**Healthwatch Advisory Group Member Role Description**

**About Healthwatch Royal Borough of Windsor, Ascot and Maidenhead (RBWM)**

Healthwatch RBWM are the independent champion for people using local health and social care services in RBWM. We listen to what people like about services and what they think could be improved and share their views with those with the power to make change happen.

We also share them with Healthwatch England, the national body, to help improve the quality of services across the country. Our sole purpose is to help make care better for people living in RBWM.

Our staff and volunteer team play a significant role in the wide range of our activities and projects. More information about Healthwatch RBWM can be found on our website: [www.healthwatchwam.co.uk](http://www.healthwatchwam.co.uk)

**The Advisory Group**

The Advisory Group takes collective responsibility to:

1. ***Prioritise issues.***

This will be the main task of the group and will involve working with the Healthwatch RBWM staff team to analyse the data that Healthwatch RBWM holds in order to determine which themes or issues are of highest priority for patients and service users in RBWM. Utilising the decision-making process policy.

***2. Set Strategic Direction***

In light of the issues identified through the prioritisation process and through analysis of key local issues (for example, service changes related to the Integrated Care Plan), the Advisory Group will be responsible for setting the overall strategic direction for Healthwatch RBWM.

***3.******Influencing***

Attend meetings that are held by statutory providers in order to ensure that the voices of patients and service users in RBWM are heard. Representatives at such meetings will need to work closely with the Healthwatch RBWM staff team to ensure awareness of current developments in health and social care so that they know what the collective patient and user voice thinks about a particular issue.

**Purpose of role and tasks:**

* to contribute to setting, agreeing, and monitoring priorities and the yearly work plan
* to support management, staff, and volunteers in delivering the priorities
* to challenge management, in a constructive manner to ensure the best outcomes.
* to monitor quality and impact and continually look for improvement.
* to represent Healthwatch RBWM on external committees to influence decision makers and support staff with external liaison, meetings are mainly within the county.

**Who would this role suit?**

The role is open to RBWM residents who have a strong interest in, and commitment to, improving Health and Social Care services in RBWM and neighbouring areas (Frimley Health Integrated Care System). Ideally, though not exclusively, the role is suited to individuals who have some knowledge of, or experience in health and/or social care.

Group members need to have good communication skills and the ability to represent Healthwatch RBWM and the voices of people that live in RBWM.

**Additional Information:**

It is expected that the Advisory Group Member role will require about 2 days per month to attend internal and external meetings. There are opportunities for greater involvement if your time permits.

As members of the Healthwatch RBWM team, our volunteers and Advisory Group members are our ambassadors and use every opportunity to promote our work, share our successes, raise our profile and hear more experiences of health and care.

This is voluntary role to which expenses are paid in line with our expenses policy.