

<b>MEETING</b>	<b>PUBLIC BOARD MEETING 17 July 2019</b>
<b>Agenda item and Paper Number</b>	<b>6 CM/07/19/06 Appendix 1</b>
<b>Agenda Title</b>	<b>2019-20: Healthwatch England Business Plan</b>
<b>Sponsor</b>	<b>Sir Robert Francis – Chair of Healthwatch England and Non-Executive Board Member</b>
<b>Author</b>	<b>Imelda Redmond – National Director of Healthwatch England</b>

### **PURPOSE OF PAPER:**

Actions required by the Board:

- For the Board to **NOTE** the business plan (attached at Annex A)

### **1. Summary**

In March 2018 we published our new strategy, setting out what we want to achieve over the next five years.

The business plan presented sets out our aims and commitments to achieve our vision of *'health and care that works for you'*. Our business plan for the year ahead will focus on delivering our four strategic aims:

- 1. Support you to have your say**  
We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.
- 2. Provide a high quality service to you**  
We want everyone who shares their experiences or seeks advice from us to get a high quality service and to understand the difference their views can make.
- 3. Ensuring your views help improve health and social care**  
We want services to use your views to shape the health and care support you need to day and in the future
- 4. We will be a well-run, high performing Organisation**  
We aim to ensure that our governance and business processes are well managed to support our strategic aims, and we encourage and support our staff through learning and development to be the best in their roles.

## 2. Discussion and Implications

The first year (2018-19) of the new strategy was a transitional year. We have established new systems and structures in place to ensure we can deliver our ambitions for the next five years.

Our priorities include:

- Increasing the amount of insight we get from people and the research we undertake
- Ensuring we are better known and understood so more
- Developing strong partnerships
- Investing in our digital infrastructure
- Improving our measurements of Impact
- Ensuring that we use our limited resources well

## 3. Recommendation

CQC Board is asked to **NOTE** this report.