

# Introduction to Healthwatch Warwickshire

2018

# Consumer champion - health & social care

Warwickshire's independent consumer association for local health and social care services. We are commissioned by Warwickshire County Council and are part of the Healthwatch England network.

- We report what we hear from the public to providers and decision-makers - to help things improve.
- We also give advice and information about local services.



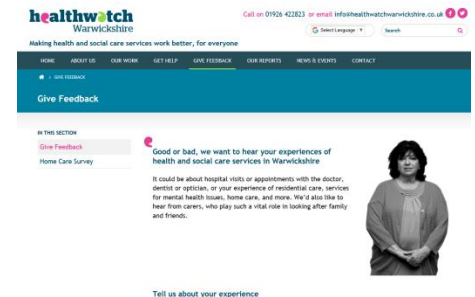
# We collect feedback

Our staff visit community centres, GP surgeries and other locations and events all over Warwickshire, talking to people about their health and social care experiences.

People can also contact us:

- on the phone
- by email
- using an online form

to tell us their stories.



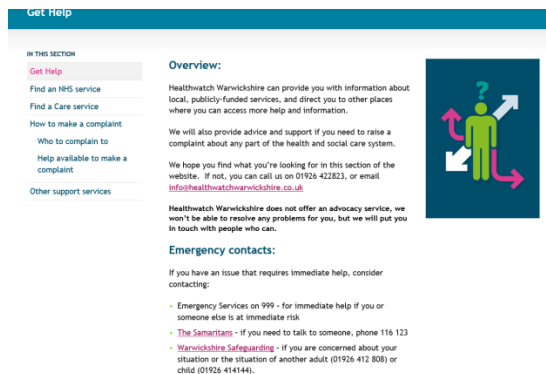
We use this feedback to help providers improve.



# We provide information and advice

Healthwatch Warwickshire can provide you with information about local services, and direct you to other places where you can access more help and information.

We will also provide advice and support if you need to raise a complaint about any part of the health and social care system.



**Get Help**

**IN THIS SECTION**

- Get Help
- Find an NHS service
- Find a Care service
- How to make a complaint
- Who to complain to
- Help available to make a complaint
- Other support services

**Overview:**

Healthwatch Warwickshire can provide you with information about local, publicly-funded services, and direct you to other places where you can access more help and information.

We will also provide advice and support if you need to raise a complaint about any part of the health and social care system.


We hope you find what you're looking for in this section of the website. If not, you can call us on 01926 422823, or email [info@healthwatchwarwickshire.co.uk](mailto:info@healthwatchwarwickshire.co.uk)

Healthwatch Warwickshire does not offer an advocacy service, we won't be able to resolve any problems for you, but we will put you in touch with people who can.

**Emergency contacts:**

If you have an issue that requires immediate help, consider contacting:

- Emergency Services on 999 - for immediate help if you or someone else is at immediate risk
- The Samaritans - if you need to talk to someone, phone 116 123
- Warwickshire Safeguarding - If you are concerned about your situation or the situation of another adult (01926 412 808) or child (01926 414144).



# Meet the team:



**Chris Bain**  
Chief Executive (CE)



**Karen Higgins**  
Deputy CEO / Operations  
Manager



**Robyn Dorling**  
PA to CE & Chair of Board



**Claire Jackson**  
Finance Assistant



**Vina Fatania**  
Engagement & Outreach Officer



**Louise Wilson**  
Engagement & Outreach  
Officer



**Rosalind Currie**  
Information & Communications Officer



## Want to know more?

Please get in touch, or visit our website:

01926 422 823

[info@healthwatchwarwickshire.co.uk](mailto:info@healthwatchwarwickshire.co.uk)

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

