

0:00:04.259,0:00:04.950

0:00:04.950,0:00:07.279

>> ANNA BRADLEY: I'm Anna Bradley and I'm the Chair of Healthwatch England.

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>> SHANA PEZARO: I'm Shana Pezaro, I'm 33, I live in Brighton, I have MS so I use a wide range of social

0:00:15.350,0:00:16.760

and healthcare services.

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Anna I just wanted to ask you, why has Healthwatch been set up in the first place?

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Well I guess one very important reason is because when we all use health and social

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care services, and you'll know this yourself, you feel very vulnerable, you aren't

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your normal, demanding self in the face of doctors and other cares, and so I think it's

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one time in our lives when we really benefit from having someone who can speak for us on

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occasion.

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I think the other thing is that when we use those services, more often than not, we find

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ourselves cut into pieces.

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There's the bit of us which is dealing with the specialist for your own condition, say

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MS, but then you have other health needs and other social care needs and you're carved

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into lots of little pieces.

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I think one of the things that Healthwatch is able to do is to start absolutely from

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the position of the user of service, people as they are, who have a range of needs, rather

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than being carved up into different sections.

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And I guess the other thing is the really important decisions are made by people who

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commission and deliver services, and they are quite big organisations, and you need

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people to speak to them with really good evidence to persuade them to do things a bit differently,

0:01:44.840,0:01:46.930
and that's what Healthwatch will do locally and nationally.

0:01:46.930,0:01:52.620
I know that I very much have health and I have social care and it's brilliant that

0:01:52.620,0:01:57.210
I feel Healthwatch are bringing those two together to see me as a whole really.

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Why do you think Healthwatch will make a difference?

0:02:02.830,0:02:07.460
Well, one of the most important things about Healthwatch is, whether it's at your local

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level, or it's at a national level, we have, because of the way the legislation was set

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up, a given role.

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At the national level we can advise the Secretary of State on health and social care policy,

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we advise all the regulators, and there are several, who work in this sector.

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And the important thing about the advice we offer is they have to respond to it.

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They don't have to act on it but they have to respond to it and say what they're doing,

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and that gives a transparency to our conversations

if you like, and that's very powerful I

0:02:42.019,0:02:43.189
think.

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At the local level Healthwatch has a very similar arrangement.

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So at the local level local Healthwatch will be sat on a thing called The Health and Well-Being

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Board, which will be the place where the plan for what needs to be delivered by way of health

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and social care in the area is developed, and they will have a similar role to the commissioners

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and providers of service on what needs to be done and how. So it's an important position

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for Healthwatch, which didn't exist in the previous arrangement.

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How can we be sure that you are going to be an independent body, because you get money

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from government to run Healthwatch and yet you also have to tell the government what

0:03:30.469,0:03:33.999
you think they're doing wrong?

0:03:33.999,0:03:39.180
So how will that work in terms of being independent from them?

0:03:39.180,0:03:45.459
Well I could give you lots of reasons why you should think we are going to be independent.

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In terms of the way we have been set up- I was set up, appointed independently.

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We've got our own committee to run the organisation.

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We have our own director, our own staff, our own budget line from government. All of these

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things should make sure we could be independent,

but what will really make us independent is

0:04:05.999,0:04:11.189
the way that we behave, the way that we make
decisions, the things that we say on behalf

0:04:11.189,0:04:14.169
of consumers and users of services.

0:04:14.169,0:04:21.169
And really the only people who can make that
judgement will be people like yourself, and

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we will have to win your confidence, to earn
our stripes if you like by the way we do our

0:04:27.150,0:04:29.460
job over the course of the next period.

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So what will you do if you find something
is really wrong?

0:04:36.910,0:04:41.480
Well I think the people who are most likely
to hear of something that's really wrong

0:04:41.480,0:04:48.200
are local Healthwatch, rather than Healthwatch
England, because they are down there, on the

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front line talking to those people who are
using services, and indeed their carers.

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And what will happen is they will have the
opportunity to either to tell the local Care

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Quality Commission Inspector, who works in
the area, that there's something wrong,

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and they will have to take account of that
and feed it into the Care Quality Commission,

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or they will tell us, and we will do the same.

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It shouldn't matter who that person is who
has got evidence of poor quality of care speaks

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to.

0:05:24.250,0:05:28.440
What matters is that whoever they speak to
it will go to the right place for something

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to be done about it instantly, and we will do that, as will local Healthwatch.

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How will you work with the local Healthwatch?

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Well there'll be 152 local Healthwatches, and each of them will be commissioned by a

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different local authority.

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So they'll all be slightly differently shaped.

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What our task is is to make sure, together with all 152 of the local Healthwatch groups, combined with Healthwatch

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England, we make a network, which allows us to learn from all of them, add the evidence

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that they have together, so we get a really strong picture of what's happening to consumers

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and users of services up and down the country.

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But to do that we've got to persuade local Healthwatch that they

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should want to work with us.

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So one of the things we're thinking about really hard is what we can do to help them

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do their job more easily- what resources they need, how we can help them to learn from each

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other about the good things that are done in different places, just how we can make

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their jobs easier really.

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What about all the charities that are already doing a really good job, because a lot of

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the work that needs to happen is already out

there isn't it?

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So how would Healthwatch avoid duplicating that?

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Well simple answer, I guess, is by working with all those existing organisations because-

0:06:52.910,0:06:59.910

you know better than me- the MS Society knows a whole lot more about MS than Healthwatch

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would ever know.

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And we need to have, at national level, relationships with all those specialist organisations who

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have really good evidence about the issues that affect the users of those particular

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services, or users with particular sets of issues.

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So we need to build that network, as well as having a network with local Healthwatch groups.

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And local Healthwatch themselves also need to have really good relationships with the

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local organisations, such as Age UK, Diabetes UK, and so on, all those user groups that

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we know exist in local communities.

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If Healthwatch was a big success what's the one thing that you'd have like to have

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seen it achieve?

0:07:51.830,0:07:54.420

Well I think it's really important it is a big success.

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There's an awful lot riding on this.

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It's a great opportunity to make sure that services change for the better, and I guess that's

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the thing I would want to know.

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I don't yet have a clear picture of which
things it is that Healthwatch should really

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focus our energies on.

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We are going to be spending a bit of time
over the next six months really working that

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out, understanding, for all the people we've
talked about, what the issues are and what

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our priorities should be.

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But in, let's say eighteen months from now,
a year into our real life, I would like people

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who use health and social care services to
be able to say about Healthwatch, ' Yeah,

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they made a difference. We know they helped
to make this change'.

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And we will have to work out over the next
period what those particular changes are.

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That's great, and thanks you very much.

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Thank you.