

“ Whether you are
looking for information,
have concerns about local
health and social care services,
or would like to volunteer...

**Healthwatch
Dudley** wants to
hear from you!



03000 111 001



hello@healthwatchdudley.co.uk



Tweet us @HWDudley



www.healthwatchdudley.co.uk



7 Albion Street, Brierley Hill, DY5 3EE.

healthwatch
Dudley



Your voice for health and social care services

across Dudley borough



What is Healthwatch Dudley?

Healthwatch is the new consumer champion, for both health and social care for children and adults living in England.

From April 2013 **Healthwatch Dudley** will support people who live, or access services in Dudley borough.

A fresh approach...

Your new independent service will listen and work with you to improve health and social care services for everyone. Local people will feel well connected, have easy access to information and ample opportunity to have their say.

A network of information hubs and hotspots will start to spring up around the borough, providing information and help with how to make good health and social care choices.

Healthwatch Dudley will...

- Enable people to share their views and concerns about local health and social care services such as GPs, dentists, hospitals, day care services and care homes.
- Signpost from a dedicated helpline and information points across Dudley borough.
- Promote public health, health improvements and tackle health inequalities.
- Provide people with information about their choices and what to do when things go wrong.
- Have a seat on the Dudley Health and Wellbeing Board, ensuring that the views and experiences of patients, carers and other people who access services, are taken into account when local needs assessments and strategies are prepared.
- Help and support Dudley Clinical Commissioning Group to make sure that services really are designed to meet citizens' needs.
- Provide authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services.
- Listen to people who have concerns or who want to complain about NHS services or other health and social care provision.
- Alert Healthwatch England to concerns about specific care providers, who can recommend further action from the Care Quality Commission (CQC).
- Be inclusive and reflect the diversity of the community it serves.

