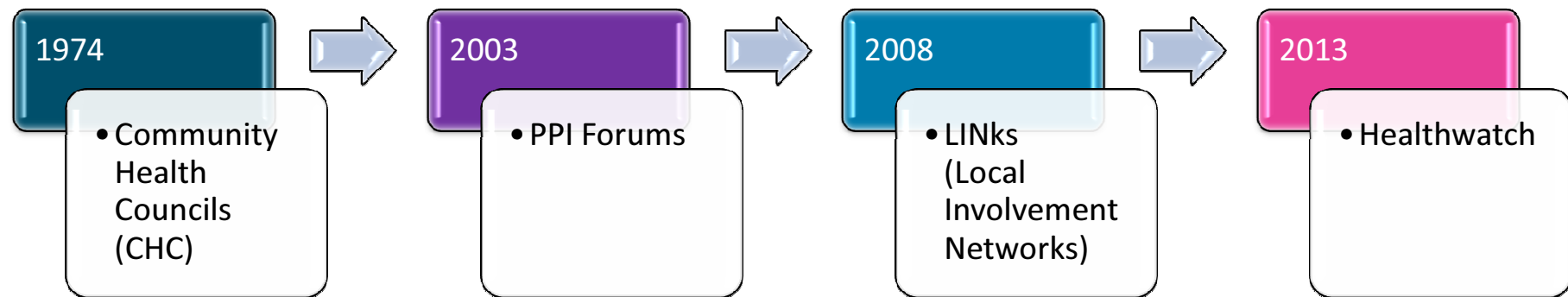




A short history of Patient and Public Involvement (PPI)

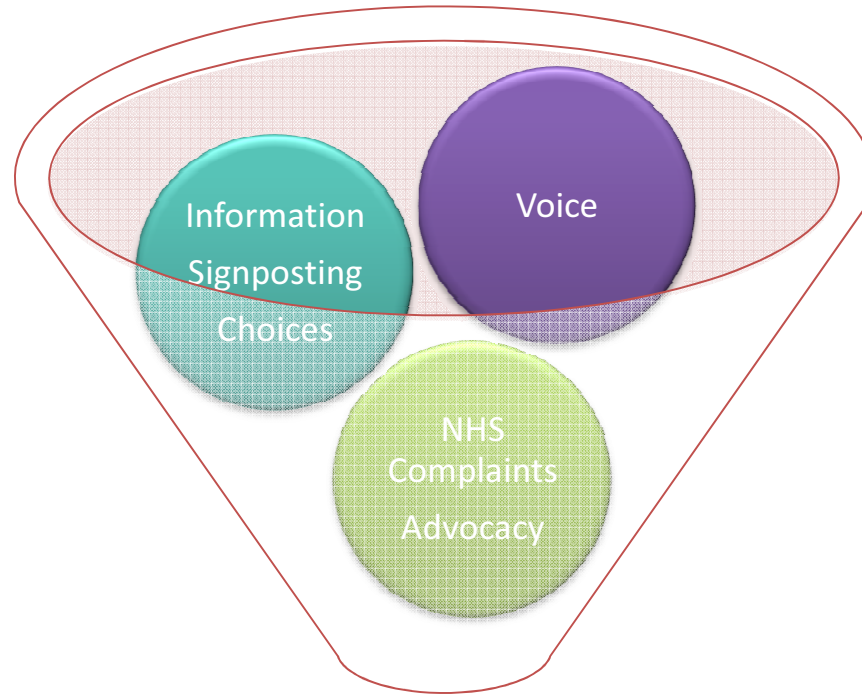


What is Healthwatch?

“Healthwatch will be the new consumer champion for health and social care. It will exist in two distinct forms - local Healthwatch with a local Health & Wellbeing Board, and Healthwatch England, with its own Health & Wellbeing Board, at national level.”

What will local Healthwatch do?

- Enable people to share views and concerns about local health and social care services
- Provide evidence-based feedback to commissioners and providers, to influence and to challenge
- Provide, or signpost to, information about local services and how to access them
- Have a seat on the local Health and Wellbeing Board
- Alert Healthwatch England and CQC to concerns about services



