

Healthwatch Croydon and the Sustainability and Transformation Plan

The Sustainability and Transformation Plan is the biggest change to health services in NHS history. Healthwatch Croydon has a crucial role to play to ensure Croydon residents are effectively informed of changes and can contribute to discussions and engage with the issues. Furthermore, that their questions and views about STP contribute to inform eventual change. This is Healthwatch Croydon's vision of its role in the consultation and delivery of the STP:

Governance: We exist, due to a requirement in the Health and Social Care Act 2012, to ensure the voice of local residents are heard by key decision-makers on all aspects of health and social care. We will aim to ensure there is active participation by residents in this process. Due to our impartial position beyond any political lines, we are in a unique position to support residents in voicing their views and making sure they are participating in all aspects of the consultation.

Communications: We have built up to 1,500 followers on Twitter and a similar number receive our monthly e-newsletter. Our interactive website has a dedicated page titled Croydon's STP, placing us in a good position to communicate with local people, gain their views and feedback. We plan to run events to gain views and inspire impartial discussion.

Participation: We will actively be involved participation in discussions, supporting commissioners in engaging communities. We can also provide information and advice in a more informal way and support to engage local communities effectively.

Insight: We have built a reputation for high quality evidence-based research report on relevant issues based on the views of 1,300 Croydon residents in 2014-15 and 11,500 pieces of data. Our insight can help support the effectively delivery of STP. We plan to publish regular reports on how the process is going to inform decision-makers at key meetings.

Co-design: We work with a diverse range of local communities, and have significant insight of the needs and priorities of various communities. We are in the ideal position to successively recruit participants for or deliver co-design programmes, to bring effective user-centred change to clinical programmes.

We know how important the STP is to delivering better health and social care services for Croydon. Through our role, strong communications, active focus on participation, evidence-based insight and co-design experience, we can ensure that the promotion, engagement and delivery of the STP is actively focused around residents' needs.