

Information about Healthwatch Coventry

What we do

Healthwatch is the consumer champion for health and social care in Coventry. We work to make sure that the views and interests of all who use health and social care services are heard by those who run, plan and regulate health and social care.

Local Healthwatch are independent of NHS and care services. Healthwatch decides and sets its own programme of work based on information gathered from local people.

Healthwatch actively works to listen and reach out to communities and supports people to enact their rights and responsibilities in health and care and to raise issues with individual treatment or care.

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 an advocacy service for people who are making a complaint about an NHS service (the Independent Complaints Advocacy service or ICAS).
- Provide information to inform the work of Healthwatch England.

Legislation enables Healthwatch to:

- Request and receive information from service providers and commissioners.
- Visit (enter and view) NHS and adult social care services to see how they are being delivered and talk to people using them (this can be announced or unannounced).
- Make recommendations for improving services and get a response setting out what actions will be taken.

‘Enter and View’

This is the name for visits Healthwatch can make to publically funded health and social care services in Coventry. Enter and View visits are carried out by ‘Authorised Representative’ volunteers supported by Healthwatch staff. They are for the purposes of:

- seeing and hearing how health and social care services are provided
- collecting the views of service users, carers/relatives and staff
- observing how services are delivered
- reporting back findings and associated recommendations

How is Healthwatch Coventry delivered?

Healthwatch Coventry is run by Voluntary Action Coventry, with some of the services/functions of Healthwatch subcontracted to other local voluntary organisations.

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.

Healthwatch also has a membership of local people and voluntary groups who receive information and opportunities to give their views.

Volunteers play a key role in Healthwatch and carry out roles such as that of Authorised Representative (for enter and view visits) and other roles to gather the views and feedback of local people.

For more information visit www.healthwatchcoventry.co.uk