

Your voice in health and social care

What is Healthwatch?

Healthwatch England is the all new national consumer champion for people who use health and social care services. It was set up as part of the changes to the way the NHS and social care services are run. It represents the views of the public to improve services nationally.

What is Healthwatch Southend?

A local Healthwatch has been set up for every area of the country. Each local Healthwatch is an organisation that is independent of the NHS and councils. Healthwatch Southend exists to give a voice to the people of Southend on Sea, both adults and children.

Our team is made up of:

- a coordinator, who recruits and manages volunteers, and represents us at various events
- an advice worker, from the Citizens Advice Bureaux (CAB)
- an advocacy worker, from BATIAS the advocacy organisation
- a manager

What does Healthwatch Southend do?

We offer a range of services to the people of Southend on Sea, including:

- advocacy support for people who wish to raise a concern or complaint about NHS services but need help to do so
- information and advice about health and social care services in the area

Where we repeatedly hear about the same areas of concern, we have the power to influence both the organisations delivering health and social care services and the funders who pay for them. We do extensive research into 'trends' of poor service and report our findings to Healthwatch England to influence the Department of Health and NHS England. We remove people's names and personal details from our reports to protect their confidentiality.

At local level we report the findings of our research to the people who make the decisions about health and social care, such as:

- the NHS Clinical Commissioning Group (CCG)
- hospitals
- Southend Borough Council

We also have the power of 'enter and view'. This allows us to visit health and social care services and see how they work. The reports we produce from enter and view form a part of our research findings.

What can Healthwatch Southend do for me?

If you live in Southend on Sea, you should contact us if:

- you need information or advice about health and social care services
- you wish to make a complaint about a health service and need help
- you would like to receive updates on the work we are doing
- you can offer some of your time to help us

How can I contact Healthwatch Southend?

We can be contacted 9am-5pm on:

Telephone: 01702 220104

Email: info@healthwatchsouthend.co.uk