

Health & Wellbeing Board Engagement

How does the Board engage with its stakeholders?

HWB Engagement

The Richmond Health and Wellbeing Board (HWB) has adopted a Community Engagement and Involvement Framework which sets out how it engages and involves its partners, providers, service users, patients, carers and local residents in shaping decisions about health and social care and the services they receive.

The Board's vision for engagement and involvement in health and social care in Richmond upon Thames is:

....that the public has an active role to play in shaping public services. To this end we expect that people will be helped to have their say, their preferences taken into account and they will be given an account of the way the public's views were used.

The roles of the members of the Board in engagement and involvement are:

- ❑ **The Clinical Commissioning Group (CCG) :**
Has a duty to involve current and potential health service users or representatives in everything to do with planning, provision and delivery of NHS services.
- ❑ **The Council;**
Has duty to ensure that community engagement informs local services, policies and decision-making.
- ❑ **Healthwatch Richmond:**
Has been established as the local consumer champion for health and social care and also provides advice and advocacy.
- ❑ **The HWB:**
The Board has a legal duty to involve the local community, including people living in different geographical areas, communities of interest and seldom heard groups when developing its Joint Strategic Needs Assessment and Health and Wellbeing Strategy.

Engagement activity

Engagement activity undertaken by all our partners informs the work of the HWB.

In the last year there has been engagement with service users, carers, the public and stakeholders around:

- ❑ The development of the Out of Hospital Strategy, where various methods of engagement with service users resulted in significant feedback
- ❑ The development of priorities for the Borough's Health & Wellbeing Strategy
- ❑ Shared health & wellbeing issues & priorities with South West London (SWL)PCT, HRCH, SWL St George's Mental Health Trust and with local adults & children's Safeguarding Boards.