



What is the Healthwatch Network?



EasyRead version



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Healthwatch is the name for organisations that help children, young people and adults speak up about health and social care in England.



We will make sure that people who plan, run and check services:

- find ways to listen to people who use these services



- think about what people are saying



- use this information to make services better.





The Healthwatch network has 2 parts:

- Healthwatch England is the national organisation



- Local Healthwatch works in local communities.



They work together to make sure people who use services are listened to by the government and in their local areas.

About Healthwatch England



Healthwatch England is part of the Care Quality Commission (CQC).
The CQC checks all health and adult social care services in England.



Healthwatch England speaks up about things that affect children, young people and adults all over England who use health and social care services.



It finds out what is happening and what people want from services by collecting information from:



- people who use services



- local Healthwatch groups





- other organisations, charities and services that work with people who need support to stay safe or well.



Healthwatch England uses this information to find out about problems and change the way services are planned, run and checked.



The law says the government, CQC or organisations that run services must listen when we tell them about problems and say how they will change things.

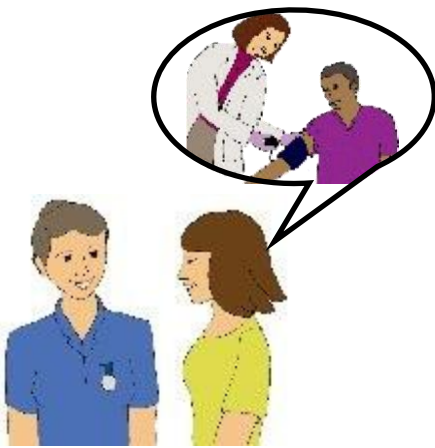


Healthwatch England supports Local Healthwatch groups to speak up for local people and work with other organisations in their area.



About Local Healthwatch

Local Healthwatch groups help people get good health and social care services in their area.

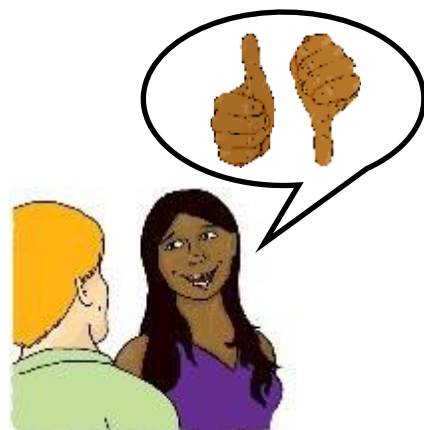


They give everyone a chance to say what services they need now or in the future.

They:



- give people information, advice and support about local health and social care services



- find out what people think about services





- can go into services and check how good they are

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- tell services what support local people need and how they want to get this

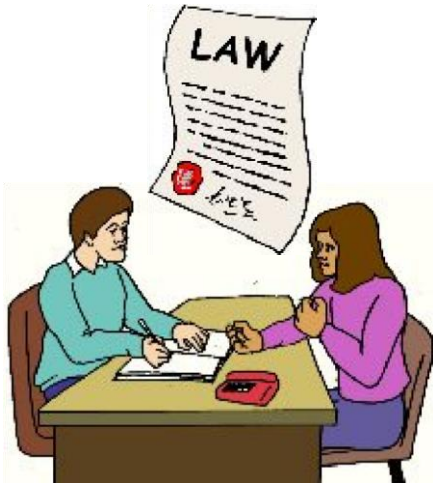


- be part of the local **Health and Wellbeing Board** and say how services should be set up and run

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- share information and ideas about how to do things with other Local Healthwatch groups, Healthwatch England and the CQC.



We will use the law to make sure people who plan, run and check services listen to what people say and work to make things better.



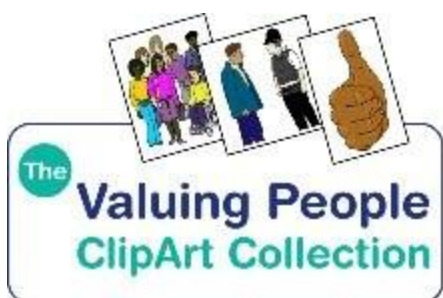


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