healthwatch



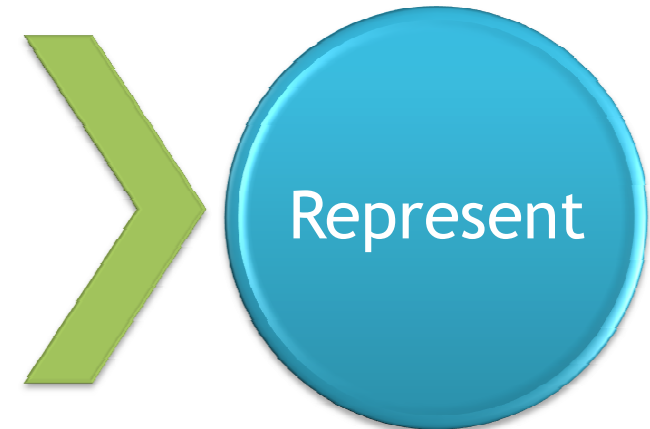
CHALLENGE - INFLUENCE - CHANGE

Involvement

Influence

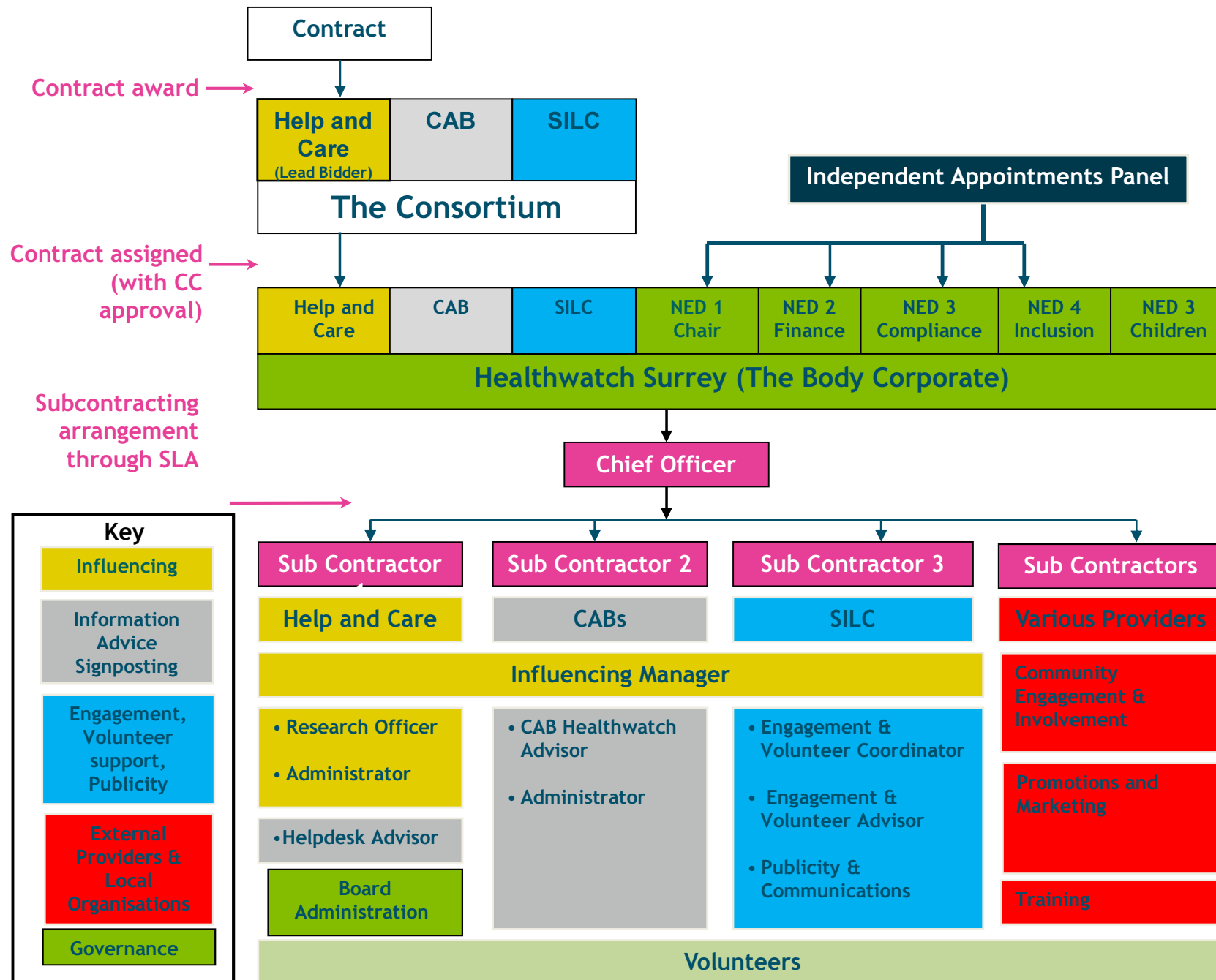


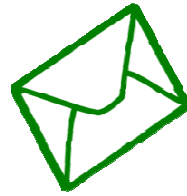
Learn



Vision for Healthwatch in Surrey

“Our view is that HW Surrey will act as a truly independent consumer champion, with the credibility to speak with a voice that will be heard and taken seriously by decision makers. To engage with people effectively enough to offer reliable evidence that can be trusted. That we listen to what people say from all parts of the community.”





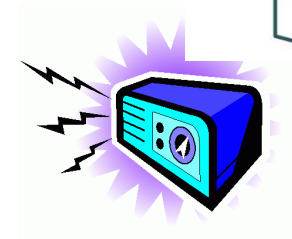
help&care



YouTube




Patient
Opinion



healthwatch
HSurrey

Local Healthwatch in a nutshell

- **What we will do** - help people get the best out of their local health and social care. Every voice counts. Local influence for local impact.
- **Our ambition will be** - the best health and care services, shaped by local needs and experiences.
- **Our principles will be** - championing equality; representation; evidence; accountability.
- **Our style will be** - open, flexible, approachable, practical, dynamic, “from the ground up”.

Next Steps - From April 1st

- Healthwatch Surrey Board - Company set up, Chair and Non Executive Directors to be appointed
- Healthwatch Surrey contact number, SMS, email, website and twitter account in place
- Information, advice and signposting available in Citizens Advice Bureaux
- Initial engagement and communications
- Volunteer recruitment & support



- Need information or advice about local health or social care services?
- Want to say something (good or bad) about local health or social care services and help make a difference?

Get in touch - Your Voice Counts

- In person at your local Citizens' Advice Bureau
- By telephone
 - 0303 303 0023 (Enquiries/Information)
 - 0148 447 131 (Office/Admin)
- SMS
 - 07592 787 533
- By post
 - Healthwatch Surrey,
Astolat, Coniers Way, Guildford GU4 7HL
- By email
 - info@healthwatchsurrey.org
- Twitter
 - www.twitter.com/HW_surrey