



How your opinions can help improve local healthcare

## You can comment on health and social care in Southend:

- by completing the form in the [Speak Out](#) section of the Healthwatch Southend website
- by telephone on 01702 220104
- by email on [info@healthwatchsouthend.co.uk](mailto:info@healthwatchsouthend.co.uk)
- by mail to Healthwatch Southend, Prittlewell Chapel, North Road, Southend, Essex SS0 7AF
- by talking to us in person, or filling in one of our feedback forms, when we're out and about at meetings and events



## What we do with your comments

The comments we get from members of the public are added to our database.

By studying this feedback we are able to identify any negative or positive trends, gaps in services, or problems affecting certain groups of people in Southend.

This information is shared with Healthwatch England. They compile it with data from other Healthwatch organisations around the country, and use it to build up a national picture of how well health and social care providers are performing.



## **How this information can help to improve local services**

If we are made aware of any serious problems, or notice any negative trends or shortfalls in health and social care, we can:

- approach the service providers involved and make them aware that there is a problem, using the feedback we have obtained from the public as supporting evidence
- contact relevant organisations and regulatory bodies who are legally obligated to listen to what we have to say and must respond to us

We can also raise concerns or highlight gaps in services with the local health and wellbeing board, whose role is to understand the health and social care needs of the community and develop services that best meet these needs.



## Your opinion counts

Healthwatch Southend is connected to Healthwatch England, the independent consumer champion for health and social care nationally. We are one of 152 Healthwatch organisations spread out across the country. Our job is to ensure that the voices of local people reach the ears of the decision makers.

Your opinions can help to make a difference to health and social care in Southend.