

## **Supporting change in the NHS**

This is a period of major change for NHS provision, and the Charities and Social Business team are deeply involved in supporting NHS not-for-profit mutuals and charitable bodies in a variety of new projects. These projects have large ambitions and are going to be complex and difficult to deliver. They include the Government's proposal for a new one stop shop telephone number 111 where all requests for casually unplanned and emergency healthcare and treatment will go. The object is to divert the many people who inappropriately turn up at casualty with a minor problem to a more appropriate route to deal with their problems. These client not-for-profit health organisations and charities are all trying to work together to meet the ever shifting Government demands in this area.

HealthWatch is the other big issue the team is working with. The aims of the new HealthWatch organisation are to provide advocacy feedback and accountability at a local authority level of issues. Despite some delays in the creation of this new body, which has to be an independent organisation, the Government seems committed to making it happen. Some would say that what is being done is really to re-implement much of what we abolished when Community Health Councils closed.

The HealthWatch initiative requires the collaboration between the funding local authorities existing bodies, such as LINKs and other social providers, to create hundreds of functioning new agencies against a tight deadline. Our team's work is being focused on trying to clarify appropriate constitutional and support structures for these new bodies.

For more information please contact:

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