

Transcript of Healthwatch Annual Report Film 2013

Healthwatch has been set up to listen and understand your views and consider how your experience can help shape health and social care services, for the benefit of us all.

Already, people around England have started talking to us, about how they want to be treated and what is important to them.

Our basic needs must always be met. Getting support for long-term health problems...and urgent medical treatment when we need it.

Getting appointments when I actually need them. Why can't I get the treatment others get? Consistency of service wherever you live.

I want to be treated like a human being. Respect for individual's needs. Looked after by people who really care.

I want more information about my condition. Someone who can help me make the right decisions...and advice on how best to look after myself.

I'd like to know what my options are...and what you're entitled to. I just want some control over my treatment.

I want a say in decisions which affect my life...and get support if I'm not happy with the service I've received...and my wishes are respected.

Wherever we are, we should expect our surroundings to be safe. To be clean and healthy.

I want a say in how our local services are delivered. Together we can help and change things. Maybe even influence national policy.

Your views are important to us. Healthwatch wants to know your thoughts on the health and social care services you see and touch each day.

With your help, Healthwatch is building a new guide for what we should all expect from these services, so you can measure your experiences and raise any concerns with your local Healthwatch service.

So make your mark on local and national health and social care services today.

Just contact your local Healthwatch and find out how you can make a difference.

I did.

I did.

And I did.