Influence and Impact

Individuals and communities can disproportionately experience barriers and adverse outcomes in using local health and social care services. To be an effective champion, Healthwatch must actively seek out and listen to those most likely to face barriers or challenges and use this insight to influence and hold systems to account for taking action to tackle these

Q1.1 To what extent would you say that local people know about Healthwatch, view it as a champion for diverse people’s voices and believe that it is able to influence positive change based on the experiences people share with them?

* Strongly agree
* For the most part
* Somewhat
* Only a little
* Strongly disagree

Q1.2 Please tell us about your approach and reasons for your answer. Please include any relevant links which evidence your work in this area.

Stakeholder relationships

Healthwatch has a difficult balance between acting as a critical friend holding organisations to account while being perceived as adding value to the system. It is essential that stakeholders (providers, commissioners, regulators and other bodies), including senior leaders, are clear about our role and involve us in their work. Cultivating and managing relationships, given the requirement for Healthwatch to be politically neutral, requires skill, judgement and diplomacy.

Q2.1 To what extent can you demonstrate that your representation of Healthwatch functions and local people’s views influences decision-makers for the following:

* Integrated Care Partnership
* Integrated Care Board
* Local authority
* Providers of health and care services

Q2.2 Please tell us more about this. Please include any relevant links which evidence your work in this area.

Q2.3 Please tick all the boxes which you feel accurately reflects your current situation.

* We systematically gather evidence of changes being brought about by system actors in response to our influencing work.
* We have some evidence that people act on what we share with them.
* We receive a response from providers and commissioners when we raise issues with them.
* We are not sure what influence we have and need to develop how we measure this.

Q2.4 Please record plans for future actions in this area and think about what and who you need to help you.

Q3.1 Would you say that the following stakeholders in your local and regional health and care system including leadership, staff and democratic representatives, recognise Healthwatch as a system leader and credible partner?

* Integrated Care Partnership
* Integrated Care Board
* Local authority
* Providers of health and care services
* Strongly agree
* For the most part
* Somewhat
* Only a little
* Strongly disagree

Q3.2 Please tell us more about your situation. Please include any relevant links which evidence your work in this area,

Q3.3 Please tick all the boxes which accurately reflect your current situation.

*  We have effective relationships with statutory bodies
* We have undertaken Stakeholder mapping exercises in the last two years
* Stakeholders ask for our involvement when they are making decisions about improving health and care.
* We have regular time on systemwide meeting agendas to share our insight
* We have limited opportunity to share our insight with system stakeholders.
* Other (please specify):

 Q3.4 Please record plans for future actions in this area and consider what and who you need to help you.

Impact

We must understand how we bring about change through a Theory of Change and know what outcomes we want to see from our work. To maintain credibility, you should be able to explain how your chosen approach works and how your various work priorities link through to the changes or outcomes you want to achieve. It would be best if you always had outcomes in mind when thinking about the tactics you use to secure change and know how to respond when an issue requires escalation.

Q4.1 To what extent do you plan for and measure the impact of your work?

* We do it for every project
* For the most part
* Somewhat
* Only a little
* Not at all

Q4.2 How do you know whether you’ve had an impact? Please tick all responses which apply to your situation.

* We plan for impact through a Theory of Change and set out what outcomes we want to see from our work
* We use an impact log to note anticipated outcomes and help plan follow-up later.
* We follow up responses and action to our recommendations
* We are effective in holding systems to account for fulfilling their duties in relation to engagement and consultation, public sector equality duty and accessible information standard.
* We use our escalation processes to support ongoing challenges either locally, regionally or nationally.
* We can measure positive changes we’ve achieved for people, and where this doesn’t happen, we’ve analysed the blockers and barriers to change.
* We do not proactively plan for impact or systematically measure our impact

Q4.3 Please record plans for future actions in this area and think about what and who you need to help you.

Q5.1 What methods do you use to help local people and stakeholders understand what Healthwatch does and the value you bring? Please use the comment box below to explain your answer.

Q5.2 Please tick all the boxes which you feel accurately reflects your current situation.

* We regularly communicate our impact to people who shared their views and to our stakeholders
* We write our reports and other materials, so they are easy to read and accessible to our stakeholders.
* We carry out a stakeholder perceptions survey which demonstrates the value stakeholders place on local Healthwatch
* Our stakeholder feedback and evaluation methods include analysis by equality groups/ protected characteristics <LINK TO DEFINITION>.
* We do not systematically communicate our impact or gather views on the value placed on Local Healthwatch

Please record plans for future actions in this area and think about what and who you need to help you.

Demonstrating your impact is vital in helping you secure future funding so that Healthwatch is seen as a credible organisation locally and nationally. We have created a self-assessment tool to help you identify how you can further develop your work to focus on outcomes and impact. This resource allows you to spend about an hour looking at different areas of your work and actions you can take to improve your ability to plan, identify and communicate impact.

<https://network.healthwatch.co.uk/guidance/2021-09-13/impact-self-assessment-sheet>

This tracker has been designed to help you summarise the outcomes and broader impact you have achieved in a single document.

<https://network.healthwatch.co.uk/guidance/2020-09-25/impact-tracker>