Information about Healthwatch Coventry

What we do
Healthwatch is the independent local champion for Coventry people for health and social care services. People's views come first – especially those who find it hardest to be heard. We champion what matters to local people and work with others to find solutions.

We are part of a Network of 151 local Healthwatch in England and are supported by Healthwatch England.

The Healthwatch network was set up through an Act of Parliament so we have functions written into legislation.

Our role is to:

- Ask people what they think about services to build a picture of where services are doing well and where they can be improved.

- Influence the planning and delivery of NHS and social care services based on what local people tell us.

- Provide an information service to the public about local health and social care services to help people find their way; make choices and understand their rights.

- Provide information to inform the work of Healthwatch England.

How we do this

These are some of our approaches:

- Visiting NHS and care services to see how they work
- Running public surveys
- Running focus and discussion groups
- Going out visiting places in the community and working with other organisations
- Running social media campaigns

What we believe

1. We believe that health and social care providers can best improve services by listening to people's experiences.

2. We believe that everyone in society needs to be included in the conversation. Especially those whose voices aren't being listened to.

3. We believe that comparing lots of different experiences helps us to identify patterns and learn what is and isn't working.

4. We believe that feedback has to lead to change. Listening for listening's sake is not enough.

5. We believe that we must always remain independent and impartial while working with partners to get things done

Our structure

Healthwatch is funded through national money which is distributed through local councils. There is a duty on local council's to commission a local Healthwatch so they do this every few years.

Coventry City Council currently has a funding agreement with Voluntary Action Coventry for the running of Healthwatch Coventry between 1 August 2020 – July 2023. Voluntary Action Coventry is a local Charity.

Healthwatch Coventry has a Steering Group with a membership of individual local people and voluntary groups which has responsibility for the direction and oversight of Healthwatch work.

Volunteers play a key role in Healthwatch and carry out roles in most of what we do and therefore adding greatly to the capacity to do our work.

Our staff team:

Healthwatch Chief Officer
Healthwatch Deputy Chief Officer
Information & Signposting Officer
Volunteer Coordinator
Communication Officer
Support Officer
Admin Volunteer

The Healthwatch Deputy Chief Officer role undertakes day to day line management and oversight of the team, ensuring that activity is planned and undertaken in line with the priorities agreed by the steering group. Working closely with the Chief Officer to ensure staff and volunteers are supported and valued to effectively fulfil their roles whilst ensuring that everything we do and say is informed by our connections to local people and communities in Coventry.

Find out more about what we do

Visit our website: www.healthwatchcoventry.co.uk