

PLAN ON A PAGE 1ST OCTOBER 2016 - 31ST MARCH 2017

KEY FUNCTIONS ↓	KEY PRIORITIES ↓	KEY CONSUMER RIGHTS ↓	KEY OUTCOMES ↓
Consumer Champion	General Practice	The right to access The right to essential services	Increased awareness of rights and responsibilities
Information & Advice	Mental Health and Wellbeing	The right to information The right to choose	Quality information, advice and signposting for local people
Community Engagement	Services for Children, Young People and their families	The right to be involved	Greater understanding of local views, experiences and priorities
Gather Views	Dementia	The right to be listened to	Diverse and seldom heard voices are heard by those who plan and provide services
Scrutinise Services	Care at Home	The right to live in a healthy environment	Good and bad practice highlighted in the delivery care to achieve service improvement
Report on Issues and Concerns	Loneliness and Isolation	The right to a safe, dignified and quality service	Use of statutory powers to demonstrate impact and influence