

Telephone 01702 416320 702 416320

Email: HealthwatchSouthend@family-action.org.uk

Visit: www.healthwatchsouthend.co.uk

healthwatch
Southend

Speak out!

Have your say about the local health and social care services in your area. The more detail you can give us, the better able we will be to understand and represent your views.

If you prefer to complete the form electronically, please visit our website at www.healthwatchsouthend.co.uk and click on the 'speak out' tab at the top of the web page.

Name (optional)		Email address (optional)		
May we add you to our supporter list and send you our e-bulletin? Yes <input type="checkbox"/> No <input type="checkbox"/>				
Where do you live?				
<input type="checkbox"/> Leigh	<input type="checkbox"/> Chalkwell	<input type="checkbox"/> Southchurch	<input type="checkbox"/> Shoebury	<input type="checkbox"/> Southend
<input type="checkbox"/> Eastwood	<input type="checkbox"/> Westcliff	<input type="checkbox"/> Prittlewell	<input type="checkbox"/> Thorpe Bay	<input type="checkbox"/> Not in Southend area
What service are you commenting on? (For example, physiotherapy or GP surgery)				
Where is the service you are commenting on? (For example, Southend Hospital or North Road, Westcliff)				
What is your involvement with the service you are commenting on?				
<input type="checkbox"/> Service user	<input type="checkbox"/> Carer	<input type="checkbox"/> Relative	<input type="checkbox"/> Carer and relative	<input type="checkbox"/> Visitor
<input type="checkbox"/> Service provider	<input type="checkbox"/> Health or social care professional			
Please tell us your views on this service here (continue on a separate sheet if necessary):				
Would you recommend this service to a friend or relative? Yes <input type="checkbox"/> No <input type="checkbox"/>				
Continued overleaf				

If you answer the following questions, it will help us to see if services are meeting the needs of different groups in our community.

How old are you?

Under 18 18 - 24 25 - 49 50 - 64 65 - 79 80 or over

Do you regard yourself as having a disability?

Yes No

What is your ethnic group?

<input type="checkbox"/> White British	<input type="checkbox"/> Black African	<input type="checkbox"/> Asian Bangladeshi
<input type="checkbox"/> White Gypsy/Traveller	<input type="checkbox"/> Black Caribbean	<input type="checkbox"/> Asian Indian
<input type="checkbox"/> White Irish	<input type="checkbox"/> Other black ethnic group	<input type="checkbox"/> Asian Pakistani
<input type="checkbox"/> Other white ethnic group		<input type="checkbox"/> Other Asian ethnic group
<input type="checkbox"/> Mixed white and Asian	<input type="checkbox"/> Chinese	
<input type="checkbox"/> Mixed white and black African	<input type="checkbox"/> Other ethnic group	
<input type="checkbox"/> Mixed white and black Caribbean		
<input type="checkbox"/> Other mixed ethnic group		

What is your gender?

Male Female Transgender

What is your religion?

<input type="checkbox"/> Buddhist	<input type="checkbox"/> Christian	<input type="checkbox"/> Hindu	<input type="checkbox"/> Other religion
<input type="checkbox"/> Jewish	<input type="checkbox"/> Muslim	<input type="checkbox"/> Sikh	<input type="checkbox"/> No religion

If you wish to discuss any issue you have raised or take it further, please contact us on **01702 416320**

Thank you for taking the time to complete this form. Please give it to a Healthwatch Southend representative or return it to us at:

Healthwatch Southend,
Centre Place CC and Nursery
15 Prospect Close,
Southend on sea,
SS1 2JD

We will use the information you have given us to help influence the way health and social care services are run, both locally and nationally. Any personal details you have given us, such as your name and email address, will be kept in accordance with the data protection act. We will not share these details with anyone else.

Telephone **01702 416320**

Email: HealthwatchSouthend@family-action.org.uk

Visit: www.healthwatchesouthend.co.uk



Privacy policy

This Privacy Policy sets out the data processing practices carried out by this Healthwatch website. If you have any requests concerning your personal information or any queries with regard to these practices, please [contact us](#).

Who we are

This Healthwatch website is a local independent consumer champion and is a part of Healthwatch England, a statutory committee of the Care Quality Commission. The data controller of personal information collected via this website is the Care Quality Commission. References to "we" or "us" below are to this Healthwatch website. This privacy statement covers this Healthwatch website. This statement does not cover links within this website to other websites.

Information we collect

We collect personal information from visitors to this website through the use of online forms and every time you email us your details.

When you simply browse through the information on this website, it does not store or capture your personal information. We do log your IP address (as it is automatically recognised by the web server) but this is so you can download this website onto your device rather than for any tracking purpose.

We will only collect personal information volunteered by you, such as:

- feedback from surveys and online forms
- email addresses
- preferred means of communication

Cookies

Please be aware that some systems on our website require the use of cookies, but we will always state if this is the case. We will never collect and store information about you without your permission.

Find out more about our use of [Cookies](#) from the Healthwatch England website.

We will always take necessary steps to ensure that your information is protected and treated securely. Any details you give us will be held in accordance with the Data Protection Act 1998 and our data protection policy (part of our overall Information Governance Policy) and code of practice on confidential and personal information.

Purposes for which we use the information collected

Personal information about you will be used for the following purposes:

- in our day-to-day work;
- to send you our newsletter where you have requested it;
- to respond to any queries you may have;
- to improve the quality and safety of care.

This may include any personal information that you choose to share with us, but we will treat this as confidential and protect it accordingly.

We will never include your personal information in survey reports.

Who we disclose the information to

In order to fulfil our remit, we may disclose the personal information that we obtain through this website to the Secretary of State for Health, other parts of the Care Quality Commission (CQC), Healthwatch England, the NHS Commissioning Board, Monitor and every local authority in England, and suppliers we engage to process personal information on our behalf.

However, we will only disclose your personal information where we have your consent to do so, or where there is another very good reason to make the disclosure - for example, we may disclose information to CQC or a local authority where we think it is necessary to do so in order to protect a vulnerable person from abuse or harm. Any such disclosure will be made in accordance with the requirements of the Data Protection Act 1998.

Wherever possible, we will ensure that any information that we share or disclose is anonymised, so as to ensure that you cannot be identified from it.

How to obtain a copy of the information we hold about you

You have a right to access the personal information we hold about you. To obtain a copy of it, please [get in touch with us](#).

Changes to this Privacy Policy

From time to time we may update this Privacy Policy. When we do so we will publish the changes on this website. If you do not agree to these changes, please do not continue to use the website. If material changes are made to this Privacy Policy, we will notify you by email or by placing a prominent notice on the website.

Signing up to our newsletter

We use a third-party supplier to provide our newsletter service. By subscribing to this service you will be agreeing to them handling your data.

The third-party supplier handles the data purely to provide this service on our behalf. This supplier observes the requirements of the Data Protection Act 1998 in how they obtain, handle and process your information and will not make your data available to anyone other than Healthwatch.