What is Healthwatch?

Healthwatch is your health and social care champion. We make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care.

Healthwatch was established by the government under the, **Health and Social Care Act 2012**

It was established to help understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

Healthwatch is a statutory independent organisation. Every council in England must commission a local Healthwatch service

The role of local Healthwatch

Local Healthwatch service functions:

- Obtain the views of people about their needs and experience of local health and social care services. Make these views known to those involved in the commissioning and scrutiny of care services.

- Provide information and advice and signposting to the public about health and social care services, council services and voluntary, community services.

- Provide local Care Quality Commission (CQC) with any concerns about health, social care and care home services.

- Carry out the 'Enter and View' function. It is not an inspection. Visit health and care services (including care homes) to collect evidence and report on what works well and what could be improved

What do we do and how do we do it?

If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences.

As an independent statutory body, we have the power to make sure NHS leaders and other decision makers listen to your feedback and improve standards of care. We can also help you to find reliable and trustworthy information and advice. Last year, Healthwatch helped nearly a million people like you to have your say and get the support you need.

Ways you can feedback to us

- Surveys
- Focus and community groups
- Social Media

- Face to face conversations
- Phone Calls
- E-Mails

Healthwatch East Berkshire

Healthwatch East Berkshire is made up of 3 separate areas; Slough, Bracknell Forest, Windsor, Ascot and Maidenhead.

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Introduction to Healthwatch Staff

Neil Bolton-Heaton is the Head of Healthwatch and holds responsibility for Healthwatch organisations in East Berkshire, Hampshire and Portsmouth. He has worked across the health, social care and social enterprise sectors at both operational and strategic level.

Tess Scott joined in October 2021 and is now the Team Manager for East Berkshire.

Nicholas Durman has been with Healthwatch 9 years, and the Bracknell Forest Officer and engagement lead.

Chaia Dechen joined in 2019 as the Slough Officer and is the communication lead for East Berkshire.

Steve Sansom joined in October 2021 as the Windsor, Maidenhead and Ascot Officer and is the volunteering lead for East Berkshire.

Impact

GP Access survey:

Healthwatch staff investigated 83 Frimley Healthcare GP Surgery websites and their subsequent recommendations led to an immediate redesigning to a much more user friendly and accessible website. It will be relaunched across 56 surgeries.

Projects:

- Mind the Gap

- Hospital waiting times

- NHS dentistry access

- Community and public engagement

Get Involved with Healthwatch

Do you want to help make a difference to health and social care? Whether you would like to volunteer with us, work in partnership, or share your views, we would love to hear from you.

Introduction to Healthwatch East Berkshire

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How to share your feedback with us

- Invite us to your local group
- Visit our websites
- Call our hub 0300 0120184
- Message us on Social Media
- Email us

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Volunteer with us

Healthwatch Ambassador

- Help us gather information and data

- Attend events

- Be our 'eyes and ears' to feedback to us

Local Leadership Board

- Contribute to policy and strategic direction

- Help and define goals and targets

- Help evaluate performance

- Represent Healthwatch Bracknell Forest, Slough or Windsor, Ascot & Maidenhead

Our bi-monthly newsletter

Our newsletters are packed with advice, information, news, activities and events.

Sign up on our website.

For more information

Healthwatch East Berkshire:

📍 Unit 49, Aerodrome Studios, Airfield Way. CHRISTCHURCH BH23 3TS

📞 0300 0120 084   Monday to Friday 10:00 – 16:00

healthwatch Slough

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healthwatch Bracknell Forest

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healthwatch Windsor and Maidenhead

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