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Stakeholders have offered suggestions for how Healthwatch could research and develop an offer of chargeable services. To do this, stakeholders would appear to welcome greater clarity on what services are 'free', that is, included within Healthwatch York's fixed funding arrangements, perhaps by setting clearer boundaries on workload for the coming year. Explaining the limitations of this could help to manage stakeholders' expectations. This could then lead to a menu of chargeable services, such as consultancy, public engagement, research and report writing. While some stakeholders are clear they have no funds to buy in further services, there are others who would welcome this opportunity and would then be able to promote Healthwatch services more widely within their organisations; it is possible there is some hesitancy around raising expectations that may not be met.

Specific suggestions for chargeable products and services included;

- public engagement expertise; consultation and delivery; particularly with seldom heard groups (BME groups were mentioned more than once)
- provision of local safeguarding training
- research in particular geographical communities and/or communities of interest, to provide detailed insight to inform future service design and delivery
- exploring how their expertise could meet the needs of the commercial sector, such as medical technology and pharmaceutical companies.