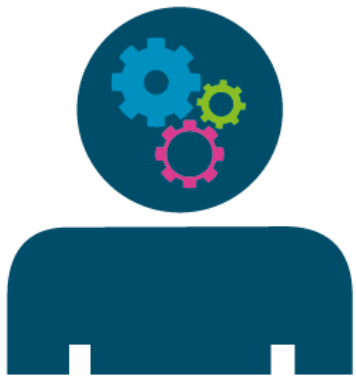


# National Story - NHS Long-term Plan



- Care closer to home - networked Primary Care and Community Services
- Digitally-enabled primary and outpatient care available to all
- Priority areas: cancer, cardiovascular disease, maternity and neonatal health, mental health, learning disability, stroke, diabetes and respiratory care
- Supporting people to make informed decisions about their care and management of their conditions
- Increased NHS focus on prevention and health inequalities
- Reduce pressure on emergency services - Same day emergency care

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## Your Voice Counts

[www.healthwatchmerton.co.uk](http://www.healthwatchmerton.co.uk)

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