

**Jonathan Keay**

16 May 2013

# What is Healthwatch England?

Healthwatch England is the all new national consumer champion for people who use health and social care services:

- set up as part of the changes to the way NHS and social care services are run
- representing 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 adults, children and young people of Southend on Sea.

Our team is made up of:

- Gill Dawson, coordinator, who recruits and manages volunteers, and represents us at various events
- Michelle Goddard, advice worker, from Southend Citizens Advice Bureau (CAB)
- Jo Murphy and Barbara Ward, health complaints advocacy workers, from BATIAS the advocacy organisation
- Jonathan Keay, 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
- research into 'trends' of poor service, reporting our findings to Healthwatch England to influence the Department of Health and NHS England
- volunteering opportunities



# What does Healthwatch Southend do?

At local level we will 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)
- NHS foundation trusts
- 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 will form a part of our research findings.

Healthwatch Southend sits on the local health and wellbeing board, further enabling our influence with key decision makers in health and social care.



# Volunteering

The recruitment and training of volunteers is crucial to the success of local Healthwatch.

In the coming months we will be advertising volunteer roles, such as:

- receptionists, to answer telephone calls and respond to routine queries
- e-communications assistants, to populate and monitor our website, Facebook and Twitter pages
- advice assistants, to help with specific needs such as health cost claim forms

Our aim is to offer opportunities for career development and to involve our volunteers in other activities, such as promotion work and ‘enter and view’, as they develop.



# Advisory board

We are in the process of recruiting people to join our advisory board.

Information and an application pack is being distributed via SAVS' communication channels, and we will be sending out a press release to the local media inviting applications.

We hope the board will comprise people from a wide range of backgrounds, and that its membership will reflect the local community as closely as possible.



# Promotional materials

Leaflets and posters will be available soon. We will distribute them to public places, such as GP surgeries and libraries, to help raise awareness of what we can offer to people in Southend. They will also be used at any events we have a presence at.

We are also producing a range of other promotional items that we can give out at events or to groups with whom we meet, for example:

- folding frisbees
- balloons
- cotton shopping bags



# Contact details

We can be contacted 9am-5pm on:

- Telephone: 01702 220104
- Email: [info@healthwatchsouthend.co.uk](mailto:info@healthwatchsouthend.co.uk)
- [www.healthwatchsouthend.co.uk](http://www.healthwatchsouthend.co.uk)



**healthwatch**  
Southend

