



## **Background Information**

Healthwatch Hull is the independent consumer champion for the community, influencing all local health and social care services.

The role of Healthwatch is to enable local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved. Healthwatch Hull gives people a voice to help improve the design of services as well as help to make the right choices about the services they receive.

## **What Healthwatch Hull does**

**Healthwatch Hull can help you get the best out of local health and care services by -**

- Listening to your views about local services and making sure these are taken into account when services are planned and delivered. Tell Healthwatch what you think is working well and what isn't
- Providing information about local services to make sure you know how to access the help you need
- Signposting you to independent complaints advocacy if you need support to complain about a service you've received

## **Healthwatch Hull will -**

- collect the views of patients and service users
- send trained representatives to go into health and social care premises to see and hear how services are provided
- report findings and associated recommendations – good and bad – to providers, the Care Quality Commission, local authority and NHS commissioners, and Healthwatch England, the national body for local Healthwatch
- have a representative on the Health and Wellbeing Board, the body that oversees health and social care in Hull.

## **Who can be involved with Healthwatch Kingston upon Hull**

Anyone can get involved and contribute to Healthwatch activities. You can do as much or as little as you like – fill in a survey, attend an event, sign up to the Healthwatch mailing list, or become a volunteer.

You can find out more about the work of Healthwatch Hull at our website

[www.healthwatchkingstonuponhull.co.uk](http://www.healthwatchkingstonuponhull.co.uk)