We are Healthwatch – video transcript

Our job at Healthwatch is simple. We're here to help make health and social care work better for you.

(The word 'you' is in the centre of the screen, with examples of different people in various health and social care settings.)

Who do we mean by you? We mean you, if you or a loved one think you'll need an appointment with your GP, help to find the right care home or self-help group, access support for your mental health, or need access to any other health and social care service hospital, care centre, NHS dentist, pharmacy or home care services at some point in your lives.

Healthwatch is the independent champion for people who use health and social care services.

Our purpose is to find out what matters to you and to help make sure that your views shape the support you need.

It's our job to listen to people's experiences sharing their views with those who can do something about it.

(The screen splits into three, with different images representing NHS services, the government and social care services.)

That's right, we have the power to ensure that the government and those running the services hear what you think and take action based on people's needs.

(The screen shows people walking in the background, a mother with a pram, and someone in a wheelchair. Signposts appear pointing in different directions pointing to various health and care services including a pharmacy, self-help group, GP, hospital, care centre and care home.)

Another part of our mission is to point you in the direction of the right services so if you are facing a difficult health decision or just don't know how to find out about what support options are available.

(A map of England is shown, with speech bubbles indicating where Healthwatch is based. A magnifying glass moves across the country, and highlights that there are Healthwatch all over the country.)

We're here. Actually, we're here. And here, and here, and here, and here.

We have branches in every area of England.

So help make services better in your community share your thoughts and experiences with us and if you have a question why not get in touch?

We're here to make care better for you.
(Contact details appear on the screen to tell you how you can talk to your local Healthwatch.)

Talk to your local Healthwatch. Go to www.healthwatch.co.uk or call 0300 683 000