

Healthwatch East Riding provides reliable, accurate information and signposts to further sources of advice and support.



Come & Meet us!

To ensure that the residents of East Yorkshire have access to, and the opportunity to engage with the Healthwatch Team, staff will be available at locations across East Yorkshire where you can drop in with enquiries.

For further details, see local press, visit our website and sign up to our e-newsletter.

Keep in touch:

Give us your views or report your experiences of local health and social care.....

Sign up for our newsletter.....

Ask about our Volunteer roles

Twitter - @HWEastYorks

What next? You can get in touch with us:

Call us:

Information & Signposting Help Line
Available Monday to Friday 9–5
01482 334999

Email us:

enquiries@healthwatcheastridingofyorkshire.co.uk

Visit us:

www.healthwatcheastridingofyorkshire.co.uk

Write to us:

Freepost RTEX-JUJY-LTUR
Healthwatch East Riding of Yorkshire
Brough Business Centre
Skillings Lane
Brough
East Yorkshire
HU15 1EN



We are members of The Good Things Foundation's



Online Centres Network



In local health & social care



Information Service
Your Health. Your Voice

'Healthwatch Helps people to find ... local health and social care services and groups

Reliable, accurate information is fundamental to making informed decisions and choices. It helps people regain a sense of control...and can reduce the fear that the diagnosis of...illness may bring.

NHS Choices

Our Information Service aims to:

Help individuals to gain access to, understand, and use information to promote and maintain good health and make the best use of local services and support.

Healthwatch
is:

- Free
- Independent
- Confidential

How can our Information Service help you?

These are just some of the ways we can help you:

- Explain your rights and what standards to expect from services
- Help you find out about funding for health & social care
- Help you to access services and find your way through care 'pathways' - find the right service for you
- Put you in touch with Support Groups, Voluntary and Community Organisations
- If we can't help, we'll Signpost or refer you to the other information & advice services
- We can register your concerns and provide information on making complaints
- Pass on your reports of excellent services and care
- If you need advocacy we can refer you to the Independent Complaints Advocacy (ICA)

Tell us about your Organisation ...

We are recording details of health and social care services, support groups and organisations throughout East Riding. Tell us about your organisation so that we can inform people who need your help. *Contact details overleaf*

Introducing ... Healthwatch

East Riding of Yorkshire works to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow, Healthwatch East Riding of Yorkshire is all about local voices being able to influence the delivery and design of local services.

Healthwatch

- enables people to share their views and concerns about their local health and social care services, helping to build a picture of where services are doing well and where they can be improved.

- ensures that the views and experiences of patients, carers and other service users are taken into account when services are planned and commissioned.

- sends trained representatives to enter and view premises where services are delivered.

- alerts Healthwatch England, or the Care Quality Commission (CQC), where appropriate, to concerns about specific care providers, health or social care matters.

- provides people with information about services and how to access them.