



We're here to help you find what you need! Signposting local people to accurate information about local services is part of our job.

Often, people get in touch with us because they've not been able to get an answer to a query from elsewhere. We offer a supportive voice, local knowledge and insight to services that rapidly change and evolve.

Does that mean every person you speak with is an expert on the subject that you want an answer to straight away?

No, *but* we do understand that when people are looking for an answer to a question; especially in difficult and sometimes stressful circumstances; it is important to provide a quick and timely response!

All members of the Healthwatch team are local people who use the same services as you do. We want them to respond well to us all!

In our experience, people who contact us about any health or social care service either can't find the correct contact information or wish to complain about it in discreet manner about it. We seek to find solutions and bring effective change.

If we don't have an immediate answer, we will always find further information and get back to you.

We know you need to feel you are getting assistance from someone who is prepared to listen, will offer advice and guidance and treat you with respect.