

Healthwatch Bury Insight Mapping

This exercise is to determine two things:

- Where do we get our insight?
- Where does our insight go?

Insight we collect

Feedback direct from patients/service users/the public

- Survey responses
- Feedback forms via website
- In person – Park bench surgeries/events
- Telephone calls to our helpline
- Emails
- Social media
- Interviews
- From drop-in sessions (assistance provided)



External sources of Healthwatch Bury Insight

- Healthwatch England
- GM Healthwatch network
- Advocacy service
- CQC
- Health and social care network
- VCFA
- Services via meetings & representation
- Partners & stakeholders
- Media & social media



Wider sources of insight:

Improvement bodies, eg. AQUA, The King's Fund, The Health Foundation, The Nuffield Trust, Wellcome Trust etc.

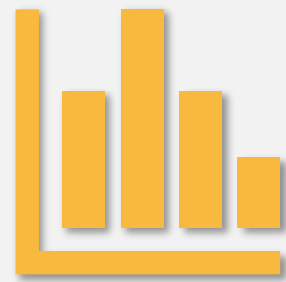
JSNA

Census Data

NHS England (Inc things like the GP practice satisfaction survey)

Department of Health and Social Care

Ombudsmen eg. LGO, Parliamentary & Health Ombudsmen



Where does our insight go:

Structures our insight is formally a part of

Health and Wellbeing Board

Locality Board

Team Bury

System Quality, Safeguarding and Performance Committee

Population Health Delivery Partnership

Bury Elective Care and Cancer Recovery and Reform Board

Healthwatch/NCA Partnership Board

Healthwatch/Pennine Care Liaison meeting



Mechanisms for sharing insight

Public Reports

Unpublished/internal reports

Activity Reports

Funded project reports

Coproduction workstreams

Lived experience input – eg. Patient stories



Healthwatch Bury Insight Journey

