



Healthwatch Hertfordshire

Tom Barrasso

Strategy and Partnerships Manager



Opening Remarks and Welcome

@HWHertfordshire





Healthwatch Hertfordshire - Who we are and what we do

*“Healthwatch Hertfordshire is the independent consumer voice
for Health and Social Care in Hertfordshire”*

The Healthwatch Network:

- National network
- 152 local Healthwatch
- National body: Healthwatch England

@HWHertfordshire





Healthwatch Hertfordshire - In Summary

Your Local Healthwatch is here to:

- Help people find out about local health and social care services
- Listen to what people think of services
- Help improve the quality of services by letting those running services and the government know what people want from care
- Encourage people running services to involve people in changes to care

@HWHertfordshire





Healthwatch Hertfordshire - Who we are

- Independent body with charitable status
- Remit - publically funded NHS and Social Care services
- Statutory powers
- Must be listened to
- Governed by a board of trustees
- Work in, and out, of Hertfordshire

@HWHertfordshire





Why is Public Insight Important?

Our Role is to:

Evidence the public's experiences of using Health and Social Care Services in Hertfordshire, and to feed this back to providers and commissioners to improve services.

To do this it is important we:

Collect quality information, record accurately & feedback effectively

@HWHertfordshire



Why is Public Insight Important?

- Only the individuals affected know what's **important to them** - e.g.. why they use (or bypass) certain services/treatment
- Understanding what works and what doesn't from a patient/public perspective ensures we are making the **right changes** & can **challenge potential assumptions**.
- When patients & the public feel **listened to, valued and respected** they are more likely to engage as well as encourage & accept change

Website



[Home](#)

[About Us](#) ▼

[Our Work](#) ▼

[News & Blogs](#)

[Your Feedback](#) ▼

[Get Involved](#) ▼

[Surveys](#) ▼

[Contact](#)

[Youth](#)

**With your help we're
changing local care
for the better**

Find your local service and leave your feedback...

Find your service by name or location



Our Achievements (2016/17)

We regularly attend **99** boards, committees, and groups



We have spoken to children and young people at **14** events



349 people from the Polish Community have given us their views



Our volunteers have racked up **2,002** hours



We have **4,629** members



We have visited **46** services



We have **1,613** followers on Twitter



We have completed **16** Enter and View visits



We have spoken to **866** people about their experiences of making an NHS or social care complaint





How to Get Involved - Providing Feedback

- Telephone: 01707 275978
- Email: info@healthwatchhertfordshire.co.uk
- Via our website: www.healthwatchhertfordshire.co.uk
- Comment cards

@HWHertfordshire #Volunteering





How to Get Involved - Membership

The benefits of being a Healthwatch Hertfordshire member:

- Membership packs
- Digital newsletter (print version available on request)
- More opportunity to help shape local services

Our membership is **free!**

@HWHertfordshire #Volunteering





Any Questions?

@HWHertfordshire #Volunteering

