

Healthwatch Leeds Performance Outcomes

- i) Health and social care services are demonstrably influenced by the impact of the consumer voice, co-ordinated through Healthwatch Leeds and measurable outputs can be evidenced.
- ii) A strong consumer voice for health and social care is effectively championed at Health and Wellbeing Board meetings.
- iii) Healthwatch Leeds is recognised as an effective and inclusive brand, championing health and social care issues and best practice.
- iv) Healthwatch Leeds develops strong and effective relationships with commissioners and providers of health and social care.
- v) Through Healthwatch Leeds residents of Leeds have straightforward access to the support, advice and information they need to give them choice and control about health and social care service.
- vi) Through Healthwatch Leeds, residents of Leeds feedback on improved customer experiences of health and social care services and greater satisfaction in health and social care provision.
- vii) Healthwatch Leeds can demonstrate appropriate engagement techniques and accessibility towards all residents of Leeds including children, younger people, adults, older people and carers. (This will need to include individual representation and engagement of representative groups).
- viii) The LINK volunteers that choose to migrate to Healthwatch Leeds are retained, new volunteers are actively recruited and leadership, opportunities and development for volunteering is provided in the context of public and patient involvement.
- ix) It is easier for people and communities to understand the range of ways to be involved in health and social care services, for example membership of Foundation Trusts, Patient and Public Involvement Groups.