

## **Appendix 1.**

### **Healthwatch T&W will adopt the following core principles:**

- i) It must be independent and trusted in the local community
- ii) Leadership must be highly visible, respected and accountable to local people
- iii) It must be recognised as the statutory route for the public, patients, service users and carers to express views about health and adult social care
- iv) It must have a good understanding of local voluntary and community groups, and other public, patient, service user and carer networks
- v) It must engage those groups and individuals who want to contribute and allow them to express their aspirations and views
- vi) It must reach out to those groups and individuals who do not actively engage and enable them to express their aspirations and views
- vii) It must understand national NHS, public health and adult/transition social care policy
- viii) It must be able to interpret information about NHS, public health and adult/transition social care
- ix) It must be able to collect, consider and debate diverse opinions and develop a consistent narrative that articulates the most important issues clearly and consistently
- x) It must be able to take a strategic view of local NHS, public health and adult social care priorities whilst remaining sensitive to local issues, to ensure that services are appropriate to the particular communities they serve
- xi) It should develop excellent relationships with commissioners and providers of NHS, public health and adult social care services
- xii) It should provide a route to represent the opinions of groups and individuals to the Health & Well-being Board
- xiii) It must be authoritative and credible when representing public, patients', service users' and carers' aspirations and views
- xiv) It must be able to hold statutory organisations to account for addressing any issues raised
- xv) It must be able to help people to access information and signpost them to services, thus helping them exercise choice
- xvi) It must empower and facilitate people to speak out, including through NHS complaints advocacy
- xvii) It must effectively communicate its role and functions to the public, patients, service users and carers, and to staff in those services funded by the NHS, public health and social care
- xviii) It should be properly resourced, well-managed and operate transparently.