




Healthwatch West Sussex

Cheryl Berry Community Partnership Lead



History

- Healthwatch England was established in 2013, as part of the Care Act (2012).
 - Healthwatch is a network of 152 small local teams across England.
 - Each team works differently as Health and Social Care works differently in each geographical area.
 - The Healthwatch network has gathered millions of people's experiences of attending hospital, GP surgeries and Care Homes to help services understand *what they are doing well and where things need to improve*.
 - Healthwatch is independent, which is very important.
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So, What is Healthwatch

- Healthwatch is your local Champion for Health and Social Care in West Sussex.
- We are here to ensure you have a say in important decisions and to find out where care is working well and where it might need to be improved.
- We record what people tell us and share this anonymously with those who make decisions about our Health and Social Care services.
- We are independent and value everyone's experiences.
- **As Together we speak louder.**

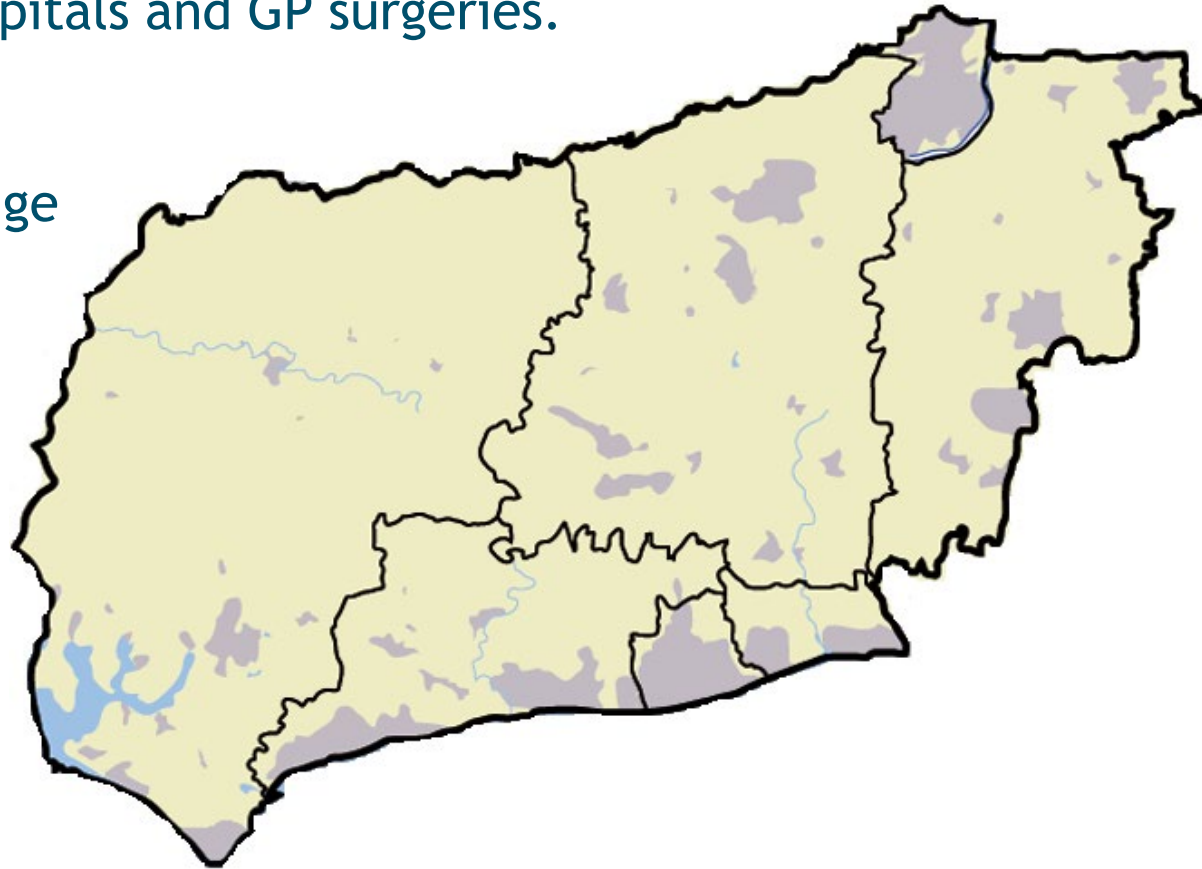


Engaging with local people






We engage with local communities virtually and face-to-face - Pop-ups in local libraries, joining local groups and events. We routinely visit hospitals and GP surgeries.

This enables us to collect a wide range of views and experiences.

Also ensures that our insight is not influenced by a particular perspective or demographic.



How we share what people tell us?

-  We collect, record and look at what people tell us anonymously.
-  We create **simple, easy to read** reports to share this insight.
-  Sometimes we create videos or other resources to ensure all peoples' voices can be heard.
-  We follow-up on the **recommendations** we make.
-  We regularly talk to those who plan, buy, monitor and provide services, to influence and constructively challenge.



Significant changes are coming and discussions around these changes have started. So, lets together ensure these changes are right for us.

Together we speak louder.



How to be involved

Please contact us at helpdesk@healthwatchwestsussex.co.uk
or call

0300 012 0122

For more information about our work and how this makes a difference visit our website or follow us on social media

www.healthwatchwestsussex.co.uk



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Any Questions

