

Community Champion Network Members Role

The role of the Community Champion network member:

‘To support and encourage local people to share their feedback and views of local Health & Social Care services’

Main Duties

When carrying out the duties under Healthwatch Sefton To remain impartial to ensure transparency when gathering health & social care feedback.

To ensure Healthwatch Sefton completed feedback forms are held securely and returned to Healthwatch Sefton via the Healthwatch Sefton freepost address (pre-paid envelopes are available on request).

If it is felt that the feedback shared is potentially a safeguarding issue, to inform a member of the Healthwatch Sefton staff team immediately.

To encourage members and local residents to share their feedback via the online Healthwatch Sefton feedback centre

To work in partnership with Healthwatch Sefton volunteers and staff and invite us to engage with members and local residents.

To encourage local community members to sign up as Healthwatch members.

To actively promote Healthwatch Sefton including the Signposting & Information services and Independent NHS Complaints Advocacy service to the local community.

To display Healthwatch Sefton promotional materials where possible. To ensure any completed forms are held securely in a lockable cabinet and returned to Healthwatch Sefton on a monthly basis or more often if required or via the Healthwatch Sefton freepost address.

To attend regular Community Champion network meetings both online and in person. To engage with NHS commissioners and providers of services and feed in emerging health & social care themes from members and local residents. from the localities. To have representation on the Healthwatch Sefton steering group.

To have a process in place to provide regular feedback to the local community including Healthwatch Sefton reports, community champion updates and NHS provider and commissioner updates. updates, events, getting involved.

To work in partnership with Healthwatch Sefton's Locality Representatives.

Community champion network members to be invited to Healthwatch Sefton events to listen to and have their say about local health and social care services.

To maintain confidentiality when in the role with information received from community members or partner organisations. If an issue requires escalation to contact a member of the Healthwatch Sefton staff team.

If any issues or concerns arise during a Community Champion network meeting to raise this in the first instance with either the Network Chair or Healthwatch Sefton Manager.

To agree to work within the Healthwatch Sefton's Code of Conduct and Kindness and Respect guidance.

Training Information and support:

Healthwatch Sefton will provide awareness sessions to staff, volunteers and community members on Healthwatch Sefton and the Community Champion network on request. Healthwatch Sefton will coordinate Community Champion network meetings on a regular basis.

Commitment from Network members:

To promote the work of Healthwatch Sefton and be a main contact for their community group or organisation to share their views and feedback in relation to health & social care services.

To attend regular Community Champion Network meetings.

Name:	
Organisation or Group:	
Date:	

Checklist

Form	Returned and Signed Yes / No	Date
Code of Conduct		
Register of Interest		
Membership Form		

Approved	
To be reviewed	

Approved: December 2023

Review date: December 2024