

**Healthwatch Barking and Dagenham Membership information**

**About us**

Healthwatch Barking and Dagenham is residents` local health and social care advocate. We are an independent organization and want to hear from residents about their experiences that they had with NHS and social care. Residents` confidential feedback will be used to shape the services provided by the NHS, social care providers and Healthwatch England. Residents` voice truly matters. Whether they have had bad experience or would like to praise a service – we want to hear from them. As a service we can also signpost residents to a service that meets their needs best and provide them with relevant health and social care information.

Services that we gather feedback on are publicly funded NHS healthcare and social care services, dental services, opticians, care homes, pharmacies, domiciliary care and community health services. We have flexible ways of making sure residents` voice is heard - we can call or email them, ask them to fill a survey or meet for a face-to-face appointment by visiting their service or organization.

The aim of our local Healthwatch Barking and Dagenham is to give our citizens and communities a stronger voice to influence and challenge how health and social care services are provided in the borough.

To do this we will:

* be visible and enable people to share their views and concerns and understand that their contribution will help build a picture of where services are doing well and where they can be improved.
* signpost people to information about local health and care services and how to access them as well as provide them with information about their choices and what to do when things go wrong.
* have a seat on the Health and Wellbeing Board, ensuring that the views and experience of patients, carers and others are taken into account when local needs assessments and strategies are prepared.
* give authoritative, evidenced based feedback to organisations responsible for commissioning or delivering services.
* be able to alert Healthwatch England, or CQC where appropriate, to concerns about specific care providers, health, or social care matters.

**About your membership with us**

Healthwatch Barking and Dagenham is growing and as part of this process we are looking to reach and develop relationships with various organizations and services. We are looking to reach people from different backgrounds and communities so that we could use their voice and experience to shape NHS and social care services. To help us in this role we are looking for local organisations to become Healthwatch members. We know that there are already local, well established interest groups that have formed around their member’s common bond as service users of either health or social care services.

We are pleased to inform that Healthwatch Barking and Dagenham membership comes with mutual benefits. Your contribution to shaping NHS and social care services is very valuable to us. By becoming a member of Healthwatch Barking and Dagenham your organization`s involvement will be featured and acknowledged in our newsletter as well as our social media posts. One of the main advantages of this membership for you would be us raising your organization`s profile and advertising your service events as part of this membership. We are hoping that this way of working together will produce numerous benefits for Healthwatch Barking and Dagenham and your organization. We kindly invite you to register and become part of our network by filling a membership form and sending it to us.