

## Information about Healthwatch Coventry

Healthwatch is the independent health and social care champion.

Our mission is to make sure people's experiences improve health and care; including barriers to access and health inequality.

We make sure NHS leaders and decision makers hear the experiences and voices of local people to improve delivery and to plan and commission services.

We also help individual people to find reliable and trustworthy information and advice.

Healthwatch Coventry is one of 153 local Healthwatch in England. Local Healthwatch were set up under legislation to provide the following functions:

1. Gather views and experiences of patients and the public about NHS and social care services
2. Make these views known to NHS and care leaders, Healthwatch England etc
3. Promote and support the involvement of people in commissioning of health services and how they are monitored
4. Provide information to people about access to services
5. Link people to the NHS Complaints Advocacy service
6. Make known the views and experiences of people to other local Healthwatch organisations and Healthwatch England and provide a steer to help it carry out its role as a national champion
7. Recommend investigation or special review of services via Healthwatch England or directly to the Care Quality Commission

Legislation enables Healthwatch to:

- Request and receive information from service providers and commissioners.

- Visit (enter and view) NHS and adult social care services to see how they are being delivered and talk to people using them.
- Make recommendations for improving services and get a response setting out what actions will be taken.
- Refer issues of concern to the Local Council Scrutiny Board of local councillors for further action.

We are independent of the delivery of NHS and social care services. Healthwatch decides and sets its programme of work based on information gathered from local people.

We involve local people through volunteer roles and in our Steering Group which oversees our priorities and work.

We carry out community research, community outreach and projects to look at specific service areas for example by visiting services.

We work to influence decision makers through relationships and involvement in strategic groups within the Integrated Care System.

Core funding for local Healthwatch is national funding via local authorities that is not ring fenced. Local Healthwatch or either voluntary organisation (eg a charity) or hosted by a third sector organisation. Healthwatch Coventry is currently hosted by Voluntary Action Coventry.

## Healthwatch England

Healthwatch England provides good practice support and collates findings from across the network for work to influence national policy.

For more information about the work of Healthwatch England visit [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

## Find out more or contact Healthwatch Coventry

### Healthwatch Coventry

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Website: [www.healthwatchcoventry.co.uk](http://www.healthwatchcoventry.co.uk)

Facebook: Healthwatch Coventry

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Instagram: @HealthwatchCoventry