
Our beliefs

1

We believe that health and social care providers can best improve services by listening to people's experiences.

2

We believe that everyone in society needs to be included in the conversation. Especially those whose voices aren't being listened to.

3

We believe that comparing lots of different experiences helps us to identify patterns and learn what is and isn't working.

4

We value the insight that's gained from analysing many different people's experiences to learn how to improve care.

5

We believe that we must always remain independent and impartial while working with partners to get things done.

Our values

Listening

We recognise the value of listening to people and making sure their voices are heard.

Including

We value inclusivity. Listening to the first-hand experiences of diverse groups improves care for everyone

Analysing

We value the insight that's gained from analysing many different people's experiences to learn how to improve care.

Acting

We act on feedback and drive change. Listening has to positively affect outcomes and influence important decisions about people's care.

Partnering

We value strong partnerships with care providers and Government - serving as the public's independent advocate.

What are our core beliefs and values?

healthwatch