

A report about our 1st year

This is an Easy Read version of:
Healthwatch Surrey Annual Report 2013/14



What is in this booklet



About Healthwatch Surrey

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Telling people about Healthwatch Surrey

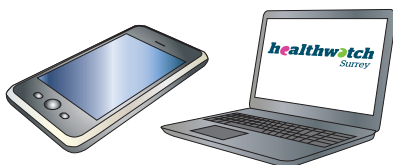
3

A simple icon of a calendar with a red header bar and a grid of numbers from 1 to 31.

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

What we did last year

4

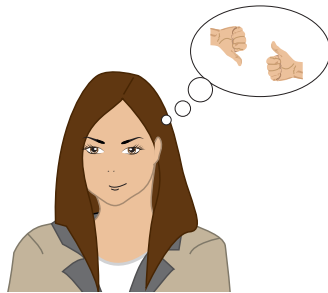


Contact Healthwatch Surrey

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We are here to help make health and social care better.



We find out what people think about health and social care.



We talk to people to make services better.

Telling people about Healthwatch Surrey



We want people to know who we are so we can do a good job.



We met lots of groups who are interested in health and social care.



We have been telling people what we do.
 We talked to people in lots of places.
 We gave out leaflets.



We met the people who are in charge of health and social care services.

What we did last year

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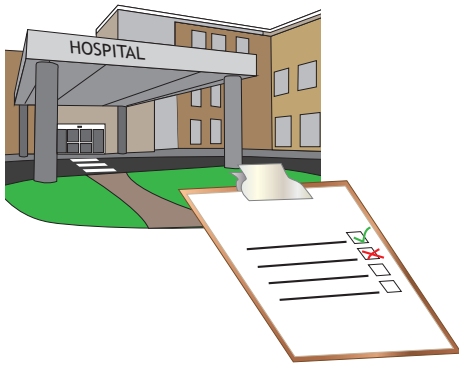
We have worked with other organisations:



We have looked at reports.



We went to meetings and events.



We said what people think about hospitals for inspections by the Care Quality Commission. They are sometimes called the CQC.



We said what people think about changes to Epsom Hospital.



We asked for a better patient transport service.

We have given money to other organisations to find out what some people think.



Volunteers



We have found and trained volunteers.

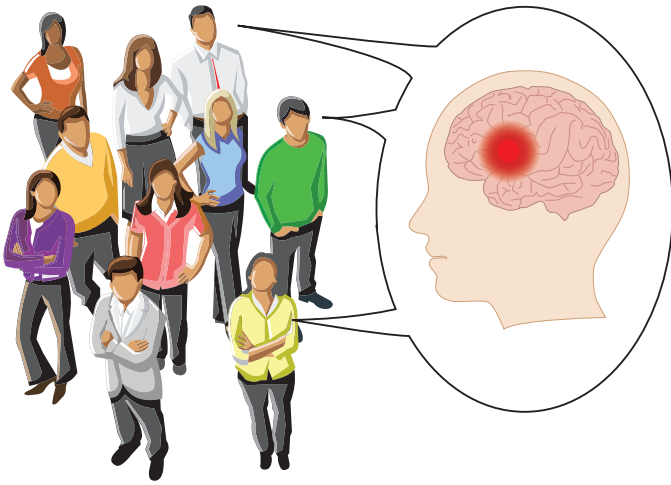


Our volunteers tell people about Healthwatch Surrey.



Our volunteers help us find out what people think about health and social care services.

Making services better for people who have a stroke



People told us about their strokes.



We wrote a report.



We told the NHS and Council how to be better.

Seeing a doctor



We asked people if it is easy or hard to see a doctor.



We will tell the doctors and NHS what people think.

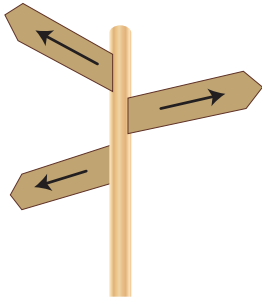
Complaints - when things are bad or wrong



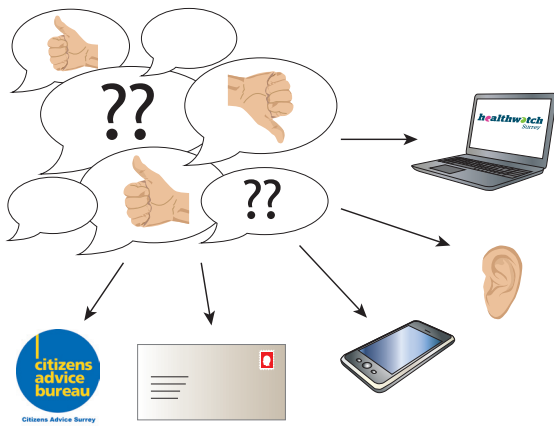
We have looked at how easy or hard it is to complain about NHS and social care services.

We will find out about GP doctors next.

Information and advice



We give information and advice about health and social care.



People have told us about their experiences.
2,500 people have contacted us.

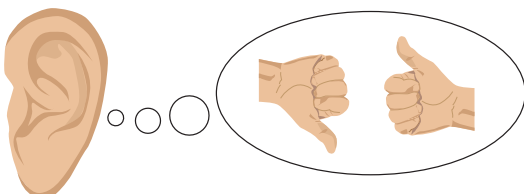
We have had 4,700 comments and questions.



We have given people information and advice.

Our plans

We know what we want to do next year:



We still want to hear what people think.



We will tell the NHS and social care what people think.



We will make sure the NHS and social care listen and get better.

We will work hard to do a good job.



Contact Healthwatch Surrey



There are lots of ways to get in touch with Healthwatch Surrey:



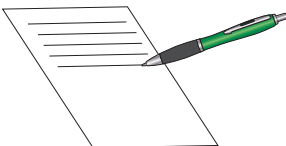
Go to a Citizens Advice Bureau in Surrey



Phone: 0303 303 0023



Email: enquiries@healthwatchsurrey.org.uk



Write: The Annexe, Lockwood Day Centre, Slyfield Industrial Estate, Westfield Road, Guildford GU1 1RR



SMS text: 07592 787 533



Produced by Healthwatch Surrey,
The Annexe, Lockwood Day Centre,
Westfield Road, Slyfield Industrial Estate,
Guildford, GU1 1RR

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